



Pikes Peak Chapter



# Cog Road



IAAP Chapter Number 321130

VOLUME 63, ISSUE 3

NOVEMBER 2011

## SPECIAL POINT OF INTEREST:

- Member Spotlight!

## INSIDE THIS ISSUE:

Pike's Peak Chapter's President's Message	2
Birthdays/Anniversaries	4
International IAAP President	5
Member Spotlight	7
Schedule	8-9



**DATE:** Thursday, November 10!!!

**LOCATION:** Penrose Library, Carnegie Room  
20 North Cascade  
Colorado Springs CO 80903

**TIME:** 5:45 p.m. Registration/Networking  
6:00 p.m. Chapter Meeting

**PROGRAM:** New Member Installation and "Minding Your Business"  
Featuring Terry Zarsky, Pikes Peak Library District

**MENU:**  
Remember that this month only, there is no food (or drink) allowed due to the location of this month's meeting. Please eat before arriving.

**GREETER:** Carol Hardin, CPS/CAP

**HOSTESSES:** Lynn Dibben, CPS and Gaby Stephenson

**RSVP:** Angie Guerrero, CPS, [angie.guerrero@peterson.af.mil](mailto:angie.guerrero@peterson.af.mil) or [guerreroaf@comcast.net](mailto:guerreroaf@comcast.net) or call (719) 554-7801 during duty hours or (719) 550-9642 after 5:00 p.m. and weekends. Reservations are for the purpose of ensuring we have adequate seating and handouts.

**DEADLINE FOR RESERVATIONS: TUESDAY, NOVEMBER 8TH!** Take a moment to RSVP now!

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

**DIRECTIONS:**  
From I-25 and points north, exit 142, Bijou St. Turn left onto W. Bijou St. Continue onto W. Kiowa St. Turn right onto N. Cascade Ave. Destination will be on the right.

From I-25 and points south, exit 142 to merge onto W. Bijou St. Continue onto W. Kiowa St. Turn right onto N. Cascade Ave. Destination will be on the right.

### Permanent Reservation List

Bobbie Pratts, CPS/CAP*	Carol Hardin, CPS/CAP
Paula O'Keefe, CPS/CAP	Rita Banister, CPS/CAP*
Gloria Viebrook, CPS	Eileen Verosko, CPS
Susan Farr, CPS*	Lily Wright*
Angie Guerrero, CPS	Carla Hall, CAP
Cheryl Sanfilippo	Robin Petrovich
Marilyn Sullivan, CPS*	Amy Ferguson*
Candice Albers, CPS/CAP	Jean Reed, CPS

(Note: (\*) indicates "without" meal)

# Pikes Peak Chapter President's Message



November is the month when most of us take the opportunity to verbalize to others what we are thankful for during our Thanksgiving dinner. In my family we usually go around the table and each person gets to express themselves by telling all of us in attendance what and who they are thankful for (even though the little ones usually just stare at you with that little lost puppy dog look and grin, and the teenagers just stare at the ceiling or respond with “whatever”), it still makes us feel good to get to recognize others and to be recognized by others for our contributions to their life.

I am sure that most of us verbalize our thankfulness in other months too, though it may be on a more limited scale, but it is almost a given that the majority of us take the opportunity to do this at least once a year in November.

So who am I to break with tradition! Since I will not see most of you around the Thanksgiving table at my home this year (I would love to invite you but I am not hosting this year – yeah!), I thought I would use this forum to tell all of you what I am thankful for from my perspective as the IAAP Pikes Peak Chapter President.

First, I would like to thank all of you for giving me the opportunity to serve the chapter as your Chapter President. It has allowed me an avenue to grow in so many ways that I could not have imagined.

Being Chapter President has also given me the opportunity to appreciate the Chapter, the Division and IAAP International Headquarters from a whole different perspective. You know how people always say “wait until you see the big picture, then you will understand”, well that definitely applies here.

And most importantly, I am thankful that I was given the opportunity to learn more about you (and from you) – the chapter members. I truly appreciate all of your contributions and I want to thank you for making the Pikes Peak Chapter what it is today and I am looking forward to what we all can accomplish together in the future.

Thank you!



THANK YOU IAAP for your donations to the RTF for the past 50 years! Thanks to you, your chapter and division, we have built a healthy treasury. It all began in 1958 when Della Herring had a dream for a retirement center for us and donated the first dollar. Della's dream became our dream and you made it come true with Vista Grande. Now in addition to Vista Grande, we have the HSAN program (Housing Subsidy for Admins in Need). HSAN provides financial assistance toward housing costs for any retired administrative professional living in a retirement community and meeting the housing assistance criteria.

This year, instead of fundraising, we have a different request. Instead of raising money, we are asking you to help us give it away! We need your help to raise awareness of the HSAN program and increase grant applications. The next deadline is quickly approaching on

November 15<sup>th</sup>. Go to [www.iaap-rtf.org](http://www.iaap-rtf.org) for more information.

**THE RTF STANDS READY TO HELP ADMINS IN NEED!**

## ***Receive Options Technology training from IAAP!***

Continue to stay relevant in the office with comprehensive, hands-on technology training through IAAP. Our Options Technology program gives you everything you need to prepare for the Microsoft certification exams.

To read more, see the link below:

<http://www.iaap-hq.org/events/options>

**WORD OF THE MONTH:**

***Body Language***

"The most important thing in communication is hearing what isn't said." - Peter F. Drucker

"The single biggest problem in communication is the illusion that it has taken place." - George Bernard Shaw

"Effective communication is 20% what you know and 80% how you feel about what you know." - Jim Rohn

"When the eyes say one thing, and the tongue another, a practiced man relies on the language of the first." - Ralph Waldo Emerson

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**November Birthdays**

- Maxine Bryant - 3
- Lily Wright - 8
- Linda Caroma - 9
- Candice Albers, CPS/CAP - 9
- Starr Wise - 11
- Jill Clark - 12
- Carla Hall, CPS/CAP - 16
- Kathy Drake - 18



**November**

**Member Anniversary Milestones:**

- Carla Hall, CPS/CAP - 33 years
- Amanda Hamilton, CPS - 6 years
- Carol Hardin, CPS/CAP - 7 years
- Sheila McClellan, CPS/CAP - 5 years
- Pat Andries, CPS/CAP - 5 years
- Rita Banister, CPS/CAP - 34 years

**Member Renewals:**

- Sheila McClellan, CPS/CAP
- Lynn Dibben, CPS
- Starr Wise

**New Members:**

- Mary Britton
- Jody Gwin

***More than words: Let your body talk***

When we communicate with people, the words we use are only a small part of the equation; your body language, including facial expressions, proximity, eye gestures, etc., all factor into the message you're delivering. Learn how to become more aware of your body signals in *WiseBread.com* article, "You Are What You Do: 16 Ways to Improve Your Body Language."

To learn more read the whole article at:  
<http://www.wisebread.com/you-are-what-you-do-16-ways-to-improve-your-body-language>

***Google Docs upgrades online presentation software***

Whether for work or IAAP-related activities, collaborating on presentations can be challenging when multiple people need to have access to the same file. Google Docs is working to make presentation collaboration faster and easier with an upgrade to its online presentation software. Read more about the changes in the *Google Docs Blog* article, "A fresh start for Google presentations."

To read more, see the link below:

<http://googledocs.blogspot.com/2011/10/fresh-start-for-google-presentations.html>

# Message from IAAP's International President



## A Sneak Peek at EFAM 2012 – Grapevine, Texas

This past weekend was a hoot! Want to know what I did? President Elect Karlena Rannals, CAP and I traveled to Grapevine, Texas to meet with the 2012 EFAM Host Committee and get a tour of the Gaylord Texan and Convention Center. Our attendees are going to be excited and are going to love the location. Many of us remember the Opryland Hotel in Nashville, TN and Karlena tells me, she would still be lost on the property if someone wasn't leading the way. She said she was always turned around. The Gaylord Texan is similar to Opryland in layout, as the atrium in the centerpiece and the buildings surrounding the atrium are the hotel meeting and sleeping rooms. The convention center is connected via the atrium and is a short walk from the sleeping rooms. All of the keynotes, general business sessions and education seminars are scheduled for the convention center and are planned for the same level, except for

Office Expo. Our Corporate Relations Manager Rick Brennan has a lot of expo space to fill on that level, so don't be shy about sharing contact information for potential sponsors.

Karlena tried the Super Shuttle service and was pleased with their level of service. It was a short ten-minute ride from DFW to the Gaylord Texan. She made her reservations online and the cost for roundtrip transportation was \$22, plus gratuity. I was greeted by Elaine Harrison, CPS/CAP co-coordinator and I too was pleased with the level of service.

On Saturday, we along with Heather Chatlos, IAAP's Conference and Events Specialist met with the host committee volunteers led by Elaine Harrison, CPS/CAP and Jacquelyn Hudgins, CPS/CAP. The meeting began with welcome and introductions, in which I was presented a special gift. Now, I won't spoil it, but let's just say I love the "blinged" out accessory and it just fit this shy country girl. I just luv it!

The volunteers were briefed on the meeting format, viewed a video from the Grapevine Convention & Visitors Bureau, discussed potential sponsorships and had many, many of their questions answered. Two representatives from the Gaylord Texan and Convention Center provided a tour of the meeting space, restaurants, sports bar, shopping and shortcuts within the Gaylord. Here 's a newsflash, there is a FedEx Business Center between the atrium and convention center. It is at a very convenient location. Remember when putting your list together for EFAM, be sure to bring your FedEx account with you for billing purposes.

We are also pleased to share that the room rate for Single/Double occupancy is \$185, plus applicable taxes (the daily resort fee of \$15 is included in the room rate). Additional amenities also included in the rate are in-room bottled water (2 per day); internet access (wired and wireless); access to the fitness center, and four passes to Paradise Springs. Paradise Springs is a new water park on the property. The hotel representatives informed the meeting participants that Paradise Springs has become so popular with the locals that the Gaylord Texan will be expanding the park. There is a free shuttle from the hotel to the park. We all know that Texas will be hot in July, but the Gaylord Texan is a climate-controlled facility, with lush landscaping throughout. Have you thought about bringing the family? You should as there are many activities to see and do in the area.

The Host Committee is working diligently and very hard to host the biggest and grandest event ever. But, they can't do it without you, the members attending and supporting our "signature" event. On behalf of the International Board, we can't wait to welcome y'all to the Great State of Texas, in the City of Grapevine. Start making your plans to be there to help us with *Making the Leap to Remarkable*.

## ***Using embarrassment to build trust***

Accidentally replying to all recipients in an email. Tripping and dropping a stack of papers on the floor. Forgetting a new co-worker's name. All of these can be embarrassing moments in the workplace, but did you know these unfortunate events can actually make you look more trustworthy to your peers? According to *Discovery.com* article, "Embarrassed? You've Won More Trust," acting embarrassed is perceived as a way of apologizing or acknowledging you've stepped outside your group's social norms.

To learn more read the whole article at:

<http://news.discovery.com/human/embarassed-trust-111004.html>

## ***Does having less make you happier?***

We've been conditioned to believe possessing more material goods and having an abundance of free time corresponds with overall happiness, but can too much material wealth or free time actually make you feel less satisfied? The answer is yes, according to a recent study of adolescents highlighted in *Psychology Today* article, "Is More Always Better?" The study found that people who placed greater importance on material goods and free time actually had a lower level of happiness than their peers who had less free time and fewer material possessions.

To learn more read the whole article at:

<http://www.psychologytoday.com/blog/meditation-modern-life/201110/is-more-always-better>

## ***Google Docs upgrades online presentation software***

Whether for work or IAAP-related activities, collaborating on presentations can be challenging when multiple people need to have access to the same file. Google Docs is working to make presentation collaboration faster and easier with an upgrade to its online presentation software. Read more about the changes in the *Google Docs Blog* article, "A fresh start for Google presentations."

To learn more read the whole article at:

<http://googledocs.blogspot.com/2011/10/fresh-start-for-google-presentations.html>

## Member Spotlight: Candice Albers, CPS/CAP



Q: What is your name? Do you have a nick name?

A: Candice Albers. My nickname is Candi, but only my grandparents call me that anymore.

Q: Who is your Employer and how years of service do you have with this Employer?

A: I currently work for the US Air Force. I'm about to celebrate my first anniversary with them.

Q: What do you enjoy most about working for this Employer?

A: I really like the challenges that are constantly giving me opportunities to put my knowledge, skills, and abilities to the test; and even learn some new ones along the way!

**Breanna Grace Albers, 8 months old**

Q: How long have you been an IAAP Member?

A: I first joined IAAP in College Station, TX in 2008. I rejoined this last year after spending a little more than a year unemployed.

Q: What do you like most about being an IAAP Member?

A: I love being able to meet new people. I also really love how at each meeting I can learn something new that I can apply to my job the next day.

Q: What education or special certifications have you have found useful to your job?

A: In addition to a BA in Sociology and in Liberal Studies, I achieved my CPS certification in May 2008 and my CAP certification in November 2008. I have found that the skills I learned in my college courses were expanded by the CPS and CAP certifications. With all that I have learned, and continue to learn, I have been able to set myself apart from others and really excel at my job. I've had many people ask me where I learned how to do something and I always tell them it is from the CPS and CAP certifications.

Q: Would you like to tell us anything about your family?

A: My husband, Andrew, and I have been married four years. This last March we had our first child – a beautiful baby girl named Breanna. She has changed our lives in so many wonderful, and challenging, ways. I look forward to seeing what new thing she is going to do every day.

Originally, Andrew and I are from California. Both our families are located in Southern California. It's hard sometimes to be so far away, especially since having Breanna. But we are so grateful for each opportunity we have to go back to California or when family comes out to visit us.

Q: Name one item from your bucket list?

A: I haven't really started thinking about my bucket list. I was fortunate to go to Ireland with Andrew in May 2010. Travelling is something I look forward to being able to do with Breanna and Andrew.

Q: Tell us something about yourself that most people do not know about you.

A: I am addicted to mystery novels. Andrew calls them my "murder" books.

Q: What is your true passion in life (other than being an IAAP Member!)?

A: I'm passionate about helping children in our country. I truly believe that our country will continue to decline unless we begin to put the needs of our children first. If we begin to invest in helping our children succeed – no matter the cost – then our country will begin to become the country the Founding Fathers dreamed of.

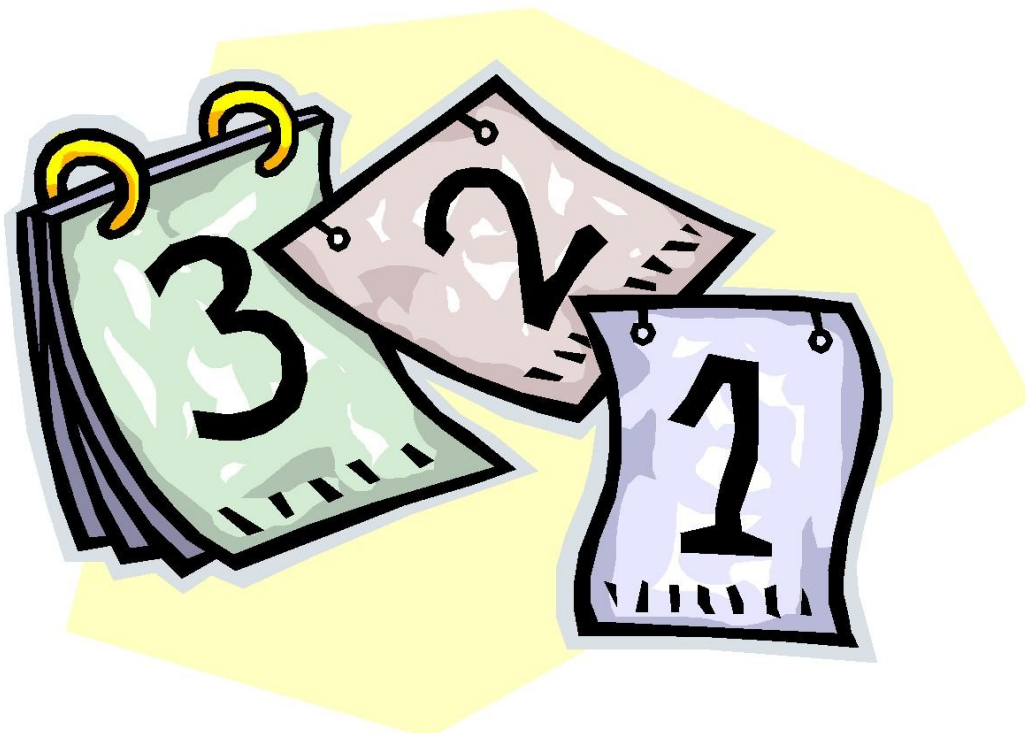
# Chapter Meeting and Event Schedule



Date	Topic	Location
<b>September 13, 2011</b>	Welcome to the 2011-2012 IAAP Year Presenter: Bobbie Pratts, CPS/CAP, President	The Mesa Conservation Center 2855 Mesa Road Colorado Springs, CO 80904
<b>September 15, 2011 (Computer Class) (7-8 p.m.)</b>	Excel (10) Presenter: David Rasmussen, PPLD— Information Specialist	Old Colorado City Library 2418 W. Pikes Peak Colorado Springs, CO 80904
<b>October 11, 2011</b>	Strategic Planning Presenter: Carol Hardin, CPS/CAP	The Mesa Conservation Center 2855 Mesa Road Colorado Springs, CO 80904
<b>October 13, 2011 (Computer Class) (7-8 p.m.)</b>	Powerpoint (10) Presenter: David Rasmussen, PPLD— Information Specialist	Old Colorado City Library 2418 W. Pikes Peak Colorado Springs, CO 80904
<b>October 19, 2011</b>	Enhance Your Career	Raytheon
<b>November 5, 2011</b>	Certification Breakfast Provided for all Certified IAAP Members or those who have registered to test in November 2011 or May 2012	TBD
<b>November 10, 2011</b>	New Member Installation Minding Your Business Presenter: Terry Zarsky, PPLD	Penrose Library - Carnegie Room 20 North Cascade Colorado Springs, CO 80903
<b>December 13, 2011</b>	Holiday Social/ Silent Auction	World Arena 3185 Venetucci Blvd. Colorado Springs, CO
<b>December 15, 2011 (Computer Class) (7-8 p.m.)</b>	Digital Photo (10) Presenter: David Rasmussen, PPLD - Information Specialist	Old Colorado City Library 2418 W. Pikes Peak Colorado Springs, CO 80904
<b>January 10, 2012</b>	Past President Recognition Downloadable Devices Presenter: Terry Zarsky, PPLD	The Mesa Conservation Center 2855 Mesa Road Colorado Springs, CO 80904
<b>February 14, 2012</b>	New Member Installation Using Social Media to Advance Your Career Presenter: TBD	The Mesa Conservation Center 2855 Mesa Road Colorado Springs, CO 80904
<b>February 16, 2012 (Computer Class) (7-8 p.m.)</b>	Excel II (10) Presenter: David Rasmussen, PPLD— Information Specialist	Old Colorado City Library 2418 W. Pikes Peak Colorado Springs, CO 80904
<b>March 13, 2012</b>	People Reading - That Vital Role that Active Listening Plays in Effective Communication Presenter: TBD	The Mesa Conservation Center 2855 Mesa Road Colorado Springs, CO 80904

# Chapter Meeting and Event Schedule

Date	Topic	Location
<b>March 15, 2012</b> <b>(Computer Class)</b> <b>(7-8 p.m.)</b>	PowerPoint II (10) Presenter: David Rasmussen, PPLD— Information Specialist	Old Colorado City Library 2418 W. Pikes Peak Colorado Springs, CO 80904
<b>April 10, 2012</b>	Building Trust Presenter: TBD	The Mesa Conservation Center 2855 Mesa Road Colorado Springs, CO 80904
<b>April 12, 2012</b> <b>(Computer Class)</b> <b>(7-8 p.m.)</b>	Publisher (10) Presenter: David Rasmussen, PPLD— Information Specialist	Old Colorado City Library 2418 W. Pikes Peak Colorado Springs, CO 80904
<b>April 23-27, 2012</b>	Admin Professionals Week Activities to be Announced	
<b>May 8, 2012</b>	Election of 2012-2013 Officers New Member Installation Feng Shui - Leapin' Frogs! Presenter: Janet Marletto, FS Consultant	The Mesa Conservation Center 2855 Mesa Road Colorado Springs, CO 80904
<b>May 10, 2012</b> <b>(Computer Class)</b> <b>(7-8 p.m.)</b>	TBD (Previous Months Attendees Choice) Presenter: David Rasmussen, PPLD— Information Specialist	Old Colorado City Library 2418 W. Pikes Peak Colorado Springs, CO 80904
<b>June 12, 2012</b>	Installation of Officers End of Year Awards Presenter: Bobbie Pratts, CPS/CAP, President	The Mesa Conservation Center 2855 Mesa Road Colorado Springs, CO 80904



# 2011—2012 IAAP Leadership

## Pikes Peak Chapter Board of Directors

### PRESIDENT:

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For more information, visit the  
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