



www.iaap-pikespeak.org

Pikes Peak Chapter Cog Road March 2010

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2009-2010 Pikes Peak Chapter Officers

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In This Issue

Meeting Notice	1
President's Message	2
IAAP/CWM/Chapter Board of Directors	3
APW Event & Nomination Forms	4
Membership Drive Invitation	9
Members Corner	10
Community Service	10
Authentic Assertiveness	11
Chapter Calendar Year	13

MEETING NOTICE

Tuesday, March 9, 2010

PROGRAM: *Fitting In and Standing Out in an Office Environment, OfficeTeam*

Presented by **Victor Granados**, Division Director at Office Team. The presentation includes a brief overview of key research findings, how you can create an appealing work environment, and what training and development opportunities you can provide to administrative staff, and how you can motivate and recognize your administrative team. Recertification points will be offered.

Don't forget we are collecting non-perishable food items for the local Care and Share Food Bank.

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

LOCATION

Leon Young Service Center
1521 Hancock Expressway, Colorado Springs, CO

MENU From Jason's Deli: Boxed Meal: Choice of different sandwiches (roasted turkey breast, chicken salad with almonds, and roast beef) will be available at the meeting. The meal also includes chips, pickle spear, and cookie. Beverages will be available at .50 cents.

COST is \$10 per person. Make checks payable to Pikes Peak Chapter IAAP or exact payment in cash is appreciated.

HOSTESSES: Kaye Jones and Rita Banister CPS/CAP

BEVERAGE HOSTESS: Susan Hengel

GREETERS: Sue Dougherty and Lily Wright

Deadline for reservations is Thursday, March 4, 2010.

Take a moment to RSVP now to Chapter Liaison Christine Schemmel CPS/CAP at 201-3561 or cschemmel@q.com. If you desire to attend meeting only (no meal), please inform Christine when you make your meeting reservation. Thank you.

NOTE: Any member or guest who orders a meal and is unable to attend the meeting, must cancel their reservation by the RSVP deadline to avoid being billed for their meal.



President's Message



From the Desk of Carol L Hardin CPS/CAP,

Recently the Pikes Peak Chapter set up a new email account, our email address is pikespeakiaap@yahoo.com. I encourage you to become a fan of the Facebook Page – Pikes Peak Chapter - IAAP. I have posted some of our upcoming events, along with some of my pictures.

We are well on our way in planning the Administrative Professional Week (APW) Seminar and Luncheon scheduled for April 21, 2010. We will be holding this event at the Crowne Plaza Hotel. The Seminar and keynote speaker will be Crystal Jonas, MA presenting "How to Boost Your Self-Esteem and Project Gracious Self-Confidence" and the keynote message will be "Your #1 Success Factor." Crystal Jonas will have available her books and CDs for sale during the seminar and luncheon. Crystal has also put together a special package that is tailored to the unique interests and concerns of the Administrative Professional.

We made a decision to hold our Certification Breakfast in the fall time frame. Our thoughts on this are that during the fall our chapter doesn't have a lot of events going on. We will look at sometime in October. This event is to honor our members that are already certified and for the members that have sat for the exam or are going to sit at the November 2010 exam.

Please don't forget to bring to our March Chapter meeting any non-perishable food items to finish up our food drive for Share and Care Food Bank. We will start collecting any of the pajamas and books for "Sweet Dreams Colorado". You can send an email to sweetdramscolorado@gmail.com with your donation information to receive a tax deductible receipt. In your email please describe your donation. Let's help make a difference in children's lives.

Barbara Hermansen has started working on the Pikes Peak Chapter ballot for the 2010-2011 Board of Directors. If you are interested in running for one of the Board positions please contact Barbara at hermansenjob@q.com. This is a wonderful opportunity for you to learn more about how the chapter is run, parliamentary procedures, and develop leadership skills.

I look forward seeing all of you at our chapter meeting next Tuesday March 9, 2010.

Carol L Hardin CPS/CAP

President, Pikes Peak Chapter

POWER
of
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.



Pikes Peak Chapter IAAP
 Invites you to join us in honoring
 Administrative Support Professionals



2010 Administrative Professionals Day®
 Professional Education Seminar and Luncheon
 Wednesday, April 21, 2010
 The Crowne Plaza Hotel
 2886 S. Circle Drive, Colorado Springs, CO

Seminar and Luncheon Keynote Speaker Sponsored by **OFFICETEAM®**
 Specialized Administrative Staffing



Crystal Jonas, M.A.
 Motivational Speaker and Author

Recertification/Continuing Education Units (CEUs) Seminar
 Registration starts at 8:30 a.m.
 Seminar 9:00 – 10:30 a.m. / \$30 per person

“How to Boost Your Self-Esteem and Project Gracious Self-Confidence.”
 Discover the first step to positive and lasting transformation. What to say to yourself whenever you are having self-doubt, it will turn your life around! Essential and subtle nuances of admirable, self-confident professionals, from body language to overt actions.

and
Administrative Professionals Day Luncheon
 Registration starts at 11:00 a.m.
 Luncheon 11:30 a.m. – 1:00 p.m. / \$30 per person

“Your #1 Success Factor”
 Find out: *The key to being the kind of person others truly enjoy being around
 *How to bounce back quickly from an especially challenging day
 *How great people (like you!) keep getting even better

Join us for our Annual Program Honoring:
 Executive of the Year • Administrative Professional of the Year •
 Member of the Year • Pikes Peak Chapter Scholarship Award Recipient

MENU: Garden Salad, Fresh Rolls and Dessert with your choice of entrée: Chicken Catalina with Wild Rice Blend and Squash Medley; London Broil with Roasted Baby Reds and Buttered Broccoli; or Vegetable Wellington with Wild Rice Blend

(Cut along dotted line and return bottom portion to the address listed below)

April 21, 2010 Administrative Professionals Day Seminar / Luncheon Reservation

Each person attending must complete a reservation form. Please make extra copies of this form as needed. Sorry credit cards cannot be accepted. Deadline for Reservations is Friday, April 16, 2010. *****No refunds after April 16, 2010*****

MENU SELECTION (Please check one entrée choice) Chicken Beef or Vegetarian

Enclosed is a check for \$30 Seminar Only \$30 for Luncheon Only \$50 for Luncheon & Seminar

Attendee _____
 Company _____
 Address _____ Phone _____
 E-mail _____ Fax _____

Make check payable to Pikes Peak Chapter, IAAP and mail with reservation form to: Dee Ross c/o Northrop Grumman, 3535 Northrop Grumman Point, Colorado Springs CO 80916. Contact Info: dee.ross@ngc.com, Ph 719-393-8188 or Cell 719-510-3259.



PIKES PEAK CHAPTER, IAAP
2010 EXECUTIVE OF THE YEAR (EOTY) NOMINATION FORM

INFORMATION ABOUT NOMINEE

Name of Executive: _____

Company: _____

Executive's Title: _____

Note: If additional space is required, please use plain bond paper and indicate section being continued.

Executive's Area of Responsibility:

Education, Publications: _____

Professional Experience: _____

Civic and Charitable Work (include membership in organizations & any awards received): _____

Interest in and support of the Administrative Profession: _____

INFORMATION ABOUT NOMINATOR

Name: _____ Phone: _____

Company: _____ E-mail Address: _____

Address: _____

Length of time with Executive: _____

Recommendation of Nominator (Explain why your executive should be selected as Executive of the Year):

Nominator's Signature

Date

DEADLINE: Nominations must be received by **APRIL 6, 2010** and be complete in order to be considered. Mail your nominations to **Marilyn Sullivan, CPS, 1519 E. Boulder St. Colorado Springs, CO 80909** or e-mail to marilyn.sullivan@memorialhealthsystem.com. For questions, call (719) 365-1461(w) or (719) 237-6734 (c). The winner will be announced at the April 21, 2010 Administrative Professionals Week Luncheon held at The Crowne Plaza Hotel, 2886 S. Circle Dr., Colorado Springs, CO 80906. Please visit www.iaap-pikespeak.org for more details.



PIKES PEAK CHAPTER, IAAP



2010 ADMINISTRATIVE PROFESSIONAL OF THE YEAR (APOTY) NOMINATION FORM

INFORMATION ABOUT NOMINEE

Name of Administrative Professional: _____

Company: _____

Administrative Professional's Title: _____

Administrative Professional's Area of Responsibility: _____

Education, Publications: _____

Professional Experience: _____

Civic and Charitable Work (include membership in organizations and any awards received): _____

Interest in, and support of, Administrative Profession: _____

INFORMATION ABOUT NOMINATOR

Name: _____ Phone: _____

Company: _____ Street Address: _____

City/State/Zip: _____ E-mail Address: _____

Length of time with Administrative Professional: _____

Personal Recommendation of Nominator (explain why your Administrative Professional should be selected as the 2010 Administrative Professional of the Year): _____

Nominator's Signature

Date

DEADLINE: Nominations must be received by APRIL 6, 2010 and be complete in order to be considered. If additional space is required, please use plain bond paper and indicate section being continued. Mail application to: Jean Reed CPS, 3405 Sinton Road, #19, Colorado Springs, CO 80907 or e-mail jrbusylady@q.com. The winner will be announced at the April 21, 2010 Administrative Professionals Week luncheon at The Crowne Plaza Hotel, 2886 S. Circle Dr., Colorado Springs, CO 80906. Please visit www.iaap-pikespeak.org for more details.



Members to get Scholarship Application form, please go to chapter website at www.iaap-pikespeak.org.

**Pikes Peak Chapter
International Association of Administrative Professionals
Non-Need Based Scholarship Application - 2010**

APPLICATION INFORMATION

The completed and signed application must be submitted to:

Pikes Peak Chapter - IAAP
c/o Scholarship Committee Chair
6823 Snowbird Terrace
Colorado Springs, CO 80918

The Pikes Peak Chapter of the International Association of Administrative Professionals (IAAP) is proud to offer two \$500 scholarships. The first scholarship is for a high school senior who is planning to attend college in Colorado Springs. The second scholarship is for a student currently enrolled in a Colorado Springs college. All applicants must be a part-time or full-time student, majoring in the field of Business (Administrative Assistant program, Medical Assistant program, Legal Assistant/Paralegal program or Business Administration program). The scholarship is NOT based on eligibility for federal and/or state programs.

The Scholarship will be awarded on April 21, 2010 during the annual Administrative Professional Week Luncheon.

Applications are available at your Financial Aid Office, as well as on-line at www.iaap-pikespeak.org.

Completed application must be postmarked to the above address **NO LATER** than **April 6, 2010** be considered for scholarship award. Late applications will **NOT** be considered.

Application Checklist:

1. Completed application (must complete the release of information section – *see below*)
2. Completed essay questions
3. Completed Counselor/Administrator Report
4. Resume
5. Transcript
6. Two (2) Letters of Recommendation



**The Pikes Peak Chapter of the
International Association of Administrative Professionals
invites you to an informative seminar
designed to enhance your career**

Saturday, March 20, 2010

Registration/Social time – 8:30 a.m.

Program 9:00 - 10:00 a.m.

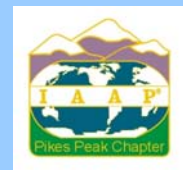
**Printers Park Medical Plaza, 175 S. Union,
1st floor (west side) Executive Conference Room
Colorado Springs, CO 80910**

**Featuring: A presentation for potential members, New Member
Orientation, Mentorship Program & Presentation on the Certified
Professional Secretary (CPS) and Certified Administrative
Professional (CAP) certification ratings.**

Event is Free and Refreshments will be Served

**Please RSVP by Monday, March 15, 2010 to
Marilyn Sullivan CPS at marilyn.sullivan@memorialhealthsystem.com
or by phone (719) 365-1461 or cell (719) 237-6734**

We look forward to seeing you there!



Call for IAAP Division Nominations

IAAP offers many opportunities that challenge us both professionally and personally. One of those opportunities is to **run for a Division office**. As we look forward to continued growth and leadership in our Division, the CWM Division Nominating Committee enthusiastically urges you or someone in your Chapter to **consider serving** at the Division level. Nominations are being accepted for the offices of President-elect, Vice-President, Secretary and Treasurer.

New officers will be elected during the Annual Meeting in Cheyenne, Wyoming in June and will assume their duties on July 1, 2010. The procedures and duties for each office are described in the CWM Division Bylaws Article IV, which is included with the attached Application for Election.

If any members are interested in running for any officer position, please send the following information to the nominating committee by **March 1, 2010**:

- Application for Election to the CWM Board of Directors (please get from President Carol Hardin CPS/CAP)
- Resume of Qualifications
- Endorsement letter from the nominee's Chapter President

Thank you!

Community Service Project Sweet Dreams Colorado

As a new community service project for this spring 2010, we will be hosting a **Sweet Dreams Colorado** pajama and book drive. Sweet Dreams Colorado was organized and co-founded by Collette Guida and Pam Dashner.

This not-for-profit organization is solely run by volunteers who deliver new books and pajamas to children ranging in age from newborn to 18 years old. Some of these children have been abused, abandoned or waiting and hoping to be adopted. The children currently live in group homes, foster care, or orphanages in Colorado.

For the simple price of a latte, YOU could change the outlook and future of a child in need. Pajama sizes needed are from newborn up to Adult XXXL. For health purposes, the pajamas must be new and have the sales tags on them. Monetary donations are always welcome, as often the receiving organizations may request sizes that are not available.

We encourage each member to bring in at least one pair of pajamas and a new book. Please ask your family, friends and co-workers to support Sweet Dreams Colorado. Please bring all items to the April chapter meeting. Thank you.

Cheryl Sanfilippo, Community Service Chair

Chapter Meeting Minutes

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

Members Corner

Congratulations to our members who achieved an anniversary milestone. We value your membership.

March Anniversaries	
Barbara Singmaster CPS	34 years
Maxine Bryant	5 years
Rhonda Lavoie	3 years
Bobbie Pratts CPS	3 years
Patricia Gonzalez	2 years
Micki Vogt CPS	2 years
Marian Fitzwater CPS	1 year
Michelle Otterbein	1 year

Happy Birthday to...

Rebecca Schmalte CPS/CAP	Mar 09
Ellen Polyard	Mar 14
Janet Rivera	Mar 16
Amy Bonner	Mar 23
Gloria Viebrock	Mar 27

Authentic Assertiveness: Comfortably Convey Your Value in the Workplace

© Crystal Jonas, Owner, Tap Your Genius, Inc.
CrystalJonas.com/IAAP.htm

It's hard sometimes for modest people who don't have a "show pony" personality to let others know the value of their work without feeling like it's "all about them."

Start to discover here why and how you can easily and honestly talk about how important your role at work is. You'll want to keep these ideas and pass them to others you care about!

Do any of these describe you?

- You believe that your work is important, but you'd be uncomfortable "bragging" about its value
- You would not like to be perceived as prideful if you were to talk about your accomplishments
- You would like to be appreciated for all you do, but you're just not sure how to go about it

If you can relate to these ideas, you are not alone. Thousands of hard working professionals have sat in my classes, and listened to my CDs on "Powerful Communication Skills for Women," "Your #1 Success Factor," and "Gracious Assertiveness," and hundreds more have been personally coached by me and they feel exactly the same way.

So many people with so much to offer simply don't know how to let people know how their work makes the lives of those they work with run so smoothly, and how much easier work is when they're around.

They're unsure how to talk about it: the right time, place, and way to bring it up.

Like you, their work ethic, job knowledge, and friendly, helpful attitude is tremendous, yet far too often, they (also like you, perhaps?) simply do not have powerful yet practical ways to discuss how important their professional contribution is without feeling like they're bragging.

Sound like anyone you know? You have so much to gain by simply applying a few concrete tips, tools and techniques that will allow you to graciously and professionally assert yourself and convey the scope of your professional contribution while being genuine and not looking, sounding (or feeling!) like a show-off.

Even if you're the most modest and shyest person in the entire IAAP chapter, you can learn how to assert yourself and reap the rewards you are worthy of. Here, you will learn three of the ten tips I tell women to help them with "Authentic Assertiveness":

Let's look at Tip #1 and consider WHY being "Authentically Assertive" serves you so well. If you don't express your value, few people will realize what you can do for them.

Let's say you have a ton of errands this Saturday because you need to go to the grocery store, the home improvement depot, the automotive center, and oh yes, you really ought to drop by the post office, because you're about out of stamps.

Now, let's say you've heard of a fairly-priced service that will do these errands for you, AND, they have a spa next door where you can take it easy and get a massage while all of this is taken care of for you!

Would you think that the store that let you know it offered all of this was bragging? Of course not! You'd think, "I had NO idea there was such a place! I'm so glad I know about this now!"

Exactly. Yet, they had to tell you the value in their services before you knew what they could do for you, right?

If they thought, "Yes we do a lot for people. But gosh, wouldn't telling our potential clients this seem like bragging?" who would ever know about them? A lot of people who would benefit and love this service would miss out.

Kind of funny when you think about it, isn't it? The difference between bragging and being "Authentically Assertive" discussed here in WHY you want to convey your value leads us to our next tip which begins to look at HOW to be "Authentically Assertive."

Before you can be assertive and have it feel natural, think about how much you bring to any organization. It's easier to be assertive in a way that's comfortable to your true nature when you remind yourself that you're talking about your skills and talents simply so

your boss (and potential bosses) know what you can do for them.

So, Tip #2 is, just like the company in our example above that takes care of all those necessities for you, while you go and enjoy an easier day, you need to TELL people what you can do for them in terms of what's in it for them!

It's all about them, and how your services and talents can make their work easier, stress-free, pleasant. Keep the focus on your boss and your co-workers and all you can do for them for two reasons:

1. It doesn't sound like you're bragging if you talk in terms of what your services mean to others and how it improves their lives! So, therefore, you don't feel like the focus is awkwardly on you.
2. If you don't articulate the different ways work and their lives could be easier if you're around taking care of things, exactly how can you expect them to know?

So, the second tip is "Focus on them." What does it mean for them to have you around?

Trust me; people don't get tired of hearing you talk about how their lives could be easier! You're simply letting them know that you have the ability to help make that happen.

Tip #3 to help you be "Authentically Assertive" is to "Know your worth in financial terms."

Modesty can be a fine trait; you just want to remember that at work, you are being paid a salary because your work has financial value.

So, think from a business standpoint of the scope of that value.

You are not being self-centered when you talk in clear terms about the value of your work. After all, if it weren't essential, people wouldn't be paying you to do it!

Personally, I can tell you my business, Tap Your Genius, Inc. has paid up to \$45 an hour for someone who can do what you can do! Yes, that's what I've paid a Virtual Assistant.

Why? Because you have unique skills! The ability to juggle many balls at once, to not let one drop AND to be pleasant and make the company you represent look good is a specialized talent that's money in the bank for the organization you work with.

Have you ever noticed that while a few people might be able to juggle multiple tasks, with some, their social skills get worse with each additional task they manage?

But not you! Your steady pleasant, helpful attitude that stays upbeat no matter how much you're doing at once and this means great value:

- * You positively influence customers who might be upset with the company or just having a bad day

- * You're providing great public relations for your company or organization

- *Your actions help make your boss's life easier

- * And of course, you are a positive impact everyone around you. And you know how much easier it is to stay upbeat if you work with positive people.

Keep always in mind how valuable you are to your company and know that in order to reap the benefits of your contribution, there are ways to remind yourself (and others!) what you bring to the table by being "Authentically Assertive."

BIO: Crystal Jonas will be the featured seminar and keynote speaker at the chapter's April 21, 2010 Administrative Professionals Day event. Crystal is a nine-time published author, seminar and workshop leader, keynote speaker, and professional coach. She has programs, books, and CDs that help people be graciously assertive, realize their potential and live life "on purpose." Find out more about how Crystal can help you be "who you are at your best" by going to CrystalJonas.com/IAAP.htm.

IAAP Pikes Peak Chapter 2009-10 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.

September 8, 2009 Chapter Meeting

Welcome to the 2009-2010 Year. No program scheduled.

October 13, 2009 Chapter Meeting. "Discovering Your Memory Power" with Jana Owen and Celebrating Pikes Peak Chapter's 65th Year.

October 17, 2009 Information Seminar on Enhance Your Career (CANCELLED)
Membership Drive and Certification Presentations, Printers Pkwy Medical Plaza.

November 10, 2009 Chapter Meeting. Retirement/Savings with Tony Beach, Vice President UMB; Retirement Trust Foundation

December 8, 2009 Chapter Meeting
Annual Holiday Social, Gift Exchange & Silent Auction

January 12, 2010 Chapter Meeting
Past President Recognition

February 9, 2010 Chapter Meeting
New Strategies for the New Job Hunt, Dianne Dillinger, Everest College (Recertification Points)

March 9, 2010 Chapter Meeting
Fitting In & Standing Out in an Office Environment, Victor Granados, OfficeTeam.
Recertification Points pending

March 20 Membership Informational Seminar
8:30 to 10:00 a.m., Printers Park Medical Plaza, 175 S Union

April 13, 2010 Chapter Meeting
Topic TBD

April 18-24, 2010 Administrative Professionals Week
April 21 Administrative Professional Days Luncheon & Program

May 11, 2010 Chapter Meeting
Chapter Elections; Program: Avery Office Products

June 8, 2010 Chapter Meeting
2010-2011 Officer Installation

July Chapter Social (Date & location TBD)

March Observances

March 14	Daylight Saving Time Begins
March 17	St Patrick's Day
March 20	Spring Begins
March 28	Palm Sunday
March 30	Passover