



International Association of
Administrative Professionals®
Pikes Peak Chapter

www.iaap-pikespeak.org

Pikes Peak Chapter Cog Road

November 2009

Vol 61 Issue 3 • Chapter 321130



2009-2010 Pikes Peak Chapter Officers

PRESIDENT

Carol Hardin CPS/CAP
W: 637-6562 H: 650-6506
carol.hardin@afscn.com
quiltbuilder@comcast.net

PRESIDENT-ELECT

Gloria Viebrock
C: 355-0869 H: 382-5588
dohertyone@msn.com

VICE PRESIDENT

Rebecca Schmale CPS/CAP
H: 574-4257
reccas39@aol.com

RECORDING SECRETARY

Kerstin Fracassini-Rieff
W: 228-6800 H: 572-9528
kerstin.fracassini@usav.org

CHAPTER LIAISON

Christine Schemmel CPS/CAP
W: 866-3547 H: 578-8909
cschemmel@q.com

TREASURER

Paula O'Keefe CPS/CAP
W: 325-8476 C: 229-7876
pkokeefe53@comcast.net

PARLIAMENTARIAN

Pat Andries CPS/CAP
W: 637-5531 H: 433-5366
patricia.andries@afscn.com

In This Issue

Meeting Notice	1
President's Message	2
IAAP/CWM/Chapter	
Board of Directors	3
Chapter Ambassador Award	4
Chapter News	5
Members Corner	6
Ghost Story by Carol Goman	7
Chapter Calendar Year	9

Chapter Meeting Notice

Program: Retirement Planning with Tony Beach, Vice President, UMB Bank (Re-Certification Points Pending)

DATE Tuesday, November 10, 2009

NEW 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 Fazoli's: Penne with Marinara Sauce, includes two bread sticks, Caesar Salad, & Chocolate Chunk Cookies. Drinks will be available for purchase at the meeting for \$0.50 for all members.

COST: \$10.00/person. Make checks payable to Pikes Peak Chapter IAAP or exact payment in cash is appreciated.

HOSTESSES: Paula O'Keefe CPS/CAP and Bobbie Pratts CPS,

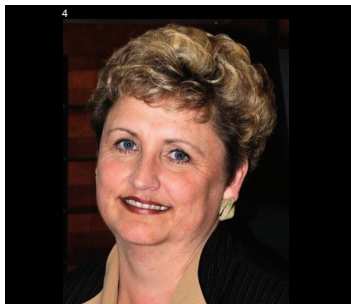
BEVERAGE HOSTESS: Brenda Schultz,

GREETERS: Lynn Dibben and Mary Dyster CPS/CAP

RSVP: Send to Chapter Liaison Christine Schemmel CPS/CAP at cschemmel@q.com or 201-3561. You may RSVP to attend the meeting only (no meal). If this is your preference, please inform the hostess when you make your meeting reservation.

DEADLINE FOR RESERVATIONS: THURSDAY, NOVEMBER 5, 2009. 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 to avoid being billed for their meal.

Cathy Andrew	Rebecca Schmale CPS/CAP
Pat Andries CPS/CAP	Marilyn Sullivan CPS
Kerstin Fracassini-Rieff	Eileen Verosko CPS
Carla Hall CAP	Gloria Viebrock
Carol Hardin CPS/CAP	Kerstin Von Hoene CPS/CAP
Paula O'Keefe CPS/CAP	Lily Wright
Jean Reed CPS	Anya Zhurayva
Christine Schemmel CPS/CAP	



President's Message



Dear Chapter Members,

Many of us juggle the demands of a single to two-income households while trying to keep current with all the chores, tasks, details, and information at work, not to mention time for family, hobbies, volunteer activities, exercise, socializing, and self-improvement.

We seek balance because we're stressed. Trying to be perfectly balanced all the time creates stress too. Realistically, there are times when we need to work more than usual and other times when we can focus more intently on our hobbies and passions. The aim of balance is to live a well-rounded life and to regularly renew and refresh your productive and creative energies so you can contribute to the best of your potential.

The other side of work isn't only family time. It also includes activities that rejuvenate you. The aim is to relax and enjoy fully. Schedule your activities into your calendar for specific days and times. Seeing the activities in your calendar creates an emotional commitment to it, making it a priority. Quality time with your loved ones needn't be complex or difficult to pull off. Unstructured time and spontaneous activities are often more fun and are remembered longer.

When you start a new habit that soon gets pushed to the side in the onrush of regular life, understand that it's completely normal. You haven't failed; you're just experiencing the same breakthrough bumps everyone else goes through, too. Ask yourself if the habit was worthwhile when you did it, and if it was, work it back into your schedule.

If the pursuit of balance is putting you off balance, remember that while it's a worthy pursuit in moderation, its purpose is to reduce your stress, not add to it. Have FUN with it, enjoy it and let it be as "do nothing" as you'd like it, and need it to be.

Carol J. Hardin CRS/CAP

President, Pikes Peak Chapter

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: Kerstin Fracassini-Rieff, Recording Secretary; Carol Hardin CPS/CAP, President; Pat Andries CPS/CAP, Parliamentarian. *Second row:* Rebecca Schmalte CPS/CAP, Vice President; Gloria Viebrock, President-Elect; Paula O'Keefe CPS/CAP, Treasurer; Christine Schemmel CPS/CAP, Chapter Liaison.

IAAP Pikes Peak Chapter Ambassador Award Criteria

The annual Pikes Peak Chapter Ambassador Award was created by the Board to recognize Pikes Peak chapter members who are involved in and committed to the chapter. The Ambassador Award differs from the Member of the Year (MOTY) and Administrative Professional of the Year (APOTY) in that this award is based on a point system of a member's participation in the chapter. All members are eligible.

The point system is based as follows:

One point:	<i>Number of monthly meetings attended</i>
	<i>Number of times acted as hostess or greeter</i>
	<i>Number of EYC meetings attended</i>
	<i>For each guest brought to a meeting or special event</i>
	<i>For each new member sponsored</i>
	<i>For each social activity or special event (certification program)</i>
	<i>For each committee represented</i>
	<i>For each APW event attended (luncheon, seminar, certification breakfast)</i>
Two points:	<i>For committee chair or subchair</i>
	<i>For Member of Excellence</i>
	<i>Division Board position held during the year</i>
Three points:	<i>Chapter Board position held during the year</i>
Five points:	<i>CPS/CAP certification</i>

In the event of a tie, the member with the longest standing in the chapter will be awarded a one point tie-breaker.

To ensure fairness, once a member has received the Ambassador Award, they are not eligible to win it again. If you have any questions about the Ambassador Award criteria, please contact Marilyn Sullivan, CPS, Membership Committee Chair, 365-1461 (w) 237-6734 (c) or via e-mail at marilyn.sullivan@memorialhealthsystem.com.

We encourage you to get involved in our chapter and experience the



IAAP Web Community Home Page

Don't forget to check out the new look of the IAAP Web Community home page, which now features recent blog posts, a member spotlight, recent discussions and more. The IAAP Web Community is an interactive website designed to keep IAAP's members connecting with each other and sharing ideas through online discussions, blogs, document libraries and much, much more. Check it out at <http://community.iaap-hq.org/IAAPHQ/IAAPHQ/Home>.

Retirement Trust Fund



RTF Chair Rita Banister CAP reported the talking piggy netted \$5.85 at the October chapter meeting. However, the grab bags and cards earned \$61.20 for a total of \$67.05 for the RTF Fund. We are off to a great start! The "Nose-to-Toes" fundraiser will return at the November meeting. Wear your highest heels to benefit the Retirement Trust Fund!

The Trust works for our members in the following ways:

- Provides housing assistance grants to administrative professionals in need
- Provides programs to our members at targeted events
- Supports the Trust's key publications, [reVisions](#) and [reVisions 2.0](#)
- Maintains the Trust's website at www.iaap-rtf.org
- Maintains Vista Grande and provides for an affordable and comfortable environment for all residents

Certification

We have three members sitting for the November certification examinations. IAAP offers the Certified Professional Secretary® (CPS®) rating and the Certified Administrative Professional (CAP) rating. Lynn Dibben and Cheryl Sanfilippo will sit for the CPS exam while Bobbie Pratts CPS will sit for the CAP exam the weekend of November 5-6. We wish them the best of luck!

It's not too soon to think about the May 2010 CPS/CAP examinations as the mid-February deadline approaches. Remember in today's ever-changing business environment, you need every advantage to stay on top. Professional certification shows employers, clients and associates that you are committed as a professional. Certification is a **mark of excellence** that you carry with you everywhere you go.

Ways and Means

Bobbie Pratts CPS, Ways & Means Chair

I would like to start by thanking all of the Pikes Peak Chapter membership for stepping up and supporting our first fundraisers of the year. I will give a report on the Candy Bar and the Entertainment Book sales when those fundraisers have ended.

Next, I would like to introduce you to the **Silent Auction Committee Members**: *Linda Street, Patricia (Pat) Andries, Cheryl Sanfilippo, Cathy Andrew and myself, Bobbie Pratts*. This is not a closed committee – the more the merrier, so if you are interested in joining us, then please contact one of the members or send me an email: bjpratts@att.net. The Silent Auction committee is only in existence until the end of the Silent Auction event (December 8).

For those of you not familiar with the Silent Auction, let me recap what I saw last year from a bystander's perspective (I was not on the committee):

Members donated items to the Silent Auction that they thought others would be interested in purchasing. The items came from a variety of sources - some were gently used, some were new, some were homemade, all were much sought after.

The anticipation of the bidders and those rooting for them was electric – everyone who bid on the items were excited and wanted to see if they were the lucky one to go home with their new treasure. The room was filled with excitement all evening.

Now is the time to start gathering up those items that you would like to donate to this year's Silent Auction (even logo items from your company are acceptable). The Silent Auction will be the

evening of Tuesday, December 8, 2009. Please contact one of the committee members to bring your donated items or bring them the evening of the Silent Auction.

I am hoping that we can count on your participation for the upcoming Silent Auction and that this year's

event will be as successful as or exceed last year's record \$759! Thank you!

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 will celebrate a membership milestone during November!

November Anniversaries

	One Year
Maria Borrello	
Pat Andries CPS/CAP	2
Sheila McClellan CPS	2
Amanda Hamilton CAP	4
Shirley Duran	4
Carol Hardin CPS/CAP	5
Karen Kitzky	6
Carla Hall CPS/CAP	31
Rita Banister CPS/CAP	32
Lorraine Whittle	38

Happy Birthday



Maxine Bryant	Nov 3
Starr Wise	Nov 11
Jill Clark	Nov 12
Tammy Beck CPS	Nov 13
Marian Fitzwater	Nov 14
Carla Hall CPS/CAP	Nov 16
Kandy Drake	Nov 18

Member Spotlight

Did you know that **Rebecca Schmalle CPS/CAP** is an Air Force "brat" who spent most of her childhood moving from base to base? Most of the bases were in the northern part of the country but she did get to live in Berlin, Germany for four years. She visited Colorado Springs, fell in love with the area and decided to make it her home. Rebecca became a member of IAAP after four years of recruitment by her former co-worker Eileen Verosko CPS. Rebecca has recently started to study herbs and natural remedies. Rebecca currently serves the Chapter Vice-President.

Welcome new members:

Linda Valinho, Functional Manager at Peterson Air Force Base.

Michelle Gardner, Superintendent Executive Services at Peterson Air Force Base.

Both Linda and Michelle were recruited by Angie Guerrero CPS.

Please give a warm welcome to our newest members. We look forward to installing them at the next chapter meeting.

GHOST STORY

Carol Kinsey Goman, Ph.D.

I believe in ghosts.

Not only do I believe in ghosts, I've seen how they haunt individuals, teams, departments, and entire organizations around the world. And nowhere are these workplace ghosts more insidious than in the area of collaboration.

What I'm calling "ghosts" are those out-dated attitudes and behaviors about collaborative knowledge-sharing that still haunt corporate halls and factory floors. It's an expensive haunting that causes wasted talent and underused brainpower and results in billions of dollars in lost ideas, in not sharing best practices and lessons learned, in a lack of innovation, and in employees' not having the information needed to do their jobs.

Now *that's* scary!

To explain what I'd been seeing in organizations, I wrote a book called "**Ghost Story.**" And I wrote it as a business fable -- just for fun.

And fun I had creating some pretty weird characters: A magpie who hoards information, a three-legged Martian who is the ultimate outsider, a 400-pound pig in an admiral's uniform who treats staff as if they were children, and the two-year-old head of IT who speaks "dribble" -- to name only a few.

Actually, it wasn't that hard for me to create these characters. Truth is, I've met all of them. Of course I'm speaking figuratively. The pig, for example, is the prototypical "command and control" manager who distributes information on a "need-to-know" basis. His role, he believes, is to protect people who are unable to absorb what's really going on within the organization. Let them know what's actually happening, he insists, and they would panic, freak out, and defect like rats. So, naturally, the pig is hesitant to share.

Everyone in the story, in fact, has a valid reason for not sharing information. The Martian *tried* to give his opinion when he first joined the organization, only to be told: "That's not the

way we do things around here. It may have worked on Mars, but not here." So, over time, he stopped contributing.

And we've all met the "techie" (and other experts like him) who thinks he's informing us, but really just confuses the issue because he can't translate what he knows into words we can understand.

Then there is Dot, the heroine of the story. After surveying 200 mid-level managers regarding the state of knowledge-sharing in their teams and departments, I found women to be at a distinct disadvantage: They are less likely to speak up in meetings, less likely to believe that their contributions are valuable, and more likely to personalize failure while externalizing success. Dot symbolizes those of us who don't share information because we are unconsciously competent. We simply "don't know what we know."

One of my favorite characters in the book is a talking bonsai tree. I needed a living thing that Dot could use as a mentor, something you might find in a corporate meeting room. I also wanted her mentor to have obvious flaws. The bonsai offers a lot of good advice, but doesn't have Dot's courage and inner strength. It's a way of making the point that mentors, while incredibly valuable for a time, are always imperfect people . . . or plants. In the end, Dot grows in her ability to value her own insights and to rely on herself.

I was once asked if any of these characters were autobiographical. I initially denied that any of them resembled me in the least, although one, "Mr. Right" -- who has already found the right answer and so refuses to look at alternatives -- was very much like my husband. But after thinking it over, I had to admit that I've been just as haunted as *all* my characters. Under some circumstances, I've let ghosts lead me into any number of outdated behaviors. The trick, I'm learning, is to examine those behaviors in light of new realities.

For instance, like my character "The Miser" (a knowledge-hoarding Magpie), I've been haunted by the belief that "knowledge is

power." Which may have been true in an earlier, more stable time, when knowledge obsolescence took years and when hoarders created leverage and power bases by hanging onto what they knew. But today, when the shelf life of knowledge is much shorter, the new reality is that knowledge is no longer a commodity like gold, which holds (or increases) its worth over time. It's more like milk – fluid, evolving, and stamped with an expiration date. And by the way, I've learned there is nothing less powerful than hanging on to knowledge whose time has expired.

How about you? Seen any ghosts lately?

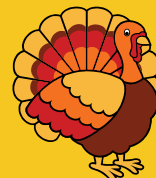
Carol Kinsey Goman, Ph.D. is an international speaker, consultant, leadership coach, and the author of ten books, including "Ghost Story: A Modern Business Fable." Her latest book is "The Nonverbal Advantage: Secrets and Science of Body Language at Work." To book Carol to speak at your corporate or association event, email: cgoman@ckg.com, phone: 510-526-1727, visit her web site: www.CKG.com. Or subscribe to her newsletter at cgoman@ckg.com. The Power of First Impressions: In business situations, first impressions are crucial. For tips on "How to Ace a Job Interview in the First Seven Seconds," take a look at http://www.bnet.com/2422-13722_23-349736.html.

Reprinted with Permission.

"When you help, you see life as weak. When you fix, you see life as broken. When you serve, you see life as whole. Fixing and helping may be the work of the ego, and service the work of the soul."
--- Rachel Naomi Remen

November Holiday Observances

Nov 1	Daylight Savings Time ended
Nov 11	Veterans Day
Nov 26	Thanksgiving Day



PIKES PEAK CHAPTER OF IAAP 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 **CSU Leon Young Service Center**, 1521 Hancock Expressway, Colorado Springs, CO. More information can be found at <http://www.iaap-pikespeak.org> or by contacting chapter 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 Trust Foundation; Program: Retirement/Savings with Tony Beach, Vice President UMB.

December 8, 2009 Chapter Meeting
Holiday Social, Silent Auction & Dessert Contest

January 12, 2010 Chapter Meeting
Past President Recognition

February 9, 2010 Chapter Meeting
How to Handle Conflict in the Workplace

March 9, 2010 Chapter Meeting
Safety Program with Colorado Springs Policy Department

March Membership Drive (Date & Location TBD)
Potential Member and Certification Presentations

April 13, 2010 Chapter Meeting
OfficeTeam Presentation – 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)