



## President's Message

Dear Members of the PA Division,

Welcome to our Fall edition of *Your Division Connection*! It's Council Meeting time across the Pennsylvania Division and I hope that all of our members are taking advantage of this leadership training opportunity.

How has your **Power of Commitment** year started? I'd love to hear from some of our members about the commitment that they have made to our organization, division and individual chapter. Please drop me a line and let me know what you are up to! We'll publish some of our members' commitments on our website to help light the fire under others who are not quite sure how to take that first step.



Diana Comber, President  
Pennsylvania Division

### Inside this issue:

New Member Information	2
PEC	3
Officer Article	4
Request for Nominations— International	5
Request for Nominations—Division	6
Invitation to 2010 PA Division	7
Member of Excellence	8

Our Division has made a commitment to attain Division of Excellence standing again this year. We took our first step by signing our commitment form and putting it on file. Personally, I have also signed my commitment form to be a Member of Excellence this year too. I already have several of the criteria met for this recognition and am well on my way. I challenge every member in the PA Division to try to attain excellence – print out and sign the MoE commitment form and put it in a file. Keep track of the criteria needed through the spreadsheet that is available in the Web Community (and published in this newsletter edition). Your Division Officers are here to help guide and mentor you along the way. Let's try to double the 33 members that achieved this designation last year...can we do 66 members across PA...YES WE CAN!

November is RTF Month - I hope that you will join our Division RTF Chair, Lyndee Long CPS, in November for a webinar entitled "Helping Our Own." While there are no recertification points for this webinar, it is very informative on the Trust, especially in these difficult economic times. Information on the webinars (lunch and evening sessions) will be sent via chapter presidents in early November.

So many great things are starting in our organization – the announcement of the electronic membership packet, Membership Drives in October and April, etc. Your Division and Chapter Officers will continue to keep you updated on what's new, what's changing, and what's exciting in and around IAAP and our Division!

Until next edition – continue to build on your **Power of Commitment**. Enjoy the beauty of this fall season and enjoy your Thanksgiving! I am thankful for all of our members – the PA Division is blessed with the most dedicated administrative professionals in IAAP!

A handwritten signature in cursive script that reads "Diana Comber".

Diana Comber  
PA Division President  
E-mail: [dcomber@comcast.net](mailto:dcomber@comcast.net); [dcomber@catalystusa.com](mailto:dcomber@catalystusa.com)

Editor:  
Dawn Hall CAP  
137 Atmore Street  
Harrisburg, PA 17112  
[dmariehall@verizon.net](mailto:dmariehall@verizon.net)

**POWER**  
*of*  
**Commitment**  
Pennsylvania Division

# INFORMATION FOR NEW MEMBERS

## THE ALPHABET SOUP OF IAAP

Have you noticed the constant use of acronyms by IAAP and its members? For those of you who are newer to the Association, here is a listing of the most common:

IAAP®	International Association of Administrative Professionals®
APD	Administrative Professionals Day®
APW	Administrative Professional Week®
RTF	Retirement Trust Foundation
RTFC	Retirement Trust Foundation Committee
IC	Institute for Certification
CPS®	Certified Professional Secretary®
CAP®	Certified Administrative Professional®
EFAM	Education Forum & Annual Meeting (formerly International Convention and Education Forum)
NEDD	Northeast District Director
NED	Northeast District
PDP	Past Division President
PIP	Past International President
CEU	Continuing Education Unit
R&E	Research & Education Foundation
Recert	Recertification Point
IDPC	Incoming Division Presidents' Conference
PEC	Professional Education Conference

As the Association changes along with technology, the list will probably grow. As new members, please don't hesitate to ask questions as there are no "dumb" questions. We want you to learn about the Association and all it has to offer!

## IAAP BYLAWS AND STANDING RULES

IAAP has International Bylaws and Standing Rules that govern the association at the international level. Each Division also has bylaws that govern the unit, and each Chapter has bylaws that govern the unit. These bylaws are guidelines to handle procedures, membership classes, dues, standing committee, etc. It is the intent that all bylaws be similar. For example, a chapter's bylaws should be very similar to the Division's bylaws while the Division's bylaws are similar to the International bylaws.

The bylaws are reviewed every two to four years, but can be updated as necessary by each unit. Bylaws are guidelines. If your chapter wants to try something new that the bylaws disagree with, you can try it on a temporary basis as long as your membership approves the change. If it is decided by the membership to make the change permanent, a bylaw amendment would need to be presented and approved.

One example is the ability to make and approve motions via e-mail. If your chapter's bylaws have not been updated in awhile and something comes up between meetings that needs immediate attention, how do you handle it? Do you call a special meeting, have a conference call or use e-mail. If your bylaws do not specify, you can move to temporarily allow for e-mail motions. As long as membership approves it and you keep a record of the e-mails for the permanent record, you can use e-mail for motions. Then you can amend your bylaws to permanently allow for e-mail motions.

IAAP also uses Robert's Rules of Order to maintain an orderly and fair discussion of business. Robert's Rules assists the chapters and divisions with proper handling of motions, amendments and bylaw procedures. This is the formal part of our membership meetings.

Any questions, feel free to contact your Division Contact or the Bylaws & Standing Rules Committee.

## EFAM 2010 - Hotel & Registration Update-Dec 15 Reminder

"Cheers" to Boston in 2010

Making your way in the world today takes everything you've got.  
Taking a break from all your worries, sure would help a lot.  
Wouldn't you like to get away?  
Sometimes you want to go  
Where everybody knows your name,  
and they're always glad you came.  
You wanna be where you can see,  
our troubles are.

Theme song from the T.V. program, "Cheers", Home of the "[Bull and Finch Pub](#)" in Boston. There are just two months left for you to save on next year's EFAM hotel & registration fee.

Here is the link to the 2010 EFAM updated website with a fabulous offer we were able to put together for added SAVINGS for members: [http://www.iaap-hq.org/events/convention/hotel\\_reg\\_package.html](http://www.iaap-hq.org/events/convention/hotel_reg_package.html). Just cut and paste this into your browser.

Can't wait to see everyone in Boston next July!

## 2010 PROFESSIONAL EDUCATION CONFERENCE

Don't forget about the Professional Education Conference (PEC) to be held on MARCH 8-10, 2010, at the Grand Sierra Resort & Casino in Reno, Nevada. This conference will provide recertification points and is more intensive training than the Education Forum and Annual meeting. Registration is as follows:

### Projected early bird registration fees:

- ◆ \$525 for IAAP members
- ◆ \$615 for nonmembers

For those who have never attended one of these conference, recommended dress is "relaxed professional" - no jeans please. The average high temperature for Reno in early March is around the mid 50s. General sessions and educational workshops will be in temperature controlled rooms, although dressing in layers is recommended.

### Grand Sierra Resort & Casino in Reno, Nevada

Grand Sierra Resort Corporation has a spectacular vision and redevelopment plan to transform the 145-acre property into a world-class resort and casino. The property currently offers 1,995 spacious guest rooms and suites, 200,000 square feet of meeting and convention space, ten outstanding dining options, unparalleled recreation and entertainment. More information can be found on their website: <http://www.grandsierraresort.com>.

### Option #1 - "Summit at Grand Sierra Resort"

\$119 a night - Accommodations within The Summit at Grand Sierra, our "luxury hotel within the hotel", span the top 11 floors of the hotel. Upscale, luxury amenities include an exclusive Summit check-in desk, dedicated Summit reservationists and Bell staff, private elevator to the Summit floors, Summit level concierge lounge, stylish accommodations with elegant, custom furnishings, spa-inspired bathrooms with floor-to-ceiling marble and rain forest showers. The Summit accommodations also include a fully-equipped butler pantry with microwave, refrigerator and a safe.

### Option #2 - The Grand Sierra Resort

\$89 a night - Hotel accommodations at The Grand Sierra Resort feature our spacious, run-of-house guestrooms located on floors 1-16. Decorated in a contemporary décor complete with new beds, new pillows, a new bed and bath linen package as well as oversized bathrooms. Our Grand Sierra guestrooms are the largest in Northern Nevada.

## IAAP MEMBERSHIP... A LOT OF BANG FOR YOUR BUCK

Many of us were at EFAM and witnessed not only the longest business session in the history of the convention, but also received a great lesson in Parliamentary Procedure when the proposed bylaw amendment on the International dues and fees was debated. As you know, the amendment finally passed, and dues were increased by \$25 per year for Professional Members, \$21 for Professional Merited Members, and \$26 for Student Members. Communications from Headquarters and the International Board had explained that the increase was necessary for our organization to remain financially viable. And while most of us agree with this, or at least accept it, there are still members who oppose the increase and are considering not renewing their membership.

Others are questioning how to justify the increase to employers who pay their dues. If you're wondering if your IAAP membership is worth \$83, \$47, or \$50 a year, here are points to convince you that your IAAP membership gives you a lot of bang for your buck.

**OfficePRO magazine, OfficePRO Express, and IAAP Connections:** I was standing in the checkout line of my local grocery store perusing the selection of magazines and articles contained therein. You know, the usual stuff: Brangalina – who cares; and how I can lose weight and keep it off forever – like that's ever going to happen. As IAAP members, we receive nine issues of *OfficePRO* a year. For non-members the cost is \$25 a year. Hey, that's the cost of the dues increase! And unlike the publications at the checkout counter, these publications are filled with useful, pertinent information such as dealing with job loss, technical advice and office products, economics, tips on grammar and punctuation, office ethics, and much more. A lot of bang for your buck.

**IAAP Web Community:** Many of us are still getting used to the new site. There are many times when I've found something I'm looking for, only to "lose" it again the next time I go to the site. I'm sure the same has happened to many of you, but we need to stay positive. There's a lot of great information on the Web Community, including presentations developed by members that are available for use at your chapter meetings. Have you joined an eGroup? There are many to choose from. I suggest you start with the General IAAP Discussion group. You can ask questions, and members of the group will post answers. This is just the tip of the Web Community iceberg. There's a wealth of information there – a lot of bang for your buck.

**Chapter Meetings:** Have you been to your chapter's meeting lately? Of all the meetings offered by IAAP, chapter meetings are the most important. Involvement in local IAAP governance; monthly education programs, many with recertification points; chairing and serving on committees; and monthly networking with your fellow chapter members. So many educational and leadership opportunities – so much bang for your buck.

**Council Meetings:** Four council meetings were held throughout Pennsylvania during October and early November. Where you there? If not, you missed a chance to network with other council members, an opportunity to share ideas, receive 1.5 recertification points for a program on leadership, participate in a discussion on the IAAP Web Community, and receive an update on Division and International happenings. The cost was minimal, enough to cover the meal and room rental. A lot of bang for your buck.

**Pennsylvania Division Annual Meeting:** Gettysburg will be the site of the 2010 meeting. For just \$200, you will receive an education program on Friday afternoon; dinner that night at the Evening of Welcome and an opportunity to meet Abraham Lincoln. Being born on his birthday, he's always been my favorite President. On Saturday, in addition to the business session, you can enjoy lunch and networking at the Recognition Luncheon, and a wonderful dinner at the Presidents' Banquet. Sunday morning offers a breakfast and another educational program. Again, all this for \$200. A lot of bang for your buck.

**Education Forum and Annual Meeting (EFAM):** Everyone should experience EFAM at least once. But for most of us, once was not enough. We got hooked. EFAM offers a keynote speaker presentation; approximately nine hours of educational workshops with recertification points; a business session, which is an education in itself; Evening of Welcome, with snacks, entertainment, and a gift; Evening of Entertainment; and Awards Banquet. Registration is kept affordable, under \$500. Compare this to over \$1,000 for most AMA seminars, or \$700 for my employer's professional organization's conference. A lot of bang for your buck.

Membership in IAAP offers so many opportunities: educational programs, networking, gaining leadership skills, growing professionally and personally, making friends. More than a lot of bang for your buck – priceless.

Carol Lundgren CPS/CAP  
PA Division Vice President



October 2009

TO All Members through Division and Chapter Officers  
International Board of Directors  
International Trustees, Retirement Trust Foundation  
Chairmen, International Committees  
Affiliate Association Presidents

FROM Kathy O'Connor CPS/CAP, Chairman  
Committee on Nominations

RE NOMINATIONS FOR INTERNATIONAL OFFICE OR  
RETIREMENT TRUST FOUNDATION TRUSTEE

This correspondence includes forms and procedures for nominations to International Office or Retirement Trust Foundation Trustee. Individuals are required to submit all forms via e-mail. The Committee on Nominations chairman will confirm receipt of any nomination within three business days.

All of the forms may be downloaded from the IAAP web community and submitted via e mail. After you have logged into the web community, click on "International Document Library" under the "Frequently Requested Documents" section on the right hand side of the web page.

[Memo, Qualifications, Candidate Application](#)

Forms for nominations to IAAP International Office or Retirement Trust Foundation Trustee are to be completed and **sent via e-mail to the chapter president**. If a chapter president or division member-at-large is being nominated, the division president should submit the nomination. Note that according to the IAAP International Bylaws and Standing Rules, any chapter, division or affiliate association, by vote of its members, may nominate only one of its qualified members as a candidate for international office and must do so prior to January 15, 2010. The chapter or division president will forward the entire application by e-mail to the Committee on Nominations chairman **no later than 5:00 pm ET January 15, 2010**, copying the executive director.

Candidates for IAAP International Office and RTF Trustee may not conduct an educational workshop at the 2010 IAAP International Education Forum and Annual Meeting. Candidates also may not serve as 2010 annual meeting coordinator or co-coordinator. Upon election, all candidates are expected to sign and adhere to the following document: Confidentiality Agreement and Conflict of Interest Statement.

All nomination submissions will be reviewed by the committee after the deadline of January 15, 2010. **Any applications found to be incomplete will be disqualified**. Candidates will be informed by February 1, 2010 of acceptance or non-acceptance of candidacy.

Committee on Nominations Chairman e-mail: [kayosea1@verizon.net](mailto:kayosea1@verizon.net)  
Executive Director e-mail: [executivedirector@iaap-hq.org](mailto:executivedirector@iaap-hq.org)

## COMMITTEE ON NOMINATIONS

The Committee on Nominations would like all members of the Pennsylvania Division, including Members-at-Large, to be aware that the position of Secretary of the Division Board will be open for the 2010-2011 year. Pursuant to the Pennsylvania Division Bylaws, Article III, Section 3, Paragraph A:

Any Chapter, by letter of support from its membership, may nominate one of its Professional members as a candidate for a Division office.

Any regular Chapter desiring to submit the name of one of its Professional members as a candidate for Division office shall submit the candidate's name to each member of the Committee on Nominations of the Division by letter, signed by the president of the candidate's Chapter in the name of the Chapter, postmarked no later than February 1. Such letter shall state: name, address, and Chapter affiliation of the candidate; educational, professional, and IAAP background; and shall be accompanied by the candidate's written consent to serve if elected.

Division Members-at-Large desiring to submit the name of one of their Professional members as a candidate for Division office shall first obtain support for such a candidate, in writing, from three regular Chapters. The candidate's name shall be submitted to each member of the Committee on Nominations of the Division, by letter through the Division President, postmarked no later than February 1. Such letter shall state: name and address of the candidate; educational, professional and IAAP background; and shall be accompanied by the supporting letter from the three regular Chapters and the candidate's consent to serve if elected.

Pennsylvania Division Bylaws, Article III, Section 2, Paragraph A, states the qualifications for Division Officer:

"A candidate for office shall have been a Professional member for at least two years prior to the time of nomination, shall have served as a Chapter Officer or chairman of an International or Division committee."

Pennsylvania Division Bylaws, Article III, Section 5, Paragraph D, defines the duties of Secretary as follows:

The **Secretary** shall:

- (1) Be responsible for the minutes of all Division and Board of Directors' meetings and for the interim reports based on Board of Directors' decisions voted on between Division Annual Meetings or Division Special Meetings.
- (2) Give written notice of the Division Annual and Division Special Meetings as required in Article VI.
- (3) Perform such other duties as may be assigned by the Board of Directors

In addition, each Division Officer, a part of his/her duties and responsibilities, is to (1) visit each Chapter in his/her Council area during the year, (2) be available for special events of his/her Council area Chapters, and (3) offer assistance and counseling as needed for his/her Council area Chapter's problems.

Any members desiring to place his/her name in nomination for the position of Secretary should be aware that it had been the practice of the Division to seek officers for vacancies on the Board in the Council area of the outgoing officer so that each Council area is represented. However, any Professional member of the Pennsylvania Division is eligible to be nominated for the vacancies.

The vacancy on the Board for the 2010-2011 year will be in the Southeast Council area. Any candidate from outside the Council area must be willing and available to travel to the Southeast council area in order to fulfill the duties and responsibilities assigned to the Division office.

Any questions may be directed to the Committee on Nominations; Janice Johnson, Liberty Bell Chapter (Philadelphia) or Charlotte Wlodkowski, Pittsburgh Chapter. Contact information is listed in the Division Directory.

## SAVE THE DATE!!

*Make History with IAAP - Your Gateway to Success*



Gate design by Arif Hasanbhai and Alan Hook

*Pennsylvania Division Annual Meeting  
May 14 – 16, 2010  
Gettysburg PA*

### Please mark your calendar for the 2010 Pennsylvania Division Annual Meeting.

The weekend starts with an educational seminar on Friday afternoon featuring Dave Berger, a local consultant and motivational speaker, who will present "Wild and Productive Thinking." We continue with Abe Lincoln providing insights into the happenings during the times at the Open House.

On Saturday, we will conduct the business of the Division, which includes nominations and elections of Division Officers. The keynote speaker, Colonel Cole Kingseed, US Army Retired, should also be of interest as he speaks of "Leaders of Character and Competence."

Saturday continues with the Recognition "Tea" Luncheon. Saturday concludes with the Presidents' Banquet and this year we will enjoy the "Blue/Grey Ball" while our Division Officers are installed by International President, Susan Shamali CPS/CAP!

Sunday continues with any unfinished business, a memorial service and educational workshop presented by the Division Officers.

Don't forget, we also offer pre-conference trips and tours. Enjoy a Ghost Tour of downtown Gettysburg on Thursday, May 13 or a visit to the Gettysburg Visitor's Center and Eisenhower Farm on Friday morning.

Hotel reservations will be available just after the new year and will be announced. Registration information will also be provided at that time.

Please plan to join us to "Make History with IAAP - Your Gateway to Success!"

## MEMBER OF EXCELLENCE

A **Member of Excellence** will attain a minimum of 8 of the following 11 criteria:

1. Be a current CPS and/or CAP holder
2. Sign the online Member of Excellence Commitment agreement
3. Actively participate in the IAAP web community forum discussions or submit an article for an IAAP publication (chapter, division, or international level)
4. Attend non-IAAP professional educational workshops, seminars and conferences
5. Hold a degree, certificate or equivalent (a minimum one year in length) from an accredited college or earn a Microsoft certification
6. Pay membership dues on or before anniversary date
7. 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
8. Conduct a public presentation, program or training
9. Attend a minimum of eight chapter, division or international sponsored meetings, programs or events (any combination)
10. Recruit at least one new member
11. Integrate IAAP membership and involvement into annual performance plan or review



## IAAP WEB COMMUNITY

If you haven't been to the IAAP Web Community, you need to go there. There is a new look that provides more information on the home page. All you need to do is go to [www.iaap-hq.org](http://www.iaap-hq.org) and click on the "Already a Member" section. Then register for a user name and password. You should be able to log in rather quickly. Once you are logged in, you can access valuable information plus network with other members throughout the Association and the world!

You can blog or just read other blogs. You can see reports, get forms, change your personal information, renew your dues and even sign up for conferences via the web community. You can check out other chapters and division websites and get ideas for your chapter.

Make one comment on a blog and you've completed one of your criteria to be a member of excellence by participating in the web community.

Now that OfficePro will be posted on the website and not mailed to members, accessing the web community is even more important to our members.

So take the plunge and sign in and log on—you have nothing to lose and so much to gain!

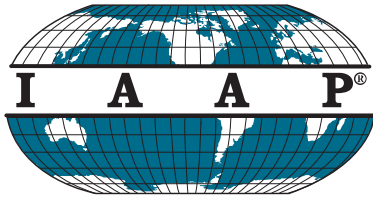
## THE GIFT OF MEMBERSHIP

Do you have a special co-worker or friend who is also an administrative professional? If you'd like to do something special for him or her, we have the perfect idea: the Gift of Membership. It's a great way to introduce your friends and co-workers to IAAP. Maybe it's a way to help that admin that just got laid off, or as a special gift for your son or daughter who is now a part of the profession.

It's easy to give the Gift of Membership. You can either mail/fax in the Gift of Membership form or call Headquarters with your information, including payment, and the name and contact information of the recipient. After the membership department gets the information, they will send out an e-mail informing the recipient of his or her Gift of Membership. It only takes a few minutes but gives a gift that lasts an entire year.

You can access the sign-up forms here: <http://www.iaap-hq.org/join/gift.html>  
Don't let another day go by. Give the perfect gift, the Gift of Membership.





International Association of  
Administrative Professionals®  
*Pennsylvania Division*

Diana Comber  
422 Pleasant Valley Drive  
Conshohocken, PA 19428

Phone: 484-362-0314  
Fax: 484-362-0315  
Email: [dcomber@catalystusa.com](mailto:dcomber@catalystusa.com)

**We're on the web:**

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

The Pennsylvania Division of the International Association of Administrative Professionals consists of 19 chapters and over 600 members throughout the state.

The PA Division is represented by a board of five volunteer members who serve in various positions on the board. These officers mentor local chapters and members, provide educational opportunities and administer the business of the Division.

The current officers are:

President	Diana Comber
President-Elect	Cathie Hoke CPS/CAP
Vice President	Carol Lundgren CPS/CAP
Treasurer	Maria Carney CPS
Secretary	Juanita Mort CAP

## ETIQUETTE TIPS

In this time of technology, we forget the simple, everyday courtesies we should show each other.

The following is a list of business and personal etiquette tips you might find useful.

### **BUSINESS MEALS:**

Your glasses/coffee cup are on the right and your bread plate is on the left.

Take your napkin from the cup on the right.

If you have more than one fork or knife, you work your way in toward the plate with each course. Forks or spoons above the plate are for desert and coffee.

Pass food to the right.

Do not reach, ask for items to be passed.

Do not use your fork or knife with the butter or other shared items.

### Do not eat until everyone is served.

If the event will have a moment of reflection or prayer, do not start to eat until the prayer or moment of reflection are completed.

Do not talk with your mouth full.

Turn away from the table or leave the table to blow your nose.

Elbows off the table during the meal.

### **CONFERENCE CALLS:**

If it's a large group where you do not know everyone's voice, always identify yourself when you speak.

Do not have your phone on speaker and then proceed to do other tasks. The others on the phone can hear the background noise.

You can hear other phones, ringing, papers being moved, people talking, etc. If you must use speaker phone, mute it.

Look for more tips in future issues.





## Member of Excellence Commitment

As a career-minded administrative professional, I commit to maximizing the value of my IAAP membership through the pursuit of continuous personal and professional development, access to information networks, and leadership opportunities in order to achieve measurable standards of excellence as a member of IAAP.

I will, to the best of my ability, demonstrate professionalism and continually advance a positive image of the profession to my employer and others in the business world.

In order to fulfill my personal and professional potential to continually strive for excellence, I will promote IAAP's:

**Mission:** to be the acknowledged recognized leader of administrative professionals and to enhance their individual and collective value, image, competence and influence.

**Purpose:** to provide information, education, and training and to set standards of excellence recognized by the business community on a global perspective.

**Objectives:** to elevate the standards of all administrative professionals and to promote their working relationships with management through continuing education, authorized programs and publications.

**Vision:** to inspire and equip all administrative professionals to attain excellence.

---

Name

---

Date