

Westport Wheel

Volume 69, Issue 11, January 2011

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Schedule of Events

February 8, 2011

Heart Health

Dr. Rice

Mid West Public Risk Offices

Independence, MO

March 8, 2011

Impact Meeting & Westport Open House

MARC Offices

April 12, 2011

RTF & RE Event

MARC Offices

April 28, 2011

Joint Chapter APW Event

A Word from the President

Snow, snow and more snow!

Where were you at Christmas? Why have you decided to come now? I can't really speak for anyone else, but I don't want you now, I wanted you at Christmas. I wanted you to make it look like a Christmas card outside my windows. Now you are an interruption. Not that I don't like to sit inside by a cozy fire, drinking hot chocolate while I watch your flakes dance like millions of tiny ballerinas, because I do, just not right now. You are too late for Christmas 2010 and too early for Christmas 2011. I have things to do, places to go to, chapter meetings to attend and APW events to plan. Oh well we can't always get what we want.

Speaking of planning, a committee has been formed and we are starting to work on plans for the Annual APW Joint Chapter Event. We are looking for a speaker, a venue and possibly vendors for the event. If you know of any of speakers, vendors or a venue that doesn't cost a lot and has food services, please email Mary Madick at Mary.Madick@kcmo.org

As always, with Passion & Purpose. . .

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

Ponder this...

Has the recession made us want to hang on instead of rise above? It turns out, many companies are not aiming for competitive advantage.

53% of executives who responded to a McKinsey study characterize their companies' strategies as emphasizing the creation of relative advantage over competitors; the rest say their strategies are better described as matching industry best practices and delivering operational imperatives--in other words, just playing along. (SOURCE: *McKinsey Quarterly* January 2011)

So what?

If your organization is in the 47% group who are working toward hanging on, doing what customers expect, and being like everyone else, your employees will do just that. They will do no more than what you set out to do. They will not be innovative, they will not take risks, they will not launch process improvements, service initiatives, or creative sales strategies. An organization whose strategy is to meet industry standards fosters a culture of "acceptable" versus "impressive." An organization whose strategy fosters a culture of "follow the other guys" will not be an industry leader.



“What Have We Learned...From Sifting Through the Ashes of Our Rome?”

Dr. Cal LeMon

Look around.

Merrill Lynch, Lehman Brothers, Circuit City, Washington Mutual, Bear Sterns (after a 158 years of stellar performance) ...the memories, the faded pictures of economic greatness, are gone. All of these companies were supposed to be impervious to age and change.

Like Nero fiddling while Rome blazed around an imperial throne, what are our choices right now as we begin to stir the ashes of decimated 401K's, our children's college education and vacation home building plans? We ask, “How could this happen?”

That is the wrong question.

We should be asking, “What have we learned?”

These desperate days can be remedial if we are willing to be honest. Honesty is not an easy trait when the loss is this great. Blaming is a far easier choice. The “fat cats,” the Bernie Maddof's and Wall Street tycoons are the logical targets.

They are so...reprehensible. The tough choice is to look in the mirror.

We, that's right, we, the consumers, have to accept some responsibility for feeding the conflagration that has swept across our empire. Let's ask the question, “What have we learned?” Here are at least four answers.

First, we have learned credit is not free.

The enticements of credit card moguls, banks and home financing companies are just that...enticements. We always had the option of saying “no.” I can hear the opining right now, “Yeah, but they made it so easy.”

The “easy” is not in question. In capitalism “making it easy” is the first rule of building and staying in business.

Even though a financing company would give us “zero down” terms and just pay the interest (“Don't worry about the principal right now because you folks deserve a house like this.”), we knew better.

Second, we have learned there are “rainy days” and the practice of saving hands us an umbrella. We all knew, five years ago, the average savings rate of a U.S. citizen was about one percent of annual income. Did we really believe we could financially survive a downturn in this economy (and downturns are on a cyclical schedule) with nothing to backup our future?

The savings rate right now is up to four percent of annual income and it should be at least ten percent.

Third, we have learned a good job is a gift. The people, who used to clock in and out with the eternal job description of complaining, may be filling out applications and waiting for the phone to ring right now.

Not every job is a good job. Some places of employment are mired in mediocrity and even victimization. There is no endorsement for staying in a workplace that openly dehumanizes anyone. On the other hand, maintaining a mindset that this place of employment is here to make me happy and satisfied everyday is adolescent and unproductive.

The mark of dependent, “I am the slave, you are the boss,” employment is, when asked what you do for a living, you respond, “I have a job.” If you have a career, not a job, you will respond, “I have these responsibilities.”

Fourth, we have learned there are some things in life that do not have a price tag. When the checking account is empty and the new car is repossessed, we start to look around for assets that do not erode with time or whim.

In all the interviews we have watched on our televisions (assuming it was not claimed by some financing company), there has been a common thread. “Family,” people “close to us” and “faith” have been the unassailable anchors for our lives.

Yes, people do cost us money. But when the money runs out we are reminded our work actually has been fueling what we believe matters most to us.

The easy question while we sift through the ashes of what used to be the greatness of our Rome is, “How could this happen?” The answers are legion and they will all lead to other people and institutions who we do not really know.

The far more difficult, but ultimately renewing question should be, “What have I learned?”

A Word from the Chapter

Did you know that Westport has website? Westport is connected to the IAAP website and the Missouri Division website at www.iaap-kansascitywestport.org. Did you also know that Westport has a Facebook page? Visit us on www.facebook.com/Westport. Westport also has an email address, Westportiaap@yahoo.com.

Westport Chapter Meeting: Tuesday, February 8, 2011

DON'T LET VALENTINES BREAK YOUR - HEART -

-tips for women's heart health, presented by
Dr. Brooks Rice, Wellness Director of
Midwest Public Risk (MPR), and
MPR's Wellness Intern, Rachel Hudson

Mid West Public Risk Offices
19400 East Valley View Parkway
Independence, MO 64055

5:30 pm Networking; 6:00 pm Dinner; 6:30 pm Meeting
Dinner: \$15 (*First time non-member guests, no charge*)
Dinner RSVPs are due to Thressa Allen by 11 a.m., Monday, February 7, 2011
816-701-8371 or e-mail tallen@marc.org

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 Us at

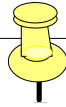
www.iaap-kansascitywestport.org

And

www.facebook.com/Westport

Or email us at

Westportiaap@yahoo.com



FOR SALE:

EFAM Piggy Banks

Please contact

Mary Madick

at

Mary.Madick@kcmo.org

"High expectations are the key to everything." ~Sam Walton

Missouri Division News

2011 MDAM - A Bit of This and That....

All right – 2011 is well underway and we are moving rapidly toward June. There are several details that are coming together, and we want to highlight just a few things for you with this article.

We have a **new eGroup** on the Web Community – you will want to go out there and subscribe because we will be posting everything we can about the 2011 MDAM out there in that eGroup.

Registration – details are being finalized for the registration form – so watch for this form...coming your way very soon. We hope to have the registration packets out by mid-March.

Seminars – We have booked two **great** speakers for you and both of their presentations will qualify for recertification points. We hope to offer 4 ½ recertification points for these presentations. **Marlene Chism** is our speaker on Friday morning and **Don Harkey** is our speaker on Saturday afternoon. Please stay tuned for some great offers regarding the Friday morning optional seminar. We know that both speakers will draw attendance, and we have limited seating for the Friday seminar so we will be offering an incentive to get registered early. Just a note – everyone who attends the optional seminar on Friday morning will receive a copy of Marlene’s newest book, *Stop Workplace Drama*, as part of their seminar registration. In addition, the **first 40 people who register** for the optional seminar on Friday morning will have their name in a drawing for a prize valued at over \$150!!!! There will be much more information available about Friday’s seminar very soon so watch your mail, your e-mails and the new Missouri Division Annual Meeting eGroup. Don’s presentation will be a part of the Saturday afternoon business session, and he is busy working on some great material that will complement the trends in the workplace. These are two seminars that your executive will be very happy that you attended because the ROI on this investment will be “off the charts;” so you will want to be sure that you have your seat reserved.

Tours – Oh my goodness.....the more we check out the places we are providing tours for this year the more excited we become. Colleen and Samantha would like to skip out on getting things set up at the hotel on Thursday evening and Friday afternoon and join you for these tours...but we’ll stay put and work so that when you return we have everything set up for you. This year you have two chances to go on a great tour – the Branson Landing on Thursday evening (you have to be there anyway so you can hear Marlene at 8:00 am on Friday morning so you really should come on Thursday afternoon and go to Branson); and a choice of two great tours on Friday afternoon (Laura Ingalls Wilder Museum and Home or Fantastic Caverns/ Botanical Garden/Butterfly House). Check out the registration form when you get it and get those reservations in for a couple of tours.....we are giving you a great chance to play before you start attending education and business sessions – don’t miss out here.

Welcome event – Well all we can say is if you like to participate in fun events, love glitz, and like to dance – you will be very sad if you miss this event. We are busy pulling in some wonderful vendors, planning the music and getting the list together for the Mirror Ball Trophy competition so you want to be thinking about something that you and/or your group can present to get your own mirror ball - and don’t forget that glitzy tee-shirt, outfit or shoes....you just might be our winner! Contact Samantha Weller for more details on how to enter the Mirror Ball Trophy competition.

Silent Auction – We know that you have already heard from Angelita Carano-King, the Silent Auction Chair, and we hope that you are thinking about what you can contribute to this wonderful fundraiser supporting our Division so that they can provide us with services throughout the 2011/2012 year. Angel has organized silent auctions for a while and she is working to pull in some great contributions not only from chapters and members, but also from businesses across Missouri. If there are any businesses that you think would like to contribute to the silent auction, contact Angel King right away at angel.king@alz.org and let her know that. We know there will be some items in the auction that you just can’t live without.....so think about what you can contribute, contact Angel with names of businesses, and don’t forget to **bring your checkbook!**

Continued on page 6. . .

Missouri Division News

2011 MDAM - A Bit of This and That....Continued from page 5 . . .

Contact Info for Questions - There are several ways you can reach us and we encourage you to e-mail with any questions you have. Our personal contact information is noted below. We also have a Yahoo group account and you can e-mail us there at mdam2011@yahoo.com. Samantha has also set up an e-Group for Missouri Division Annual Meeting on the IAAP Web Community, and we'll be posting lots of information there. We try to check all of these for MDAM questions on a regular basis. However, if we don't respond when you really need us to; please call Colleen on her cell phone at 417.894.6036.

Signing off for now - We know there is more that we can say – we really haven't even covered the Saturday business session, recognition luncheon, elections, or the formal banquet; but we have to leave some surprises for you. We can say this – we really don't think you want to miss this annual meeting. We are working very diligently to plan a great conference for all of our attendees, and to make it one that your companies will feel has a great return on investment so that you can put what you learn right to work in your professional career as well as in your personal lives. We hope that you have already blocked the dates of June 9-12, 2011 to attend your Missouri Division Annual Meeting.

Colleen Neill CPS/CAP
2011 MDAM Coordinator
colleenneill@yahoo.com
417.894.6036

Samantha Weller CPS
2011 MDAM Assistant Coordinator
Samantha_weller@sbcglobal.net
417.343.3702

The Springfield Metro Chapter will be compiling a Division wide cookbook as a fundraiser for the 2011 MO Division Annual Meeting. We would love for you to share your favorite recipes with us all. Please see the instructions below regarding how to submit your recipes.

1. Go to www.morriscookbook.com
2. On the right of the screen select "Typensave"
3. Click "login". The group login is **2011MDAM**, the password is **basu3**
4. Please follow the instructions on the page. There are many hint buttons for your assistance.
5. For the sake of consistency we would like to use the cross for the cross for the "in memory" recipes. However, if you prefer, there is a flower that may be used as well.
6. Fill out the order form (that we have supplied) for your very own copy of the cookbook and mail with payment to the address listed on the form.

SMC reserves the right to combine contributors with duplicate recipes or limit the amount of recipes in the cookbook. We will deliver the cookbooks at the 2011 MO Division Annual Meeting in Springfield, MO. If you cannot attend this meeting but would like a cookbook you may have someone pick it up for you at the meeting. Please include that information on the order form. If you would like us to ship the cookbook to you please see the shipping charge on the order form.

Samantha M.

International President's Message

It's hard to believe it's already 2011. I know, it's something everyone says but I can remember all the hype in 1999, when we were getting ready to change over to the year 2000. The world wasn't quite going to end but airplanes were going to fall out of the sky and computers were going to shutdown or meltdown.

A new year seems to bring change with it and 2011 is no exception. IAAP has a fresh, updated look on the public website. Point your browser to <http://www.iaap-hq.org> and take a look for yourself. Staff at headquarters has been working hard in the last few months behind the scenes to be ready for the January launch.

All of those who took their certification exams in November, I want to extend my congratulations and admiration for taking the step to advance in your profession. I know these exams are difficult; I've taken them. For those who passed, congratulations. For those who didn't, don't give up! Getting that certification is something to work for.

Now that the holidays are over, it's time to look to the year ahead. Spring Conference is coming up soon. If you need the skills to become super competent in order to meet all the new demands placed on you and your work team, come to [Spring Conference March 6 -9](#). You'll leave with six keys for performing at your productive best to be a peak performer and achieve breakthrough results.

On Sunday we're offering an optional, interactive technology workshop with Gini Courter. Conference attendees can take advantage of an additional one-day technology training opportunity. It's for intermediate users of Office 2007 and 2010. You'll learn the latest tips, tricks, and applications that will cut your work time, increase your output, and send your productivity through the roof. If you sign up for the workshop, you're automatically registered for the chance to win an iPad. So come early, see the sights in Tampa and immerse yourself in Microsoft Office aimed at your level of proficiency. I'll see you at Spring Conference. [Register today!](#)

I want to remind everyone of a few deadlines coming up in the next few weeks.

January 15: Deadline for IAAP BOD and RTF Trustee nominations

February 1: Deadline for IAAP committees and RTFC candidate forms returned

February 1: Deadline for proposed bylaws amendments submission.

February 1: Deadline for Avery Great Results Chapter and Division Achievement Awards (don't know when the form is officially updated and ready)

Happy New Year everyone!

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



Holiday Fun Stuff Answers

Here are the answers to the Christmas Carol pictograph.

Don't kick yourself once you see the answer and realize how obvious it was!



1. Jingle Bells
2. Walking in a Winter Wonderland
3. Santa Claus is Coming to Town
4. Joy to the World
5. Rudolph the Red Nosed Reindeer
6. O' Come All Ye Faithful
7. I'm Dreaming of a White Christmas
8. Oh, Christmas Tree
9. What Child is This?
10. We Three Kings
11. Deck the Halls
12. I Saw Three Ships Come Sailing In
13. O' Holy Night
14. Noel
15. Away In a Manger
16. The Twelve Days of Christmas
17. I Saw Mommy Kissing Santa Claus
18. All I Want For Christmas is My Two Front Teeth
19. Chestnuts Roasting on an Open Fire
20. It Came Upon a Midnight Clear
21. Let it Snow, Let it Snow, Let it Snow!
22. Silent Night
23. O' Little Town of Bethlehem
24. Silver Bells

Fun Stuff

WEATHER

Can you find the weather words in the box? They may be horizontal, vertical, diagonal, forwards or backwards.

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

BLIZZARD	FOG	OVERCAST
BREEZE	FREEZING	PRECIPITATION
CHINOOK	FROST	RAIN
CIRROCUMULUS	HAIL	SHOWER
CIRROSTRATUS	HARMATTAN	SIROCCO
CIRRUS	HEATWAVE	SLEET
CLOUDY	HOT	SLUSH
COLD	HUMID	SNOW
CUMULONIMBUS	HURRICANE	STORM
CUMULUS	LIGHTNING	STRATUS
CYCLONE	MILD	SUNSHINE
DOLDRUMS	MIST	THUNDER
DRIZZLE	MISTRAL	TORNADO
DRY	MONSOON	TYPHOON
FAIR	NIMBUS	WIND
		ZEPHYR