

# PASSION & PURPOSE

PIKES PEAK CHAPTER



# Cog Road

VOLUME 62, ISSUE 3

CHAPTER NO. 321130  
NOVEMBER 2010

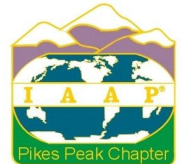
## SPECIAL POINTS OF INTEREST:

- Pikes Peak Chapter meets the second Tuesday of each month Sept through June at 5:45 p.m.
- Co Springs Utilities (CSU) Leon Young Service Center 1521 Hancock Expressway
- Visit us online: <http://www.iaap-pikespeak.org>

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## Find your "Moxie"!



Hello Chapter Members!

This month marks the beginning of a very busy time of year for everyone. It brings obligations to a different level. Along with our daily routine, our families and friends will be a focal point for us during this season of thanksgiving and reflection. I encourage you to take some time to reflect on how important your family and friends are to you. They are a huge part of our success both in the workplace and at home.

When we take the time to focus on our work and families we need to think about our attitude towards each of them. Something we should all have and benefit from is a little 'Moxie!' A Virtual Assistant defines Moxie as an attitude; a way of being in the world that creates immense freedom. It's where savvy, committed, smart and highly skilled, meet spunky, shameless, gutsy, and brazen. It's what **OTHER** people would call "too big for your britches," but it's just not. It's juuuuuuuust right! Whether you know it or not, it's absolutely what your business, and relationships need. It is absolutely what **YOU** need. Along with having that 'Moxie' attitude, we need to have Passion and Purpose in our lives.

Living with purpose and passion is a decision that people make. You may choose to live day after day, one after another, in a completely ordinary existence, or you can choose to greet each day with a possibility mindset. A Purposeful mindset. A Passionate mindset.

Here are some questions we should ask ourselves each day regarding our secular work. After reflecting on them, we might just amaze ourselves with the answers.

1. Why is it important for me to engage myself in my work passionately and purposefully each day?
2. How will I choose to allow my attitude affect how I address stressful situations at work today? How can I be more effective and proactive in regards to stress and attitude?
3. When am I most likely to react with the most passion and purpose today? Meeting with clients? Working on my computer? Following up on a lead? Take note of what makes your passion come alive, so you can use it to better your work performance.
4. Where within am I best able to express my passion and purpose? Is it working with my

peers? My supervisors? Clients? Where physically do I perform the most purposefully?

5. With whom do I need to spend time in order to maintain balance as I pursue my passion and purpose? Who best supports me?

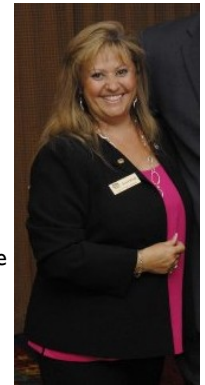
6. What choices will I make today that align my purpose and passion with the tasks at hand?

7. Who am I called to be today as an expression of my passion for living?

During this month, focus on fully committing to where and who you are, to the people and things in your life. Find your 'Moxie.' And know that the rewards and satisfaction of your own passion and purpose will come with time.

Very sincerely,

**Gloria Viebrock**  
Chapter President



**KNOW YOUR IAAP HISTORY:** Our organization is known today as the International Association of Administrative Professionals. When was IAAP first established and what was its original name? The associated founded in 1942 as the National Secretaries Association. In 1998 the association's name was changed to IAAP.

**TRIVIA:** Like most successful organizations in corporate America. IAAP has a vision, mission statement and core values. Do you know what each of these are?

(Don't miss the answer in next month's COG Road.)

## Robert's Rules of Order Newly Revised (10th Edition)

<http://www.jimslaughter.com/brainarchive2008.htm>

**Question:** When does *Robert's Rules of Order Newly Revised (10th Edition)* recommend using the term "Old Business?"

**Answer:** Never. "The expression 'old business' should be avoided, since it may incorrectly suggest the further consideration of matters that have been finally disposed of." *RONR (10th Ed.) § 41 (p.346)*.

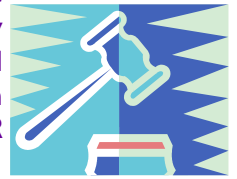
**Question:** If your parliamentary authority is *Robert's Rules of Order Newly Revised (10th edition)*, is it permissible for a board to take a vote by electronic mail (such as by e-mail)?

**Answer:** "It is a fundamental principal of parliamentary law that the right to vote is limited to the members of an organization who actually present at the time the vote is taken in a legal

meeting.... Exceptions to this rule must be expressly stated in the bylaws." *RONR (10th Ed.) § 45 (p. 408-409)*.

**Question:** If your parliamentary authority is *Robert's Rules of Order Newly Revised (10th Edition)*, is it true that motions from committees "don't require a second"?

**Answer:** No. Actually, a main motion from a committee requires a second just like any other. The difference is that by coming from a committee, the motion already carries a second (or it wouldn't have made it out of the committee). As a result, a more proper phrase would be that motions from committees don't require an additional second from the floor. A committee composed of only one member would need a second from the floor. *RONR (10th Ed.) § 3 (p.78)*.



## Bad Break Room Behavior Can Leave a Lingering Impression

by OfficeTeam

Bringing lunch to work has become an everyday occurrence for more and more workers because of the downturn. If you're among this group, mind your manners in the company kitchen. Workers polled in a recent survey by Office Team said the most annoying break room behavior is leaving a mess for others to clean up.

Taking a coworker's food without asking came in second, followed by leaving expired or spoiled items in the refrigerator.

You may think your actions in the break room go unnoticed, but subtle behaviors can send a message about your consideration for others — or lack thereof. Here are five additional tips for minding your manners in the break room:

**Remember mom's**

**advice.** If you spill something in the microwave or on the counter, wipe it up. It's also common courtesy to refill anything you've emptied in the kitchen, such as the coffee pot, utensils or a napkin dispenser. Leaving empty food containers or coffee mugs in the sink also is inconsiderate because it limits the amount of room colleagues have to clean their dishes or wash their hands.

**Spare the air.** You may love the smell of your famous "seafood surprise," but your neighbors probably don't share your enthusiasm. Avoid bringing extremely pungent foods to the office that could offend your colleagues' olfactory senses.

**Stake your claim.** Label your food with your name and the date. This will let people know the items are not department leftovers up for grabs and make it clear

when the item should be taken home or thrown away.

**Get the hint.** Schedule alerts on your calendar so you'll remember to take home or toss out leftovers or groceries you've stored in the office fridge. You'll also help free up space for coworkers.

**Do a little dirty work.** Clean up around the break room even if someone else created the mess. By simply picking up a piece of trash or wiping the table, you'll set an example for others to follow and create a more pleasant and potentially safer environment for your colleagues. If you see an ongoing issue with break room etiquette, consider asking management to implement a staff policy or reinforce the rules of conduct.



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](http://www.officeteam.com). For more information, contact Kellie Burton, District Public Relations Manager at (720) 488-2794 or email: [kellie.burton@rhi.com](mailto:kellie.burton@rhi.com).

# Chapter Committee Announcements

## Community Service Project: Marian House Client Services

Marian House Client Services provides emergency and transition services to people who come into the Marian House for a meal, as well as people in the broader community who call in for assistance. They provide services to low-income families, the working poor, seniors on a fixed income, veterans, people who are homeless, and anyone else in need.

During the month of November, Pikes Peak Chapter will be collecting items for Marian House. They are in need of personal hygiene items for men and women. Any travel size donation of the following items are welcome & appreciated: razors, soap, toothpaste, toothbrushes, deodorant, shampoo, hair conditioner and body lotion. Please bring your donations to the November chapter meeting.

Thanks for your support of this important ministry.

*Lily Wright*

Community Service Chair



FROM THE WAYS AND MEANS COMMITTEE (CATHY ANDREW)

## FALL FUNDRAISER

Fall is just around the corner and so is our Pikes Peak Chapter Candy Bar Fundraiser!!



What a terrific time to have a box of chocolate at your desk for everyone to enjoy. For just \$1.00 each, they can experience the thrill of a creamy yummy ever-pleasing chocolate bar. Some have nuts for a better nutritional value...and nuts are a good source of happiness. So put a smile on your co-workers' faces and sell the famous IAAP chocolate candy bars. You'll not only be the center of attention (cause chocolate attracts people)...you'll be helping your IAAP Chapter!

Contact Peggy Gray, Paula O'Keefe CPS/CAP, or Cathy Andrew.

We'll bring chocolate boxes to our monthly meetings too!!



# Chapter Meeting and Event Schedule



Sept 14, 2010	Welcome to the New 2010-2011 Year	(No Speaker)
Oct 12, 2010	Ergonomics Education: **Human Factors And Ergonomics Program and Fall Fundraiser - "Scentsy" **NOTE: RECERTIFICATION POINTS WILL BE AWARDED	Keith Osborne
Oct 16, 2010	Enhance Your Career / Chapter Membership Drive	
Oct 26, 2010	Happy Hour Social, 5-7pm Elephant Bar, 7585 N. Academy	
Oct 30, 2010	APW Kickoff Meeting and Historian Scrapbooking	Lockheed Martin Corporate Office
Nov 9, 2010	How to Write the Perfect Resume and Cover Letter and Retirement Trust Foundation Presentation	Victor Granados, OfficeTeam Rita Banister CPS/CAP and Carla Hall CAP
Nov 13, 2010	6th Annual CPS/CAP Certification Breakfast	Olive Branch
Dec 14, 2010	Annual Holiday Social, Gift Exchange, Silent Auction & Dessert Contest	
Jan 11, 2011	Past Presidents Recognition and Program TBD	Debbie McCarty VP, Lockheed Martin Corporation Bus Development
Feb 8, 2011	Professional Dress Code and Dressing For Success	Julie Sauget, Dress Barn
Mar 8, 2011	Changes in Job Requirements for Administrative Assts—HR Perspective	Deanna Duca, HR Lockheed Martin
Apr 12, 2011	Violence in the Workplace: Using Critical Thinking Skills for Prevention	Officer McDonald Fountain PD
Apr 27, 2011	Administrative Professionals Day Seminar and Luncheon	Crowne Plaza Hotel
May 10, 2011	Generation "Y" and Election of Officers 2011-2012	Cindy Oakes, OfficeScapes
Jun 14, 2011	Installation of Officers 2011-2012	

Questions? Comments?  
Feedback?  
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Angie.guerrero@  
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**The Old-Fashioned Thanksgiving**  
(Edgar Albert Guest, 1881-1959)

It may be I am getting old and like too much to dwell  
Upon the days of bygone years, the days I loved so well;  
But thinking of them now I wish somehow that I could know  
A simple old Thanksgiving Day, like those of long ago,  
When all the family gathered round a table richly spread,  
With little Jamie at the foot and grandpa at the head,  
The youngest of us all to greet the oldest with a smile,  
With mother running in and out and laughing all the while.

It may be I'm old-fashioned, but it seems to me today  
We're too much bent on having fun to take the time to pray;



Each little family grows up  
with fashions of its own;  
It lives within a world itself  
and wants to be alone.  
It has its special pleasures,  
its circle, too, of friends;  
There are no get-together  
days; each one his journey  
wends,

Pursuing what he likes the best in his particular way,  
Letting the others do the same upon Thanksgiving Day.

I like the olden way the best, when relatives were glad  
To meet the way they used to do when I was but a lad;  
The old home was a rendezvous for all our kith and kin,  
And whether living far or near they all came trooping in  
With shouts of "Hello, daddy!" as they fairly stormed the place  
And made a rush for mother, who would stop to wipe her face  
Upon her gingham apron before she kissed them all,  
Hugging them proudly to her breast, the grownups and the small.

Then laughter rang throughout the home, and,  
Oh, the jokes they told;  
From Boston, Frank brought new ones,  
but father sprang the old;  
All afternoon we chatted, telling what we hoped to do,  
The struggles we were making  
and the hardships we'd gone through;  
We gathered round the fireside.  
How fast the hours would fly--  
It seemed before we'd settled down  
'twas time to say good-bye.  
Those were the glad Thanksgivings, the old-time families knew  
When relatives could still be friends and every heart was true.

**November Birthdays:**



- Lily Wright—8 Nov
- Linda Carmona—9 Nov
- Starr Wise—11 Nov
- Carla Hall CAP—16 Nov
- Kandy Drake—18 Nov

# WELCOME

**New Members:**

- Phyllis J. Butler, The Aerospace Corporation
- Amy Milam, 10th Air Base Wing, AF Academy

## *Congratulations!*

**Member Anniversary Milestones:**

- Lorraine Whittle—39 yrs
- Rita Banister CPS/CAP—33 yrs
- Carla Hall CAP—32 yrs
- Carol Hardin CPS/CAP—6 yrs
- Amanda Hamilton CAP—5 yrs
- Kandi Drake—4 yrs
- Sheila McClellan CPS/CAP—3 yrs
- Lois Farrell—2 yrs

WORD OF THE  
MONTH:  
**EMPATHY**

*“Empathy is being able to understand how someone else feels and to take a walk in their shoes. It is important to understand others so you can be a comforting and caring friend. Thinking about the needs of others lets you help them in many ways that they appreciate. You can just let them know you understand or you can anticipate what actions would help them.”*

**CONTRIBUTE  
NOW!**



*Share your favorite holiday memories,  
recipes, photos, poems or quotes for the*  
**2010 Pikes Peak Chapter  
COG Road  
“Special Holiday Edition”**

**FACT:** *At the time of this newsletter, the date is November 1, 2010 and... There are exactly 61 days left in the calendar year 2010!*

**FACT:** *At the time of this newsletter, the date is November 1, 2010 and... There are exactly 54 shopping days until **Christmas!!***

**FACT:** *Whether you liked it or not, you either got a year older in the last 304 days or will be a year older sometime in the next 61 days and...*

Contrary to popular belief, that is a **good** thing!

**FACT:** *By December 31, 2010, you will have lived another year of a wonderful life...*

What would you like people to remember most about you or your accomplishments, your experiences, your ‘lessons learned?’

**FACT:** *If you’ve been doing it right, you have cooked, eaten or been forced to... Try a new food, a new recipe, a new fruit or maybe even a new drink.*

**FACT:** *You have either taken or viewed at least one photograph or read a poem or wrote a story in the past year that has touched your heart, fired your passion within or brought a smile to your face...*

A special memory or photograph that you owe it to yourself to “share!”

**NOW THEREFORE, these facts are worthy of justification in some shape or form. The Pikes Peak Chapter Special Holiday Edition Newsletter is the PERFECT forum to close out the year, to share your memories, to honor your profession and your family, and to entice our appetites for good food and great friendships!**

Send in your “contributions” to your COG Road Newsletter Editor Angie Guerrero, CPS at: [ppciaapnewsletter@yahoo.com](mailto:ppciaapnewsletter@yahoo.com). Note that all content will be screened and reviewed by the Editor and the Chapter President before publication. Editor reserves the right to publish items based on discretion. The “Special Edition” will be available in hard copy for all attendees of the December Chapter Meeting. Further distribution will be at the discretion of the Chapter Board of Directors.



# Retirement Trust Foundation (RTF)

## The Trust's Newest Program for Retirees



Since its inception, The Trust's mission has been simple: to assist elderly and needy administrative professionals.

As a result, IAAP, through The Trust, has been able to do something that very few associations have ever done: build and maintain its own retirement center. What's more, Vista Grande (the world's only retirement center for administrative professionals) was built entirely through donations to The Trust, with no corporate or association sponsorship.

However, The Trust realizes that not every elderly or needy administrative professional can (or wants to) live at Vista Grande. As a result, in 2003, the Foundation's Board of Trustees began a new program: the Financial Assistance Program.

Through this new service, a retired administrative professional living in a retirement community can receive financial assistance to be used toward housing costs. To qualify, applicants must meet HUD financial guidelines. Assistance can be a part of or all of rent (depending on funds available and need).

When Della Herring stood up at a meeting of NSA in 1947, she thought it was deplorable that secretaries had no retirement home to call their own. She contributed the first dollar toward such a cause, and today, the Trust has built and maintains just such a center. Through the Financial Assistance program, we can ensure that Della Herring's dream lives on.

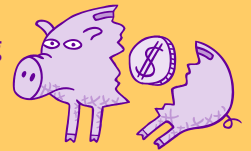
Like Vista Grande, the Financial Assistance Program is funded through your contributions.



### FROM YOUR RTF COMMITTEE:

Pikes Peak Chapter, IAAP, has done it again.

Thank you, members, for your support of the RTF by participating in the fund raisers. At the October 12 meeting, members purchased grab bags, handcrafted greeting cards and fed the piggy bank to add \$84.26 to last month's contribution. The total so far is **\$208.81**.

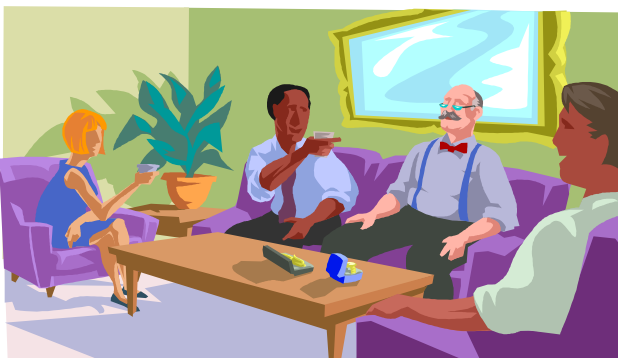


We will continue fund raising for the RTF through the December chapter meeting.

Bring your \$5 to the November 9 meeting because the Nose-to-Toes tickets will be back. The purple pig always has a place at the table for loose change and the handcrafted greeting cards, including Thanksgiving, will be available.

The RTF is especially recognized within IAAP during the month of November. At the November 9 chapter meeting there will be a presentation about Vista Grande, located in Rio Rancho, New Mexico, and an explanation of the new housing assistance program.

Please feel free to e-mail or call Carla Hall CAP or Rita Banister CAP if you have questions about the Retirement Trust Foundation, or would like to have special cards made. Carla's e-mail is [Carla.hall@usav.org](mailto:Carla.hall@usav.org), 228-6800, and Rita's e-mail is [rockusruby@yahoo.com](mailto:rockusruby@yahoo.com), 358-7444.



**Pikes Peak Chapter  
Board of Directors**

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**VICE PRESIDENT:**

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**PARLIAMENTARIAN:**

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Carla.hall@usav.org  
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Book Cliff Chapter,  
Grand Junction, CO

**INCOMING PRESIDENT**

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Pikes Peak Chapter, Co Springs, CO

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Sharon Hunvald, CPS  
Denver Chapter, Denver, CO

\*\*Note: For contact info for the CWM  
Division Officers, visit their website at:  
www.iaap-co-wy-mt.org

**2010-2011 International Board of  
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\*\*Note the Intl Board of Directors also  
includes the District Directors for Canada,  
Great Lakes, Northeast, Northwest, South-  
east, Southwest and one Affiliate Repre-  
sentative.



Recertification points  
are pending

# MONTHLY MEETING NOTICE

Don't  
forget to  
RSVP!

**DATE:** Tuesday November 9th!!

**PROGRAM:** How to Write the Perfect Resume & Cover Ltr  
*Victor Granados, OfficeTeam*

**SPEAKER:** AND A Presentation on the Retirement Trust  
Foundation (RTF)  
*by Rita Banister, CPS/CAP & Carla Hall, CAP*

**LOCATION:** Leon Young Service Center  
1521 Hancock Expressway  
Colorado Springs, CO 80903

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

**MENU:** Red Hot & Blue—Blues Basic: Pulled Pork, Pulled Chicken, Buns, Roasted Corn & Southern Rice  
**COST:** \$10.00

**DRINKS:** Will be available for purchase at the meeting for \$0.50 for all members.

**HOSTESS:** Carol Hardin, CPS/CAP **GREETER:** Lily Wright **BEVERAGE HOSTESS:** Susi Hengel

**RSVP:** To Susi Hengel, Chapter Liaison at [susanhengel@yahoo.com](mailto:susanhengel@yahoo.com) or [shengel@wayfm.com](mailto:shengel@wayfm.com). You may  
RSVP to attend the meeting only (no meal). If this is your preference, please inform the Chapter Liaison  
when you make your meeting reservation.

**DEADLINE FOR RESERVATIONS:** THURSDAY, November 4, 2010. Take a moment to RSVP now!

**NOTE:** Any member or guest, who is unable to attend the meeting, must inform the Chapter Liaison to  
cancel their reservation by the reservation deadline as noted above to avoid being billed for their meal.

Please note if your name is on the Permanent Reservation List, you must notify the Chapter Liaison if you  
will not be attending.

**Permanent Reservation List**

*Cathy Andrew	*Pat Andries CPS/CAP
Lynn Dibben CPS	*Marion Fitzwater CPS/CAP
Carla Hall CAP	Carol Hardin CPS/CAP
Susi Hengel	Paula O'Keefe CPS/CAP
Jean Reed CPS	*Bobbie Pratts CPS/CAP
*Lily Wright	Chris Schemmel CPS/CAP
Cheryl Sanfilippo	Marilyn Sullivan CPS
Gloria Viebrock	Eileen Verosko CPS
Micki Vogt CPS	Phil Butler

\*denotes w/out meal