



Westport Wheel

Volume 69, Issue 12, February 2011

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Schedule of Events

March 15, 2011

Impact Meeting & Westport Open House

MARC Offices

April 12, 2011

RTF & RE Event

MARC Offices

April 28, 2011

*Joint Chapter APW Event
Penn Valley Education Center*

May 2011

*Annual Chapter Business Meeting
MARC Offices*

A Word from the President

The year is starting to fly, it's already the end of February. Hopefully there will be no more snow, not until Christmas because Westport has a multitude of activities heading into Spring.

Up first is the Open House Impact Meeting on March 15th. Normally we have our chapter meetings on the second Tuesday of each month, but, our speaker Dr. Susan Fenner will be at the Spring Conference in Tampa, Florida. We really wanted Dr. Fenner to present her topic, "Where in the world is our future taking us?" which is really on target when you consider how much uncertainty there is in the workplace and the world. I can relate, I'm a Federal employee and anxiously watching the budget battle in Washington, D.C. As an Aviation Safety Assistant, I am not considered an "essential employee", so I would be furloughed if there was a government shutdown.

Westport's Impact Meeting, also our Open House, is a time for prospective members to come and see what IAAP is all about. So this is perfect time to bring a guest, that co-worker that is curious and asks questions, your supervisor that would like to know more about IAAP. I hope everyone can attend and bring a guest. IAAP has been referred to as "one of the best kept secrets around". Let this be one secret that we don't keep to ourselves, it could be rewarding. The Missouri Division introduced a new membership recruitment incentive program that started January 1st and runs until March 31st each member who has had their membership lapsed within the last two years and renews will have their name added to a bucket, each member that recruits a new member will have their name added to a bucket, at the end of the Membership Recruitment Drive, one person from each bucket will be awarded The Complete Office Handbook.

Most of the details for the joint chapter APW event on April 28th at the Penn Valley Community College Education Center. The committee is confirming the speaker, vendors and a caterer. Event teasers (Save The Dates) will be going out soon. Also If you know of any vendors that would like to display and sell their items, please let me know. The more vendors that we have to buy a table the lower the registration cost for attendees.

The call for roommates for the Missouri Division Meeting and EFAM has been sounded. I know of a few people that are going to the event and would like a roommate to split the costs. If you are interested, drop me an email and I will pass it along.

As always, with Passion & Purpose. . .

**Crystal L. Thomas CPS/CAP
Westport Chapter President 2010-2011**



Inter personal Communications Skills for Difficult Conversations

Dr. Cal LeMon

The difficult conversation was summed up in the word, “sure.” But, nothing changed!

This person told you, “Sure, I will take care of that,” and you are still waiting. Most of us have someone in our personal or professional life who regularly “strings us along” with affirming language but fails to deliver. These are the people I call, “The MIA (missing-in-action) Crowd.” If you have people who know how to get rid of you with the right words but follow-up with... nothingness, read on.

First, end this game. It is a game, you know. People around us learn from every experience we give them. If someone promised you a response and then that promise just “slipped my mind,” and you never mentioned their failure, guess what is going to happen again? We have a file cabinet between our ears which is stuffed with impressions, opinions and evaluations of each other. We learn by observing. So, if you blow off the non-response as rude and insensitive, but never confront about the no-show, count on this movie rewinding and then playing again.

Your verbal intervention when someone gave you a heartfelt “sure” and then followed with sustained silence, should be “Several days ago you assured me you would have this report for me. I have not seen it. Is there information I do not know or when can I expect to receive this?”

Second, get ready for the no-show person to test you again.

If you were verbally guaranteed a new delivery date and the report still has not shown up, you show up... again. It is important not to deal with this using voicemail or an e-mail. If your response is not personal and in real-time, you will not be effective.

It is now time to use, “I am confused. Last week I was promised this report by 8:00 a.m. today. Since the report has not arrived, I am assuming you ran into a further delay. Is my assumption correct?”

You are assertive but not confrontational. Your phone call or arrival in this person’s work area is notification you will not accept silence as a response to the original promise.

Third, for discussion purposes let’s assume, for a third time, you were given a new deadline when you would receive the report. And, once again the deadline has come and gone without a fleeting glimpse of this document. What do you do? Well, you have a decision. If this person works for you, a written notice of non-performance is certainly warranted. Documenting an event like this certainly should end up in someone’s annual performance review.

If, on the other hand, this person is your boss or at the same organizational level, I am suggesting the following, “I need your help. We have agreed on two other occasions I would receive the report I need in order to get my work completed. Right now I am in a quandary because I cannot move forward. What is your best suggestion?” Notice I am strictly stating facts, not giving emotionally-laden opinions about character or competence.

If you are not comfortable with this linguistic and emotional “ramping up” I have suggested, create your own. There are a lot of possibilities for success here. The one choice which is always wrong is...silence.



Westport Chapter Meeting Notice
Tuesday, March 15, 2011



IMPACT OPEN HOUSE MEETING

Where in the World
is our Future taking us?

Presented by

Dr. Susan Fenner

Manager of Education & Events, IAAP Headquarters

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

Dinner: \$15 (*First time non-IAAP members, no charge*)

Location

Mid-America Regional Council (MARC)

600 Broadway Blvd, Ste 200; Kansas City, MO 64105

(Please use the Broadway entrance and drive up the ramp to the MARC entrance & visitor parking.)

Janice's cell phone: 816-807-3845

Dinner RSVPs are due to Thressa Allen by 11 am, Monday, March 14th

Please email tallen@marc.org - or - call **816.701.8371** (*Please call with special diet needs.*)



PASSION &
PURPOSE

WESTPORT CHAPTER



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.

Board of Directors

President: Crystal L. Thomas CPS/CAP
 V. P. : Janice Chronister CPS
 Treasurer: Thressa Allen
 Secretary: Doris Yonker

Committees

Membership/Sunshine Committee:
 Pamela K. Creasman CPS/CAP
 Bylaws & Standing Rules:
 Crystal L. Thomas CPS/CAP
 Newsletter:
 Crystal L. Thomas CPS/CAP
 Website:
 Thressa Allen
 RTF/R&E:
 Janice Chronister CPS
 Ways & Means:
 Thressa Allen

Visit Westport:

www.iaap-kansascitywestport.org

www.Facebook.com/Westport

Westportiaap@yahoo.com

Visit Missouri Division:

<http://www.iaap-mo-div.org>

Visit IAAP HQ:

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

*Work to become, not to acquire.
 -Elbert Hubbard*

Save The Date:

April 28, 2011

APW Event

MCC Penn Valley Campus

Education Center

"It's Not Business As Usual"

5:00 to 8:00 pm

More information to follow.

Missouri Division News



**58TH MISSOURI DIVISION
ANNUAL MEETING**

June 10-12, 2011
Holiday Inn & Suites
2720 N Glenstone
Springfield, MO 65803
417.865.8600
www.hispringfieldi44.com

HOSTED BY SPRINGFIELD METRO CHAPTER



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Southwest District News



Join the FOG
Don't Get Lost in it!



Let's clear away the confusion about the Family of Givers . . .

What Is It?

The **F**amily **o**f **G**ivers program gives IAAP members the ability to support the Retirement Trust Foundation through donations that are cumulative with a complementary recognition program. The Family of Givers allows us to track your donations over time and recognize the whole of your generosity.

How will my donations be used?

Contributing to the Trust is all about helping our own. Financial assistance is available for all members in need, across North America. It is for those living in *any* retirement center as well as those living in Vista Grande. All funds contributed are used to support the Trust's overall program consistent with the mission and strategic plan as outlined by the Board of Trustees. More specifically, these funds will be used to:

- ◆ Provide housing assistance grants to elderly admin professionals in need
- ◆ Maintain Vista Grande and provide an affordable, comfortable environment for all residents
- ◆ Maintain the Trust's website

How Can I Join?

Mail the completed form below with your donation to IAAP :

Sue Tuff, Comptroller
P O Box 20404
Kansas City MO 64195-0404

Or you can donate online with a credit card at
<http://www.iaap-rtf.org/donate/form.html>

- For more information, contact SW District RTF Committee representative: iaapBanzhaf@gmail.com

Donor Information

Name _____
IAAP Membership ID _____
Address _____
City _____ St _____ Zip _____
Phone _____ Email _____

Please Check One

Check (payable to RTF)
 Credit Card Visa Master Card Discover AmEx
Account # _____
Security code _____ Expiration _____
Amount \$ _____
Signature _____

Southwest District Challenge

**March 1 to March 31
2011**

**Donate and be the
division with the highest
per capita amount
(based on each division's
membership numbers).**

**Winner announced at the
SW District Caucus during
EFAM 2011!**

International President's Message

February started off with an unusual event for me. Harley-Davidson, where I work, closed its doors on Feb. 2 due to the blizzard that hit Milwaukee. This is a rare occurrence but I welcomed not venturing out in the blowing snow for work. A blizzard hit Kansas City, too. IAAP Headquarters also had to close a couple half days for the safety of the staff. There is so much snow on the ground! I was never happier when I heard that Punxsutawney Phil did not see his shadow on Groundhog's Day, thus predicting an early spring. Bring it on.

We're a month into another year and one more month closer to [Spring Conference in Tampa](#). There's still time to register for the conference slated March 6-9 in Tampa. Escape the cold and snow and get essential training. If you sign up for Gini Courter's optional Sunday workshop on Microsoft Office you also get a chance at winning an iPad. [Register today!](#)

December 2010 was the end of another financial quarter for IAAP. As stated in the last financial update, the 2010-2011 year is off to a better start as compared to the previous fiscal year. One promising area of rebound is our advertising revenue and sponsorship acquisition. Our sponsorship revenue by the end of the fiscal year is expected to increase about \$40,000 over last year. Read the latest [financial update](#).

As we're closing in on the Spring Conference, we're gearing up for this year's Education Forum and Annual Meeting in Montreal. We're very close to securing two amazing keynoters for the conference. Trust me, you won't want to miss this one. Now is a good time to apply for your passport if you need one. We've also got this year's Trips and Tours up and, of course, you can register for your hotel. Just head to the [EFAM page](#) on the IAAP website and get started planning your trip to the 2011 EFAM in Montreal July 24 – 27.

Mary Ramsay-Drow, CPS/CAP
2010-2011 IAAP International President

International Events

IAAP Spring Conference

Mark your calendars for the upcoming conference: March 6-9, 2011
Hyatt Regency Hotel, Tampa, Florida



Montreal 2011 International Education Forum and Annual Meeting; July 24-27, 2011

Montréal is the cultural capital of Quebec with 80 different languages spoken in the region. Montréal has the largest underground complex in the world with the Underground City which links many major buildings and multi-level shopping malls in the downtown area. You can get to Montréal by plane, car, train, bus or for the adventurous, bicycle. But first you need to reserve your room.

[Room reservations](#), using this link, for the 2011 EFAM in Montréal are through the housing bureau. The hotels are listed to the left. Contact information for the housing bureau is below.

E-mail: reservation@tourisme-montreal.org

Phone: 888-722-2220 (toll free North America)

514-844-0848

Fax: 514-844-6771

Mailing:

Tourisme Montréal

c/o Housing Bureau

1555 rue Peel, bureau 600

Montréal, Qc H3A 3L8



International Events



Once upon a time there were two IAAP pigs talking about the upcoming Educational Forum and Annual Meeting in Montreal. One was very excited, but the other one turned away.



And do you know what happened to the pig that turned away. The picture speaks for itself.



Please don't let this happen to an IAAP pig you know.

Contact Mary Madick at Mary.Madick@kcmo.org or at 816-784-9152.

Fun Stuff



MOVIES

Can you find the movie titles and related words in the box? They may be horizontal, vertical, diagonal, forwards or backwards.

V	R	T	S	G	N	I	R	E	H	T	F	O	D	R	O	L	E	H	T	A
A	R	G	D	O	G	L	A	D	I	A	T	O	R	B	X	Q	G	J	I	L
G	I	H	R	G	N	J	A	N	A	T	N	A	L	S	V	O	D	N	M	O
A	R	O	A	A	I	D	A	N	C	A	B	M	A	C	L	K	S	M	B	N
I	I	S	H	V	T	N	L	W	A	Y	D	N	I	D	Y	O	B	A	T	G
N	S	T	E	I	S	R	L	E	S	C	N	A	F	R	M	K	S	G	P	C
S	A	B	I	H	E	D	A	R	C	I	N	I	P	N	A	I	C	E	D	A
T	U	U	D	Z	H	H	A	E	E	N	N	A	I	T	C	C	A	O	P	M
T	O	S	O	R	T	W	S	H	H	G	E	A	L	I	A	R	L	L	R	E
H	G	T	D	D	R	N	A	I	E	E	L	D	N	B	L	T	A	E	T	P
E	A	E	H	A	E	L	D	R	F	O	V	S	I	H	A	T	I	H	Q	O
R	C	R	T	I	L	H	O	B	G	G	T	A	A	F	O	S	V	O	O	L
O	I	S	L	X	A	M	D	A	M	I	I	R	R	O	N	J	A	T	N	L
P	H	A	A	M	E	B	A	B	N	R	B	B	N	B	C	O	N	C	O	Y
E	C	N	O	M	R	A	G	C	R	O	E	P	E	S	A	U	C	I	A	U
S	C	R	D	E	A	D	T	E	R	C	N	T	T	N	B	X	H	T	A	Y
I	G	D	A	R	E	D	E	V	I	L	H	I	W	G	A	L	I	B	F	T
U	S	D	S	M	I	P	E	E	C	I	U	J	O	I	R	V	A	Z	E	D
Y	G	O	H	C	Y	S	P	U	D	E	R	T	R	S	E	G	L	I	A	N
D	Y	I	D	N	A	H	G	K	S	S	N	D	K	J	T	E	E	R	R	M
U	J	N	O	I	T	A	L	S	N	A	R	T	N	I	T	S	O	L	J	D

ADAPTATION	CONFIDENCE	LOST IN TRANSLATION
AGAINST THE ROPES	DAREDEVIL	MAD MAX
ALIEN	DIE HARD	MIRACLE
ALONG CAME POLLY	DR ZHIVAGO	MR DEEDS
AMADEUS	EVITA	NETWORK
ANNIE HALL	GHANDI	PEARL HARBOR
BABE	GHOSTBUSTERS	PLATOON
BASIC INSTINCT	GLADIATOR	PSYCHO
BEN HUR	GOLDFINGER	ROCKY
BIG FISH	INSOMNIA	SIGNS
BRAVEHEART	IRIS	STAR WARS
CABARET	JAWS	THE LORD OF THE RINGS
CASABLANCA	LANTANA	THE STING
CHICAGO		