

PASSION & PURPOSE

PIKES PEAK CHAPTER



Cog Road

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>

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Message from the President

Happy New Year Everyone!

Yes, it's actually January 2011! It's time to make those new year resolutions. I hope you will make some great resolutions for yourself!

To begin the year on a positive tone, we have some exciting news to share. We officially have a new a newly certified member! I received notice that I have passed all three parts of the Certified Professional Secretary exam that was taken in November. Cheryl Sanfilippo and I tested together. She passed part two and three and will retake part one in May. If you are not yet a certified member, please consider this opportunity to advance your career. You have until February 15, 2011 to send in your registration. Any of the certified members would be happy to help you if you would like to study, or to give you suggestions on what worked well for them. I recommend this for any Administrative Professional who would like to put a spark in the daily routine we keep. It really is a wonderful accomplishment to have on your resume if you're looking for a new position, or just to include in your work evaluation for your current employer.

We are officially half way through our 2010-2011 year together. It's going by so fast! If you remember from our September meeting I gave everyone a folder to keep their Member of Excellence information in. If you were not able to make the meeting and did not receive one of the folders, please see me at the January meeting and I will be happy to share with you. We only have a short six months left to complete our task. I recommend looking at the criteria again and see what still needs to be done. Remember you only need 8 of the 11 to qualify. As you look over the criteria on page 3 of this newsletter, check off the ones you have already accomplished!! Good luck to all of our members. We should have a record number of members who will qualify this year! We can do it!!

I look forward to seeing you all at the special January chapter meeting. We will be recognizing our Past Presidents on January 11th. Be sure to log on to our web site at www.iaap-pikespeak.org and click on "meeting notice" to RSVP.

Again, Happy New Year!

Gloria Viebrock, CPS
Pikes Peak Chapter President

INSIDE THIS ISSUE:

<i>Chapter Meeting and Event Schedule</i>	2
<i>Member of Excellence Criteria</i>	3
<i>Presenting Todd Hunt, 2011 Chapter Admin Professionals Day Seminar Speaker (Part 2)</i>	4
<i>Member Milestones</i>	5
<i>Pikes Peak Chapter Past Presidents</i>	6
<i>Chapter, Division and Intl Leadership</i>	7
<i>Monthly Meeting Notice Details</i>	7





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 20, 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 Advanced Admin Skills: "Admin Requirements when Supporting Sr Management"	Tommy Crawford VP, Lockheed Martin & Retired Maj Gen USAF
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	

Member of Excellence Criteria

- ◇ Be a current CPS and/or CAP holder
- ◇ Download the Member of Excellence Commitment form; sign and date the form
- ◇ Actively participate in the IAAP web community forum discussions or write an article and have it published an IAAP publication (chapter, division, or international level)
- ◇ Attend non-IAAP professional educational workshops, seminars or conference
- ◇ Hold a degree, certificate or equivalent (a minimum of one year in length) from an accredited college or university or hold a Microsoft certification
- ◇ Pay membership dues on or before anniversary date. This criterion is a mandatory requirement.
- ◇ Serve as a chapter, division, or international officer, committee chair, or committee member; or serve as an RTF Trustee; or serve on a Student Chapter advisory board or the school's Advisory Board for the Office Administration Program
- ◇ Conduct a public presentation, program or training at least 60 minutes in length. (Note that the presentation does not need to qualify for recertification points).
- ◇ Attend a minimum of eight (8) chapter, division or international sponsored meetings, programs or events (any combination)
- ◇ Recruit at least one new member
- ◇ Integrate IAAP membership and involvement into annual performance plan or review

KNOW YOUR IAAP HISTORY: See page 6 for a list of all of our Pikes Peak Chapter Past Presidents.

TRIVIA: In what year did the IAAP International Board of Directors introduce the Member of Excellence and Chapter of Excellence Programs? Can you name our current Members of Excellence in the Pikes Peak Chapter?

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

Business humorist Todd Hunt will be featured at Pikes Peak Chapter Administrative Professionals Day Seminar on April 27 at the Crown 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/HuntIAAPPikesPeak-Welcome.mp3>

WORD OF THE MONTH:

ACUITY

"Sharpness. Acuteness or keenness of perception, thought or vision ."

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.

Note: Pikes Peak Chapter Administrative Professionals Day Seminar and Luncheon will be held at the Crowne Plaza Hotel (I-25 and Circle Drive) on Wednesday, April 27, 2011.



Presenting:

Todd Hunt

Our 2011 Administrative Professionals Day Seminar Speaker (2nd in a series)

PASSION & PURPOSE
PIKES PEAK CHAPTER

I'm fabulous – and you?

By Todd Hunt

Have you ever worked for a boss who truly inspired you? Mine was Harry, the boss who changed my life. Harry was VP of marketing at an insurance company (a solid, safe company for an uptight guy like me).

Harry was always fabulous. People would see him in the hall and say, "Hey Harry, how ya doin'?" I'm fabulous! Sometimes he was top notch. But usually he was fabulous.

There was a woman in our department who was even more uptight than I was. It annoyed her no end how Harry would run meetings without agendas...make employees write their own evaluations...ignore voice mail messages, that sort of thing.

"And how can he be fabulous all the time? That's just not statistically possible!" Well, I started to mimic his routine and drove her doubly nuts. When people asked how I was I'd say, I'm fabulous! They'd laugh, "Oh Todd, you're just as bad as Harry."

Soon I answered that way not only at work but anywhere anyone asked, "How ya doin' Todd?" I'm fabulous! I didn't realize how much it had become a part of me until years later. I had my own marketing company, and one day I was talking with a client. He asked, "How are you, Todd?"

Without thinking I answered, Pretty good. "Oh? Just pretty good? You're not fabulous??" Sorry -- spaced out. I'm fabulous!

My point is, nobody cares how we are. They really don't! They don't care if you have a boil. Or a goiter. Or a scab the size of a Pringle. That you keep picking at. And it just gets bigger. But you won't see a doctor about it because your sister had a bad experience in 1992, and she almost went broke trying to sue the incompetent so and so...they don't care!

So just say, "I'm fabulous!" Even if you're not. You'll surprise them and brighten your day. You'll brighten yours too. Fabulous!

Harry was also full of stories. Optimistic day-brighteners, like the one about three people sitting in a living room. A brick wrapped in string and paper came crashing through their window. The first man grinned and said, "Look - someone threw a note through our window!" A joyous woman knelt to examine the note and exclaimed, "Wait, there's a brick tied to it!" The third person was ecstatic. "What luck -- now we can finish the fireplace!"

Fabulous, indeed.


Chapter of Excellence
2009-2010

**CONGRATULATIONS
TO OUR NEWEST CERTIFIED MEMBER!!**

**Gloria Viebrock, CPS
Chapter President**

WE ARE ALL SO PROUD OF YOU!!!



**Questions? Comments? Feedback?
Do you enjoy reading your newsletter?
Do you ever come across some material
in your day to day activities that you
think is worthy of sharing with your
peers and colleagues? Are you looking
for a “behind the scenes” way to con-
tribute to your IAAP Pikes Peak Chap-
ter?**

If you answered yes to any of the above questions,
contact your

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January Birthdays:



- Bobbie Pratts CPS/CAP—6th**
- Lynn Dibben CPS—9th**
- Lorraine Whittle—11th**
- Sandra Sozio—13th**
- Dot Hittenberger—14th**
- Mary Adams—17th**
- Jennifer Franks CPS—28th**
- Susie Hengel—28th**

WELCOME

New Members:

- Rachel Clardy-Sawyer**
- Turkeshia Thurman**



Member Anniversary Milestones:

- Jean Reed CPS—49 yrs**
- Susie Hengel—23 yrs**
- Lily Wright—22 yrs**
- Starr Wise—16 yrs**
- Kandy Drake—5 yrs**
- Dot Hittenberger—5 yrs**
- Rebecca Schmalle—5 yrs**
- Cheryl Sanfilippo—2 yrs**

KNOW YOUR IAAP HISTORY: *Can you list the names of all the Pikes Peak Chapter Past Presidents? (See list below—how many do you know personally?)*

TRIVIA: *In what year did the IAAP International Board of Directors introduce the Member of Excellence and Chapter of Excellence Programs? Can you name our current Members of Excellence in the Pikes Peak Chapter? (Don't miss the answer in next month's COG Road.)*

Pikes Peak Chapter Past Presidents

1944-1946	Betty Evans
1961-1962	Jeanne Anderson
1962-1963	Jean Fairbanks Murphy
1964-1965	Jean Reed, CPS
1972-1973	Pauline Knopp-Towner, CPS
1975-1976	Sharon Potter, CPS
1976-1977	Marie Peterson
1977-1978	Agnes Stone, CPS
1978-1979	Naomi Arvan, CPS
1981-1982	Marilyn Wiebe
1982-1983	Phyllis George, CPS
1983-1984	Barbara Singmaster ,CPS
1984-1985	Rita Banister, CPS/CAP
1985-1986	Sharon Jacobsen
1986-1987	Betsey Dietrichs, CPS
1987-1988	Debra Harpstrite, CPS
1991-1992	Linda Iverson, CPS/CAP
1992-1993	Lori Neubauer, CPS
1993-1994	Barbara Hermansen
1994-1996	Carla Hall, CPS/CAP
1996-1997	Chris Cheeks
1997-1999	Starr Wise
1999-2001	Robbie Smarr, CPS
2001-2003 & 2006-2007	Eileen Verosko, CPS
2003-2004	Kim Cooper
2004-2006	Marilyn Sullivan, CPS
2007-2009	Mary Dyster, CPS/CAP
2009-2010	Carol Hardin, CPS/CAP

Twenty years from now you
will be more disappointed by
the things that you didn't do
than by the ones you did do.
So throw off the bowlines.
Sail away from the safe harbor.
Catch the trade winds
in your sails.
Explore.
Dream.
Discover.

~Mark Twain

**Pikes Peak Chapter
Board of Directors**

PRESIDENT:
Gloria Viebrock
C: 322-8771 H: 382-5588
doherlyone@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

CWM Division Officers

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

INCOMING PRESIDENT
Eileen Verosko, CPS
Pikes Peak Chapter, Co Springs, CO

FIRST 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, South-
east, Southwest and one Affiliate Repre-
sentative.



Monthly Meeting Notice

DATE: Tuesday January 11th!!

PROGRAM: Past Presidents Recognition and
Advanced Admin Skills: Admin Requirements
When Supporting Senior Leadership
SPEAKER: Maj Gen (ret) Tommy Crawford, VP Lockheed Martin

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 THE OLIVE GARDEN
Garden Salad, Breadsticks and Chicken Marsala with Tuscan Potatoes

COST: \$11.00

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

HOSTESS: Carla Hall, CAP **GREETER:** Carol Hardin, CPS/CAP **BEVERAGE HOSTESS:** Rita Bannister, CPS/CAP

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.

DEADLINE FOR RESERVATIONS: THURSDAY, January 6, 2011. 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 |
| *denotes w/out meal | |