



International Association of
Administrative Professionals®
Idaho-Oregon-Utah Division

TRI-STATE NEWS

Idaho-Oregon-Utah Division

February, 2011

www.iaap-id-or-ut.org

Message from the President....



“When work, commitment, and pleasure all become one and you reach that deep well where passion lives, nothing is impossible.”

February is a great month to talk about Passion & Purpose. I found the quote above and I believe that it is true... when our work and commitments become a pleasure, we can have passion for what we are doing, and it gives our lives purpose. You may ask, “How do I get my work to become a pleasure or something that I enjoy?” I think that it is all about attitude. A positive attitude will give you great altitude. It will lift you up and make your work or task at hand seem a bit more doable.

I was able to attend the IAAP Fall Conference in Louisville, Kentucky in October 2011. One of the speakers talked about what makes a champion. He said that a champion is a person that does just ONE thing extra and does it really well. If you want to be a champion at a sport, then you need to have the skill and practice and work at it a little bit more than your competitor. If you have passion for your profession and want to be a “champion” office professional, then you need to do something a little extra and above what other office professionals do. Read a book, take a class or attend a seminar. Look for something a little extra you can do at work. Write a thank you note for someone that helped you with a project, or take on a little extra work to help your coworker, or grab some lunch or something to drink for your executive that may be stuck in meetings all day or through lunch break. This concept has worked for me and my career.

Be a “champion” and tell someone about IAAP and what it can do for them. Invite someone to attend a chapter meeting with you. What does it hurt to just ask if someone is interested in professional development? IAAP is the best kept secret and we need to change that. We need to do something a little extra to spread the word about the benefits of membership.

Show that you have passion and purpose by planning to attend the Idaho-Oregon-Utah Division Annual Meeting in May 2011 in Idaho Falls, Idaho. The Mountain River Chapter has planned some wonderful training and activities. I am so excited for this event and hope to see you there. Look for more information in this newsletter. The deadline for running for Division Officer is coming up quickly. Be a “champion” and run for an office and leadership opportunity that you will never forget or regret!

Have a great month and please know that your Division Officers are here for you and your chapter. You have our support and we hope to have yours and see many of you at our Annual Meeting!

— Lora Albee-Brown CAP

Idaho-Oregon-Utah Division President

Message from the President-Elect...

... The Best Two Years of Your Life

Do you want to “Be All That You Can Be?” Well then, maybe you should “Just Do It!”

I’m not recruiting for the Army or Nike, but they have some pretty catchy slogans. And, I wanted to start with something that would get your attention! In case you don’t know, Division elections are right around the corner, and we need candidates.



If you want to spend the next two years having fun, getting to know great people and learning more than you can imagine, run for Division President-Elect.

When I ran for President-Elect I was excited to take on a new adventure, but I was also scared to death. Now I am approaching the end of my term as President-Elect and getting ready to begin my term as President. I have to admit I am nervous about stepping up to the role of President. However, I have learned that this is an organization full of people willing to help you succeed. Never once have I felt alone.

If you are interested in running for the office of President-Elect, review the following qualifications and job duties. If you meet the criteria and find the position intriguing, throw your hat in the ring.

Qualifications (as set forth in the Division Bylaws)

A candidate for the Office of President or President-elect shall have served as an Officer of this Division for at least one term, or as a Chapter President, prior to the time of election.

Duties (as set forth in the Division Bylaws)

The President-elect shall:

1. Assist the President in the performance of the duties of that office and assume the duties and powers of the President in the absence of the President.
2. In the event of a vacancy in the office of President, succeed to the office for the unexpired term.

3. Succeed automatically to the office of President at the conclusion of the term as President-elect.
4. In concert with the Treasurer, prepare an annual budget which shall be distributed to the Board of Directors 30 days prior to the Annual Meeting to be presented for adoption at such Annual meeting with approval no later than the Spring Meeting.
5. Perform such other duties as may be assigned by the Executive Board.

As stated in number 3 above, you automatically succeed to the office of President. So, here are the qualifications and duties of President.

Qualifications (as set forth in the Division Bylaws)

Same as for President-Elect

Duties (as set forth in the Division Bylaws)

The President shall:

1. Be presiding officer of all Division meetings.
2. Subject to the approval of the Executive Board, appoint the Chairman of all committees, as follows:
 - a. Audit Committee
 - b. Historian
 - c. Internet Services Coordinator
 - d. Membership Coordinator
 - e. Parliamentary Advisor
 - f. Retirement Trust Foundation Representative
 - g. Tri-State Newsletter Editor
 - h. Other ad hoc positions as deemed necessary
3. Call meetings of the Division Board of Directors and Executive Board when necessary.
4. Be a member ex-officio of all Committees except the Committee on Nominations.
5. Sign checks drawn on Division funds as required and be bonded with premiums paid from Division funds.
6. Keep the District Director and the President-elect fully informed on all Division matters.

7. Call meetings of the Division Board of Directors and Executive Board when necessary.

– Carey Walton, CPS/CAP

Idaho-Oregon-Utah Division President-Elect

Be All You Can Be – Just Do It

Message from the Past President...



As I started pondering our new IAAP theme “Passion and Purpose”, I started thinking about what was important in my life and what I wanted to do with it. As I was reading some articles, I came across this one that I would like to share with you

IF YOU HAD ONLY ONE WISH

- *If you had one wish, what would you wish for? (Think about this for a minute and make sure you really nail it.*
- *But I didn't say your wish was only good for one thing! What else would you wish for? “I want _____ AND _____.”*
- *As long as there are no limits on the “AND's” what would you wish for your family, spouse, kids, friends and so on?*
- *Hey, as long as you have some spare “AND's” what would you add to your wish for me, your guide?*
- *In a restaurant, what would you wish for the waiter?*
- *Pick a random person you see right now (someone you don't know) and ask yourself what would you wish for them?*

By the time you get to the end of this list – a random person – you can't know what they want or need. All you can do is give them what you are here to give – your passion and purpose! Go through a few days, and make it a practice to pick people out of a crowd and imagine what you'd give to them with your wish. After you've done this for a little while, see what trends you see. This will be at least very close to your purpose/passion.

Many of us are probably aware of what our “Passions” are and even what “Purpose” we have to accomplish, but for those of us who may still be wondering – try this exercise and see how much more focused you become during this “Passion and Purpose” year.

– Karen Bingham, CPS

Past ID-OR-UT Division President
and Member at Large

Message from the Secretary... ...the Art of Volunteering

We can use many terms to describe how we fill our leisure time. Some call it “giving of myself” or “sharing my talents” or “doing something that makes me feel good.” My husband tells me it’s my “volunteer cravings.” However you choose to describe the time you give, just know that whatever or however you give, the rewards and appreciation come back to you ten-fold.



I am so proud to serve this Division as Secretary. This opportunity is one I will remember for a long time. Let me tell you the benefits that have come to me because of my choice to volunteer and be a part of something bigger than me.

Most of what I have learned is about myself and who I am. I am no longer afraid to be in front of a group of people and present ideas and information. But even if I’m not the presenter, because of this experience, I am not afraid to ask a question or participate in the discussion. Even if no one likes my ideas or thoughts, I have learned it’s OK to express them.

I am especially grateful for the friends I have made. Learning to be a friend is a lifelong achievement. We all need friends in our lives. To quote John Lennon – “I get by with a little help from my friends.”

I realize the knowledge I am acquiring is also a lifelong work. I am using these experiences to increase my abilities to help others. I can’t go wrong there. I am also using these experiences to better my position in my career. Again, I don’t see anything but improvement in myself. I really like that!

I volunteer because it increases my self-worth and my self-esteem. In a world that tells us we must look a certain way, weigh a certain number, wear a certain size, have the same point of view as the crowd, don’t like this or do like that, I am confident in myself and what I believe – and this confidence, in part, is because I do have Volunteer Cravings and I step forward and say I can help.

— *Marilyn Taylor, CPS*

Idaho-Oregon-Utah Division Secretary

Message from the Treasurer...**...Pathways to Excellence Recognition Program**

In the last couple of years, IAAP has implemented the Pathways to Excellence Recognition program for divisions, chapters and members. Some of us have now experienced the audit process for this program. On the IAAP Web Community, information is posted on [FAQ](#) and [general audit information](#) to walk you through if a chapter or member is audited. The important piece is to have all the documentation in one spot should you be audited. Don't wait until you are notified of the audit to pull together all the information. There is a tight time-frame for you to respond back to IAAP.



IAAP has a spreadsheet available for you to complete during the year so that you can monitor your progress in completing the criterion. This spreadsheet is also a good tool to ensure the accuracy of the document you submit when you have successfully completed the criterion and to respond to any questions during the audit process. Personally, I recommend using this spreadsheet for it has been very helpful in keeping me focused and on task as I complete each criterion.

If you have not participated in the Member of Excellence program, I encourage you to do so. This is a way to show that you are continuing to build and sharpen your skills as an administrative professional. I used this in my annual review and my supervisor was pleasantly surprised that I took the time to meet the criteria. It is still early in the year for you to get a jump start to become a Member of Excellence.

Remember, as members it is important to support our Division and Chapter in completing the criteria to meet Pathway of Excellence program. The Division or Chapter Boards are unable to do it without your participation.

Let the world see that the Idaho-Oregon-Utah Division is filled with Members and Chapters of Excellence!

— Sheila Isley, CPS/CAP
Division Treasurer

Retirement Trust Foundation...

Is RTF on your chapter calendar for next month? March and November are the months we are asked to highlight the RTF. Carolyn L. Prather, CPS, Retirement Trust Foundation Trustee and RTF Committee Liaison, provided a list of fundraising ideas. I thought I would share the following ideas with you now and a few more in the weeks before March:

- 50/50 Pocket Change Raffle. When members sign in at chapter meetings, they dump out their pocket change in a piggy bank, and at the end of the meeting a name is drawn from those who stuffed the pig. Half of the money goes to the RTF and half to the winner of the 50/50 drawing. (Comply with state regulations regarding 50/50's and raffles.)
- Silent auctions are typically a good fundraiser.
- Donated theme baskets are popular.
- Donations made in recognition of a member.

Our Division has been credited with \$45 donated to RTF so far this Year – let's multiply that 100 times before Annual Meeting in May.

—Kathy Morgan CPS

ID-OR-UT Division RTF Chairman
kmorgan@stoller.com

From the Editor . . .

My apologies that a *Tri-State Newsletter* has not been published for several months. We'll make up for lost time now. The March issue of *Tri-State News* will focus on APW events, so please send your chapter's APW brochure or flyer to me. As you can see, this issue is a new format. Rather than two or three columns, it is now one column. Since most of us read the newsletters by opening the email attachment, this change should make it easier to read as you scroll down a monitor – no more scrolling down to the bottom of one column and having to go back up to read the next column.

Please send any newsletter feedback, articles, information, or quotes that you feel your fellow members of IAAP will enjoy to nhansen@idoc.idaho.gov – and please send your chapter's APW information, too.

—Nancy Hansen, CAP

Editor 2010-2011, *Tri-State News*

Message from OfficeTeam... Is My Face Red? Overcoming Embarrassments at Work

Whether it's a foot-in-the-mouth faux pas, wardrobe malfunction, glaring error or dumb mistake, we've all had embarrassing experiences at work. Although such moments can be humbling, it is possible to bounce back, overcome the incident and gracefully move on. Following are some [real-life workplace bloopers](#), recounted by executives interviewed by OfficeTeam, as well as advice for overcoming these types of slipups.

Recovering from a Slip of the Tongue

"I answered the phone using the wrong company name."

"I called my boss 'my love' by complete accident."

It's not uncommon to trip over your own tongue. When it happens, correct yourself, apologize and laugh it off. Dwelling on the gaffe will only make matters worse.

Avoid such blunders in the first place by slowing down, focusing on the subject at hand and taking a few moments to organize your thoughts. If you feel rushed or nervous, a deep breath or two will help you regain your composure.

Getting Past a Clothing Calamity

"My trousers tore in front of my team members."

"I conducted a training session with my zipper down."

When issues arise with clothing, remain calm and discreetly fix the problem. If others have noticed, a quick joke or light-hearted comment could help diffuse any awkwardness.

To prevent wardrobe malfunctions, check your work attire for stains and tears before leaving the house. But also realize that a clothing calamity — such as spilled coffee on your blouse — can sometimes occur despite your best efforts.

Making Amends When a Mistake Involves Others

"I spilled coffee all over my boss."

"I sent an offer letter to the wrong candidate."

When a mistake upsets or offends a colleague, client or customer, it's essential that you immediately own up to your gaffe. Do not minimize or make light of it; simply apologize and offer to correct the situation, if possible. You may even want to follow up with those involved to explain the steps you'll take to avoid a similar mistake in the future.

To prevent such situations in general, don't multitask or rush. People are more prone to mistakes when they're distracted, preoccupied or acting in haste.

OfficeTeam is the world's leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has more than 320 locations worldwide, and offers online job search services at www.officeteam.com.

Information from Victoria Moran... *Author and speaker at IAAP events, including the 2008 International Convention (now known as EFAM) in New Orleans, Louisiana:*

Hey there, health-seeking heroine! In just two weeks the WISH Summit (Women's International Summit for Health) will be kicking off and if there's ever been a reason for you to tuck aside some time for yourself, this is it!

This event doesn't cost a penny. You don't have to pack the kids and the dog in a minivan to get there. Just sign up, join me and the tens of thousands of other women around the world who will be listening in to the calls from their home computers when the event starts on March 8th.

The WISH Summit hosts 40 spectacular, action-oriented calls focused on the most pressing health and wellness issues for women today:

- hormones and how to balance them
- specific health issues facing women of color
- healthy nutrition for women
- probiotics and how they affect women's health
- food, diet, cleansing and detox
- relationships (what you're doing that's causing problems, and how to make the drama stop)

It's all on the agenda! The money, the men, the miracles you've been waiting for, and the line-up includes some of the brightest minds and spiritual leaders of our time! You can check them all out here and learn more about the event: <http://www.wishsummit.com>

You're going to have those forehead slapping moments when you realize so many things about yourself. You're going to laugh and cry and awaken something deep inside you that has been longing to escape the hum drum of another to do list. For 40 days and 40 nights you'll be able to listen to these calls on the internet for f.r.e.e. and finally put yourself on the "to do" list. Even if you just invest 15 minutes a day for 40 days, you're guaranteed to make miracles happen! Hope to catch you there as part of this event!

Love,
Victoria

Note from the Universe...

Until the really "great" stuff comes along, do the "not-so-great" stuff. (And do it with passion.) The not-so-great stuff always leads to the great stuff. Whereas doing nothing pretty much leads to nowhere.

www.TUT.com

Pictures from the Idaho-Oregon-Utah Division Fall Trainings...

Picture from Oregon not available at this time.

When available, we'll add it to the issue on the Division's web page

www.id-or-ut.org

Oregon
September 11, 2010



Idaho
September 18, 2010



Utah
September 25, 2011

Upcoming Events . . .

Saturday, March 12, 2011

... Boise Chapter is hosting a workshop on creating summary worksheets in Excel. The presenter is Lynda Benson, Head, Administrative Support Program of the College of Western Idaho. Price is just \$20 for IAAP members. (Non-members are \$30, and students are \$15). Contact Bert Barton at BZB@moffatt.com if you are interested in attending.

Thursday, May 19, 2011 – Tour in Eastern Idaho hosted by Mountain River Chapter.

Friday-Sunday, May 20-22, 2011 – ID-OR-UT Annual Meeting

Mt. River Chapter, Hosts

Flyers will be out soon – the draft is already available at www.iaap-id-or-ut.org

Hope to see you there!

Conference Hotel:

Shilo Inn
780 Lindsay Boulevard
Idaho Falls, ID 83402
(208) 523-0088
Room block under IAAP at \$79.00 per night

Remember the Division Fundraiser ...

...“His & Hers” Afghans

Raffle chances are \$1 each and available from your chapter. Drawing will be held at the Division Annual Meeting.



IDAHO-OREGON-UTAH DIVISION 2010-2011 OFFICERS (left to right)

Treasurer – Sheila Isley CPS/CAP
sheila.l.isley@co.multnomah.or.us

Secretary - Marilyn Taylor CPS
marilyn.s.taylor@hp.com

President – Lora Albee Brown CPS/CAP
lora_albee@yahoo.com

President Elect – Carey Walton CPS
carey.walton@inl.gov

DIVISION APPOINTED POSITIONS:	
Carey F. Walton, CPS, Mountain River Chapter Annual Meeting Coordinator	Kristie Beresay Internet Services
Lynn Wiseman Audit Committee	Teresa Bennett, CPS New Chapter Builder
Rachel Barnett, CPS/CAP APW/Education/Programs and Certification	Susan Book Parliamentary Advisor
LaNay Robbins Bylaws & Standing Rules	Joyce Cottrell Reading Committee
Sherry Gallup, CPS Committee on Nominations	Kathy Morgan, CPS Retirement Trust Foundation
Marie Sovereign, CPS Financial Resources	Nancy Hansen, CAP Tri-State News Editor
Karen Bingham Historian	

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