



Pikes Peak Chapter Cog Road June 2010



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Pikes Peak Chapter 2009-2010 Board of Directors

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In This Issue

Meeting Notice	1
President's Message	2
IAAP/CWM/Pikes Peak Chapter Board of Directors	3
Pathways of Excellence	4
2010-2011 Board of Directors	4
APW Report	5
Future Trends	7
OfficeTeam: How to Connect with a Remote Boss	8
Etiquette Tojs	9
Members Corner	9
Summer BBQ/Potluck Social	10
Calendar of Events	11

MEETING NOTICE

Tuesday, June 8, 2010

Chapter Installation of 2010-2011 Board of Directors conducted by Tish Neff Incoming CWM Division President and Chapter Year-End Recognition.

TIME 5:45 p.m. Social Time
6:00 p.m. Chapter Meeting

LOCATION Leon Young Service Center
1521 Hancock Expressway

MENU:

From Cravings: Lasagna variety with classic red sauce with meat and wild mushroom with chicken, along with roasted garlic-butter baguettes, and fresh tossed salad with bottled water.

COST: \$13.00

HOSTESSES: Michelle Otterbein and Susan Farr

GREETERS: Ellen Polyard and Laura Johnson

RSVP deadline is Thursday, June 3, 2010 to Chapter Liaison Christine Schemmel CPS/CAP at 201-3561 or cschemmel@q.com. You may RSVP to attend the meeting only (no meal). Please notify Christine if this is your preference.

NOTE: Any member or guest who is unable to attend the meeting, must cancel their reservation with the Chapter Liaison by the reservation deadline to avoid being charged for their meal.

PERMANENT RESERVATION LIST:

Cathy Andrew, Pat Andries CPS/CAP, Lynn Dibben CPS, Carla Hall CAP, Carol Hardin CPS/CAP, Paula O'Keefe CPS/CAP, Jean Reed CPS, Christine Schemmel CPS/CAP, Linda Street CPS, Marilyn Sullivan CPS, Eileen Verosko CPS, Gloria Viebrock, Micki Vogt CPS, Lily Wright.



President's Message



From the Desk of Carol L Hardin CPS/CAP,

As I sit here thinking what I should tell you and what I would like to tell you it saddens me to think this is my last Pikes Peak Chapter President's Letter to the membership. I will be moving into my next role and will still be active with the Pikes Peak Chapter.

I would like to leave you with the following email letter that makes you stop and think. I grew up in the 40's/50's/60's/70's with practical parents. A mother, God love her, who washed aluminum foil after she cooked in it, then reused it. She was the original recycle queen, before they had a name for it. A father who was happier getting old shoes fixed than buying new ones. Their marriage was good, their dreams focused. Their best friends lived barely a wave away. I can see them now, Dad in trousers, tee shirt and a hat and Mom in a housedress, lawn mower in one hand, and dishtowel in the other. It was the time for fixing things. A curtain rod, the kitchen radio, screen door, the oven door, the hem in a dress, things we keep.

It was a way of life, and sometimes it made me crazy; all that re-fixing, eating, renewing, I wanted just once to be wasteful. Waste meant affluence. Throwing things away meant you knew there would always be more. Then my mother died, and on that clear summer's night, in the warmth of the hospital room, I was struck with the pain of learning that sometimes there isn't any more. Sometimes, what we care about most gets all used up and goes away, never to return, so, while we have it, it's best we love it, and care for it, and fix it when it's broken, and heal it when it's sick.

This is true for marriage, old cars, and children with bad report cards, dogs with bad hips, aging parents, and grandparents. We keep them because they are worth it, because we are worth it. Some things we keep, like a best friend that moved away or a classmate we grew up with. There are just some things that make life important, like people we know who are special, and so we keep them close!

I received this from someone who thinks I am a 'keeper', so I've sent it to the people I think of in the same way. Good friends are like stars, you don't always see them, but you know they are always there. Keep them close! I consider the Pikes Peak Chapter as my close friends.

Okay, now back to business. We are still looking for donations for the three baskets we are taking up to the CWM Division Annual Meeting June 4 & 5th in Cheyenne, WY. If your last name starts with A-G please bring items for a Spa Basket; H-O will be a Gardening Basket; and P-Z your item will be a Baby Basket. If you would like to donate any items please contact Paula O'Keefe CPS/CAP at paula.okeefe@baesystems.net or 719-229-7876.

The Pikes Peak Chapter has had a very successful year and we all should be proud. Our June Chapter meeting will be the installation of the 2010-2011 Board of Directors and year-end recognition.

Carol L Hardin CPS/CAP

President, Pikes Peak Chapter

POWER
Commitment

2009-2010 International Board of Directors



Front row left to right: Treasurer Karlena Rannals CPS/CAP, Vice President Tamra Goodall CPS/CAP, President Susan Shamali CPS/CAP, President Elect Mary Ramsay-Drow CPS/CAP, Secretary Janine Riemersma CPS/CAP. *Second row left to right:* Northeast District Director Judith Yannarelli CPS/CAP, Affiliate Representative Jennifer Hinkson CMP, Northwest District Director Valerie King CPS/CAP, Great Lakes District Director Wendy Melby CPS/CAP, Southeast District Director Virginia Boyd CPS/CAP, Canada District Director Sharron Buttler CPS/CAP, Southwest District Director Antoinette Smith CPS/CAP.

2009-2010 Colorado/Wyoming/Montana (CWM) Board of Directors

President: Margaret Hartl, Rim Rock Chapter, Billings MT
President-Elect: Tish Neff, Book Cliff Chapter, Grand Junction CO
Vice President: Eileen Verosko CPS, Pikes Peak Chapter, Colorado Springs CO
Recording Secretary: Judy Smith CPS/CAP, Old West Chapter, Cheyenne WY
Treasurer: Andrea Latine CPS/CAP, Denver Chapter, Denver CO

Pikes Peak Chapter 2009-2010 Board of Directors



Front row left to right: Carol Hardin CPS/CAP, President; Lynn Dibben CPS, Vice President; Gloria Viebrock, President-Elect. *Second row:* Paula O'Keefe CPS/CAP, Treasurer; Christine Schemmel CPS/CAP, Chapter Liaison; Pat Andries CPS/CAP, Parliamentarian; Micki Vogt CPS, Recording Secretary.

Pathways of Excellence Program



Pikes Peak Chapter was among the 26 IAAP chapters who submitted a **Chapter of Excellence** for 2009-2010.

As of May 4, IAAP headquarters has received 455 submissions for the **Member of Excellence** Program. Carol Hardin CPS/CAP, Mary Dyster CPS/CAP, Paula O'Keefe CPS/CAP, Bobbie Pratts CPS/CAP, Christine Schemmel CPS/CAP, and Lynn Dibben CPS were among those who have done so. Members, you have until June 30 to submit your online Member of Excellence validation spreadsheet. Please check out <http://pathways.iaap-hq.org> for submission criteria.



2010-2011 Pikes Peak Chapter Board of Directors

Announcing the new 2010-2011 Board of Directors:

President	Gloria Viebrock
President-Elect	Bobbie Pratts CPS/CAP
Vice President	Cheryl Sanfilippo
Recording Secretary	Marian Fitzwater CPS
Chapter Liaison	Susan Hengel
Treasurer	Paula O'Keefe CPS/CAP



From left to right: Paula O'Keefe CPS/CAP, Treasurer; Susan Hengel, Chapter Liaison (Not pictured); Marian Fitzwater CPS, Recording Secretary; Cheryl Sanfilippo, Vice President; Bobbie Pratts CPS/CAP, President-Elect; Gloria Viebrock, President.

Congratulations!

APW Report

Lynn Dibben CPS, APW Chair

Thanks to the hard work of our committee chairs and committee members, we had one of our best IAAP Administrative Professional Week Seminar and Luncheon. I have received comments from veteran members saying this was one of the smoothest run events ever! I attribute that to the overwhelming response from our members who stepped up to help out this year. Our APW committee meetings had the most attendance that I can remember. Thanks to everyone who helped make the APW seminar and luncheon a success this year.

We were honored that Colorado Springs Mayor Lionel Rivera signed a Proclamation and that State Representative Amy Stephens paid tribute at the 68th General Assembly recognizing April 19th to the 23rd as Administrative Professionals Week in recognition of the significant contributions of all administrative professionals. Both proclamations were proudly displayed at our event.

Our morning started out with our seminar sponsored by OfficeTeam. Motivational Speaker, Crystal Jonas presented, *"How to Boost Your Self-Esteem and Project Gracious Self-Confidence"*. She gave an outstanding presentation. Based on the survey results, the comments ranged from fabulous, outstanding, to thought provoking and spectacular. She knew her material well and presented it a way that was entertaining and educational. I know I will be able to use the information she gave in my everyday life. One thing that stuck in my mind was her comment regarding perception. She said everything about us communicates, i.e. the tone of our voice, our gestures, etc. People believe more about us based on what they see than what they hear. If you attended the seminar, I hope you took good notes and learned from her talk. We all need to know who we are, what we want and what it's going to take to get it.

During the course of our seminar and luncheon, we gave away 16 donated door prizes. They included an office chair from OfficeScapes, a \$100 gift certificate from American Furniture, Sunday Brunch at the Broadmoor, a \$250 gift certificate from Blue Fox Photography, free hotel stays and many more outstanding prizes.

Our luncheon was as much of a success as our morning seminar. The Crowne Plaza provided a very good lunch and our emcee was great! Craig Coffey did an excellent job of "rolling with the punches". He was right on point and everyone seemed to enjoy him very much.

Motivational Speaker and Author Crystal Jonas was again our lunchtime keynote speaker. Her talk was entitled, *"Your #1 Success Factor"*. Crystal is renowned for her energizing and inspiring programs on advanced interpersonal skills. She did not let us down. Her talk was inspirational and very appropriate for our audience.

Next, we recognized our sponsors, who without their support we would not have been able to hold this event. We thank OfficeTeam for sponsoring our keynote speaker, FedEx for taking care of all our printing needs, and First Choice Awards and Gift Inc. for making our awards. We'd like to acknowledge our corporate sponsors: *FedEx, OfficeTeam, Honeywell, Lockheed Martin, First Choice, Multi-Purpose Facility, BAE Systems, Boeing, Northrop Grumman, AddStaff, Corvirtus, D&J Performance Horses, ITW Building Components Group and Raytheon*. We thank Jim Hardin for his service as our photographer. Thanks to Jim we will have lasting memories of our event. A copy of the photo CD was sent to all our sponsors along with a note thanking them for their contributions.

Our program continued with the annual awards presentation. Eileen Verosko CPS was recognized as the 2010 Administrative Professional of the Year (APOTY). Eileen handles numerous trade shows, conferences, and travel arrangements. She supports the operations and sales departments at Officescapes, and also serves as social/event coordinator. Eileen is an active chapter member as well as past president of the Pikes Peak Chapter. Currently, Eileen is serving as Vice President on the Board of Directors of the Colorado-Wyoming-Montana (CWM) Division. She is active with the Pikes Peak or Bust Rodeo Parade.

Executive of the Year (EOTY) was awarded to Peter Husak, President of OfficeScapes. Peter knows how to energize, encourage and empower his staff to achieve their highest potential and in a way that brings fun into the workplace while keeping productivity at its peak. Peter has received personal recognition as an outstanding leader in the community from the Colorado Springs Chamber of Commerce as Small Business Person of the Year. He is a coach and a tutor and helps numerous non-profit organizations.

The last award was the Member of the Year (MOTY). Each year, chapter members nominate one of their own for the coveted Member of the Year Award. This year's deserving recipient was Marilyn Sullivan CPS. Marilyn has been a member of IAAP since 2002 and has served on the Pikes Peak Chapter Board in different capacities during these past years. What have helped her succeed in this endeavor are her "go to" attitude and impeccable communication skills, plus the fact that she doesn't seem to be able to say "no". Currently Marilyn serves on the committee that is responsible for all activities concerned with the recruitment, retention, mentorship and orientation of all our members.

Finally, the Pikes Peak Chapter was privileged to present a \$500 scholarship in conjunction with the generous donations of our corporate sponsors. This year's scholarship recipient was Maeghan Nalley, a student at National American University where she is majoring in Business Administration. She has upheld high standards in her academic work while juggling the full time responsibilities of being a mother, school and work. Maeghan comes highly recommended. Her strongest qualities are her integrity, work ethic, and pride in what she accomplishes.

Our program concluded with closing remarks from Marilyn Sullivan CPS as our Membership Chairperson. Marilyn gave some background information regarding IAAP and recruitment information.

Lastly, each attendee left with a gift bag, full of some very nice gifts. I know everyone took home more than just a gift bag; they left with very valuable information from our keynote speaker. Each participant had an opportunity to network and socialize. I hope everyone who attended the APW event enjoyed it as much as I did and look forward to next year's APW seminar and luncheon. Again, thanks to everyone who made this year's event such a success!



Left: APW Luncheon Keynote Speaker, Crystal Jonas.

Below: Administrative Professional of the Year (APOTY) Eileen Verosko CPS with Marilyn Sullivan CPS, Member of the Year (MOTY) and Peter Husak, Executive of the Year (EOTY).



Master of Ceremony Craig Coffey from Fox 21 Morning News announced the door prize winners with the assistance of Micki Vogt CPS, Marilyn Sullivan CPS and Cheryl Sanfilippo.



Future Trends

by Susan Fenner PhD, IAAP staff

One of my favorite publications is *The Futurist* magazine, published by The World Future Society. Here are some trends they predict will shape tomorrow's world.

- U.S. unemployment will peak the first half of 2010 and it will take at least until 2015 to get back to the pre-recession level.
- Kids become aware of brands as young as two or three. Ten percent of the millennial generation are compulsive shoppers.
- Rapidly growing service jobs are replacing positions lost in other areas. They are often part-time and pay half the wages of manufacturing jobs.
- Within 10 years, the U.S. will follow Europe's lead, reducing the workweek so jobs and income can be divided among more people.
- Every U.S. generation lives longer and remains healthier than the one before. In 2011, some 10,000 Americans will turn 65 every day. One in four will rely on government programs in retirement; only half will be able to maintain their current standard of living.
- In 2000, Latinos made up 12.6% of the U.S. population. By 2050, they will account for 24.5%.
- Privacy is eroding with the Internet and the move to cloud computing (online systems that can be accessed from any computer). Increased surveillance is more accepted. Two outcomes – encryption and more criminals apprehended.
- Time is becoming the world's most precious commodity. U.S. workers spend 10% more time on the job than a decade ago.
- Nearly half of Americans ages 25 and older (92 million) take part in some continuing education, much of it on the Internet. Motorola estimates it reaps \$30 in profits from each dollar it spends on training.
- About 80% of companies worldwide have employees who work at home, up from 54% in 2003. In 2008, 35 million U.S. workers telecommuted at least one day a month.
- The definition of "family" is changing, with the fastest growing segment being single adults living alone. More grandparents are raising their grandchildren; same-sex households are gaining new acceptance.
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- Within five years, the retirement age will be moved back to 70 for early retirement and up to 72 for full benefits. One-third of Americans who retire are back on the job two years later. Seventy percent of Baby Boomers expect to continue working well into their 70s because they are healthy and like to be active. Two-thirds doubt that anyone with a middle-class income can financially afford to retire.
- Gen Xers and millennials worldwide are the most entrepreneurial generations in history. Millennials thrive on challenge, opportunity, and training. They are always looking for the next career move. Companies will have to adjust to this new value system...and will.
- Job security and high pay are not the motivators they once were. Some 48% of respondents said they work for "a feeling of real accomplishment."

What does this mean for us? How, how long, and where we do work is rapidly changing. The workplace is accommodating multiple generations that must learn to appreciate each other's values. The concept of family, aging, and retirement is morphing and will require us to reconfigure our expectations for the future.

Strategic Ad Hoc Committee

By Carol L Hardin CPS/CAP

I will be chairing an Ad Hoc Committee to develop the Pikes Peak Chapter Strategic Plan along with the 2010-2011 Board of Directors. I would like to ask if you are interested in volunteering for this committee please send me your contact information.

I am looking to start working on this over the summer to get a head start on some brainstorming ideas. You can send me your information to carol.hardin@afscn.com or quiltbuilder@comast.net.

Chapter Meeting Minutes

A draft copy of the minutes is posted on the chapter website at www.iaap-pikespeak.org.

OFFICETEAM®

Specialized Administrative Staffing

How to Connect With a Remote Boss

If you're like many administrative professionals, you and your boss may not always be in the same location at the same time. Whether your manager works from a different office or simply has a busy travel schedule, there are likely times when meeting face to face is impossible. Needless to say, that can make communication and collaboration challenging, and you may find yourself jumping through hoops to try to stay connected.

If your manager is often away from the office, you can use the following tips to stay on the same page as him or her:

- **Check in frequently.** Establish a schedule for touching base with your supervisor so you understand his or her current priorities and where you can assist. Also consider creating a weekly report detailing the tasks you've recently completed, those that are in progress and projects on the horizon so your boss remains aware of your workload.
- **Share your accomplishments.** If you don't see your supervisor regularly, highlighting your successes is extremely important. Make sure you set aside time with your manager to discuss your achievements so you get the credit you deserve.
- **Dial in.** In most offices, e-mail is the standard form of communication, but using the telephone can sometimes be more effective. After all, subtleties conveyed via tone don't come across in writing. Hearing your manager's voice — and having him or her hear yours — also can help strengthen ties between you two.
- **Schedule face time.** Take advantage of opportunities to meet in person with your manager. Face-to-face meetings are particularly effective for discussing sensitive or complex topics. In-person meetings also can help you stay top of mind as new projects arise.

Although it may take some effort, ensuring you and your boss touch base frequently and in different ways will help make your working relationship smooth and effective.

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 325 locations worldwide, and offers online job search services at www.officeteam.com. Contact Victor Granados, OfficeTeam District Manager at 719-532-9500.

Etiquette Tips

In this time of technology, we forget the simple, every day courtesies we should show each other. The following is a list of business and personal etiquette tips you might find useful.

NAME TAGS

Wear name tags on the right so that when someone is shaking your hand, they can see your name tag. It helps them remember your name.

GREETINGS

Women should stand, if sitting, when greeting someone. Always extend a hand and say an appropriate greeting. Repeating the person's name will help you remember it as well. Give a solid handshake—no limp handshakes.

EMAIL

Always put something in the subject line. People are more likely to delete e-mails without a subject, especially if they do not recognize your name or e-mail address. If it is IAAP related, start it with IAAP. Do not use all caps as it is considered yelling at someone. Treat e-mail like any other business correspondence and use punctuation, grammar, spell check and keep it brief and concise.

CELL PHONES

In all meeting settings, turn them off or on silent or on vibrate. You shouldn't have to be reminded to do so but if you are, do it. Do not text during meetings—pay attention to the presenter. Do not take calls at a restaurant table. If you must take a call in any situation, excuse yourself from the table/meeting.

BUSINESS MEALS

- Your glass/coffee cup are on the right and your bread plate is on the left.
- Take your napkin from the cup on the right.
- Pass food to the right.
- Do not reach; ask for items to be passed.
- Do not eat until everyone is served. If the event will have a moment of reflection or prayer, do not start to eat until the prayer or moment of reflection are completed.
- Do not use your fork or knife with the butter or other shared items.
- Do not talk with your mouth full.
- Turn away from the table or leave the table to blow your nose.
- Elbows off the table during the meal.

CONFERENCE CALLS

If it's a large group where you do not know everyone's voice, always identify yourself when you speak.

Do not have your phone on speakerphone and then proceed to do other tasks. The others on the phone can hear the background noise.

You can hear other phones ringing, papers being moved, people talking, etc. If you must use speaker phone, mute it.

Do not talk over others on the call.

MEETINGS

Do not hold side bar conversations when someone is at the podium. If you do make comments to a neighbor, keep them brief and quiet. Talking during a presentation is disrespectful to the presenter. Do not interrupt the speaker. Wait for the appropriate time to make comments.

For IAAP meetings, go to the microphone and wait to be recognized; or if less formal, raise your hand and wait to be recognized.

Members Corner

In addition to our June celebrants, we do not want to forget our members who will celebrate a birthday or anniversary milestone during July and August when we go 'dark' for the summer.

Happy Birthday	
Linda Iverson CPS/CAP	June 8
Amanda Hamilton CAP	June 30
Mary Dyster CPS/CAP	July 13
Ruth Odell	July 14
Micki Vogt CPS	July 15
Cheryl Sanfilippo	July 16
Brenda Schulz	July 23
Kaye Jones	July 28
Barbara Hermansen	August 6
Aubree Lujan CPS/CAP	August 6
Angie Guerrero CPS	August 26
Barbara Singmaster CPS	August 31

Anniversary Milestones

June Anniversaries	
Julie Linley CPS	29 years
Mary Dyster CPS/CAP	8 years
Christine Schemmel CPS	3 years
July Anniversaries	
Marilyn Sullivan CPS	8 years
Cathy Andrew	7 years
Maureen Jensen	2 years
Aaron McKinney	2 years
August Anniversaries	
Angie Guerrero CPS	13 years
Debra Ketner CPS/CAP	5 years
Anya Zhuraleva	3 years
Elizabeth Miksche	2 years



IAAP Pikes Peak Chapter

Summer Social BBQ / Potluck

July 31, 2010
11:00 a.m. to 2:00 p.m.
Bear Creek Regional Park
S. 21st Street and Argus Blvd.



Join us for food and fun!! Bring the family!
\$5.00 per person will cover main dish and drink.
Please bring your favorite picnic food item to share!

Mail payment and RSVP by July 25th to:
Paula O'Keefe, 3367 Congo Drive
Colorado Springs, CO 80916

Questions? Contact:
Paul O'Keefe at pkokeefe53@comcast.net
719-229-7876 or
Gloria Viebrock at dohertyone@msn.com
719-382-5588 or
Paul O'Keefe at pkokeefe53@comcast.net

IAAP Pikes Peak Chapter 2009-2010 Calendar of Events

Pikes Peak Chapter meets the second Tuesday of each month. Chapter meetings begin at 5:45 p.m. at our new location, the **Colorado Springs Utility (CSU) Leon Young Service Center**, 1521 Hancock Expressway, Colorado Springs, CO. More information can be found at our website <http://www.iaap-pikespeak.org> or by contacting President Carol Hardin CPS/CAP at carol.hardin@afscn.com.

January 12, 2010 Chapter Meeting

Web Community with Ellen Polyard, Chapter Webmaster; Past President Recognition

February 9, 2010 Chapter Meeting

New Strategies for the New Job Hunt, Dianne Dillinger, Everest College (Recertification/CEUs)

March 9, 2010 Chapter Meeting

Fitting In & Standing Out in an Office Environment with Victor Granados, OfficeTeam.
(Recertification/CEUs)

March 20 Membership Informational Seminar

8:30 to 10:00 a.m., Printers Park Medical Plaza, 175 S Union

April 13, 2010 Chapter Meeting. Elements of Team/Organizational Effective, Rich Reuter, Honeywell Technology Solutions. (Recertification points)

April 18-24, 2010 Administrative Professionals Week

April 21 Administrative Professional Days Luncheon & Program with Keynote Speaker Crystal Jonas, M.A.

May 11, 2010 Chapter Meeting

Get Organized with Avery Dennison; 2010-2011 Board of Directors Elections

June 8, 2010 Chapter Meeting

Installation of 2010-2011 Board of Directors by Tish Neff CWM Incoming President

July 31, 2010 July Chapter Social

Bear Creek Regional Park (11:00 – 2:00 pm)

June Observances

June 14	Flag Day
June 20	Father's Day
June 21	Summer Solstice



Have a wonderful summer and see you in September!