

# April 2010 TRI-STATE NEWS IAAP — Idaho-Oregon-Utah

April 2010

[www.iaap-id-or-ut.org](http://www.iaap-id-or-ut.org)

## The IAAP Mission

IAAP's mission is to be the acknowledged, recognized leader of administrative professionals and to enhance their individual and collective value, image, competence, and influence. Our vision is to inspire and equip all administrative professionals to attain excellence.

## Idaho-Oregon-Utah Division

### Mission Statement

Invest in our future by uniting and inspiring Administrative Professionals through communication, commitment, education, support and respect.

### Vision Statement

Facilitate growth by creating value through professional program development, enthusiastic mentoring and increased networking opportunities.



International Association of  
Administrative Professionals®

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## Message from President Bingham . . .

Boy, is time flying by fast! Do you realize that in less than two months we will all be together at Annual Meeting in Boise! Boy, do we have a lot to do to get ready. The HP Boise Chapter is very busy with speakers, making arrangements and praying that each of you will be able to join them for a marvelous weekend. The registration forms are out and you should have received one by e-mail. Our by-laws committee spent a long weekend getting the proposed amendments in form, and you should have received their suggestions. I also look forward to a great election. The deadline to submit an officer candidate form was March 15, but people can also be nominated from the floor at the meeting. Just get your materials to Brenda Greenhalgh.

Now that there is a hint of spring in the air, I know

that we will also feel rejuvenated and hopeful as we work to make our Chapters and Division the best they can be. We have all felt the hard economic conditions, and it has adversely affected many of our chapters, but NOW is the time to think positively and work toward success.

One big success is the recent survey that I sent out to all of our members. I received a 36% response (which is a good number from what I've been told) and I have compiled a list of responses for each chapter and also a list of suggested chapter meeting topics. Contact your chapter president if you are interested in more detail.

At the State Education Forums, I asked each attendee to make a personal commitment to IAAP. If you did not attend, there is still time for you to



make a commitment to yourself, your chapter, or the Division. I look forward to hearing your stories at annual meeting and how your commitment worked out.

Keep up the good work, enjoy the spring weather as the snow starts to melt (or however winter was felt in your area), and I hope to see you all in Boise in May!

**POWER**  
*of*  
**Commitment**  
Idaho-Oregon-Utah Division

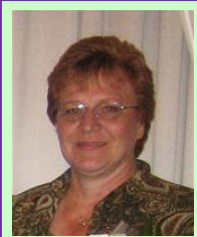
— Karen Bingham, CPS

## From the Treasurer . . .

### Communication

Did you know that only 7 percent of a message is communicated with words; 55 percent is transmitted via gestures, and the balance — 38 percent — from tone? I don't know about you, but this scares me! My family continually tells me they can read my thoughts because they are written all over my face. Unfortunately, I am one of those people who don't hide their emotions very well. How about you? Do you know what you are communicating?

Surprisingly, many people don't realize that their words contradict their gestures and tone. With only 7 percent of the message being communicated with words, I guess we know what the receiver is hearing.



Carey Walton  
CPS/CAP

I recently discovered "The Ten Deadly Sins of Communicating." So, here is a list of things to avoid when dealing with others:

**Being Patronizing.** Praising people when it is clearly unwarranted.

**Using Generalities.** "Your work is seldom satisfactory."

**Using Labels to Describe People.** "You're paranoid."

**Being Sarcastic.** If you have something to say, say it.

**Telling Someone to do Something Instead of Asking.** People don't respond to being treated like children.

**Railroading.** Using pressure, fast pace, etc. to bully people.

**Threatening.** Explaining what you want done works better and helps maintain friendships.

**Giving Advice Before Being Asked.** If you have advice you would like to share with someone, ask if they want your opinion.

**Being Vague.** Don't hide information; be specific, tell the listener who, what, where and why.

**Exaggerating.** Using words such as always and never can annoy people and cause them to reject your ideas.

Normally, after someone gives you a long list of things not to do, they give you a long list of things to do. Not me. I believe we all know how to be good communicators; we just need to avoid the pitfalls listed above. But, more importantly, we need to be honest and sincere. Even if you don't have all the right words, if you are sincere, your gestures and tone will reflect the meaning of your message. Stumbling your way through a sincere message is much more appreciated than fluently expressing hurtful sentiments. Remember, sticks and stones may break our bones, but words will break our heart. Be respectful of others. Help them be a better person.

*If people believe in themselves,  
it's amazing what they can accomplish.*

*Sam Walton*

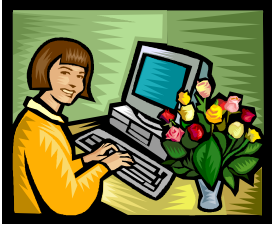
### Notes from the Universe . . . .

. . . . When in doubt, show up early. Think less. Feel more. Ask once. Give thanks often. Expect the best. Appreciate everything. Never give up. Make it fun. Lead. Invent. Regroup. Wink. Chill. Smile. And live as if your success is inevitable, and so it shall be.

**"Thoughts become things, choose the good ones!"**

The Universe  
[www.TUT.com](http://www.TUT.com)

## APW EVENTS



Several of the Idaho-Oregon-Utah chapters are hosting events to celebrate Administrative Professionals Day®. Here are the events I know. I'm sure the chapters would love to have members from other chapters, Members at Large, and (of course) many guests join them in this celebration of our profession.

### MOUNTAIN RIVER CHAPTER

Thursday, April 15, 2010

Professional Development Day

- Keynote Speaker: Rick Brenner "*The Politics of Meetings for People Who Hate Politics*" and "*The Race to the South Pole*"

Workshops include:

- Transitioning to Word 2007
- The Future Belongs to Right Brain Thinkers—Who Think?
- Tools for Energizing Meetings, Nuclear Power in an Hour
- Resume Writing
- Don't Feed the Hog
- Person-to-Person Communication
- Human-Centered Risk Manager
- The Speed of Trust.

Contact:

[www.acteva.com/booking.cfm?bevaID=199709](http://www.acteva.com/booking.cfm?bevaID=199709)

### WILLAMETTE CHAPTER

Thursday, April 22, 2010

- Judy Cooper, CPS/CAP—*Attitude: It's Not a Four-Letter Word*
- Carol Skondin — *Keeping Motivated and Meeting Your Goals*
- Linda Melcher — *Doing it All Virtually*

Contact: Jo Ann Yonemura

[jyonemur@samhealth.org](mailto:jyonemur@samhealth.org)

### OREGON TRAIL CHAPTER

Tuesday, April 20, 2010

- Guest Speaker: Sanalli Phelps, Call Center Manager and Trainer, AAA Oregon

Contact: Rachel Barnett

[Rachael.barnett@salemhospital.org](mailto:Rachael.barnett@salemhospital.org)

### BOISE CHAPTER

Wednesday, April 21, 2010

- Rebecca Evans — *Your Image for You*
- John Roberts—*Stress Management*

Contact: Bert Barton, PLS

[BZB@moffatt.com](mailto:BZB@moffatt.com)

### SAL-UTE CHAPTER

Thursday, April 22, 2010

- Guest Speaker: Kayleen Simmons Founder and Executive Director of People Helping People, Inc.

Contact: Georgia York, CPS

[Georgia\\_1@q.com](mailto:Georgia_1@q.com)

### EAGLE ROCK CHAPTER

Thursday, April 22, 2010

Guest Speaker: Roz Usheroff — *Power of Commitment*

Contact: Anita Thompson 208-526-0779

**Recognition of Ardith Winn, CPS  
50 Years Membership—Sal-Ute Chapter**

*Tribute by Georgia York, CPS/CAP*

Ardie has served Sal-Ute as President, Vice President and Corresponding Secretary. She has chaired probably every committee at least once; however, her love is the by-laws and compliance. She also enjoys the audit committee and has always been a very willing volunteer. She served the Utah-Idaho Division as President, Vice President and Secretary. She also was elected International Secretary for one term.

Ardie willingly volunteered to be Coordinator for the International Convention in 1990 when Sal-Ute was the host of an event that set the standard. One of the reasons OUR convention was so successful was her determination to make it outstanding. Sal-Ute had bid to host the convention a couple of times, but other sites were always selected. On Thanksgiving morning in 1988, I received a call at home from Audry Forman, CPS, who was an employee of PSI. Her duty was to make every convention a special event. She told me that Seattle had asked to be relieved of the duty of hosting the 1990 convention, then she asked if Sal-Ute would be willing. You may not believe this, but I was speechless. I told her to plan on it, but it would take the agreement of the Board of Directors. Ardie was excited to host the convention and to serve as Coordinator. We had just two years to pull it together, and we did a superb job.

She has coordinated many events including our Chapter Secretaries Week event, Sal-Ute Scholarship Committee, and the Northwest District Conference. Ardith was the recipient of the Scroll of Honor and has been Sal-Ute Member of the Year twice. As you can see, she has been a very active member of NSA/PSI/IAAP for all of her professional life.

Now that she is enjoying life as a lady of leisure, she is participating in the things all of us want: music, reading, travel, and spending time with her son, daughter, three grandsons and great grandchildren.

I am very proud to tell you that Ardie and I have been good friends for the last 28 years of her membership. It was not always so, but when we had the opportunity to travel together to Philadelphia for convention, we created a lasting friendship that has taken us many miles to any conventions, many District Conferences and division annual meetings as well as personal vacations — including to China! Some of the things I remember most fondly:

- The pillow fight in St. Louis with Becky and Beris
- The tiny little chapel in the hinterlands of Calgary when eight of us crammed into it
- Missing the art exhibit of her great grandfather at the Smithsonian
- The Air Force Band recital in DC
- Toasting our friend Carma
- Tybee Island in Savannah
- Walking on the Great Wall
- The splendor of the Balloon Festival
- Working together at IHC
- Contacting her to get a clarification or advice on grammar



Congratulations, Ardie. I am proud to know you.



**HP Boise Chapter invites you to the 2010  
IAAP**

**Idaho-Oregon-Utah  
Division Annual Meeting  
Business Session and Spring Meeting  
May 13 – 16**



**Courtyard Marriott Hotel**

**1789 S. Eagle Road  
Meridian, ID 83642  
(208) 888-0800  
\$79.00 per night**

*Mention IAAP to receive the special rate*

**THURSDAY TRIPS & TOUR EVENT**

**Tour of the Idaho State Capitol.**

See the extensive two-year \$120 million renovation project that was completed on January 9, 2010 — two days before the start of the legislative session and one day ahead of schedule.

**Lunch at the Brick Oven Bistro**

**Visit the Anne Frank Memorial Center**

This exhibit depicts the young Jewish girl who authored one of the most important declarations of human rights in the 20th century.

**Tour the Oasis Center at Hewlett-Packard**

Create and print some fun projects from the pictures you captured throughout the day.

*Wear comfy shoes, bring a camera,  
and expect to have a delightful day!*

**FRIDAY WORKSHOPS**



**Embracing Change  
and Honoring Values**  
Brian Clark

Reconnect with work, co-workers, the company's mission statement and culture. Seek the windows of opportunity. Turn thinking into positive rather than negative and fearful.



**How to Hold a Green Meeting**  
Randi Braunwalder

Learn how to plan and hold meetings that don't cost the earth. This presentation will give a meeting host, planner or supplier the tips, tools and resources to make environmentally responsible meeting choices.



**Flat Out Funny**  
Jeanne Robertson

Learn tips to help succeed in the administrative professionals field, and how we all need humor and laughter in our busy professional lives.



**Activate Your Personal and  
Professional Networks with  
Social Media** — Kari Homan

Learn how social media tools and platforms can increase your connections and productivity. Live demonstrations and examples.



**Cultivating Optimism in  
These Difficult Times**  
Kirk Wilkinson

This program covers issues that get in the way of happiness; how to cope with uncertainty and doubt. Includes specific exercises for visualization and meditation. Learn real skills to help in real situations, not just theory and conversation.



### ANNUAL MEETING AGENDA, Saturday, May 15, 2010 — Business Session (Business Dress)

<b>7:00 – 7:45 AM</b>	<b>Check in and Registration</b>	<b>Registration Table</b>
<b>7:45 – 8:00 AM</b>	Parliamentary Briefing	Georgia York CPS
<b>8:00 –</b>	Call to order – Roll Call, Credential Report, Strategic Plan Strategic Plan, International Update, Theme, RTF Committee Reports – Bylaws and Standing Rules	Karen Bingham CPS, Div President
<b>11:45 AM</b>	Lunch	
<b>1:15 PM</b>	Committee Reports Continued (including elections) Division Officer reports, Chapter President Reports Invitation to 2011, Bid for Annual meeting 2012	
<b>4:30 PM</b>	Break	
<b>6:00 PM</b>	Social	
<b>6:30 PM</b>	Banquet (Dress is Dressy)	

#### INTERNATIONAL UPDATE

Karlana Rannals CPS/CAP  
IAAP International  
Treasurer



**Karlana Rannals, CPS/CAP**, joined IAAP in 1993 and immediately embraced chapter leadership roles including treasurer, vice president, and president. She has served the California Division as annual meeting coordinator, vice president, president-elect, and president. She has served at the International level as the Director of the Southwest District, and is currently serving as Treasurer. Professionally, she is the administrative manager for the Rancho Santa Fe Fire Protection District, a position that she has held since 1982.

### ANNUAL MEETING AGENDA, Sunday, May 16, 2010 — Spring Meeting (Dress is Casual/Travel)

<b>7:00 – 8:00 AM</b>	<b>Breakfast</b>	<b>Meeting Room</b>
<b>8:00 AM</b>	<b>Call to order by Division President</b>	<b>Karen Bingham CPS</b>
	Roll Call, Credential Report, Adoption of 2011 Budget Introduction of 2011 Theme - Incoming Division President	LORA ALBEE, CPS/CAP
<b>11:00 AM</b>	Adjourn	

*If you have not received a registration form or if you have questions regarding registration, please contact Carol Steinbach at 208-396-4384 or e-mail her at [carol.steinbach@hp.com](mailto:carol.steinbach@hp.com)*

## ID-OR-UT DIVISION OFFICER CANDIDATES

The following are the members of ID-OR-UT Division that have filed officer candidacy forms with Brenda Greenhalgh, our nominations chair, prior to the March 15th due date. Remember, nominations will still be accepted from the floor at Annual Meeting if a candidacy form is turned in to Division President Karen Bingham CPS prior to the start of the business session on Saturday. It will require a nomination from the floor and two seconds.

### President-Elect

- Carey Walton, CPS  
Mt. River Chapter

### Secretary

- Marilyn Taylor, CPS  
HP Boise Chapter
- Sheila Isley, CPS/CAP  
Oregon Trail Chapter

### Treasurer

- Sherry E. Gallup, CPS  
Mt. River Chapter

Following the election at Annual Meeting, the new officers will join President Lora Albee CPS/CAP in guiding our division through the 2010/2011 year.

## ID-OR-UT DIVISION BY-LAWS RECOMMENDATIONS

The By-Laws and Standing Rules Committee members have worked very hard on proposed changes and amendments to the Division's By-Laws and Standing Rules. ID-OR-UT President Karen Bingham, CPS recently forwarded the documents showing all proposed changes and comments. Please review this and let your delegate know your feelings so that he/she may go to the annual meeting "informed."

The Committee did a great job on these proposed changes in making them easy to read and easy to see the reasons for the proposals. Contact your chapter president or Karen Bingham if you did not receive a copy.

## EDUCATION FORUM AND ANNUAL MEETING

July 18-21-2010  
Boston, Massachusetts

Early-bird registration is open for this year's Education Forum and Annual Meeting in Boston July 18-21. EFAM gets started with the Sunday business session followed by the Evening of Welcome, a grand slam of a party planned for attendees.

Tuesday, July 20, two keynote speakers:

- **Vernice Armour**, "Fly Girls," knows about focus, commitment and defying the odds. She was the first African American woman on the Nashville Police Department's motorcycle squad. Three years later she was the U.S. Marine Corps' first African American female pilot. Come and learn the steps that will shatter your "Zero Mentality," and replace it with a winning "Break-through Mentality." Unleash the potential for breakthroughs at work and in your personal life with this proven system.
- **Erin Brockovich** is a modern-day "David" who loves a good brawl with today's "Goliaths." She thrives on being the voice for those who don't know how to yell. Erin got her start with Masry and Vittitoe, the firm she hired to represent her after a traffic accident in Reno. Together they made history with a multimillion dollar lawsuit settlement for some residents of Hinkley, California. You'll want to hear about triumphing when faced with overwhelming adversity.

On Wednesday, there is a full day of educational workshops that ends with the banquet featuring the incoming president's speech by Mary Ramsay-Drow, CPS/CAP.

There are seven pre-and post-EFAM Workshops to give you even more training to take back to the office. On Thursday, **Meryl Runion, CSP** owner and operator of SpeakStrong, Inc, a training and information service company for 20 years. If you've ever walked away from a difficult situation because you didn't know what to say or didn't know how to say it and spoke anyway, you will want to attend Meryl's workshop. Her expertise is finding the perfect words to say what you mean and get what you want. She will give you tools to guide communication everyday from beginning to end.

# FOG

So what is FOG? Are we talking about the weather, or what? Actually, we are talking about the **Family of Givers** program for the Retirement Trust Foundation (RTF). It could be one those acronyms that we love to use and assume everyone knows. So, to bring you in the know and up to speed, let me tell you about FOG.

The Family of Givers program recognizes your lifetime accumulative gifts to the Trust. There are three levels of *personal* recognition:

<b>Sustaining:</b>	\$100 - \$499
<b>Leadership:</b>	\$500 - \$999
<b>Pacesetter:</b>	\$1,000+



We are tracking your donations (using the Family of Givers donation form) and, over time, you could be in the Sustaining, Leadership, or Pacesetter category. The Trust has a Wall of Honor at IAAP headquarters in Kansas City, Missouri, where plaques are placed showing that donors have reached a certain level. Your chapter and division also receive credit for your gift.

Another little known fact is, if your employer has a matching gift program, your contribution to the RTF may be eligible to participate in this program. It is worth checking with your employer, because it will double the value of your contribution.

In this economic recession, we are seeing more and more people falling into financial hardship. If you are one of the many blessed and generous people who support your community through monetary donations, I hope you will consider becoming a bigger part of your IAAP family by joining the Trust's Family of Givers.

minimum cumulative donation to the Trust of at least \$100, while providing the confidence that your donation is assisting someone in need, also provides rewards as a Family of Givers Program member – all donations are eligible for a tax deduction from Uncle Sam.

Participation in FOG is very simple: complete a contribution form (download the form from the RTF website <http://www.iaap-rtf.org/>) and return it to your RTF chair along with your check. Or, just send/give her your check and she'll take care of the paperwork for you. Simple.

The Trust is working for you in these ways:

- Provides housing assistance grants to administrative professionals in need;
- Maintains the Trust's website at [www.iaap-rtf.org](http://www.iaap-rtf.org/); and
- Maintains the Vista Grande retirement home in New Mexico and provides an affordable, comfortable environment for all residents.



Now there's no reason for you not to be in the FOG! Thank you.

LaNay Robbins  
RTF Committee, Northwest District  
[Lanay.robbs@inl.gov](mailto:Lanay.robbs@inl.gov)



## Reminder: ID-OR-UT Division Fund Raiser

This year's Division Fund Raiser is a "Camp Quilt" made of blue denim and red bandana squares. It is 72 inches by 90 inches, with a Navy blue flannel backing. You may purchase chances for \$1.00 each from ID-OR-UT Chapter Presidents or Treasurers. Contact Marie Sovereign CPS, Financial Resources Chair, if you need more tickets.

*Thanks for your support, and good luck!*

### Hints from Hermiston Chapter President

How are you doing at staying on track with your New Year's Resolution? One of mine was to lose some weight. About 30 years ago when I started exercising during the week, I decided that I had to set aside time in the morning because when I get home from work it is late, I have too much to do and will skip it. I get up at 3:30 a.m. on work days Monday–Thursday because I leave for work at 5:50 a.m. I get my exercise clothes on, stretch and head out to our work-out room. According to my husband (who is very thin and fit), the problem with my work-outs is I have been doing pretty much the same thing for so long that my body has gotten used to it. Taking his advice, I have changed my routine and added more time for cardio.

I find that if I don't overeat or indulge too much on sweets, I can keep my weight down and don't have to work out as much. So far this year, I have done very well. I haven't put myself on a diet. Instead, I decided to work on portion control and cut back on the sweets (another hint from my husband). Luckily, I don't have a lot of weight to lose, but each year I keep adding a couple more pounds.

Here are some tips from an article I read:

**Portion Control When Eating Out.** Many restaurants serve more food than one person needs at one meal. Take control by splitting an entrée with a friend or ask the server for a to-go box and wrap half your meal as soon as it's brought to the table.

**Portion Control When Eating In.** To minimize the temptation of second and third helpings when at home, serve the food on individual plates instead of putting the serving dishes on the table.

**Portion Control in Front of the TV.** When eating or snacking in front of the TV, put the amount that you plan to eat into a bowl/container instead of eating straight from the package.

**Spoil your dinner.** We learned as children not to snack before a meal for fear of spoiling our dinner. It's time to forget that old rule. If you feel hungry between meals, eat a healthy snack, like a piece of fruit or small salad, to avoid overeating during your next meal.

**Be Aware of Large Packages.** The larger the package, the more people consume without realizing it. To minimize the effect: First, divide the contents of one large package into several smaller containers. Second, don't eat straight from the package; serve in a small bowl or container.

**Replace the Candy Dish.** Store tempting foods like cookies, chips or ice cream out of sight. Move healthier food to the front at eye level.

*Vikki Born  
Hermiston Chapter President*

**POWER**  
**of**  
**Commitment**  
Idaho-Oregon-Utah Division

*Commitment is what transforms a promise into reality. It is the words that speak boldly of your intentions. And the actions which speak louder than the words. It is making the time when there is none. Coming through time after time after time, year after year after year. Commitment is the stuff character is made of; the power to change the face of things. It is the daily triumph of integrity over skepticism.*

~Abraham Lincoln



**IDAHO-OREGON-UTAH  
DIVISION**

**2009-2010 OFFICERS**

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*"I am very excited to be a part of the International Board as the work continues toward making IAAP a remarkable association by 2010!"*

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