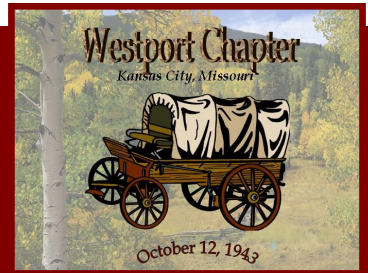




International Association of
Administrative Professionals®

Westport Wheel

October 2011



Missouri Division



Chapter
of Excellence

2010-2011

Inside This Issue

November Meeting Notice	2
A Word From the President	3
International President's Message	4
Executive Night Highlights	5
"The seeds of solution..." by Jim Witt	6
"Grace Under Fire..." By Office Team	7
Secure Your Wireless Network	7
Member's Profile	8
Exercise for Your Brain	9
Contact Information	10

Schedule of Events

November 8, 2011
Harvesters
5:00 pm Networking; 5:30 pm Dinner;
6:00 pm Program
MARC Offices



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, 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: *Sandy Price, CAP*

RTF/R&E: *Janice Chronister, CPS*

Ways & Means: *Alicia Anderson*

Website: *Crystal L. Thomas, CPS/CAP*



Westport Chapter



Meeting Notice

Tuesday, November 8, 2011

Alicia Bertino,
Community Outreach Coordinator

Please bring canned food donations to be collected by Harvesters
for distribution from the food bank.

5:00 pm Networking; 5:30 pm Dinner; 6:00 pm Program;
7:00 pm *Business Meeting (for Westport Chapter Members)*
Dinner: \$15 (*First time attending non-members and guests, no charge*)

Menu

Lasagna; Garden Salad; Rolls;
Gourmet Cookies and Brownies

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.)
After 5:15 pm call 816.589.1621 or 816.810.0976 for entrance to building.

Dinner RSVPs are due to Crystal Thomas by 11 am, Monday, November 7th.
Please email CrystalThomasCPS_CAP@yahoo.com or call **816.329-3278**
Call with any special diet needs.





A Word from the President



Is it fall already?! What happened to summer? I could have sworn that I just got back from EFAM in Montreal! Well, I guess it would help if I put the suitcases back in the laundry room? I'll get to it before Christmas. Maybe.

It must be fall; I received a letter of Congratulations from the Missouri Division Board on the occasion of Westport's 68th Anniversary. Do you realize that people born on the same day that Westport was chartered are retired or considering retiring? Can you believe it has been 68 years since a group of women got together and formed the Westport Chapter of IAAP? Of course back then it was called National Secretaries Association and it was more social than professional.

Think of all the changes that have happened since then. In 1943 World War II was still raging in Europe. In fact, on October 12, 1943, the Battle of Lenino, Russia took place, the US was still rationing out goods and supplies that we take for granted today like leather, rubber, sugar, butter and gasoline, which by the way was ten cents a gallon. Everything was done by hand, and penmanship counted since very few offices had typewriters. They were made from metal, which was needed for the war effort, and the US government had first pick of typewriters that were available. There were only a few computers, they were huge, used vacuum tubes and took weeks to program for one function, a far cry from today's tablets and iPads. The only education available was maybe a six to eight week course at a Business College or Secretarial School; the rest was on the job training. No "Options Training" or webcasts back then; basically, you were on your own.

For better or worse, the world is all about change. Think back to when you started your career. Conference calls were just becoming the norm, as with desk top computers. And as for the World Wide Web or the internet, only those inside the burgeoning world of computers knew what that meant. Only 10 years ago the laptop and cell phones that were razor thin with a sliding touch screen that could take pictures were the must have tech gadgets. Now it's the iPad2, iPhone 4S, and music players no bigger than the palm of your hand that not only plays music but videos as well, from the internet at that!

Luckily, we belong to an organization that embraces and encourages change with education and leadership opportunities that you may not find elsewhere. Even though we have come a long way in the 68 years since Westport was founded in 1943 and in the 69 years since IAAP was founded in 1942, we as administrative professionals still have a ways to go.



Making The Leap to Remarkable together!

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



International President's Message



This year, National Boss Day is Monday, October 17. Encourage your chapter and division members to take their copy of OfficePro magazine and hand it to their managers and executives this month. The October edition is the Executive Edition and it's full of articles targeted at managers. Take the initiative to introduce him or her to OfficePro and IAAP.

It's hard to believe that this weekend is Fall Conference in San Diego. It doesn't seem possible that nearly three months have passed since Education Forum and Annual Meeting in Montreal. Time seems to move more quickly the older I get and I know I'm going to blink and it's going to be time for another EFAM. I visited our Grapevine venue last month and am still in awe over the excellent location and facilities. It's true—everything is bigger in Texas! I saw firsthand that we have a great headquarters staff and a committed Grapevine host committee elbow deep into plans to make the 2012 EFAM the best yet. Mark your calendar now for [EFAM 2012](#), July 22-25.

Have you heard the news? The Research and Educational Foundation has announced the timeframe in which to submit applications for scholarships for the 2012 EFAM. The program helps cover the cost of attendance for temporarily unemployed admins or those who have never been to EFAM before. This effort is part of the foundation's commitment to helping admins reach and maintain their professional edge. The call for scholarship applications opened on October 1 and they will be accepted through January 31, 2012. You can read all about it on the IAAP website's new [R&E section](#). There you'll find information, applications, a PowerPoint on the R&E and more.

I'm very excited to see the R&E stepping up to help admins with their careers. It's in line with our IAAP mission, which is to enhance the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development. The R&E can help grow careers through your generous, tax-deductible donations. Read about how you can give on the [website](#).

The leaves are turning in West Virginia. I love this time of year, and not just for the sports. I have a beautiful drive to work. Fall doesn't just mean football and hot cider. It's also the time to be thinking of leadership in the 2012-2013 IAAP year. If you're thinking of running for an international office, the Committee on Nominations has put out a [call for nominations](#). Make sure you're signed into the web community before trying to access the documents. The remaining months of 2011 will move quickly. Don't put off getting your forms completed and mailed in before the deadline.

In the words of Stanley Horowitz, "Winter is an etching, spring a watercolor, summer an oil painting and autumn a mosaic of them all."

Wishing you all a remarkable fall season.

Tamra Goodall, CPS/CAP
International President





Executive Night

Melissa Valenzuela, a staffing manager for Office Team, was our speaker for Executive Night on Tuesday, October 11, 2011. The program she presented, *"Fitting In, Standing Out and Building Remarkable Work Teams,"* was very informative and interactive. Some of the topics Melissa covered for our visiting executives were creating an appealing work environment, training and development opportunities for administrative staff, and how to motivate and recognize administrative teams.

Thank you to the visiting executives who took time out of their busy schedules to attend this meeting – Sandra Campbell, Manager, Tech and Admin Support (guest of Chrystal Thomas, CPS/CAP), Michelle Dinsmore, Director of Visual Merchandizing at Hallmark (guest of Pamela Creaseman, CPS/CAP), and Bob Hooten, North America Technical Services Manager at FMC Corporation (guest of Sandy Price, CAP).

We also had two additional visitors – Deb Chapman and Toni Hall, both from Burns and McDonnell Engineering. We hope that they are considering joining the Westport Chapter.



Speaker: Melissa Valenzuela, Office Team



Speaker: Melissa Valenzuela, Office Team staffing manager



L-R—Melissa Valenzuela; Deb Chapman; Toni Hall; Lillian Walker, CPS/CAP, chapter secretary; Terry Anderson, CAP, MODIV president elect



L-R—Sandra Campbell, Manager, Tech & Admin Support (Crystal's executive guest); Crystal Thomas, CPS/CAP, chapter president



L-R—Deb Chapman and Toni Hall (prospective new members)



L-R—Pamela Creasman, CPS/CAP, chapter treasurer; Michelle Dinsmore, Director of Visual Merchandizing at Hallmark (Pamela's executive guest); Bob Hooten, North America Technical Services Manager at FMC Corp (executive guest of Sandy Price, CAP)



L-R—Janice Chronister, CPS; Mary Madick, CPS/CAP, MODIV president



The seeds of solution are found inside our problems: Let's get to farming

By Jim Whitt

I have good news and bad news. First the bad news - a sampling of recent online headlines:

- 46.2 million Americans are now poor...
- 22% of children in poverty...
- Dramatic drop in median income...
- Likely to worsen...
- ABBAS: Palestinians want full UN membership...
- Netanyahu set for UN showdown...
- Anti-Israel subway signs in NYC spark religious war of words...
- Bloomberg warns of riots



Our world is in a state of disruption. Our nation is in a state of disruption.

Business is in a state of disruption. Marc Andreessen wrote a Wall Street Journal essay under the ominous sounding title *Why Software Is Eating The World*: "More and more major businesses and industries are being run on software and delivered as online services-from movies to agriculture to national defense. Many of the winners are Silicon Valley-style entrepreneurial technology companies that are invading and overturning established industry structures. Over the next 10 years, I expect many more industries to be disrupted by software, with new world-beating Silicon Valley companies doing the disruption in more cases than not."

It's not really new technology that is disrupting, it's just the *new*. Anything new is a disruption. And we human beings hate disruptions. We like status quo. We like comfort. We like stability. We like predictability. We like established structures. And that's precisely why we're in the mess we're in. Our established structures are failing miserably.

According to the World Economic Forum, the United States has fallen from having the world's most competitive economy in 2008 to having the fifth most competitive economy in 2011. Why? The forum cited weaknesses such as rising government debt, declining public faith in political leaders and corporate ethics. There is no way to sugar coat it. If you don't think we have serious problems you are either dead or delusional.

Now, here's the good news. "Every problem has in it the seeds of its own solution," wrote Norman Vincent Peale. "If you don't have any problems, you don't get any seeds." Think of problems as seed pods. Disruption takes its meaning from the word rupture, which means to burst or break. To get the seed the pods have to be ruptured. Soil has to be disrupted in order to plant the seed. Our established structures - business, government, you name it - are being disrupted. And that's a good thing. It's the way we find the solutions to our problems.

Mr. Andreessen wrote about how new technology is disrupting our lives. But I also found seeds of solution in his essay: "Six decades into the computer revolution, four decades since the invention of the microprocessor, and two decades into the rise of the modern Internet, all of the technology required to transform industries through software finally works and can be widely delivered at global scale."

It was Thomas Jefferson who famously wrote, "I hold it that a little rebellion now and then is a good thing, and as necessary in the political world as storms in the physical." Jefferson's statement is true not only of politics but of everything. The computer revolution was a *necessary* disruption. It is enabling a global technological transformation to take place.

We tend to think of technology as computers and software. But according to Wikipedia, "Technology is the making, usage and knowledge of tools, techniques, crafts, systems or methods of organization in order to solve a problem or serve some *purpose*." Our problems contain the seeds of their solution - but we need new methods of farming.

We will not solve the problems we face in business and government with yesterday's solutions. We need more disruption not less. We have to introduce new technologies (the making, usage and knowledge of tools, techniques, crafts, systems or methods of organization), disrupt the status quo (crack the pods) and find solutions (the seed).

Take another look at the headlines. The world is in a state of disruption. We have a lot of problems. That means we have a lot of seed. It's time to fire up the tractor. We have a lot of farming to do.



OFFICETEAM®

Specialized Administrative Staffing

A Robert Half Company

Grace Under Fire: How to Handle High-Pressure Situations

While a certain amount of on-the-job pressure is unavoidable, an extra project, seasonal rush or general rise in workload can catch anyone off guard and add strain to an already-hecktic schedule. Too much stress can decrease job satisfaction and even lead to burnout.

What may surprise some is a survey by our company, which revealed that nearly three-quarters (74 percent) of employees polled said they perform as well or better than normal in high-pressure situations. Still many people under pressure tend toward “flight” rather than “fight.” If you’re of the “flight” variety, or even if you feel you could handle your stressful work situations better, the following guidelines should provide some help to ensure you make the most of crunch time:

- **Take a breather.** If you’re under the gun, step back before you react. Yes, it’s easier said than done, but you’ll need to calmly and quickly assess the situation and come up with an action plan before you pull the trigger.
- **Collaborate.** Seek input from colleagues. When you’re confronted with a difficult or unknown situation, ask their opinion of the best course of action. If the pressure you’re facing is the result of project overload, identify tasks that can be delegated to another member of the group.
- **Stick to the plan.** Direct your energy toward situations where you can affect the outcome. Don’t spend time worrying about what you cannot change.
- **Prioritize.** Focus your efforts on activities directly linked to your most immediate objectives. Lower-priority tasks and those with deadlines farther out can be handled later.
- **Ramp up.** Use downtime in between busy periods to prepare for the next workload peak so you can work as efficiently as possible. Organize your files and determine what types of resources you might need.

Pressure situations can bring out the best or worst in people, depending on their level of preparation. By being organized and following some key tips outlined here, it’s possible to navigate stressful work situations with greater ease. Whether you’re trying to meet a tight deadline or faced with a sudden surge of work, demonstrating grace under fire will help you perform better and show your value to your employer.

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.

5 Reasons to Secure Your Wireless Network



Heck, how many reasons do you need? So much vital data is riding on today’s wireless nets, after all. But here, in case you need a full list, are plenty of things to think about:

1. **You’ll get more bandwidth.** Your total bandwidth use rises when freeloaders use your network. As there is only a certain amount of total bandwidth that you’re allotted, it’s important to keep it under control to maximize your speeds.
2. **Your router will love you.** Beyond the bandwidth issues noted above, keep in mind that even the best wireless routers have limitations. If more people are accessing the router, it’s more likely to overload, slow down, require hard resets, and be generally problematic.
3. **Duh: Your files will be safer.** Savvy hackers can easily access other devices and computers on the network if you haven’t secured your wireless network. This means, among other things, that private documents, pictures, and files will be vulnerable.
4. **You won’t be locked out.** If you don’t set a password for your network, anyone else can. If you haven’t gone through a setup, set an administrator username and password, and so forth, then anyone who taps into your network can go into your control panel and lock you out of your own network!
5. **Stop supporting criminals.** That’s right: If other people are accessing your wireless network, you have no control over what they’re doing. Every foul thing that can happen on the Internet, ranging from music pirating to pornography to illegal gambling, may be facilitated by your unsecured network. Naturally, there are legal liability issues that you will have to face if these activities are traced to your IP address.

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Member Profile— Pamela Creaseman, CPS/CAP

Where Employed/How Long
Hallmark Cards, Inc., 12
years

Current Position

Administrative Assistant II

Previous Companies Where

Employed (in the KC area only) National
Association of Insurance Commissioners; Morrison
& Hecker Law Firm; NCAA; Corporate Technology,
Inc.; Panhandle Eastern Pipeline Company

College Education Johnson County Community
College, Associate of Arts Business Degree

CPS and/or CAP; When Certified CPS – May 1997; CAP
– May 2001; Recertified 2006 and 2011

**If You Were Not an Administrative Professional, What
Would Your Job Be?** When I was growing up, I
always wanted to be a meteorologist.

Birthdate/Birthplace Humboldt, Nebraska

Family Husband, Rick; Children – Tony, Matt, Andy,
Danielle; Grandchildren – Chloe, Deacon, Manny,
Devon, Kayley, Justus, Aidan, Colton, Harper

Favorite Vacation Spot Hawaii and Branson. Recently
took a train trip to California and Oregon.

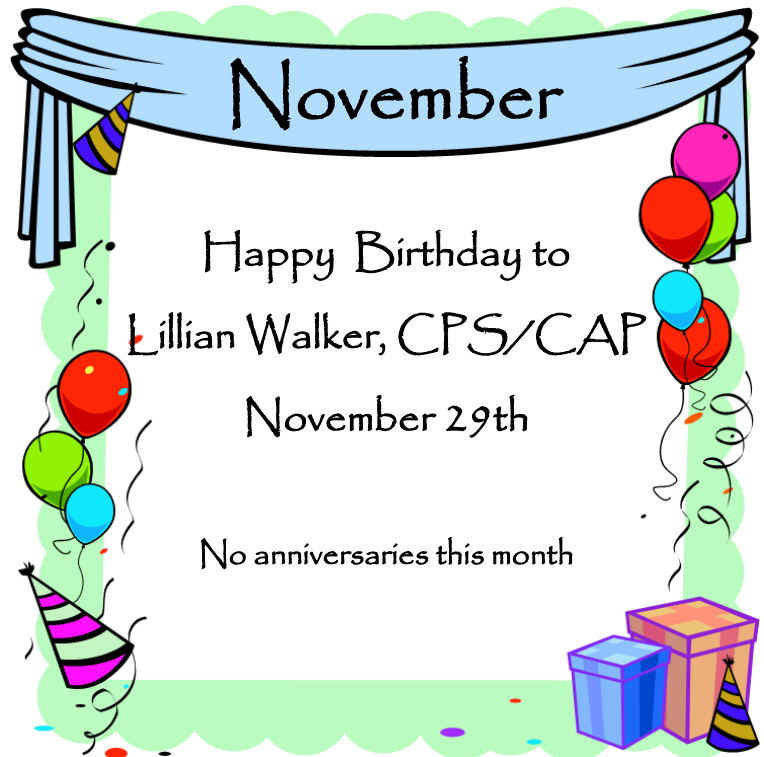
Other Countries Visited Toronto, Canada

Favorite Foods Steak, Mexican, Italian, Chinese,
Chocolate

Favorite TV Shows TLC, GSN and HGN channels, The
Office, Mike and Molly

Something Unique About Your Life I was born on my
maternal grandmother's birthday and we shared
our birthdays through my 21st year and her 88th
year. I have moved 24 times in my life and have
lived in 9 different communities, and am not an
"army brat" nor a "preacher's kid."

Hobbies/Things That You Enjoy Flower gardening,
cooking new recipes, swimming, walking,
participating in 5K and 10K races, working out at
the gym, listening to contemporary Christian
music, singing in the choir at church and the gospel
choir at work.



Reminder...

The time will "fall back" one hour on
Sunday, November 6.

Solutions CRYPTO-QUOTES 01

1. THE MAN WHO MOVES A MOUNTAIN BEGINS BY CARRYING AWAY SMALL STONES.

CONFUCIUS

ABCDEFGHIJKLMN OPQRSTUVWXYZ
JHXIQOPSWZMEBVKRNAUCDYLGTF

2. ALL HUMAN ACTIONS HAVE ONE OR MORE OF THESE SEVEN CAUSES: CHANCE, NATURE, COMPULSION, HABIT, REASON, PASSION AND DESIRE.

ARISTOTLE

ABCDEFGHIJKLMN OPQRSTUVWXYZ
FPTNSBAZMVJKWQEULHCRIXOGDY

3. SELFISHNESS IS NOT LIVING AS ONE WISHES TO LIVE, IT IS ASKING OTHERS TO LIVE AS ONE WISHES TO LIVE.

OSCAR WILDE

ABCDEFGHIJKLMN OPQRSTUVWXYZ
GKAFMNZSQOPBLVIUCXYDTWHJRE

4. I DONT KNOW HALF OF YOU HALF AS WELL AS I SHOULD LIKE; AND I LIKE LESS THAN HALF OF YOU HALF AS WELL AS YOU DESERVE.

J.R.R. TOLKIEN. (THE FELLOWSHIP OF THE RING)

ABCDEFGHIJKLMN OPQRSTUVWXYZ
HZLVFXOGTSPYUDWNJQEBRAMCIK



Missouri Division



Exercise for Your Brain

Fright Night

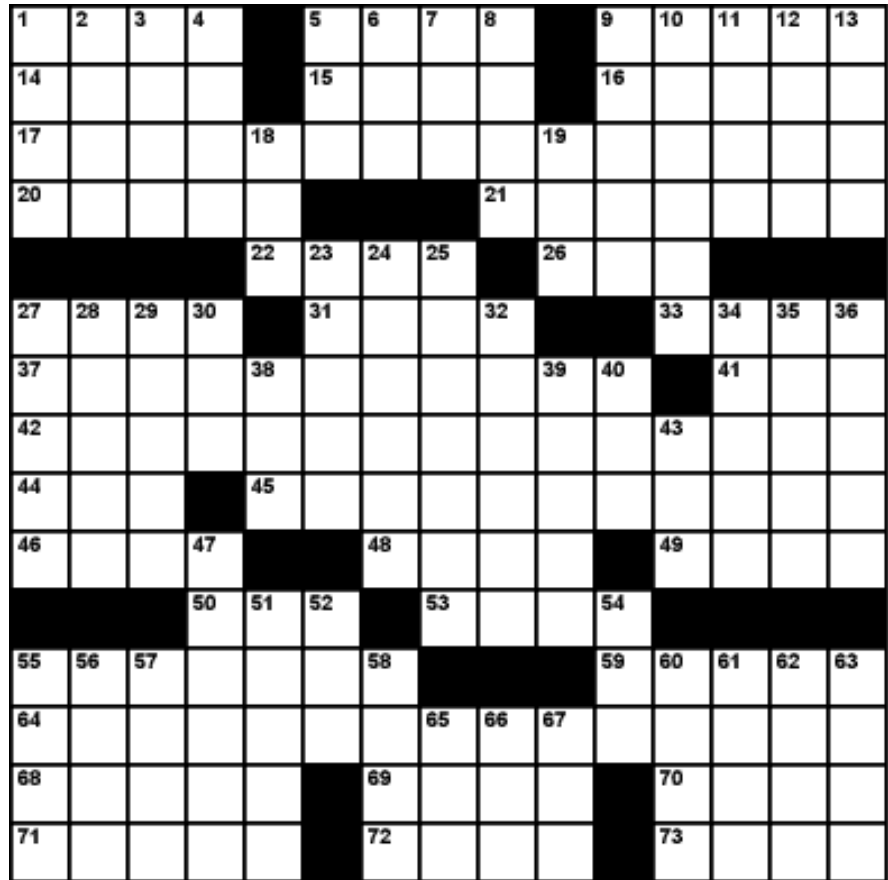
By Dave Fisher

Across

- 1. Float
- 5. Bills
- 9. Turkish title
- 14. New money
- 15. Cross letters
- 16. ___ Martin
- 17. Did a Halloween thing
- 20. Holy man
- 21. Repeat
- 22. Tom, Dick, or Harry, abbr.
- 26. Two or more periods
- 27. Cummerbund
- 31. What some turtles might do
- 33. Jazz great, Herbie
- 37. Aggressive foreign policy
- 41. Future fish
- 42. Did a Halloween thing
- 44. Put-on
- 45. Jack-o'-lanterns, for example
- 46. Wastage
- 48. Smart
- 49. Quarry
- 50. Shelley's shtick
- 53. Type of egg
- 55. Terra-cotta instrument
- 59. Japan's oldest city
- 64. Did a Halloween thing
- 68. Tiny bit of land
- 69. Lamented
- 70. Smack
- 71. Instructions to eraser-happy proofreaders
- 72. "Beetle Bailey" dog
- 73. Desires

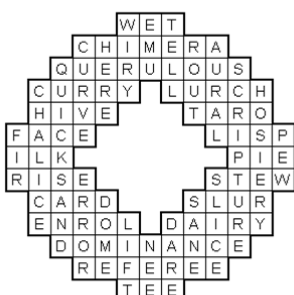
Down

- 1. Gets hitched
- 2. Halo
- 3. Barney's buddy
- 4. Reggae star Peter



- 5. Bow, e.g.
- 6. So-so connector
- 7. It may have been burnt in the 60s
- 8. Spanish ayes
- 9. Phone alternative
- 10. Buddhist retreat
- 11. Greek walkway
- 12. Parasite supporter
- 13. Stake
- 18. Adder's target
- 19. Got down
- 23. Playwright's device
- 24. Take rudely
- 25. Actor Rory, star of many westerns
- 27. Grass used for fiber
- 28. Exxon alternative
- 29. Dandy apparel?
- 30. With-it
- 32. South Dakota's capital
- 34. Passion
- 35. Peter of Herman's Hermits
- 36. Informative
- 38. Mississippi tributary
- 39. Gets a bug
- 40. Where Will Hunting washed floors
- 43. Tuck's partner
- 47. Frozen dessert
- 51. Gives up something
- 52. Last word in films
- 54. A spinner's delight
- 55. Geisha's girdles
- 56. Amount
- 57. ___-bodied
- 58. Jimi's hairstyle
- 60. Agile
- 61. Not windward
- 62. Eager
- 63. Demands
- 65. Not safe
- 66. Inactive, abbr.
- 67. Stir

Word-Wheel Solution 01



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Solutions CITY SEARCH – 01

- | | |
|--------------|--------------|
| SHANGHAI | MONTEVIDEO |
| MELBOURNE | BUENOS AIRES |
| PHILADELPHIA | ISTANBUL |
| MANILA | BEIJING |
| SANTIAGO | BUDAPEST |



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Missouri Division



2011/2012 Board of Directors

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