

PASSION & PURPOSE

PIKES PEAK CHAPTER



Cog Road

CHAPTER NO. 321130
APRIL 2011

SPECIAL POINTS OF INTEREST:

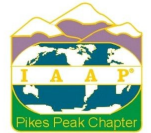
- IAAP Pikes Peak Chapter meets the second Tuesday of each month, Sept thru June 5:45 p.m.
- Co Springs Utility (CSU) Leon Young Service Center 1521 Hancock Expressway
- Visit us online: <http://www.iaap-pikespeak.org>

INSIDE THIS ISSUE:

Chapter Meeting and Event Schedule	2
Committee Announcements	3
Presenting Todd Hunt, 2011 Chapter Admin Professionals Day Seminar Speaker (Part 5)	4
Bill of Rights for Administrative Professionals	5
Pikes Peak Chapter Administrative Professionals Day	6
Recertification Simplified	7
Chapter Birthdays and Milestones	8
Monthly Meeting Notice	9



From the President



Happy April...it's officially SPRING!

We can start planting flowers in the flower beds, getting the yard ready for what's to come with fertilizing and getting the garden ready for planting. It's also time for Spring cleaning! Now is the time to focus not just on spring cleaning in our homes—washing the windows, cleaning out closets—but giving our professional workspace a good spring cleaning as well.

You might know exactly where to find everything you need, but if you have a messy workspace, that sends a message to others in your office that you're unorganized and maybe even a little inefficient. A messy workspace slows you down! Now is the time to refocus and spend a few extra minutes to make your workspace clutter free. Remember, productivity is the key to a good Office Professional. You can do it in just four easy steps.

First, take everything off your desk. Categorize items in separate piles, or use boxes if you have them.

Second, clean your work area with a great smelling cleaner. Go through all the papers/documents you have and get rid of anything that is duplicated or anything old or outdated. If you won't ever need that piece of paper again, now is the time to shred it! Things to keep are: your to-do list, current (active) files and any action items.

Third, make sure everything has a place. Use divider trays for your drawers, desktop organizers for the spaces on top of your desk and vertical file folders and stands for your active files. The things you use daily or routinely should be kept within arm's reach to help you save time and increase your productivity. Items that can be put into file cabinets or stored on shelves should be put away accordingly. If you have office supplies that are only used once in awhile, store them in a supply closet or file cabinet. When it comes to knick-knacks, they are a MUST to keep you happy...but keep them out of your immediate workspace to avoid clutter.

And last, but most importantly, clean off your desk every day before you leave to go home! Your mornings are guaranteed to flow smoothly and you'll be surprised at how much more productive you are when you start fresh each day with a clean slate!

While you're thinking along the lines of cleaning and refocusing, I would like to remind you that we are looking for Board Members for our new Chapter year. Think about all the ways that you can contribute and add your special touch to our Chapter Board of Directors for one year. I guarantee that you will find yourself learning more than you can imagine and actually enjoy it! The time we spend together as a Board is priceless and forms friendships that will last a lifetime. So clean out the cobwebs, wherever they may be, and send your nomination form to Aubree Lujan, CPS/CAP at daj_l@hotmail.com. She will be happy to add your name to the slate of officers!

It's time to *Celebrate All Office Professionals* during Administrative Professionals Week April 25-29. We'll see all of you at the seminar and luncheon! Let's make it a great one!

*Gloria Viebrock, CPS
Pikes Peak Chapter President*



Chapter Meeting and Event Schedule



Jan 11, 2011	Past Presidents Recognition Safe Surfing Online in an Always-on, Wireless World	Kate Keeley Qwest Small Business Community Rep
Feb 8, 2011	Professional Dress Code and Dressing For Success	Julie Sauget, Dress Barn
Mar 8, 2011	Advanced Admin Skills: "Admin Requirements when Supporting Sr Management"	Tommy Crawford VP, Lockheed Martin & Retired Maj Gen USAF
Apr 12, 2011	Violence in the Workplace: Using Critical Thinking Skills for Prevention	Officer Iverson CSPD
Apr 27, 2011	Administrative Professionals Day Seminar and Luncheon	Crowne Plaza Hotel
May 10, 2011	Avery—Going Green and Election of Officers 2011-2012	Steve Franson
Jun 14, 2011	Installation of Officers 2011-2012	

And Beyond....

July 24-27, 2011
 2011 Education Forum &
 Annual Meeting (EFAM)
 Montel Convention Center,
 Montreal, Quebec Canada

Register online:
www.iaap-hq.org
 (after logging in,
 click "The Events Center")

June 2-5, 2011
 Colorado-Wyoming-Montana
 Division Annual Meeting
 Hosted by the Denver Downtown Chapter
 the Curtis, a Doubletree Hotel
 1405 Curtis Street Denver, CO 80202
 Register online:
www.iaap-co-wy-mt.org

October 9-12, 2011
 IAAP Fall Conference
 Sheraton San Diego Hotel & Marina
 1380 Harbor Dr
 San Diego, CA 92101

Register online:
www.iaap-hq.org/events

COMMITTEE ANNOUNCEMENTS

Do you qualify for the:

2011 PIKES PEAK CHAPTER IAAP SCHOLARSHIP

\$750 to a HS Senior
\$750 to a College Student

Criteria: Must be enrolled, full-time or part-time, in an Administrative Assistant program, Legal Assistant/ Paralegal program or Business Administration program and attending college in the Colorado Springs Area

**Don't delay—
apply today!**

Deadline is Apr 8, 2011

Community Service

Sweet Dreams Colorado

Pikes Peak Chapter is collecting donations of new pajamas and books to deliver to children in need (ages 0-18 years) living in group homes and foster care. Twice a year in the Spring and Fall, Sweet Dreams Colorado has distributed 1,000 sets of pajamas to these children and this need is increasing steadily.

A few of the organizations that support Sweet Dreams Colorado are: CASA of Colorado Springs, CASA of Pueblo, Denver Children's Home, InterfaithHospitality, Kids Crossing, Loving Homes, Nevada House, Special Kids/Special Families and Urban Peak.

Open your heart to children right here in the Springs. Please bring your donations to the April Chapter Meeting.

As always, thank you for your support of our various community service projects!!

Submitted by Lily Wright, Chair

APW Door Prizes & Goody Bags

Submitted by: Phyl Butler, Chair

Here's How You Can help!

Our APW committee is in need of "give-away" items to put into the Goody Bags and/or to use as Door Prizes for this year's Administrative Professionals' Day Seminar and Luncheon. Suggested items for the Goody Bags are: pens, pencils, individually-wrapped candy, logo advertising magnets, notepads, business cards, lip balm samples, bookmarks, or coasters. Any quantity of items will be most appreciated – we anticipate stuffing approximately 150 goody bags. Door prize suggested items are: Gift certificates/cards (of any amount), pointers, any desk or business related item.

Please contact Phyl Butler at 719-375-6251 to make arrangements for your donations.

**ALL NOMINATION
FORMS and
SCHOLARSHIP
APPLICATIONS
CAN BE
DOWNLOADED AT**

**[www.iaap-
pikespeak.org](http://www.iaap-pikespeak.org)**



Presenting:

Todd Hunt

*Our 2011 Administrative
Professionals Day Seminar Speaker
(5th in a series)*

The ABCs of Admins

Bless those bosses who appreciate all that admins do. The following job description only scratches the surface:

A uditor
B udget manager
C aterer
D iplomat
E ducator
F ire fighter
G raphic artist
H oop jumper
I nternet expert
J ugger
K itchen liaison
L ifeguard
M ind reader
N ewsletter editor
O rganizer-in-chief
P urchasing agent
Q uality control supervisor
R esearcher
S preadsheet designer
T ravel agent
U mpire
V olunteer coordinator
W ebmaster
X erox specialist
Y ear-end report compiler
Z ookeeper



Thank you, admins everywhere – you keep business humming!

Business humorist Todd Hunt will be featured at Pikes Peak Chapter Administrative Professionals Day Seminar on April 27 at the Crowne Plaza Hotel. His “Communication Bleeps and Blunders in Business” program has been a hit at more than 15 IAAP chapters and divisions across the country. Hear a preview at <http://toddhuntspeaker.com/media/HuntIAAPPikesPeakWelcome.mp3>

Editor’s Note: We will run monthly segments from Todd Hunt from December 2010 thru April 2011 leading up to his seminar Presentation on April 27, 2011.

The Bill of Rights for Administrative Professionals

By Jennifer Webb (reprinted w/permission)

I have the right to ask for all the information I need: What gets in the way of asking for what you want? What steps can you take to be more proactive?

I have the right to believe in myself and to trust in my own judgments and opinions: Whose opinions have you bought into regarding your wisdom? List ten things that you are proud of, and start to see how much experience and wisdom you have to offer.

I have the right to say no: Why do you believe you can't say no? Find successful role models who make a practice of saying no and still are respected and successful.

I have the right to be valued at all times for who I am: Admin need strong role models. Your job is not only to realize your great value, but to teach others to respect their talents as well.

I have the right to make mistakes and to ask questions: Ask yourself who hasn't made mistakes, and then be the example that proves we are more valued from having the courage to take risks, and we learn and model excellence more from the mistakes we make.

I have the right to a life after work: The more our lives are balanced the more effective we are. Have the courage to love your life, and not spend every minute of it at work.

I have the right to be valued at all times for who I am: You make the difference; you deserve respect not only for what you know, but for who you are as well.

I have the right to be happy: Model joy and pride and happiness, these are the lifeblood of a positive work environment with great morale.

I have the right to leave on time: Time is precious and can't be retrieved. Balancing time for play and for family helps you become a more balanced person with much greater energy to be effective at work.

I have a right to be in charge of my time regarding what I do and in what order: You know what needs to be done, how and when. Use your own wisdoms and intuition; don't assume others know more.

I have a right to be kept in the loop: The more you know, the better you will do your job. Don't wait to get information, ask for it.

I have a right to be listened to: No one has the same perspective on your job that you have, therefore your insights are unique and always deserve to be heard.

I have a right to take lunch: Yes, you do have the right to eat without 25 interruptions. Allow yourself time, even a few minutes, to take lunch. Others do, and the world keeps on spinning.

I have the right to get respect from everyone I work with up and down the corporate ladder because I am valuable and competent just the way I am: Anyone who doesn't respect you ultimately doesn't respect themselves. Having respect is not an option, it's your right and should be what you expect and demand at all times. You, in turn, respect others. It's reciprocal.

About the Author:

Jennifer Webb founded Magic Communications, a consulting/training company 17 years ago to help people create their own magic at work through effective communication. She has written five books including 101 Ideas for Administrative Professionals and created the Bill of Rights to remind office professionals of their power and potential. To learn more about Jennifer Webb visit her website at: www.magiccomm.com, or contact her at Jennifer@magiccomm.com



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

**2011 Administrative Professionals Day
Professional Education Seminar and Luncheon
Wednesday, April 27, 2011
The Crowne Plaza Hotel
2886 S. Circle Drive, Colorado Springs, CO**



**Morning Seminar Featuring:
Todd Hunt, Motivational Speaker and Humorist
"Communication Bleeps and Blunders in Business"**

You said one thing; your boss or coworker heard something else. Nobody was wrong, but now everybody's confused... and you have to fix it! Laugh and learn as Todd Hunt shares real-life examples from business, revealing how we can improve our communication with customers and colleagues to become more successful.

**Luncheon Keynote Speaker:
Diane Dillinger
"Mind Reading is Not a Form of Office Communication"**

The key to successful communication involves a lot more than just talking and keeping your ear lids open. Learn some creative and practical ways for getting and giving messages in the business world.

Luncheon program with special guest Emcee, **Craig Coffee of Fox21 Morning News**, will include honoring:

[Executive of the Year](#), [Administrative Professional of the Year](#),
[Pikes Peak Member of the Year](#),
and [Pikes Peak Chapter Scholarship Award Recipient](#).

Menu:

Garden Fresh Greens with Cucumbers & Cherry Tomatoes served with Ranch or Raspberry Vinaigrette Dressing, Roasted Baby Red Potatoes and a Bouquet of Vegetables, Assorted Dinner Rolls, Dessert, and Coffee, Hot Herbal Tea or Ice Tea.

Entree Selections:

Sliced London Broil with Teriyaki Glace,
Fresh Herb Roasted Chicken Breast
or
Pesto Pasta Primavera

Deadline for Registration is April 18, 2011.

****No Refunds after that date****

Each person attending must complete a reservation form.

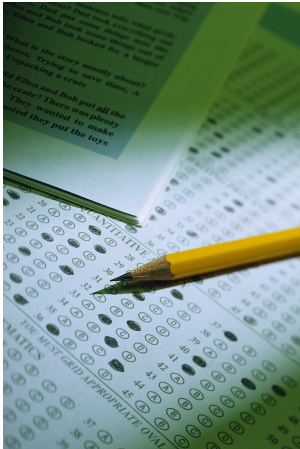
For any questions, please contact Christine Schemmel at either 719-201-3561 or cschemmel@a.com.

Visit us online at: www.iaap-pikespeak.org to download a copy of the
Reservation Form.

**\$40 Seminar Only / \$35 Luncheon Only / \$65 Seminar and Luncheon
IAAP Member Discount—\$55 for Seminar and Luncheon**

Recertification Simplified

By Mary Dyster, CPS/CAP



Recently, I received an e-mail from IAAP Headquarters Certification Department reminding me that my certification credentials were due for recertification and the time had come for me to submit my Recertification Application.

How very quickly five years had passed since I achieved my Certified Administrative Professional (CAP) certification!! I certainly was not going to let the Certified Professional Secretary (CPS)/CAP certifications that I had worked so hard to achieve lapse into nonexistence or be marked inactive in the IAAP database. I began working on submitting my recertification application in earnest.

It has been my experience that, while some organizational changes are good, sometimes those changes make things more difficult instead of making them easier or better. So, when I had read about the upcoming changes to IAAP's Certification Program that will be fully implemented in November 2011 and the impact the changes will have on recertification, I was a little skeptical.

The changes were effective when they were announced in July at the 2010 Education Forum and Annual Meeting (EFAM) which gave all members eligible for recertification the option to use either the new or the old guidelines. In my particular situation however, if I used the old guidelines I would be required to submit my application by April 1, 2011. At the time, I thought I was sure I wanted to use the old guidelines because all the recertification points I had earned during the last five years were geared towards these guidelines. To my surprise, after researching the old guidelines versus the new guidelines, I found it would be to my benefit to use the new guidelines.

After completing my application, putting together all the required documentation and submitting the package, I have become a true believer in the new guidelines for recertification. I am very impressed with how the recertification process has been streamlined and improved.

IAAP Headquarters notification of the **Upcoming Changes To The IAAP Certification Program** informed the membership the changes would "bring our program more in line with generally accepted standards for recertification across the board; most programs require 60 hours per recertification period. Over the years, we have also noticed the frustration applicants have had with the nebulous quality of some of our recertification categories. This change attempts to combine these two changes to make for a more tightly defined program that adheres more closely to accepted principles."

IAAP Headquarters has indeed listened to its certified members' suggestions and responded with a wonderfully updated and contemporary recertification process. In my opinion, IAAP Headquarters has done an outstanding job improving the recertification process. A copy of the above mentioned notification and recertification information can be found at <http://test.iaap-hq.org/certification/recertification>.

The Certified Professional Secretary (CPS) and Certified Administrative Professional (CAP) ratings are offered exclusively by IAAP. These ratings are the industry recognized standards of proficiency. Certification Exams are offered twice a year, the first full weekend in May and Nov of each year. Recertification (using the process outlined in the above article) is required every 5 years after initial certification. The exam dates for 2011 are May 6-7 and Nov 4-5. Deadlines for application to sit for these exams are Feb 15 for the May exam and Aug 15 for the Nov exam. For more information and to download the application and other related forms, visit: www.iaap-hq.org/certification. Why wait? Do something for yourself and your career today. Get certified!

WORD OF THE MONTH:

PROFESSIONALISM

"Meticulous adherence to undeviating courtesy, honesty and responsibility in one's dealing with customers and associates, plus a level of excellence that goes over and above the commercial considerations and legal requirements."



KNOW YOUR IAAP HISTORY: Each year, the Pikes Peak Chapter of IAAP selects an Administrative Professional of the Year (APOTY), Executive of the Year (EOTY) and Member of the Year (MOTY). Can you name the 2010 APOTY, EOTY and MOTY? Your 2010 Administrative Professional of the Year was Eileen Verosko, CPS. The Executive of the Year was Peter Husak, President of OfficeScapes. And our 2010 Member of the Year was Marilyn Sullivan, CPS. Our award recipients are pictured above.

Be sure to read next month's edition of the COG Road to see who our 2011 Award Recipients will be. This year's winners will be announced at the 2011 Administrative Professionals Day Luncheon to be held at the Crowne Plaza Hotel on Weds, April 27, 2011. You won't want to miss it!!

HEAR YE! HEAR YE!

Join us on
 15 April 2011, 4:00 p.m.
 Colorado Springs City Hall
 to witness
 Mayor Lionel Rivera
 as he signs the proclamation
 to designate
 April 25-29th 2011
 Administrative
 Professionals Week

And
 25 April 2011, 10:00 a.m.
 Make plans to visit with
 Colorado State Representative
 Amy Stephens
 and then sit on the House Floor
 as she introduces a
 Proclamation declaring
 April 25-29, 2011
 As
 Administrative Professionals Week
 in Colorado

POC Lynn Dibben, CPS, (719) 591-1011

April Birthdays:

Julie Linley, CPS—Apr 19



WELCOME

New Member

Sarah Kallberg, Compassion International

Congratulations!

Member Anniversary Milestones:

- Mary Adams—36 years
- Liana LaCroix CPS/CAP—11 years
- Lorna Cwiak—10 years
- Christine Swanson CPS—10 years
- Brenda Schulz—10 years
- Mary Lynn Black—3 years
- Amy Bonner—2 years
- Korynn Neil—2 years
- Sandra Sozio—2 years
- Madeline Stevens—1 year

Pikes Peak Chapter Board of Directors

PRESIDENT:

Gloria Viebrock, CPS
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:

Susan Farr
sfarr@d49.org/farrfamily@elpasotel.net
W: 491-0067

CHAPTER LIAISON:

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

TREASURER:

Paula O'Keefe, CPS/CAP
Pkokeefe53@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

2010-2011

International Board of Directors

PRESIDENT

Mary Ramsey-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

**Note the Intl Board of Directors also includes the District Directors for Canada, Great Lakes, Northeast, Northwest, Southeast, Southwest and one Affiliate Representative.



Monthly Meeting Notice

DATE: Tuesday April 12th!!

PROGRAM: Violence in the Workplace, Using Critical Thinking Skills for Prevention

SPEAKER: Officer Brett Iverson

**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: From Jason's Deli—Baked Potato Bar: Plain Jane
Baked Potatoes with Cheese, Sour Cream, Bacon, Butter, Green Onions**

COST: \$8.00

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

HOSTESS: Lily Wright

GREETER: Susi Hengel

BEVERAGE HOSTESS:

RSVP: By logging on to our chapter website, www.iaap-pikespeak.org and click on "meeting notice." 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. You may also contact the Chapter Liaison at (719) 232-6520 or shengel@wayfm.com.

DEADLINE FOR RESERVATIONS: THURSDAY, Apr 7. 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 |
| 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, CPS | Marilyn Sullivan CPS |
| Gloria Viebrock, CPS | Eileen Verosko CPS |
| Dianne Hagmaier | Phyl Butler |
| *Susan Farr | |

*denotes w/out meal