

2010 Education Forum & Annual Meeting July 17- 22, 2010 Delegate report by: Joan Merryman

I would like to thank the A.N. Palmer Chapter members for allowing me to be your Delegate at the Education Forum and Annual Meeting (EFAM) this year. This was a great experience. Hopefully more members will be able to attend the EFAM in the future.

Before I write about the meeting I will give you a little background on what the delegate does at International besides vote, of course. When you arrive to register you do go to a different check-in section as delegate or alternate. You must show identification too. Your name badge, in your packet, will have your delegate number on it. When you arrive for the meetings you will find the chair with that number. During the business meetings (except for keynote speakers and, of course, the banquet) you will sit in that chair. From the picture you can see I was delegate number 212. I had two very nice gals on each side of me. Linda, the gal on my left (right in the picture), I had the chance to get to know.



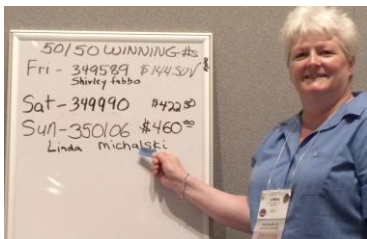
Joan #212



Joan #212 and Linda #211

We ran into each other after we voted and since her hotel was quite a walk from the convention center we went to Dunkin Donuts to wait until the time we could check about a second ballot. Side Note: Dunkin Donuts are awful. I now have another great friend I met at International. (Linda is from Canada). Networking is a great part of the conference. When you go to vote, if you do not have your badge on, you will not be allowed to vote! In fact, during all the meetings and workshops you are to be wearing your badge at all times. You will not be admitted anywhere within the conference without it. The badge also allows you to go into the Office Expo. The tickets you receive for the business meetings, workshops and evening activities, which are in your registration packet, are very important. You lose them, you don't get in! They are not replaceable. Speaking of voting, when you enter the area to check-in to vote and the area where you actually vote, there is absolutely NO TALKING.

There is also a Hospitality Room. It works similar to the one at our IA-NE Division meetings. It is where you fill out your emergency card and turn it in. It is the place to reconnect with fellow IAAP friends and you can get information about the area. They also have a few raffles in the room plus a vendor selling jewelry, and one selling bags and billfolds. My new delegate friend, Linda, actually won the 50/50 raffles for Sunday. Now on to the report.



Linda with her winning ticket.

Sunday: Before the beginning of each business meeting is the Parliamentary Meeting with the Delegates. This is also open to anyone that wants to attend. Our Parliamentarian, Jeff Neureutter, goes over what is going to happen at the business meeting that day.



Does the picture give you an indication as to why Jeff makes Robert's Rules of Order and the Parliamentary Meeting so interesting.

He explains the microphones at the front of the room which are labeled Pro and Con. When a delegate wants to speak on a motion they are to go to the microphone which they are speaking for. This year you were required to state your name and chapter/division. Before it was necessary to give your badge number. He also had the delegates do a practice vote. When you stand for an aye or nay you are to remain standing until one of the pages gives you the sign to sit down. He also goes over the voting for the officers. The voting machines are shown on the overhead and he explains how they work. It is actually a very simple procedure.

Our International President, Susan Shamali, CPS/CAP, called the meeting to order on Sunday, July 17 at 9:00 a.m.

We have the Parade of Nations. Volunteers present the flag of each country represented in IAAP. Two members from the IA-NE Division (Sarah Bantz and Patti Hawksby) volunteered to carry flags this year.

The past International Presidents that were in attendance were introduced. This year Cynthia Lively, CPS, who was the International President the year I was division president, was in attendance. I had my picture taken with her.



These are the past International Presidents in attendance:

Elinor Hickman, CPS, Frances Barr, Frances Jakes, Cynthia Lively, CPS, Christine Jackel, Ollie Jo Bozeman, CPS/CAP, Sheila Brownfield, CPS/CAP, Jo Peay, Kay Enlow, CPS/CAP, Sandra Chandler, CPS, Judy McCoy, CPS/CAP, Barbara Horton, CAP.

The National Anthem was sung by Bianca Constance from the New York City Chapter. She did a marvelous job.

Chair Lyndee Long of the Credentials Committee gave the following report:

The total number of registrants at 8:30 Sunday morning were:

International Officers – 12

Division Delegates – 34

Chapter Delegates – 274

Affiliate Delegates – 1

Chapter-at-Large Delegates – 0

Members-at-Large Delegates – 1

Authorized Proxies – 107

Total number of international officers, delegates & authorized proxies – 429

Total number of registered alternates – 160

Total number attendees – 1221

Total number of first time attendees – 301

The adoption of the Registration/Credentials Committee Report carried.

The adoption of the Annual Meeting Rules carried.

The adoption of the Annual Meeting Program carried.

The Chair of the Nominations Committee, Kathy O'Connor, CPS/CAP, introduced the 2010-2011 Candidates for Election to the IAAP International Board of Directors and Retirement Trust Foundation International Board of Trustees:

President:

Mary A. Ramsay-Drow, CPS/CAP, Milwaukee Chapter, Wisconsin Division, Great Lakes District.

President-Elect:

Tamra L. Goodall, CPS/CAP, Charleston Chapter, VA-WV Division, Southeast District.

Vice-President:

Karlana Rannals, CPS/CAP, Palomar Chapter, California Division, Southwest District.

Secretary:

Antoinette Smith, CPS/CAP, St. Louis Chapter, Missouri Division, Southwest District.

A motion was made from the floor nominating Teresa Bennett, CPS, Boise Chapter, Idaho-Oregon-Utah Division, Northwest District for Secretary. The motion received the two required seconds.

Teresa was added to the ballot.

Treasurer:

Judith A. Yannarelli, CPS/CAP, Member-at-Large, New Jersey Division, Northeast District.

Affiliate Representative:

Leanne M. Fisher, GradCert Bus, JP

International Director, Canada District:

No candidate – Sharon Buttler, CPS/CAP, elected to serve 2009-2011.

International Director, Great Lakes District:

No candidate – Wendy Melby, CPS/CAP, elected to serve 2009-2011.

International Director, Northeast District:
Bianca M. Constance, New York City Chapter, New York State Division.

International Director, Northwest District:
Linda M. Cook, CAP, Washington-Evergreen Chapter, Washington-Alaska Division.
Kristi Rotvold, CPS/CAP, Red River Chapter, Minnesota-N. Dakota-S. Dakota Division.

International Director, Southeast District:
No Candidate – Virginia Boyd, CPS/CAP, elected to serve 2009-2011.

International Director, Southwest District:
Marsha R. Bryan, CPS/CAP, American Fidelity Corp. Chapter, Arkansas-Oklahoma Division.
Suzanne Dunbar, CPS/CAP, Woodlands Area Chapter, Texas-Louisiana Division.
Dortha W. Gray, CPS/CAP, Houston Chapter, Texas-Louisiana Division.

Retirement Trust Foundation Trustees – No two from the same district can serve at the same time.
Judith M. Pazerski, CPS/CAP, Charleston Chapter, Virginia-West Virginia Division, Southeast District.
Carolyn L. Prather, CPS/CAP, Hallmark Chapter, Missouri Division, Southwest District.
Kelly A. Reggio, CAP, Kalamazoo Chapter, Michigan Division, Great Lakes District.
Patricia D. Row, CPS/CAP, Oak Ridge Chapter, Tennessee Division, Southeast District.

Each of the running candidates gave remarks.

President Susan Shamali, CPS/CAP, gave her address. The main thing I remember about her address is the changes coming to the CPS/CAP Certification Program. I have the changes attached. Her speech is on the IAAP website.

Kathy Hampton, CPS/CAP, gave the Retirement Trust Foundation Report.

The winner of the Avery Dennison awards came next and they are listed below:

2010 WINNERS of the Avery Great Results Chapter and Division Achievement Awards:

Chapter Prestige Award

Sunny Isles Chapter
Nassau, Bahamas

Chapter Distinction Award, 40+ members

Nashville Chapter
Nashville, TN

Chapter Distinction Award, less than 40 members

Big D Chapter
Dallas, TX

Chapter Honorable Mention Award, 40+ members

Oak Ridge Chapter

Oak Ridge, TN

Chapter Honorable Mention Award, less than 40 members

Hawthorn Chapter
Springfield, MO

Division Prestige Award

Missouri Division

The meeting was then recessed.

After the business meeting recessed the Office Expo 2010 opened at 1:00 p.m. It was open until 6:00 p.m. This year there were actually quite a few new products. The Expo also opened again on Monday from 8:00 a.m. to 1:00 p.m.

From 1:30 p.m. to 2:30 p.m. on Sunday was the Districts Caucuses. This is the one opportunity during the annual meeting for members from each district to network, communicate and share information. You also meet the candidates from your respective districts. The Trust's District Awards and Chapters of Excellence Awards are presented. Our Headquarters Executive Director and International President also stopped by for a short question and answer session.



Chapter presidents or delegates accepting the award for their Chapter's Award for Excellence with the Incoming International President and NW District Director.

From 3:30 p.m. to 4:30 p.m. is the Candidate Forum. This hour is for the delegates only to meet and talk with the candidates of their district to help in deciding who they will vote for. From 4:30 p.m. to 5:00 p.m. it is open to all attendees.

From 4:00 p.m. to 5:00 p.m. was the President and President-Elect Office Hour. This is open to all attendee. Also at this time is the RTF Office Hour which is open to all attendees.

In between everything that is going on, we had our IA-NE Division Photo taken. Note: All during the EFAM there is a photographer going everywhere taking pictures and a fellow with a video going everywhere taking movies. The pictures are posted on the IAAP website and you can order any you like. During the conference they are posted on large boards and you can order then too. The video is made into "Smiling Faces" which is shown during the banquet.

We are still on Sunday and it is now 8:00 p.m. This is the Evening of Welcome. Step up to the plate and aim for the fence! IAAP's Evening of Welcome had the bases loaded for what was a grand slam party. We were to wear our favorite team's hat and jersey since we may be asked to pinch hit at a moment's notice. At lot of us IA-NE Division members ordered matching shirts with our favorite number on the back along with our last name. The IAAP logo was across the front. There were lots of games to play and dancing. We also got to

snack on popcorn, peanuts and Cracker Jacks as we visit those “teammates” we haven’t seen since last season. Everyone also received a nice insulated lunch bag filled with goodies.

Monday: The voting polls opened at 8:00 a.m. I was actually the second one to vote from our district. The voting polls closed at 9:00 a.m. Everyone was given a number or text address to check after 9:30 a.m. to see if there was a second ballot. (We were given this information during the delegate briefing on Sunday Morning). Our district did not have a second ballot, but the Southwest District did.

From 12:30 p.m. to 2:00 p.m. was the Leadership Luncheon. Kelly Tyler was the speaker. Her topic was “Put Your Whole Self In! Life And Leadership The Hokey Pokey Way”. The question boggling the minds of today’s great philosophers: What if the Hokey Pokey really is what it’s all about? With everything going on in the world today, putting your whole self in is, indeed, what it’s all about! She showed us how to create a personal mission statement, move forward and remain focused, give as much to ourselves as we do to others.

At 2:15 p.m. the Delegates Briefing began. The Business Session was then reconvened at 3:00 p.m. by International President Susan Shamali, CPS/CAP.

Chair Lyndee Long of the Credentials Committee gave the following report:

The total number of registrants at 2:30 p.m. Monday was:

International Officers – 12

Division Delegates – 35

Chapter Delegates – 283

Affiliate Delegates – 2

Chapter-at-Large Delegates – 0

Members-at-Large Delegates – 1

Authorized Proxies – 116

Total number of international officers, delegates & authorized proxies – 449

Total number of registered alternates – 170

The adoption of the Registration/Credentials Committee Report carried.

Dortha W. Gray, CPS/CAP, Chair of the Bylaws and Standing Rules Committee read the amendments.

I have attached a copy of the proposed IAAP amendments. I will only type the results.

Proposed Amendment 1
Adopted
Proposed Amendment 2
Adopted
Proposed Amendment 3
Adopted
Proposed Amendment 4
Adopted
Proposed Amendment 5
Adopted
Proposed Amendment 6
Adopted
Proposed Amendment 7
Adopted

I have attached a copy of the proposed Trust Retirement Trust Foundation amendments. I will only type the results. The amendments to the amendments made and adopted didn't actually change the meaning of the original amendment. They were mainly to help match the wording with the IAAP International Bylaws and Standing Rules.

Proposed Amendment 1
Adopted
Proposed Amendment 2
Adopted
Proposed Amendment 3
Adopted
Proposed Amendment 4
Adopted + Amendment
Proposed Amendment 5
Adopted + Amendment
Proposed Amendment 6
Adopted + Amendment
Proposed Amendment 7
Adopted
Proposed Amendment 8
Adopted + Amendment
Proposed Amendment 9
Adopted
Proposed Amendment 10
Adopted

The report of the Teller's Committee was given by Barbara Abrahamsen, CPS, Chair. Results are below.

First Ballot

- President - Mary Ramsay-Drow, CPS/CAP – automatically moved to President.
- President-Elect – Tamra L. Goodall, CPS/CAP – Received 443 votes – ELECTED
- Vice President – Karlene Rannals, CPS/CAP – Received 442 votes – ELECTED
- Secretary – Antoinette Smith, CPS/CAP – Received 228 votes – ELECTED
- Secretary – Teresa Bennett, CPS – Received 217 votes – LOST
- Treasurer – Judith A. Yannarelli, CPS/CAP – Received 438 votes – ELECTED
- International Affiliate Rep – Leanne M. Fisher, GradCert Bus, JP – Received 3 votes – ELECTED
- NE District Director – Bianca M. Constance – Received 53 votes – ELECTED
- NW District Director – Linda M. Cook, CAP – Received 12 votes – LOST
- NW District Director – Kristi Rotvoid, CPS/CAP – Received 45 votes – ELECTED

- SE District Director – Marsha R. Bryan, CPS/CAP – Received 24 votes – LOST
- SE District Director – Suzanne Dunbar, CPS/CAP – Received 42 votes – No Winner
- SE District Director – Dortha W. Gray, CPS/CAP – Received 32 votes – No Winner
- RTF Trustee – Judith M. Pazerski, CPS/CAP (SE) – Received 124 votes – LOST
- RTF Trustee – Carolyn L. Prather, CPS (SW) – Received 260 votes – ELECTED
- RTF Trustee – Kelly A. Reggio, CAP (GL) – Received 264 votes – ELECTED
- RTF Trustee – Patricia D. Row, CPS/CAP (SE) – Received 237 votes – LOST

Second Ballot

- SE District Director – Suzanne Dunbar, CPS/CAP – Received 46 votes – LOST
- SE District Director – Dortha W. Gray, CPS/CAP – Received 51 votes – ELECTED

The installation of the 2010-2011 officers was then held.

Executive Director, Don Bretthauer, gave his State of the Profession address. It will be on the website.

The invitation to the 2011 EFAM in Montreal, Quebec, Canada was given.

The business meeting was recessed at 5:38 p.m.

The IA-NE Division Dinner was held at Lir Restaurant. There was a good attendance.

Tuesday: Tuesday opened with Vernice Armour, our first keynote speaker. Below sums up what she shared.

Tuesday Morning Keynote Speaker



Vernice Armour is America's first African American female combat pilot and the first black woman to wear the gold wings of a Marine Corps aviator. She shared her principles for creating breakthrough in your job and your life. Her high-energy session helped us go from where we are to where we want to be.



This is the helicopter and the missiles it held that Venice piloted.

Vernice was a very good speaker and kept our attention. One of her slides, which I took a picture of above, was the helicopter she piloted with the missiles laid out in front of it. She applied what she did with how it would work for you today. Since I bought her book I asked her if I could have my picture taken with her. I slipped it in my report below. I have also included Ruth Bensmiller's picture.



Joan and Vernice



Ruth and Vernice

When her presentation was over it was off to my workshops. I selected some very good workshops this year. I picked the ones that were on the 2007-2010 Microsoft Office. It is quite a change from 2003, but quite a few attendees in my workshops were already using 2007 and even a few with 2010 which has only been out a few months.

NOTE: My workshops were by Triad Consulting. They have presented at IAAP for many years and on their website are all the handouts they have used in their presentations. We are welcome to use them at anytime without asking permission. They gave their permission at the training. They only ask three things: 1. Don't edit the materials directly or remove their copyright; 2. If you use the materials, drop them an e-mail to let them know how it went; 3. If you are a professional trainer, please talk with them before adopting their materials as your own. Here is the website: <http://www.triadconsulting.com/>

After our last workshop it was time for our second keynote speaker, Erin Brockovich. Her topic was “Take It From Me, Life’s A Struggle, But You Can Win. Below are highlights of what she spoke about.

Our Tuesday Evening Keynoter



Erin Brockovich started as a file clerk at a law firm and took on duties that went far beyond her job description. Erin Brockovich—the movie—had Julia Roberts portraying Erin in the real-life story of her work which uncovered Pacific Gas & Electric poisoning of the water in Hinkley, Calif. It was because of Erin’s tenacity that PG & E was exposed for leaking toxic Chromium 6 into the ground water.



Erin had a very good message too, although it was presented quite different than Vernice’s. Erin offered to stay afterwards and have her picture taken with the attendees. The line for the pictures went over half way down the side of the exhibit hall where the business meeting was held.

We actually had Tuesday evening open.

Wednesday: Today was a full day of workshops

Wednesday evening began with a networking reception. Some A.N. Palmer members had their picture taken with our new Northwest District Director. I have attached that picture.



Julie Perrine, CPS/CAP, Ruth Bensmiller, Kristin Rotvold, CPS/CAP, Joan Merryman, CPS/CAP

The Business Meeting was reconvened at 6:30 p.m. with the introduction of the Board and the Host Chair/Co-Chair. Special guests were introduced.

Dinner was then served. Steak, garlic potatoes, broccoli and a very chocolate dessert.

The total attendees at the EFAM this year was 1,456.

Adecco’s Mentor of the Year Award was presented. For some reason I didn’t write down her name. Adecco had the three finalists on stage; read the bio of each one then presented the winner. I am hoping the IAAP website will post her name.

The Award for Excellence is presented to the winning companies annually at the closing banquet of the IAAP Education Forum and Annual Meeting.

2010 WINNERS

Oak Ridge Associated Universities (ORAU)

Oak Ridge, Tenn.

Nominated by the Oak Ridge Chapter

Winner in the category of fewer than 1,000 employees

Pfizer, Inc.

Nominated by the Pfizer Groton/New London Chapter

Winner in the category of 1,000 or more employees

A.N. Palmer submitted Rockwell Collins, Inc. in 2000 and won the award.

Our new International President, Mary Ramsay-Drow, CPS/CAP, presented her incoming remarks.

Presentations were made to the outgoing President, Susan Shamali, CPS/CAP. This included a check in her behalf to the RTF, her President's Pin, and a plaque with gavel. The incoming President, Mary Ramsay-Drow, CPS/CAP, was given a gift by her chapter.

The meeting concluded with the usual Smiling Faces Video. This consists of videos taken throughout the conference as I mentioned earlier in this report.

President Susan Shamali, CPS/CAP, adjourned the meeting.

Thursday: Cynthia D'Amour, MBA, presented this morning's Leadership Workshop for the division officers or chapter president/representatives only. Although I didn't have a ticket for this I was able to attend. Before Cynthia began, we had some presentations from the new International Officers. We were told their power point presentations are to be on the IAAP website.

The speaker's message was "Embrace Your Lazy Leader For Outrageous Results". One of the things she mentioned is having a Host Team to greet people as they arrive (at one time our chapter did have greeters at the door). She said people want to be asked personally to help serve. Also when talking with people, find out what they **like** to do or maybe **want** to do then find the person that can help them get the chance to do it.

She spoke of a Committee of the Month Award. Reward would be a little bit of chocolate. To help build excitement she suggested share a "Claim to Fame", which would be something exciting or interesting that happened since the last meeting. Use meetings to teach people, make their time worth coming to the meeting. She said the last three minutes of the meeting is what people remember.

Attached is a scenario she handed out at the workshop.

Respectfully submitted,

Joan Merryman, CPS/CAP

Joan Merryman, CPS/CAP
Delegate, A.N. Palmer Chapter