

# PASSION & PURPOSE

PIKES PEAK CHAPTER

# Cog Road

VOLUME 62, ISSUE 1

CHAPTER NO. 321130  
SEPTEMBER 2010

## SPECIAL POINTS OF INTEREST:

- IAAP Pikes Peak Chapter Meets the first Tuesday of each month, Sept thru June 5:45 p.m.
- Co Springs Utility (CSU) Leon Young Service Center 1521 Hancock Expressway
- Visit us online: <http://www.iaap-pikespeak.org>

## INSIDE THIS ISSUE:

Sept Birthdays & Member Anniversaries 2

A Good Reference: Worth It's Weight in Gold by OfficeTeam 2

CWM Div Mtg Delegate Report 3

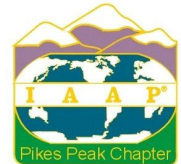
Chapter Meeting & Event Schedule 4

Meet Your Chapter Board 4

EFAM Delegate Report 5

Sept Meeting Notice 7

# Happy New Year!



It is with great excitement that I send you my very first President's Letter of the 2010 – 2011 Chapter year! It is my pleasure to serve as President of this fine chapter which has been in existence since 1944! We've had many Presidents lead us over the years and I have personally attempted to gain insight from several of them to help make this a successful year for all of us! Three of our Chapter members attended the Education Forum and Annual Meeting (EFAM) in beautiful Boston, Massachusetts with me in July. The Bostonians took such great care of us! It would have been extremely easy to spend several more days to really capture the essence of this wonderful city! It's a place that everyone should put on their 'Bucket List.' It was a privilege to be your delegate for EFAM. As Delegate # 240 I met so many interesting people—admin

professionals from all over the world who work hard at what they do and enjoy every minute of it! They are all active members of their home Chapters and enjoyed sharing experiences and tips for success with all. I was proud to represent our Chapter and share our successes as well!

Our chapter's Annual Board Retreat was held on August 14, 2010. It was attended by your new Board Members and several Committee Chairpersons. We accomplished so much in brief time together! One of the highlights of the day was "Leadership Responsibilities" presented by Past Presidents Marilyn Sullivan, CPS, Eileen Verosko, CPS/CAP and Carla Hall, CPS/CAP. Their insight and shared experience is just what we all needed! Past President Carol Hardin, CPS/CAP gave us an overview of what the Chapter Ad-Hoc Strategic Planning Committee has accomplished so far this year. She will share that update with all of you at our September meeting. Thank you so very much to everyone who joined me at the Board Retreat. It is only by your participation that our Chapter will thrive this year!

At our September meeting we will be approving the Budget for 2010-2011 that the Budget Committee worked very hard on and has ready for your approval.

We have much to catch up on in September! My hope is that you are all as anxious as I am to get started with our meetings! We will continue to meet at the Colorado Springs Utilities Leon Young Center with our first meeting scheduled for Sep 14th. The center is located at 1521 Hancock Expressway. It has proved to be a very versatile meeting location for us.

I am looking forward to growing as a Chapter and as Professionals along with each of you this year. I can be contacted at [dohertyone@msn.com](mailto:dohertyone@msn.com) or by phone at home 719-382-5588 or on my cell at 719-322-8771 at any time for any reason. Questions and suggestions you may have will be more than welcome.

Very sincerely,  
Gloria Viebrock



**KNOW YOUR IAAP HISTORY:** In 1942 the first chapter of what soon becomes the National Secretaries Association (NSA) is founded in Topeka Kansas quickly followed by chapters in Missouri, Oklahoma, Iowa, Nebraska and Minnesota.

**TRIVIA:** When was the first IAAP Chapter established in the state of Colorado? And which Chapter was it?

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

**DID YOU KNOW?**

The Pikes Peak Chapter has 5 members who have over 30 years with IAAP (formerly NSA and PSI)? We also have one member who will celebrate her Golden Anniversary with IAAP next year!!

**WORD OF THE MONTH:  
ASSERTIVE**

*“Means being self-confident and bold.*

*However, there’s a limit to how strong you can be without being overly aggressive. It’s important to be able to express your opinions, but sometimes shyness can get in the way. By being assertive, you have a stronger presence and are able to express your ideas.”*



**July Birthdays:**  
Mary Dyster CPS/CAP—13  
Ruth O’Dell—14  
Micki Vogt CPS—15  
Brenda Schulz—23

**August Birthdays:**  
Barbara Hermansen—6  
Aubree Lujan CPS/CAP—6  
Karen Kitzky—10  
Angie Guerrero CPS—26  
Barbara Singmaster CPS—31



**September Birthdays:**  
Eileen Verosko CPS—1  
Pat Andries CPS/CAP—17  
Christine Swanson CPS—22



**Member Anniversary Milestones:**

**July**

Cathy Andrews—7 yrs  
Maureen Jensen—2 yrs  
Aaron McKinney—2 yrs  
Marilyn Sullivan—8 yrs

**August**

Elizabeth Miksche—2 yrs  
Anya Zhuravleva—3 yrs  
Deb Ketner—5 yrs  
Jill Clark—6 yrs  
Angie Guerrero CPS—13 yrs

**September**

Sue Dougherty—1 yr  
Kerstin Von Hoene CPS/CAP—4 yrs  
Robbie Smarr CPS—16 yrs

**A Good Reference: Worth Its Weight in Gold**

A good resume and in-person interview may put you in the running for that long-awaited position, but a new survey suggests that your references could be the real deal maker — or breaker — when it comes to landing the job. Hiring managers we polled said they remove more than one-fifth of candidates from consideration after speaking to their professional contacts.

To set yourself apart from the competition, assemble a solid group of references who can persuasively communicate your qualifications and professional attributes. Here are some additional tips for creating a reference list that works in your favor:

**\*Select carefully.** Choose people who can discuss your abilities and experience that directly relate to the position you’re vying for. Offer a variety of individuals who can speak about different aspects of your professional life. For example, a peer may be able to talk about your collaboration skills, while a past direct report can address your management style.

**\*Alert your contacts.** Always ask potential contacts for permission to include them as references. Be sure to provide them with a copy of your most up-to-date resume and the job description of the position you seek, as well as the name of the person who will likely reach out to them.

**\*Think ahead.** Gather contact information for all your references before you start interviewing with potential employers. Be sure you have their full names, titles, day-time phone numbers and e-mail addresses. Also, a short description of your relationship with each individual can help the person making the reference calls. Consider supplying more references than are requested in case the hiring manager can’t get in touch with one of your contacts and needs to move on.

**\*Think creatively.** It is not uncommon for employers to seek out additional contacts by going online or tapping their own networks. Since you never know who a hiring manager might reach out to, you should remain on good terms with your past supervisors and colleagues, if possible. Also be selective about who’s in your

online network on sites such as LinkedIn.

**\*Have an attitude of gratitude.** Thank those who agree to serve as references, even if they aren’t contacted by employers. Keep them updated on your job search and offer to return the favor by providing a recommendation should they need one.

**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).**

# 2009 CWM Division Meeting Delegate's Report



The Old West Chapter hosted the 2010 Colorado-Wyoming-Montana (CWM)

Division Meeting. There were 40 Chapter members in attendance and seven were Pikes Peak Chapter members. I served as the Pikes Peak Chapter Delegate while President-Elect Gloria Viebrock served as the Chapter Alternate Delegate.

The Friday morning educational seminar was "Make the Commitments: You are so Worth It!" with Brenda Y. Crawford, a licensed professional counselor for over 15 years. This class allowed the participants to gently review their life's patterns and themes more closely and objectively evaluate and measure their usefulness and benefit. President-elect Tish Neff conducted a Leadership Luncheon with all the incoming 2010-2011 Presidents and officers. During this luncheon Tish went over the roles, responsibilities, and provided a hands-on workshop to help develop teamwork and delegation. We broke into 5 groups with the leader of each group being one of the incoming presidents. The leader of each group could not touch the painting and delegated ideas and vision to the members to paint the picture.

Our afternoon educational seminar "All You Ever Wanted to Know about Adobe PDF, But Were Afraid to Ask" was presented by Dr. Keren Meister-Emerich. This session was held at Laramie County Community College Computer Lab. This half-day session was designed for those who were new to using Adobe Acrobat. We learned the basic tools in Acrobat, Editing PDF documents, creating Adobe PDF files, combining files in PDF packages, working with PDF files and adding signatures and security.

Friday evening the Old West Chapter kicked off the Cowboy Progressive Dinner. We met in the Plains

## June 4-5 2010, Cheyenne WY, Historic Plains Hotel

hors d'oeuvres and drinks along with shopping at the great western store. Our final destination was the train depot for dinner. During our dinner we had live entertainment provided by "Rattlesnake Jake." Rattlesnake Jake really had a lot of audience participation. We never laughed so much.

Saturday morning CWM President Margaret Hartl called the meeting to order and reported on the state of the Division. The CWM Division Annual Meeting credentials were as follows:

9 Delegates, 0 Members-At-Large, 5 Division Officers with a total of 14 voting members

1 International Representative, 1 RTF NW District, 5 CWM Board Members, 40 Chapter Members, 0 MAL, 1 guest

The incoming 2010-2011 CWM Division Board of Directors are: President Tish Neff, President-elect Eileen Verosko CPS, Vice President Carol Hardin, CPS/CAP, Secretary Deanna Anthony, CAP, and Treasurer Andrea Latine, CPS.

International Secretary Janine Riemersma, CPS/CAP conducted a seminar on "Becoming the Kind of Person Every Team Wants". Janine gave us 17 Essential Qualities of a Team Player and they are: adaptable, collaborative, committed, communicative, competent, dependable, disciplined, enlarging, enthusiastic, intentional, mission conscious, prepared, relational, self-improving, selfless, solution oriented, and tenacious.

The highlights of the meeting included our awards luncheon. Margaret Hartl CWM Division President announced the winners for the 2009-2010

**Membership Growth winners were:**

Hotel Lobby at 5:30 pm. Our first whistle stop was the "Wyoming Home" for

1<sup>st</sup> place Old West Chapter

2<sup>nd</sup> place Denver Chapter

3<sup>rd</sup> place Book Cliff Chapter

The **2010 Web Community Usage Winner** went to Book Cliff Chapter.

Tish Neff CWM Division President-Elect announced the winners for Newsletter and Website.

**Newsletter Awards:**

1<sup>st</sup> place Union Colony,

2<sup>nd</sup> place Denver Chapter,

3<sup>rd</sup> place Book Cliff

**Website Awards:**

1<sup>st</sup> place Book Cliff

2<sup>nd</sup> place Pikes Peak Chapter

3<sup>rd</sup> place Union Colony

After our awards luncheon the business session reconvened. International Secretary Riemersma reported on the International updates. *7 Measures of Success* book was a guide to make IAAP not just a good organization but a truly remarkable one. She discussed her experience on committees and the feedback International receives. IAAP Headquarters have taken monies for the night of entertainment and hired Erin Brockovich as one of the key note speakers and this frees up the evening for more personal interaction.

Janine also has been working on the Recertification committee. The committee is looking at how many points are needed for certification and being restructured – this will be announced at Educational Forum Annual Meeting (EFAM). Program certification – one idea is to tell members how to write the request to clarify the certification process and what will qualify for meeting/certification points. Dominate topic must not be IAAP based, but can add IAAP features. Janine opened the floor and asked for programs we have submitted for certification points and were not approved.

The RTF Report was presented by LaNay Robbins, RTF Committee member for the NW District. LaNay talked about change, ideal retirement life, location to retire, or did your 401K tank, medical bills, etc. and how this change has affected retirement. Discussion on the RTF structure and who is on the RTF board; actions assigned, tracked and work to send a consistent message to all members. Family of Givers Program was discussed. One chapter brings used books, sells them for \$1.00 and all funds go to RTF; silent auctions, 50/50 raffles, and programs to educate members about the program.

Nancy Upchurch CAP conducted a Strategic Planning Workshop, and we were successful in walking away with some goals for the Division to set for the 2010-2011 year. The three main topics were 1) Membership Participation/Growth/Retention; 2) Communication and Awareness; and 3) To Provide "Value-Added" Educational Opportunities.

The Union Colony and Mountain View Chapters will be the host for the 2012 CWM Division Annual Meeting in Greeley or Fort Collins and will be announced at a later date.

The Banquet Saturday evening was a time to network and conduct the installation of officers. Margaret Hartl gave her outgoing President's message and Tish Neff conducted her incoming President's speech. She had individuals from the audience come forward with letters that spelled out the 2010-2011 International theme "Passion & Purpose" and Tish Neff added the CWM tag line "Ignite the Leader within You" while we received black top hats and danced to "New York, New York."

For those of you that missed the Division meeting you really missed out on a great time.

**Next CWM Division Annual Meeting will be held in Denver June 3-4, 2011.**



“Leaders instill  
in their people a  
hope for success  
and a belief in  
themselves.  
Positive leaders  
empower  
people to  
accomplish their  
goals.”

Questions? Comments?  
Please send input/feedback to:  
Pikes Peak COG Road  
Newsletter Editor:  
Angie T. Guerrero CPS  
[ppciaapnewsletter@yahoo.com](mailto:ppciaapnewsletter@yahoo.com)  
H: 550-9642 W: 554-7801

## 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	TBD
Nov 9, 2010	Advanced Administrative Skills: <i>Admin Requirements When Supporting Senior Management</i>	Tommy F. Crawford VP, Lockheed Martin & Maj Gen (Ret) USAF
Nov 13, 2010	6th Annual CPS/CAP Certification Breakfast	
Dec 14, 2010	Annual Holiday Social, Gift Exchange, Silent Auction & Dessert Contest	
Jan 11, 2011	Communications Gone Awry & Past Presidents Recognition	Diane Dillinger
Feb 8, 2011	Professional Dress Code and Dressing For Success	TBD
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	TBD
May 10, 2011	Generation “Y” & Election of Officers 2011-2012	Cindy Oakes, OfficeScapes
Jun 14, 2011	Installation of Officers 2011-2012	

## Meet Your 2010-2011 Chapter Board

**President Gloria Viebrock** has been a member of IAAP since 2007. Born in St Paul Minn, she grew up in Cheyenne WY and now calls Fountain CO home. Gloria has 3 daughters, 3 granddaughters and a grandson; the main man in her life is a guy named John, and a close second is his 9-year old son Ian. Gloria’s motivation to serve as your Board President is PEOPLE! She wants to have fun with everyone and hopes to sit for the Certified Professional Secretary (CPS) exam in November. A huge Nicolas Sparks fan, her recent trip to Boston to attend the IAAP Education Forum and Annual Meeting now has her attention on *The Lazy Leaders Guide to Outrageous Results* by Cynthia D’Amour MDA. Cynthia was a featured speaker at this year’s EFAM. **President Elect Bobbie Pratts CPS/CAP**, has been a member of IAAP since 2007. A Huntington CA native,

Bobbie moved to Colorado Springs in 1971. Bobbie is employed by the Raytheon Company and is married to Christopher Pratts. She has 2 grown children and 2 granddaughters. To avoid empty nest syndrome, Bobbie and Christopher have three furry pets, Sophie, Dijon and Nailani. This is Bobbie’s first Board position and she looks forward to learning how the chapter works at the “ground level.” Bobbie joined IAAP to learn and grow and is excited about the opportunity to give back to the chapter and its members and to help the chapter to be more successful. **Vice President Cheryl Sanfilippo** is employed by Lockheed Martin as an Executive Admin Asst and has been a member of IAAP since 2008. Cheryl is an AF brat and was born in Kwajalein, Marshall Islands. She has been married to husband Jim for 26 years and they have identical twin sons and a daughter. Not to

be left out, she also has a little girl puppy named Maya. Cheryl likes a good challenge (within reason) and likes to be involved. The more she gets involved, the more motivated she gets! Her favorite quote is “Do unto others as you would want others to do unto you!” Cheryl enjoyed reading biographies; her favorite author is Anita Shreve and her favorite colors are hot pink, purple and green. **Treasurer Paula O’Keefe CPS/CAP** has been a member since Sep 2007 and this is her second term. She is employed with BAE Systems Inc. and calls Tulsa OK her hometown. Paula has 3 children, 4 grandchildren and 2 Russell terriers. She enjoyed the exchange of ideas, the support and the fun! She believes we all share a common goal: to serve our chapter members and guide our chapter into the future. Her favorite saying is: “A birthday is just another 365 day trip around the world—enjoy the trip!”

**Editor’s Note:** Be sure to read next month’s COG Road where we will feature our 2010-2011 Recording Secretary Marian Fitzwater CPS/CAP and Chapter Liaison Susan Hengel!

Submitted by:  
Gloria Viebrock  
Chapter President  
and EFAM Delegate



*“From the time I arrived in Boston, and was met by a driver in a black Mercedes instead of a van that I had prescheduled, I knew it was going to be a wonderful week!”*



## 2010 IAAP Education Forum and Annual Meeting Delegate's Report

**Overall Comments:** The IAAP International Convention is an outstanding opportunity to see our professional organization in action. The convention is always exciting and a fantastic educational and networking opportunity. This year was no exception with over 1,400 enthusiastic attendees. The attendance increased slightly from last year.

I arrived bright and early on Friday morning and enjoyed touring the city while waiting for our other Division members to arrive. Some had uneventful trips while others toured the US before finally arriving in Boston! Carol Hardin CPS/CAP, Eileen Verosko CPS and I attended from the Pikes Peak Chapter. I was encouraged by many of the wonderful Bostonians to visit some specific places and I was given “The top ten things to look out for in Bahstun!” (Be sure to give it the proper accent when reading!!)

10. Pahl Reveah's silvah at the Museum of Fine Ahts!
9. Two headed lobstahs in Bahstun Hahbah.
8. A wicked lotta beahs at Cheah's.
7. Bunka Hill Monument.
6. Oystah Chowdah in Quincy Mahcut.
5. Fenway Pahk.
4. Bahgins at Meinan Machus.
3. Dawchestah, Reveah, and Summahvul.
2. Pahkin yah cah in Hahvid Yahd aftah dahk.
1. The plate number of that cah on yah bumpah.

Kyle Sheldon-Chandler CPS/CAP, my roommate/past Division President and I had a nice dinner at a wonderful little Italian Restaurant on Newbury Street a few blocks away from the Hotel. We felt a little guilty knowing that Carol was stuck in North Carolina waiting for a plane!

### Saturday, July 17, 2010

The pre-convention workshops began at 8:30 a.m. and included *SharePoint Team Sites*, *Mastering the Mindset of a Manager*, and the one I attended, *Lead, Laugh or Get Out Of The Way!*

The afternoon workshops began at 1:15 p.m. and included *InfoPath: Creating, Publishing and Distributing Forms*, *Creativity and Innovation-It's All Fun and Games*, and the one I attended, *I Blew It, I Knew It And What I Learned Through It*.

Carol and I skipped lunch and instead decided to walk the town and found another awesome restaurant named **Joe's!** It ended up being one of our favorite spots to hang out in the evenings! We discovered Joe's renowned Back Bay Sangria and we enjoyed dinner immensely!

### Sunday, July 18, 2010

At 8:00 a.m. I attended the Delegates Briefing given by IAAP Parliamentarian Jeff Neurauter. He proved to be quite the comedian, just as everyone had forewarned! He made the (sometimes boring) Parliamentarian issues rather fun!

The Opening Business Session began at 9:00 a.m. with the Parade of Nations, which includes the flag from each country in our International Organization and the introduction of the International Board of Directors and the Executive Director. The 2010 IAAP International Education Forum and Annual Meeting was called to order at 9:15 a.m. by 2009-2010 International President Susan Shamali, CPS/CAP.

The presentation of the Canadian flag included the Canadian National Anthem and the presentation of the

American Flag was followed by an emotional rendition of the National Anthem sung by Bianca Constance.

The Registration/Credentials Committee Chair, Lindee Long, CPS/CAP presented their report. **The number of registered attendees was 1221 for Day 1!**

The Nominations Committee announced the 2010-2011 Candidates for Election to the International Board of Directors and the Retirement Trust Foundation (RTF) Board of Trustees.

The Nominations Committee introduced each candidate for the International Board of Directors and the RTF Board of Trustees; then nominations were closed. Each candidate running opposed gave a two minute speech and candidates running unopposed were introduced.

The full text of International President Shamali's address at the opening business session can be found at <http://community.iaap-hq.org/IAAPHQ/IAAPHQ/Resources/ViewDocument/Default.aspx?DocumentKey=f5afd18a-0aa8-49db-9181-317ebe2fa4a6>.

Of most concern to our members is International President Shamali's announcement of some “big changes coming to our certification program with the fall 2011 exam.” IAAP has the only true certification for administrative professionals, however, we have faced challenges over the years in attempting to explain the process and meaning of CPS/CAP® (Certified Professional Secretary/Certified Administrative Professional). To simplify things, beginning with the fall 2011 exam, IAAP will move from a two rating system to a one rating system—with areas of specialty. Our base exam, while still testing material similar to the current three part exam, will now be a one part exam, and passage will result in earning a CAP® rating. The shorter exam, which we now call the “fourth part,” will remain with its focus on organizational management. Passage of this exam will result in the “OM” designator to the CAP rating: CAP-OM. Those who currently hold a CPS will have your rating switched to a CAP. Those who hold CAP ratings will hold the new CAP-OM rating, as will CPS/CAP holders. There will also be changes to the recertification process. This change will be effective immediately, although our Certification Department will allow recertification under either the new or old system thru April 2011. The first change is the number of points required for recertification. Effective immediately, it takes just 60 points to recertify, rather than 90. The new categories will be as follows: Continuing Education, which allows a maximum of 60 points—with a minimum of 30 in this area. Other professional or technology Certifications will be worth 5 points each, with a maximum of 20; and the last category is Leadership, which retains the same criteria and is worth a maximum of 20 points. With this new system, there will be no elective or work project points. To make the process more accessible, the decision was to bring the number of points required for recertification more in line with other professional certifications (moving from 90 to 60) and eliminate the areas that are the most loosely defined and that invite confusion.

The link for the handout reviewing specifics of the new certification process is located at: <http://community.iaap-hq.org/IAAPHQ/IAAPHQ/Resources/ViewDocument/Default.aspx?DocumentKey=c24cede3-2880-4747-8cce-7874bd9696d2>

The RTF Report was presented which included the Chapter and Division donations and Award/Recognition. The link for the RTF Report is at [www.iaap-rtf.org](http://www.iaap-rtf.org). International President Shamali invited everyone to attend the Office Expo, the District Caucuses and the Evening of

## EFAM Delegate's Report (continued)

Welcome. She adjourned the opening business session at 11:55 a.m.

The District Caucus for the Northwest Division was held from 1:30-2:30 p.m. Chapter RTF awards were presented at the caucuses and our own Carla Hall, CPS/CAP received honorable mention as a RTF Sustained Donator. Valerie King presented banners for the Chapters of Excellence. It was fitting that our outgoing Chapter President, Carol Hardin, CPS/CAP accepted the 2009-2010 Chapter of Excellence Award for the Pikes Peak Chapter.

The Avery Evening of Welcome was held from 8:00 – 11:00 p.m. (which actually was extended for an extra 30 minutes due to the FUN everyone was having). The DJ decided that he was having too much fun and was not ready to close up! The theme for the Evening of Welcome was *Take Me Out to the Ballgame!* It was a 'Grand Slam' of a party! Especially those of us who dressed in our favorite team attire! Please see the pictures that will be posted on the website.

### Monday, July 19, 2010

The Voting Polls opened at 8:00 a.m. The Southeast Division did have a second ballot that was called at 10:00 a.m.

Carol and I attended the Avery sponsored Leadership Luncheon from 12:30 to 2:00 p.m. with keynote speaker Kelly Taylor. She spoke on the subject "Put Your Whole Self In! Life and Leadership the Hokey Pokey Way." Putting your whole self in is really what it's all about when it comes to giving of ourselves! The book will be available to all in the Pikes Peak Chapter Library.

I attended the Delegates Briefing Session at 2:15 – 2:45 p.m.

International President Shamali called the Business Session to order at 3:00 pm. **The Registration/Credentials Committee Report as of 3:00 p.m. July 19, 2010 reported 1456 total registered attendees for Day 2!**

The Registration/Credential Committee Report was adopted as presented. The International Bylaws and Standing Rules Committee reported on several proposed Amendments and voting was held. A full report on the results from the voting can be found on the Pikes Peak Chapter website under EFAM Delegate's Report.

**"The theme for the Evening of Welcome was Take Me Out to the Ballgame! It was a 'Grand Slam' of a party!"**

The Tellers Committee reported the results of the 2010-2011 IAAP International Board of Directors and the RTF Board of Trustees election's first and second ballots. International President Shamali accomplished the declaration of election announcing the **IAAP 2010-2011 International Board of Directors: President Mary Ramsay-Drow, CPS/CAP; President-Elect Tamra Goodall, CPS/CAP; Vice President Karlana Rannals, CPS/CAP; Secretary Antoinette Smith, CPS/CAP; Treasurer Judith Yannarelli, CPS/CAP; Director, Canada District (11) Sharron Buttler, CPS/CAP; Director, Great Lakes District (11) Wendy Melby, CPS/CAP; Director, Northeast District (12)**

Bianca M. Constance; **Director, Northwest District (12) Kristi Rotvold, CPS/CAP; Affiliate Representative (11) Virginia Boyd, CPS/CAP; Director, Southeast District (11) Dortha Gray, CPS/CAP; Director, Southwest District (12) Leanne Fisher, Grad Cert Bus, JP. For the IAAP 2008-2009 RTF Board of Trustees: RTF Chairman Kelly A. Reggio, CAP (12); RTF Vice Chairman Lynda Boulay, CPS/CAP (11); RTF Secretary Kathryn Hampton, CPS/CAP (11); RTFC Liaison Carolyn L. Prather, CPS (12); IAAP International President Mary Ramsay-Drow, CPS/CAP; and IAAP International Treasurer Judith Yannarelli, CPS/CAP.**

The installation of the 2010-2011 International Board of Directors and the RTF Board of Trustees was conducted.



### IAAP 2010-2011 Intl Board of Directors

The *State of the Profession* was conducted by Executive Director, Don Bretthauer, CAE. He spoke mainly concerning how the past year has been a challenging one for IAAP. However, due to working together and cutting expenses the association has done more with less and is beginning to rebuild and replenish. You may see his full presentation at <http://community.iaap-hq.org/IAAPHQ/IAAPHQ/Resources/ViewDocument/Default.aspx?DocumentKey=f5afd18a-0aa8-49db-9181-317ebe2fa4a6>

#### New Business:

The announcement was made of future sites for the Educational Forum and Annual Meeting:

**2012: Grapevine, Texas, July 22-25**

**2013: Anaheim, Calif., July 28-3**

**2014: Milwaukee, Wis., July 27-30,**

**2015: Louisville, KY, July 26-29**

We were all invited to attend the 2011 International Annual Meeting in Montreal, Quebec July 24 – 27, 2011. There was a piggy bank provided for purchase with the EFAM logo on it for everyone to start saving today! If you put just \$4.00 per day into the piggy, you will have \$1,400.00 to help in attending EFAM in Montreal. The banks were for sale as a fundraiser for this event.

International President Shamali adjourned the business session at 5:40 pm.

The CWM Division members met in the lobby of our Hotel and loaded up in three cabs for a ride to Joe Tecci's for dinner. We had an amazing time together associating and catching up, and talking about the changes made to the CPS/CAP certifications that had been announced at our Business Session. We walked in the rain to the North End of Boston for some pastries at a bakery that was highly recommended by all the Bostonians!

### Tuesday, July 20, 2010

The day began at 8:30 a.m. with Keynote Speaker, Vernice Armour. The rest of the day was packed full

with workshops until 4:30 p.m. Then the icing on the cake for the day was the Evening Session Keynote Speaker, Erin Brockovich! This was definitely the highlight of the week!

Tuesday evening Carol, Kyle and I enjoyed a dinner on the patio of The Cheesecake Factory in downtown Boston. Once again, we met some fabulous people from Boston while waiting.

### Wednesday, July 21, 2010

Another day packed from 8:00 a.m. until 4:00 p.m. with workshops and information useful to every Admin! The networking reception began at 5:30 p.m. This was a great time to visit with our "new" friends that we met in Boston.

The Awards Banquet was called to order at 6:30 p.m. Following introductions, dinner was served. After dinner the **Adecco Mentor Award** was presented to Marlene Wilson of Booz Allen Hamilton in McLean, VA. The full list of winners including the runners-up and the Award for Excellence can be found in the listing located at: <http://community.iaap-hq.org/IAAPHQ/IAAPHQ/Resources/ViewDocument/Default.aspx?DocumentKey=a2e2ed5c-df87-417c-8cf2-7698a50396d4>

International President Shamali introduced 2010-2011 International President Mary Ramsey-Drow, CPS/CAP. International President Ramsey-Drow's address can be read in its entirety at <http://community.iaap-hq.org/IAAPHQ/IAAPHQ/Resources/ViewDocument/Default.aspx?DocumentKey=f5afd18a-0aa8-49db-9181-317ebe2fa4a6>.

### Thursday, July 22, 2010

The post-convention Leadership Workshop was from 8:30-11:45 a.m. After introductions of the IAAP 2010-2011 International Board of Directors, the RTF Trustees and the IAAP Headquarters Director and staff by President Ramsey-Drow it was announced that there is a 2010-2011 Passion & Purpose pin now available for \$5.00. Executive Director Don Bretthauer, CAE commented on each chapter's fiduciary responsibilities. Our Chapter is to be treated as a business. We need to keep in mind our responsibilities to our members in regard to confidentiality, legal issues and being cautious of fraudulent actions. Cynthia D'Amour, MBA was announced as our morning speaker on the fantastic presentation of "Embrace Your Lazy Leader For Outstanding Results." The book on this subject will be available through our Pikes Peak Chapter Library. We had lunch at "The Top of the Hub!"--a glass enclosed restaurant on the 53<sup>rd</sup> floor of the Prudential Center next to the convention center. Fantastic view of Boston, wonderful food and great company!

Our evening consisted of sightseeing and one last dinner at Joe's for some wonderful Lobster and Back Bay Sangrias! Then we did some last minute souvenir shopping on the way back to the hotel.

### Friday, July 23, 2010

It was a time to enjoy the city for one last time. The Old Town Trolley Tours visited all parts of Boston! It started in the Back Bay by the Hotel and took us by Fenway Park, through the Boston Commons, Beacon Hill and over the Charles River, and continued into Cambridge and the MIT Campus by Harvard University. A Boston Harbor Cruise had to be the last and best part of the agenda for the day!

**Pikes Peak Chapter  
Board of Directors**

**PRESIDENT:**

Gloria Viebrock  
C: 322-8771 H: 382-5588  
dohertyone@msn.com

**PRESIDENT-ELECT:**

Bobbie Pratts CPS/CAP  
bjpratts@att.net  
H: 388-1400 W: 637-7051

**VICE PRESIDENT:**

Cheryl Sanfilippo  
Cheryl.a.sanfilippo@lmco.com  
H: 265-5076 W: 277-9914

**RECORDING SECRETARY:**

Marian Fitzwater, CPS/CAP  
m\_fitz\_99@yahoo.com  
H: 963-4102

**CHAPTER LIAISON:**

Susan Hengel  
susanhengel@yahoo.com  
H: 260-0330

**TREASURER:**

Paula O'Keefe CPS/CAP  
paula1004@comcast.net  
W: 594-8759 C: 229-7876

**PARLIAMENTARIAN:**

Carla Hall, CAP  
Carla.hall@usav.org  
W: 228-6800 H: 637-1571

**CWM Division Officers**

**PRESIDENT**

Leticia "Tish" Neff -  
Book Cliff Chapter, Grand Junction,  
CO

**PRESIDENT-ELECT**

Eileen Verosko, CPS -  
Pikes Peak Chapter, Co Springs, CO

**VICE PRESIDENT**

Carol Hardin, CPS/CAP  
Pikes Peak Chapter, Co Springs, CO

**SECRETARY**

Deanna Anthony, CAP  
Rim Rock Chapter, Billings, MT

**TREASURER**

Andrea Latine, CPS  
Denver Chapter, Denver, CO

**PARLIAMENTARIAN**

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](http://www.iaap-co-wy-mt.org)

**2010-2011 International Board of  
Directors**

**PRESIDENT**

Mary Ramsey-Drow, CPS/CAP

**PRESIDENT-ELECT**

Tamra Goodall, CPS/CAP

**VICE PRESIDENT**

Karlena Rannals, CPS/CAP

**SECRETARY**

Antoinette Smith, CPS/CAP

**TREASURER**

Judith Yannarelli, CPS/CAP

\*\*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.



**Don't  
forget to  
RSVP!**

# MONTHLY MEETING NOTICE

**DATE: Tuesday September 14th!!**

**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:**

Spaghetti and Meatballs/Sausage, Salad, garlic bread

**COST:**

\$11.00

**DRINKS:**

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

**HOSTESSES:**

Lily Wright

**GREETER:**

Eileen Verosko, CPS

**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, September 9, 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	