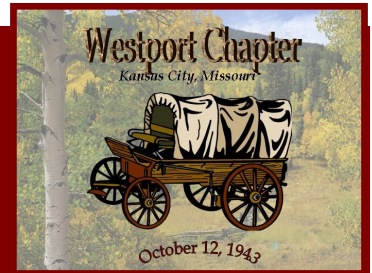




Westport Wheel

August 2011



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.

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Schedule of Events

September 13, 2011
"Managing Up"
Lavetta Taylor, City of Fountains
 5:00 pm Networking; 5:30 pm
 Dinner; 6:00 pm Meeting
 MARC Offices

October 9-12, 2011
 Fall Conference
 San Diego, CA

2011/2012 Board of Directors

President: *Crystal L. Thomas CPS/CAP*
 Treasurer: *Pamela K. Creasman CPS/CAP*
 Secretary: *Lillian Walker CPS/CAP*

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Committees

Bylaws & Standing Rules: *Crystal L. Thomas CPS/CAP*
 Membership/Sunshine Committee: *Pamela K. Creasman CPS/CAP*
 Newsletter: *Sandra W. Price CAP*
 RTF/R&E: *Janice Chronister CPS*
 Ways & Means: *Alicia Anderson*
 Website: *Crystal L. Thomas CPS/CAP*

A Word from the President

Well the 2011 IAAP International Convention and Education Conference is over and in the words of Clinton Kelly, it was Freaking Fabulous! From the opening business session, to Clinton Kelly and Sam Glenn, both fabulous keynote speakers, to the Evening of Welcome and the educational sessions, it was great.

The Evening of Welcome with the Royal Canadian Mounties taking photos with everyone to the DJ's to "Bruce" the Dancing Mounty Moose, the Evening of Welcome was one that I will remember for a long time. Since the Evening of Welcome ended early this year to allow members to go to dinner, we ventured out to Chinatown, which was around the corner from the Palais de Congres. The outside of the building was a little suspect, as one side lead to an upstairs Massage Parlor, but the food was delicious, and my dinner companions were wonderful.



Clinton Kelly signing a book.

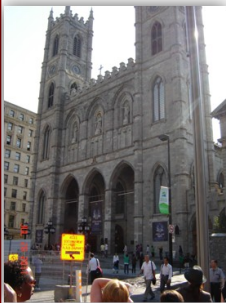
Clinton Kelly, of TLC's "What Not to Wear," outlined the top ten style mistakes that most of us make, such as wearing pants with elastic waists, comfortable but ugly shoes, going monochromatic in our wardrobes, and various other fashion faux pas. After his hilarious tips, he got a few willing volunteers on stage and they let him critique their outfits, all three ladies had a marvelous time and were good sports. Clinton signed books afterward and gave more style tips; Clinton said that he loved my blouse by the way.



Sam Glenn gave us all a "Kick in the Attitude" with his funny stories of seeing the lighter side of life in all situations. The chalk mural that Sam did was auctioned for \$4,000, which will go towards the R&E's EFAM Scholarship Fund. By the way, if you are ever in a hotel and someone claiming to be from the front desk calls you and asks you to flush the toilet at 7 am and then call the front desk to let them know what happens, DON'T DO IT! It could be Sam!

The Final Night Banquet was a bit of a culinary adventure. The first course was an appetizer, Moussiline of Wild Boar, um, yeah. Most were commenting that it looked more like a poor and ghastly imitation of Spam. The rest of the dinner was good; the Wild Mushroom and Spinach soup was delish! Too bad we couldn't get seconds.

Tamara Goodall, CPS/CAP, was installed as IAAP International President for 2011-2012, and was introduced in a funny and heartfelt speech by her husband Mark. Missouri Division's very own Antoinette Smith, CPS/CAP, was elected to another term as International Secretary. The theme for IAAP this year is "Making The Leap To Remarkable." Making the leap shouldn't be too hard; I already think that we, as a whole are a pretty remarkable group.



Notre Dame Basilica in Montreal.

I want to give a special thank you to Janice Chronister, my roomie for the last three EFAMs that I have attended. Janice is wonderful to travel with, has a great sense of humor (ask her about the men's underwear she found in our hotel room), not once did she get flustered with all of our travel delays on Friday and Saturday (try spending two days in the same clothes, in three different airports and see how well you hold up) and best of all, she used the bathroom first in the mornings so that I could sleep. Alas, I fear that this will be Janice's last EFAM for Mid West Public Risk, since she received a promotion to Facilities Manager (yea Janice!), and her supervisor wants her to attend more facilities management centered events. So I am in the market for a new roomie for Grapevine in 2012.



Janice Chronister and Terry Anderson with Moose the Mounty.

Well, down to earth and back to Kansas City. Is it August already? It seems like it was just January, time flies, tempest fugit, whatever. Speaking of time flying, the Missouri Division Leadership Conference in Columbia, on August 13, this should be interesting and fun. I can't wait to see what Mary Madick has up her sleeve!

Making the Leap Together!



Crystal L. Thomas CPS/CAP
Westport Chapter President 2011-2012

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Would You Endure a Bad Boss?

It's often said that the people you work with can make or break a job, but could you tolerate a bad manager? In a [survey](#) by OfficeTeam, 46 percent of employees said they've worked for an unreasonable boss. Of those individuals, 59 percent said they stayed put and either tried to deal with the issue or suffered through the torment.

What can you do if you have a difficult boss? Following are different types of challenging bosses and how you might handle each one:

- **The micromanager** has trouble delegating tasks. This boss looks over your shoulder to make sure you complete a project *exactly* as told.

Coping strategy: Trust is usually the issue here, so make sure you build it. Meet all deadlines, pay attention to details and keep your supervisor apprised of all the steps you've taken to ensure quality work.

- **The poor communicator** provides little or no direction. Your assignments often have to be completed at the last minute or redone because goals and deadlines weren't clearly explained.

Coping strategy: At the outset of a project, ask for any information your boss has not yet provided. Diplomatically point out that it's critical to have these details up front to ensure you meet his or her expectations. Seek clarification when confused and arrange regular check-ins.

- **The bully** wants to do things his or her way, or no way at all. Bosses like this also tend to be gruff with others and easily frustrated.

Coping strategy: Stand up for yourself. The next time your supervisor shoots down your proposal, for example, calmly explain your rationale. Often, this type of manager will relent when presented with a voice of reason.

- **The saboteur** undermines the efforts of others and rarely recognizes individuals for a job well done. This supervisor takes credit for employees' ideas but places blame on others when projects go awry.

Coping strategy: Your job is to make your manager look good, but not at the expense of your own career advancement. Ensure your contributions are visible to others, including those above your boss in the organization, if possible. Keep track of your past projects and all communication with your supervisor, in case you ever need to defend your work ethic to senior management.

- **The mixed bag** is always a surprise. This manager's moods are unpredictable: He or she may confide in you one day and turn a cold shoulder the next.

Coping strategy: Try not to take this kind of disposition personally. Stay calm and composed. When this supervisor is on edge, try to limit communication to urgent matters.

You're likely to encounter various [work styles](#) during your career. By making an effort to understand each other, even people with different work styles can coexist in a productive and peaceful workplace.

OfficeTeam is the world's leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has more than 315 locations worldwide, and offers online job search services at www.officeteam.com.

International President's Message

Wow! I'm still recovering from my time in Montreal. I'm sure those of you who attended are doing the same thing. At EFAM we're up early and go to bed late with activities packed in every hour of the day. I enjoyed something different about this year...no, I'm not talking about giving the incoming president's speech, although I did enjoy that. I'm thinking of my husband, Mark, who joined me for EFAM for the first time this year. This was also the first time he'd ever spoken to a crowd that big. Last month held a lot of firsts for the Goodall family.

Now I'm home and back at work at the West Virginia Hospital Association, gearing up for our own conference. In my day job I work for an association and I help get everything organized for our annual conference so I know how much work goes into it. Thanks to everyone who helped this year—staff and all the volunteers! Connecting with members is always a highlight of every EFAM. I'm already thinking about EFAM 2012 in Grapevine.

It's official! We're Making the Leap to Remarkable. If you need the international theme logo, we have one for you. Just visit the web community and go to the [International Library](#). It's in the "Logos" folder.

Since this is the beginning of a new IAAP year, it's a good time for leaders in the association to review the [IAAP Process Plan](#). It's a fluid document, something we review and update every year. If you haven't read it already, or if it's been a while, take a few minutes to look it over. You may get a fresh understanding about our Leap to Remarkable.

Congratulations go out to everyone that participated in last year's Pathways to Excellence program. I'm excited to see the numbers up this year. Good job to everyone that participated. Here are the final tallies for 2010-2011:

- Members of Excellence – 1,602 up from 1,488 last year
- Chapters of Excellence – 212 up from 199
- Divisions of Excellence – 25 up from 20

To complete the year, audits on submissions need to be done. Those who are randomly chosen for an audit will be notified by August 15 and you will have until August 31 to return program verification to the auditors. If you are chosen, all the information on procedures will be spelled out for you so you'll know exactly what to do.

[Fall Conference](#) registration is open and filling up fast. This is our final Fall Conference and it's going to be an excellent one in beautiful San Diego. Join us Oct. 9-12 at **Fall Forward: Hot Topics for Tomorrow's Workplace**. You can also sign up for an optional Sunday workshop from Annette Marquis of TRIAD Consulting. Learn the latest in Microsoft Office, Google apps and how to combine the two for expert proficiency.

Thank you for making the leap to serve as an IAAP leader this year. As leaders, you are helping to shape the future of IAAP. Let's do it together this year by Making the Leap to Remarkable.



[Register today!](#)

Tamra Goodall, CPS/CAP
International President

Chapter of Excellence

Revised Criteria as of July 1, 2011. Note that all of the 8, newly revised, Chapter of Excellence Criteria are mandatory and must be earned to become a Chapter of Excellence.

1. Chapter submits annual meeting calendar with education and/or training topics to the members with a copy to the division by October 1.
2. Chapter submits budget and annual financial review/audit report to the members with a copy to the division by December 31.
3. Chapter holds at least one Membership Drive between July 1 and May 31. Chapter submits completed Membership Drive Evaluation form to the division by June 1.
4. Chapter holds at least one New Member Orientation between July 1 and June 25. (New members in attendance must have joined IAAP within the current IAAP fiscal year.) Chapter submits New Member Orientation Evaluation form to the division by June 25.
5. Chapter develops and updates business plan. Chapter submits business plan to members with a copy to the division by April 30.
6. Chapter sends a delegate or submits a proxy (if allowed by division bylaws) to the Division Annual meeting held in the current IAAP fiscal year.
7. Chapter sends a delegate or submits a proxy to the International Education Forum and Annual Meeting held in the current IAAP fiscal year.
8. As of June 30, at least 7% of the chapter members (minimum of 2 members) qualify for Member of Excellence.



Member of Excellence

Revised Criteria as of July 1, 2011. A Member of Excellence will attain a minimum of 8 of the following 11 criteria.

1. Hold a current IAAP Certification (i.e. CAP as prescribed by the new curriculum).
2. Download the Member of Excellence Commitment form; sign and date the form.
3. Actively participate in the IAAP web community forum discussions or write an article (minimum 200 words), and have it published in an IAAP publication (chapter, division, or international level). Recommending another author's article does not qualify.
4. Attend at least one professional educational workshop, seminar or conference (at least 60 minutes in length) and provide a short paragraph on how the training relates to your job or your role in IAAP. It can be an IAAP or non-IAAP workshop, seminar, or conference; however, it cannot be included in your calculations to meeting the requirement of criterion #9.
5. Hold a degree, certificate or equivalent (a minimum of one year in length) from an accredited college or university or hold a Microsoft certification.
6. Pay membership dues on or before anniversary date. This criterion is a mandatory requirement. This mandatory requirement will be waived in the case of new members joining IAAP in the current IAAP fiscal year who want to work towards becoming a Member of Excellence.
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 at least 60 minutes in length. (Note that the presentation does not need to qualify for recertification points).
9. Attend a minimum of eight (8) IAAP chapter, division or international sponsored meetings, programs or events (any combination). These meetings, programs, or events cannot include an event used to meet the requirements of criterion #4.
10. Recruit at least one new member.
11. Integrate IAAP membership and involvement into annual performance plan or review.

Westport Chapter



Meeting Notice

Tuesday, September 13, 2011

“Managing Up”

LaVetta Taylor

City of Fountains Chapter

Recertification Points offered

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

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

Menu

Herb Roasted Pork Loin
Mixed Vegetables, Mashed Potatoes & Gravy, Rolls
Black Forest Cake

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.)

Dinner RSVPs are due to Crystal Thomas by 11 am, Monday, September 12th

Please email CrystalThomasCPS_CAP@yahoo.com - or - call **816.329-3278**

Call with any special diet needs.



Missouri Division

Member Profile—Darlene Brenson-Hughes



Darlene earned an AA degree in Liberal Arts at Bakersfield College, and is currently working toward a BS in Healthcare Services at Avila University. She is an Administrative Assistant III at Children's Mercy Hospital and Clinics, where she has been employed for the past three years. She previously worked for Truman Medical Center in Kansas City, MO.

When asked what her job would be if she were not an administrative professional, she stated Real Estate Property Tax Billing. She said "I worked as a Customer Service Supervisor billing property taxes. I really loved learning about land values, liens, etc."

Darlene was born and raised in Kansas City, MO, where she eventually met and married Theodore G. Hughes IV. They have three children—Eboni, Nicole and Taylor—and three grandchildren—Atiba, Jordan and Jaylon. She said her favorite vacation spot is "anywhere my grandchildren reside." She has also visited Mexico, Cayman Islands and Jamaica.

Darlene's favorite food is seafood, especially crab legs. Other than spending time with her grandchildren, she loves knitting, crocheting, and baking desserts. Hmm—perhaps we can entice her to bring a sample to the September chapter meeting?

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>

First, have a definite, clear practical ideal; a goal, an objective. Second, have the necessary means to achieve your ends; wisdom, money, materials, and methods. Third, adjust all your means to that end.

Aristotle



Exercise for Your Brain

SYLLACROSTIC

Fill in the answers to the clues by selecting the correct syllables from the list below. Each syllable can only be used once and the number of syllables to be used is shown in brackets. When the correct words are filled in, the first and last letters reading down will reveal a proverb.

A, BI, BU, CI, COM, GE, IG, LI, LOUS, ME, MI, NE, NE, NI, NORE, ORB, PASS, RE, SIS, TAL.

1. Disregard _____ (2)
2. Third sign of the zodiac _____ (3)
3. Bane _____ (3)
4. Globe _____ (1)
5. Performance _____ (3)
6. Legal excuse _____ (3)
7. Lacking in definition _____ (3)
8. Navigational instrument _____ (2)

SUDOKU (Medium)

	7				8		
			2		4		
		6				3	
			5				6
9		8			2		4
	5			3		9	
		2		8			6
	6		9			7	1
4					3		

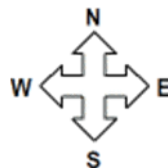
ALPHA-GRIDDLE

Use your compass directions to find the correct locations for the missing letters of the alphabet. When you have completed the grid, see if you can discover the hidden city, country, river or mountain.

Note: North or south means any location along the same column. East or west means any location along the same row.

Directions:

- A is south of E: D is south of V
- B is north of T and west of E
- C is west of Y and south of G
- E is west of S and south of J
- F is west of O: G is east of P
- H is east of J and north of O
- I is east of U: W is east of B
- L is south of B: M is north of Y
- N is north of U: O is east of A
- P is north of T: Q is west of V
- R is west of C: Z is north of F
- S is east of V and north of I
- K is south of J and east of T
- Y is east of T and south of V



		J			
					V
	T				
				U	