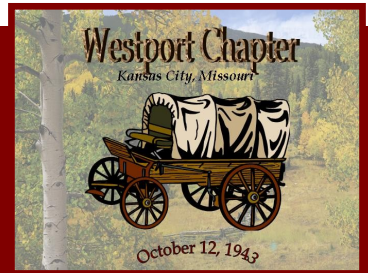


International Association of
Administrative Professionals®
Westport Chapter

Westport Wheel

April 2012



Missouri Division



Chapter
of Excellence

2010-2011

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Schedule of Events

April 24, 2012

APW Event "Secrets of Mental Mojo"
5:30 pm Networking; 6:00 pm Dinner;
6:45 pm Program

#

May 8, 2012

Chapter Meeting
5:00 pm Networking; 5:30 pm Dinner;
6:00 pm Program

#

June 1-3, 2012

MODIV Annual Meeting
St. James, MO



Westport History

The Westport Chapter was chartered on October 12, 1943. Westport IAAP belongs to the Missouri Division, within the Southwest District.



Westport Mission

To be acknowledged, recognized leaders of office professionals; to enhance their individual and collective values, image, competence and influence; to provide education and training; and to set standards of excellence recognized by the business community in the Kansas City area.

2011/2012 Board of Directors

President: Crystal L. Thomas, CAP-OM

Treasurer: Pamela K. Creasman, CAP-OM

Secretary: Lillian Walker, CAP-OM

##

Committees

Bylaws & Standing Rules: Crystal L. Thomas, CAP-OM

Membership/Sunshine Committee: Pamela K. Creasman, CAP-OM

Newsletter: Sandy Price, CAP-OM

Nominations: La'Sherry Banks

Ways & Means: Alicia Anderson

Website: Crystal L. Thomas, CAP-OM



A Word from the President



Is it April? It must be. Administrative Professionals' Day is coming up on April 25. It is not too late to register for the Joint Chapter APW Event on Tuesday, April 24. There will be a dynamic speaker, Roxanne Renee, educating us on the "Secrets of Mental Mojo." Two recertification points will be offered and there will be vendors. You don't want to miss this event.

Westport's annual business meeting and officer elections is May 8, at the MARC offices. Every Westport member should plan to be there. There are issues that we, as a chapter, need to discuss. We also need to vote on this year's slate of officers for the Westport Board of Directors. The members running for office are:

President: Sandra W. Price, CAP-OM
 Vice President: Pamela K. Creasman, CAP-OM
 Treasurer: Crystal L. Thomas, CAP-OM
 Recording Secretary: Alicia Anderson

If you are interested in running for an office, nominations can be accepted from the floor. If you are interested in chairing a committee, this is your chance to let it be known. For a complete listing of the bylaws for chapter elections, the Westport bylaws are on Westport's website, www.iaap-kansascitywestport.org. Also, I'll have the results of the impromptu email survey that I sent out last month.

By now, you should have received your registration packet to attend the Missouri Division Annual Meeting in St. James, Missouri, hosted by the Great Circle Chapter, June 1-3, 2012. I hope that you will come and support Westport member Terry Anderson, who will be installed as Missouri Division President for 2012-2013.

That's all I have for this month, see you on May 8. As always, Making the Leap to Remarkable Together. . .

Crystal L. Thomas, CAP-OM
 Westport Chapter President 2010-2012
 Member of Excellence 2010-2011



Commitment is what transforms a promise into reality. It is the words that speak boldly of your intentions. And the actions which speak louder than the words. It is making the time when there is none. Coming through time after time after time, year after year after year. Commitment is the stuff character is made of; the power to change the face of things. It is the daily triumph of integrity over skepticism.

This is commonly attributed to Abraham Lincoln or Shearson Lehman (American Express) or anon.



Count down to
EFAM



International President's Message



As I'm sitting at my desk writing this, I glanced up at the calendar on my wall and noticed that in addition to Easter written on Sunday, they also have Administrative Professionals Day written on Wednesday, April 25. That makes me smile, and proud to be a member of the association that gives members so much to help their careers. I know from experience how hard admins work, even more so now with our still struggling economy. I know it's early, but Happy Administrative Professionals Day. You truly are The Pulse of the Office.

Can I say "Way to Go!" members! At last count, your contribution to bring in new members through the 70/70 membership drive is working. We have 1,514 new members as of March 31. We want even more! Learn all about it in the [web community](#). We're also publishing the names and chapters of the rock star members who are bringing in at least two new members. If your chapter or division hasn't signed up yet, do it today! I want to give my personal thanks to everyone who is out there recruiting. Good job and keep it up.

If you haven't heard, EFAM registration is now open and it's going strong. What I'm hearing is that a lot of you passed on Boston during the worst of the economic crunch. Then you couldn't go to Montreal last summer. That's a lot of pent-up EFAM spirit waiting to get out. Let it all out this summer in Texas. Watch out Grapevine—here we come! If you or your chapter and division members have never been to an EFAM—this is the one you want to go to. We've got even more education, with three excellent keynote speakers and cutting-edge workshops, a new and expanded Office Expo, and all the networking (and fun) members love about our [Education Forum](#). Don't miss it! Sign up today.

Just about a month ago we wrapped up our spring board meeting in Vegas, held before Spring Conference. Read the latest [Action/Direction](#). It's titled Action Direction Spring 2012.

Keep your eye on the web community. By April 15 we'll have the full bios of those running for the IAAP International Board of Directors and those running for trustee for the Retirement Trust Foundation on the home page.

Keep making the Leap to Remarkable by recruiting new members. Let's keep the momentum going!

Tamra Goodall, CAP-OM
IAAP International President

Reminder About R&E Fundraiser

In honor of IAAP's 70th anniversary, the Robidoux Chapter (on behalf of Missouri Division) encourages donations be made to R&E. They have suggested \$0.70 for each five years of being an IAAP member:

- ◆ 0-5 years \$0.70
- ◆ 6-10 years \$1.40
- ◆ 11-15 years \$2.10
- ◆ 16-20 years \$2.80
- ◆ And so forth...





Secretary

A **secretary**, or **administrative assistant**, is a person whose work consists of supporting management, including executives, using a variety of project management, communication & organizational skills. These functions may be entirely carried out to assist one other employee or may be for the benefit of more than one. In other situations a secretary is an officer of a society or organization who deals with correspondence, admits new members and organizes official meetings and events.

A secretary has many administrative duties. Traditionally, these duties were mostly related to correspondence, such as the typing out of letters, maintaining files of paper documents, etc. The advent of word processing has significantly reduced the time that such duties require, with the result that many new tasks have come under the purview of the secretary. These might include managing budgets and doing bookkeeping, maintaining websites, and making travel arrangements. Secretaries might manage all the administrative details of running a high-level conference or arrange the catering for a typical lunch meeting. Often executives will ask their assistant to take the minutes at meetings and prepare meeting documents for review. They may also do personnel paperwork which used to be thought of as a Human Relations function; this might also include understanding the complex rules regarding Visa and Immigration.

Etymology

The term is derived from the Latin word *secernere*, "to distinguish" or "to set apart," the passive participle (*secretum*) meaning "having been set apart," with the eventual connotation of something private or confidential. A *secretarius* was a person, therefore, overseeing business confidentially, usually for a powerful individual (a king, pope, etc).

Origin

Since the Renaissance until the late 19th century, men involved in the daily correspondence and the activities of the mighty had assumed the title of secretary.

With time, like many titles, the term was applied to more and varied functions, leading to compound titles to specify

various secretarial work better, like general secretary, financial secretary or Secretary of state. Just "secretary" remained in use either as an abbreviation when clear in the context or for relatively modest positions such as administrative assistant of the officer(s) in charge, either individually or as member of a secretariat. As such less influential posts became more feminine and common with the multiplication of bureaucracies in the public and private sectors, new words were also coined to describe them, such as personal assistant.

Modern developments

In 1870 Sir Isaac Pitman founded a school where students could qualify as shorthand writers to "professional and commercial men." Originally, this school was only for male students.

In the 1880s, with the invention of the typewriter, more women began to enter the field, and since World War I, the role of secretary has been primarily associated with women. By the 1930s, fewer men were entering the field of secretaries.

In an effort to promote professionalism amongst United States secretaries, the National Secretaries Association was created in 1942. Today, this organization is known as the International Association of Administrative Professionals (IAAP). The organization developed the first standardized test for office workers called the Certified Professional Secretaries Examination (CPS). It was first administered in 1951.

In 1952, Mary Barrett, president of the National Secretaries Association, C. King Woodbridge, president of Dictaphone Corporation, and American businessman Harry F. Klemfuss created a special Secretary's Day holiday, to recognize the hard work of the staff in the office. The holiday caught on, and during the fourth week of April is now celebrated in offices all over the world. It has been renamed "Administrative Professional's Week" to highlight the increased responsibility of today's secretary and other administrative workers, and to avoid embarrassment to those who believe that "secretary" refers only to women or to unskilled workers.

Source: <http://en.wikipedia.org/wiki/Secretary#Origin>





Stages of Change

By Diana L. Rockwell Wetmore



Diana L. Rockwell Wetmore
President, New York Division

In the 1990s, we heard a lot about cycles; the cycle of grief, the cycle of abuse, and the cycle of change. As admins, we are constantly confronted with change; change in the boss' schedule, change in procedures, and change when co-workers come and go just to name a few.

Being a member of IAAP actually increases our exposure to change by the nature of the association. As we go through our IAAP career, each year we work on committees where the members change, we elect new officers, members also come and go from the association, thereby changing the makeup of the team continuously.

I thought with the changing of the seasons from winter to spring, now would be a good time to remind you about the cycle and stages of change.

1. Pre-contemplation—in this stage, people are not thinking seriously about changing. They tend to defend their current process/habit and feel it isn't a problem.
2. Contemplation—people are more aware of the consequences of not changing and spend time thinking about the possibility.
3. Preparation/Determination—people have made a commitment to accept change.

4. Action/Willpower—where people believe they have the ability to change.
5. Maintenance—being able to successfully avoid temptation to return to the old way.
6. Relapse—reverting to old ways because it's easier or more comfortable.

Whenever there is change—and change is happening every day, every hour, every minute—we go through these stages. Some of them may be so small we don't recognize them, but they are there nonetheless.

Perhaps you're in the middle of a software conversion, training a new supervisor or co-worker, or working with a new committee chairman. It's all the same. The key to successfully navigating these changes is your attitude.

If you enter into the cycle of change with an open mind to hear opinions from both sides, you'll probably navigate it just fine. If you decide to dig in your heels and try to fight change and want to keep the old ways, you're probably in for a power struggle.

Do you want to spend your time and energy fighting an inevitable change? Would your experience be better or worse if you accepted the change and worked as a team? If you find yourself stuck in one of these stages of change, think about this: what would you lose if you graciously accepted the change? Your answer will either move you into another stage or keep you stalled right where you started.

Editor's Note: Reprinted with permission. Author's source for this article — <http://www.cpe.vt.edu/gttc/presentations/8eStagesofChange.pdf>.

ADMINS THE PULSE OF THE OFFICE
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2012

ADMINISTRATIVE PROFESSIONALS WEEK

IAAP

ADMINS THE PULSE OF THE OFFICE

APRIL 22-28

iaap-hq.org/events/apw



Are You An Email Addict?

By Marsha Egan

When we think about addiction, the first things that usually come to people's minds are things like drugs and alcohol, before we think of more benign things such as particular TV shows or chocolate. However, I'd like to challenge you to think about a somewhat insidious addiction of our modern age - addiction to email.



You may think that it sounds crazy that you could be addicted to something as simple and everyday as email. However email addiction, or e-ddiction as I like to call it, is a modern epidemic that affects more of us than we realize. Think about it. We all need email. It's something we use every day, probably multiple times, and there's nothing wrong with that. However, there's fine line between use and abuse, and once you cross the line and it starts monopolizing your time, then you may have a problem.

Here are a few signs and symptoms of e-ddiction; can you recognize any of them?

- ◆ You jeopardize your relationship, family, career or education because of your need to be on your email;
- ◆ The first thing you look for when booking a vacation is whether the hotel has Wi-Fi;
- ◆ You check your email incessantly;
- ◆ Email is an escape tool for you;
- ◆ You feel moody, stressed and restless when you can't check your email.

Sound familiar? It doesn't have to be this way. You can beat your e-ddiction (and get more done everyday as a result!).

1. Confront your e-ddiction: All addictions have an element of dependency. There is often also an element of denial, where people who deny that they may be addicted. So, to deal with it, the first step, as with all such addictions, is to admit that there is a problem.

2. Take ownership of the problem: The next step in curing your e-ddiction is to believe that it is possible for YOU to take control of your email and to manage how YOU manage it. Just as some people refuse to answer the telephone during their dinner hour or during other important times, you can choose to handle your email at the times that work for you. When you take ownership of your email, you don't have to answer it as soon as it is received - it will still be there when you're ready for it!
3. Establish set times to read your email: Once you have decided to own your email instead of letting it own you, it's time to come up with a plan of action! Most successful people plan their work, and then work their plan. Once you give up your need to react instantly to email, you give yourself the opportunity to incorporate the tasks that have been delivered by email into your overall time management process. Make a plan. Decide what times of the day will work best for you to check your email, and stick to checking it at only those times.
4. Turn off automatic send/receive features: This could be too tempting for a recovering email addict. After all, e-ddicted emailers thrive on seeing the new email that comes in! Although it may give you the shakes when you first do it, this is something you have to do. Stick to your pre-agreed set times for email instead, and turn off automatic send and receive, or shut down your email program at other times. Get your email on your terms, not the other way around. You can't stick to your plan if you have automatic send/receive to distract you.
5. Involve others in conquering your e-ddiction: A friend of mine was trying to give up smoking. She said that she knew she was serious this time when she told other people and involved them. This is because one of the best ways to insure you will stay on track is to involve others. Many people are very hesitant to ask others for help, thinking of it as a sign of weakness, but it's not - it is a sign of strength. By involving others in what it is you are trying to do, you can solidify your success. Here are some ways to do that:

(Continued on page 7)



(Continued from page 6)

Upgrade Your Career

IAAP has a new specialty for its Certified Administrative Professional program: Technology Applications.

IAAP's new specialty recognizes that technology is integral for every admin. First, complete three Options Technology modules. Following that, pass the test to earn Microsoft certification in at least one of those modules. Then you're qualified to submit an application and fees for the Technology Applications specialty.

More information about the Technology Applications available at
iaap-hq.org/certification

- ⇒ Tell your co-workers that you are trying to take control of your email;
- ⇒ Let people know that you have turned off your automatic send/receive;
- ⇒ Let others know that if they need you urgently, they should phone or visit;
- ⇒ Practice what you preach, and don't send urgent or unnecessary emails to others;
- ⇒ Pick up the phone more often. Use the phone to communicate without being tethered to the computer - it's more personal to hear a voice;
- ⇒ Ask for help and let your friends and colleagues know what you're trying to achieve.

Now you know how to control your email, instead of letting it control you. You can now focus on what is truly important. When you are not consumed with email, you will be a better businessperson because you'll decide what to work on, and not the other way around.

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Thank You

MARC

Mid-America Regional Council

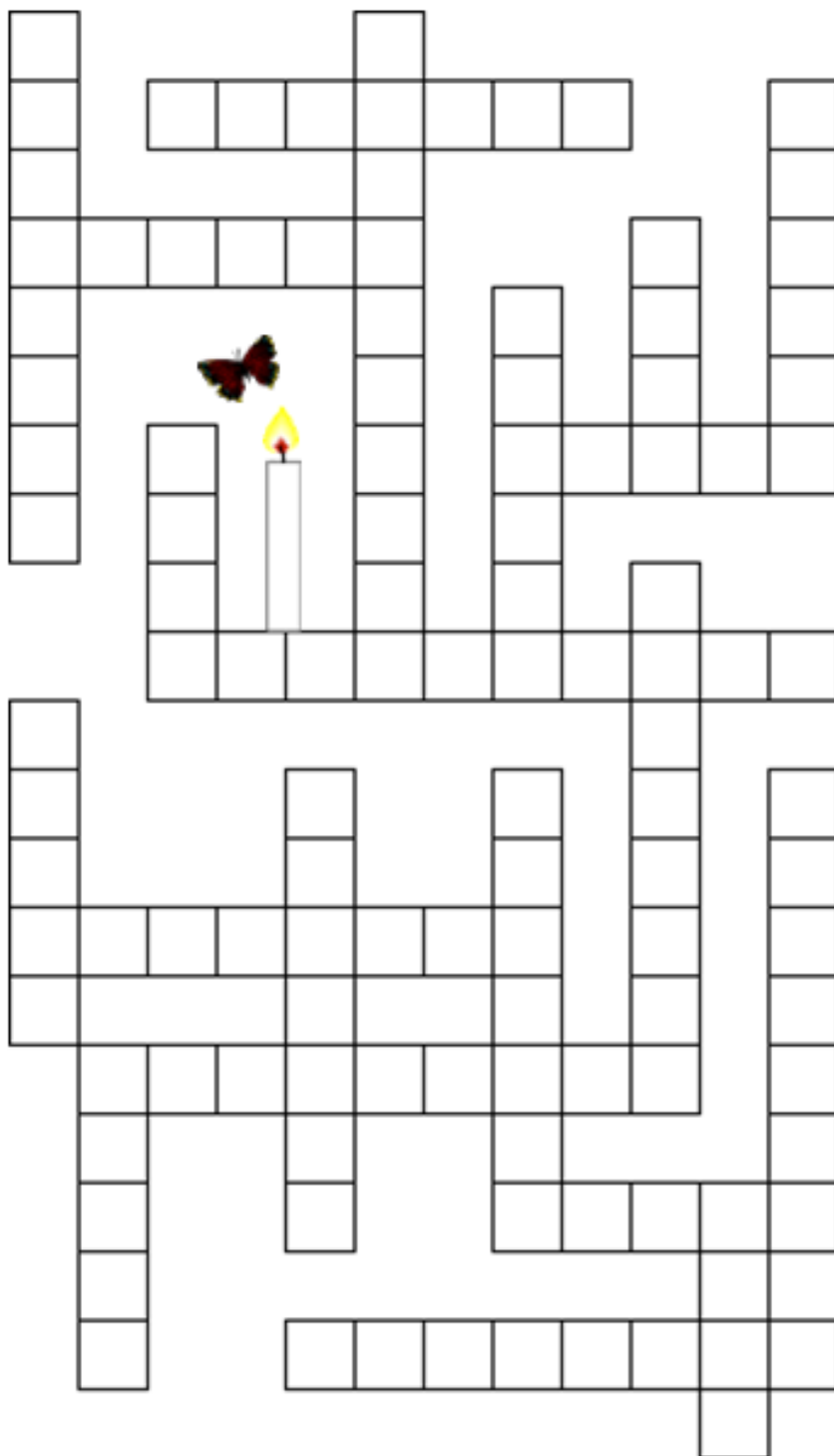
for your
Support



Exercise for Your Brain

Puzzle Verse

Fit the underlined words correctly into the grid.



Like a Moth to a Flame

by Duncan MacKellar

A light down below,
A strange attraction.
Whatever it is,
She feels the reaction.

Drawing her closer
With mystical glow,
A yearning inside,
From long ago.

Circling now,
It's pulling her in.
Nothing resists
The desire from within.

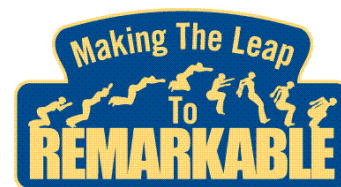
Wings almost touching,
Feeling the heat,
Can it be now
Time and destiny meet?

Spinning down
To the thunderous roar,
Into the fire,
Now beckoning more.

Then all at once,
A great wind blows,
The lethal flame,
No longer glows.

Released from the spell
Of the mortal light,
She turns away quickly,
Into the night.

[Solution](#)



Missouri Division



2011/2012 Board of Directors

President:	Crystal L. Thomas, CAP-OM	crystalthomascps_cap@yahoo.com 816.589.1621
Treasurer:	Pamela K. Creasman, CAP-OM	pcreas1@hallmark.com 816.274.8208
Secretary:	Lillian Walker, CAP-OM	lillian.walker@hdrinc.com 816.985.7615

Committees

Bylaws & Standing Rules:	Crystal L. Thomas, CAP-OM	crystalthomascps_cap@yahoo.com 816.589.1621
Membership/ Sunshine Committee:	Pamela K. Creasman, CAP-OM	pcreas1@hallmark.com 816.274.8208
Newsletter:	Sandy Price, CAP-OM	sandra.price@fmc.com 816.516.6193
Nominations:	La'Sherry Banks	lbanks@preservationhousing.com 816.531.1920 x101
Ways & Means:	Alicia Anderson	aanderson@ouroukesales.com 816.694.7901
Website:	Crystal L. Thomas, CAP-OM	crystalthomascps_cap@yahoo.com 816.589.1621



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