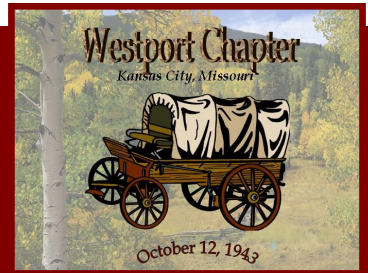




International Association of
Administrative Professionals®

Westport Wheel

September 2011



Inside This Issue

October Meeting Notice	2
A Word From the President	3
International President's Message	4
"An Attitude of Gratitude" by Dr. Susan Fenner	5
Ten Good Reasons to Attend Chapter Functions	6
Member Profile	7
Exercise for Your Brain	8

Schedule of Events

October 11, 2011
Executive Night
5:00 pm Networking; 5:30 pm
Dinner; 6:00 pm Program
MARC Offices

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

October 16, 2011
Bosses' Day
Patricia Haroski, a secretary from Deerfield, IL,
originated National Boss Day in 1958.

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*

#

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, October 11, 2011

Executive Night

“Fitting In, Standing Out and Building Remarkable Work Teams”

Melissa Valenzuela
Office Team

1 Recertification Point will be offered

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

Dinner: \$15 (*First time attending non-member guests and Executive/Managers, no charge*)

Menu

Chicken Cordon Bleu
Green Bean Casserole, Rice Pilaf, Rolls
Cherry Crisp

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, October 11.

Please email CrystalThomasCPS_CAP@yahoo.com or call **816.329.3278**

Call with any special diet needs.



A Word from the President



Fall will soon be upon us, September 23 according to the calendar. It seems like I just put away the heavy clothes in anticipation for summer. Funny how time flies when I'm not paying attention!

The Leadership Conference in Columbia, Missouri on Saturday, August 13 was informative and enlightening as always. The speakers that Madam President Mary Madick lined up were wonderful and hilarious (think Martin & Lewis in Fire Chief Uniforms). Liz Webb, CPS/CAP got us all to think about goals that we want to achieve this year as Chapter Officers. My main goal for 2011 is to get more Westport members to participate in the chapter. There are still quite a few committee chairs left open, which by the way is one of the criteria for Member of Excellence.

Dr. Fenner gave us all good ideas on how to market our chapters and recruit new members. International Secretary Antoinette Smith, CPS/CAP explained in more detail the Member of Excellence (MOE) and Chapter of Excellence (COE) programs. A few of the criteria for achieving MOE and COE have been changed, but I am happy to report that Westport is well on its way to achieving a second straight year for COE! The criterion for MOE isn't hard to obtain either. There are 11 criteria and you only need to meet 8 to be a MOE, and being a MOE also helps Westport, since at least 7% of the chapter's members have to qualify for MOE. Which also helps Missouri Division achieve Division of Excellence, since at least 20% of the Division chapters and 7% of the members must meet either COE or MOE.

One of the requirements for COE is to have our budget and annual financial review of the previous year in to Missouri Division by December 31, 2011. Basically the Audit Committee will need to meet and go over the Treasurer's reports, checkbook and notebook. I have served on this committee before and all it takes is one evening to go over everything and write a report. Terry Anderson, CAP and Sandy Price, CAP have volunteered to do the audit.

We have some exciting and informative programs coming up. This month, Lavetta Taylor, CPS/CAP, of the City of Fountains Chapter presented "Managing Up." October 11 is Westport's Executive Night, and we will have Office Team presenting, so don't forget to invite your supervisors. In November, Harvesters will do a presentation for us and collecting food donations, so remember to bring a few canned or boxed goods. Stay tuned for more info.

Making the Leap Together!

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



International President's Message



Have you been Making the Leap to Remarkable? It's hard to believe we're already a month into our new IAAP year. Consider filling your year with education and training to make this a truly remarkable year.

You can start by attending the final Fall Conference in beautiful San Diego. It's a must-attend conference: **Fall Forward: Hot Topics for Tomorrow's Workplace**. This year we're offering a one-day technology seminar with Annette Marquis of Triad Consulting. She's training on integrating Microsoft Office and Google Docs to make office productivity better than ever.

Since we're at the beginning of a new year, we have new leadership at the chapter and division level. To help you in your new roles, we've got a lot of great information and resources in the web community. Does your chapter need newsletter help? We've got an eGroup for that. Does your treasurer need support and resources? We've got an eGroup for that. A couple of new eGroups have been launched for the secretary and vice president positions. Consider joining in on these discussions, whether this is your next leap in leadership succession or this is a future leap for you as an up and coming leader, you can benefit from the information and best practices shared. Find out all about eGroups and how they can benefit you and your chapter in the **eGroup section** of the IAAP Web Community User's Guide.

Check out the IAAP International Library for the new membership booklets. These will help you with recruitment, retention, publicity and much more. They're easy to find. Go to the **IAAP Web Community** and click the "Resources" tab. Under that you'll see IAAP International Library. Click that and you'll see a list of folders. Choose "Membership Atlas Series Booklets" to find everything you need for a successful year.

Also in the web community are all the **Action-Direction documents**. Listed is Action-Direction from 2000 to 2011. Scroll down to the bottom and find the most current one.

With the new year comes the changes in our certification program and how we mark our designations. I've had many questions about when we change and how we change and what it means—WHEW—a lot of questions. Here's what will happen. Sometime after the November exams, the staff at headquarters will inform all of you when to change your designation, what to change it to and send along instructions. I do know that we will not be automatically issuing new certificates and plaques but you can order one if you desire. So, sit tight. In a few months we'll have the nuts and bolts information, including information about ordering.

I want to personally challenge all of you to be a part of making IAAP remarkable. It's a process and it starts with you. Soon, we'll send out a call for nominations for international office and for the RTF Trustees. Is it time for you to take the step and serve? Think about it. Below is a list of leadership action items and the dates these communications will be sent via email:

October 1: Call for Nominations for International Office and RTF Trustees. Instructions on the nomination process as well as the application forms will be sent to all division and chapter Officers and affiliate presidents.

October 15: Procedures for Submitting Bylaws and Standing Rules Amendments. Find instructions for submitting proposed amendments to the International Bylaws and Standing Rules to be considered at the Grapevine Annual Meeting in July, 2012.

November 1: Request for Committee Volunteers for the 2011-2012 IAAP Year. These will include the necessary forms to apply for positions on the International Committee on Nominations and International Bylaws and Standing Rules Committee for IAAP and for the Retirement Trust Foundation Committee.

Detailed information on the above will be provided in future communications accompanying the individual forms.

Thanks for joining me on the journey to remarkable!

Tamra Goodall, CPS/CAP
International President



An Attitude of Gratitude

Susan Fenner, PhD
IAAP Staff

Any behavior that is positively reinforced will get repeated. What the heck does that mean? Simply put, if you like something, say so or show your appreciation and it will happen again. But, in addition, developing an attitude of gratitude will make you a person of choice – someone people will want to be around, work with, and please.

If there's so much to be gained from something as small as saying, "Thanks, I appreciate that..." or "Thanks, I appreciate you...", then why doesn't everyone do it? There's lots of reasons, but I can think of a few: not wanting to show that you need help/support and appear weak or inept; feeling uncomfortable telling certain people (like higher ups or strangers) they are valued; being in an environment where people aren't routinely praised (openly or in private); not making a habit of acknowledging the good, but rather seeing the glass as half empty.

Have you missed an opportunity to show gratitude?

- Acknowledging a door held open or someone letting you cut in line ahead of them
- Waving thanks to a driver who lets you turn in front of him when he could have made the light
- Telling a co-worker she's your role model
- Bringing a small gift to a boss who changes his deadline to accommodate your work schedule
- Complimenting the appearance of someone who is usually "invisible" at work
- Telling your exec you like his style and support of you as a professional
- Letting the IT staff know that the bugs are fixed and things are purring along
- Commenting the janitors for turning a messy office into a spotless workplace
- Thanking someone for their quick response to an e-request

I once read a child's story where the refrain between a teeny tiny ant and other farm animals who helped each other out of dangerous situations, was always "It may not have been a big thing to you, but it was a very big thing for me." I've never forgotten that line and think of it often.

An attitude of gratitude may not be a big thing for you, but I can guarantee, it is a big thing for others!

Eight Things You Should Do to Stay Secure on Facebook

Just as students begin the new school year, security experts offer some timely tips for keeping accounts secure. These common sense practices will keep you and yours as safe as possible:



1. Only "friend" people you know. Resist the temptation to accept every friend request that comes along.
2. Take some time to study Facebook's account and security settings. It's possible to do a fairly good job protecting your posts and information, but you need to know which settings to check.
3. Create a strong password; change it occasionally; and never, ever share it with anybody.
4. Don't post travel plans before a trip. This could alert burglars that your home will be empty.
5. Don't post your birth date. This bit of data is prized by identity thieves. The same goes for the names of your children and pets; such seemingly innocent information can be used by criminals to defraud.
6. When someone posts a photo, video ("You Won't Believe What This Girl Did at a Frat Party!") or article that seems out of character, avoid the temptation to click on it. There's a great possibility it's viral malware, and if you click it may show up on your page too.
7. This is basic advice, but it's important nonetheless: keep all your software, especially your security programs, patched and up to date.
8. Never post anything you wouldn't want your mother, spouse, or potential employer to see. Once something is posted on the Internet, it lives forever!

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“Managing Up”

was the title of the program at this month’s chapter meeting, presented by Lavetta Taylor, City of Fountains Chapter. She explained the characteristics of employer/employee relationships, showed us how to communicate with our managers effectively, how to identify the different types of leadership personalities, and how to solve employer/employee relationship problems. For those that missed the meeting, her reference for the presentation was *Managing Upward, Strategies for Succeeding with Your Boss*, a 50-Minute Crisp Book. This book is also part of the Options Training Program, which Lavetta touched on a little after her presentation. If you know Lavetta, then you know that the program was not only informative, but also a lot fun.



Useful Websites for Administrative Assistants

Source: *gaebler.com*

Desk Demon (www.DeskDemon.com): DeskDemon touts itself as the "world's largest website for administrative professionals". Whether that is true or not remains to be seen. However, the amount of content on the DeskDemon is impressive to say the least. Unlike many websites, DeskDemon is easy to navigate and includes a broad range of administrative articles, career advice, message boards, and office. And the best part is that all of its content is free. When you log onto the site, just be careful to make sure you are on the U.S. version since a parallel version of the site exists for the U.K.

The Effective Admin (www.theEffectiveAdmin.com): Like DeskDemon, the Effective Admin website is dedicated to providing a broad range of resources for administrative professionals. Yet the content of the Effective Admin site is unique and earns it a slot in your "Favorites" tab. Make a special effort to check out the sections on administrative job descriptions and "Expert Q&A for Admins" where administrative professionals answer questions sent in by surfers just like you.

The Executive Assistant's Toolbox (www.eatoolbox.com): While other websites cover traditional administrative topic, The Executive Assistant's toolbox favors the road less traveled in professional administration. On this site, you may find an article about meeting organization next to an article about learning how to say "no" or learning how to keep your emotions in check. Despite the diversity of topics on this site, most of them are surprisingly practical and worth a read.

Ten Good Reasons to Attend Chapter Functions – Even When You Might Have Something Else to Do

1. You are important to the chapter; your absence will be felt.
2. It’s vital to support your teammates. You might need them to support your ventures in the future.
3. You never know when and where opportunity will be knocking. Don’t ever assume, “There’s nothing in this for me.” You’ll be wrong more often than you’ll be right.
4. Like weddings and funerals, there are times when your presence is essential for relationship building. It’s almost guaranteed – you will be glad you made the effort!
5. You’ll never convince potential members of the value of IAAP membership if your own chapter members don’t value IAAP activities.
6. Like nuclear energy, the maximum production of energy requires a certain critical mass. We owe it to our fellow members to participate.
7. Joining IAAP at the chapter level is a commitment to the group. The more chapter members you have who show this commitment, the less chance any one person will be shouldering an unfair or unreasonable burden of this involvement.
8. If your employer is supporting your membership, you owe it to him/her to get a full return on the investment. Your employer will see the difference when you’re active and involved.
9. Even the same seminar topic or chapter committee project will be “new” when presented with another viewpoint or while working with a different team. Also, you may be primed for a new epiphany because of your new life experiences or enhanced receptivity.
10. If the chapter event or meeting is not fun or beneficial, why is your chapter doing it anyway? Voice your concerns and give good suggestions before the chapter is committed to a course of action. Create – don’t just critique.

From the IAAP International Website

Member Profile—Sandy Price, CAP



While I am a new member to the Westport Chapter, I am not new to IAAP. I joined in 2002, received my CAP in 2003, recertified in 2008, and plan to recertify again in 2013.

My first administrative type job, after completing business college, was as a bookkeeper at Keenan Cotton Gin in Dardanelle, AR. After that, I worked as

an administrative assistant for six years at Morton Frozen Foods in Russellville, AR. My then husband transferred to Lake Jackson, TX where I continued my administrative career at Intermedics Inc., a medical manufacturing company, for the next 14 years. I left there in 1997 and moved to Kansas City to be closer to family. After a few short-term positions, I was hired by FMC Corporation in 2001 as an administrative assistant and have been there ever since. God willing, this will be my last job until I retire. One of the questions on our member profile form asks what I would be if not an administrative professional—my answer—retired administrative professional.

On the personal side, I am divorced and have no children. I am momma to four dogs that act like children though. My family consists of one brother-in-law, two sisters, three nephews, and both parents are still living. I am very blessed in that regard.

As the current newsletter editor, I am looking for a volunteer for October's Member Profile. You can either write it yourself or fill out the Member Profile form and I will put something together for you. Please also submit a picture.

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>

Determine never to be idle. No person will have occasion to complain of the want of time who never loses any. It is wonderful how much may be done if we are always doing.

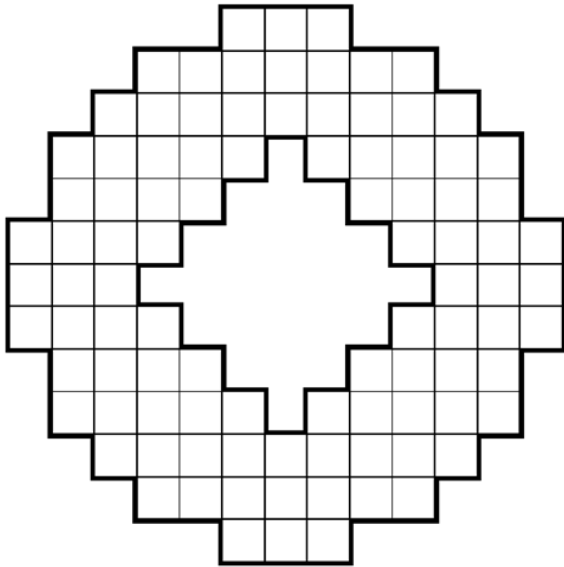
Thomas Jefferson



Exercise for Your Brain

WORD-WHEEL

Can you fit the words correctly into the grid?



3 letter words

EMU
FIR
ILK
NEE
PEW
PIE
TEE
WET

4 letter words

CARD
DARE
DOME
FACE
HERE
HIVE
LIFT
LISP
RISE
ROUT
SANE
SLUR
STEW
TARO
TELL
WIRY

5 letter words

AURAL
CURRY
CURVE
DAIRY
ENROL
ERROR
LURCH
SLICE

7 letter words

CHALICE
CHIMERA
HOSIERY
REFEREE

9 letter words

DOMINANCE
QUERULOUS
QUICKSAND
SCRIPTURE

CITY SEARCH

Can you unscramble the letters in each word to find ten world cities?

HAHASIGN

ONERUMBLE

HAILPAIDHELP

ANIMAL

ANTISAGO

NOTEDMOVIE

EASIERBONUS

NILTUBAS

GINJIBE

PUBDATES

CRYPTO-QUOTES

Each crypto-quote puzzle uses a different code to disguise a quote by someone famous. Can you break the codes to reveal the words of wisdom and their authors?

- YBL KRQ IBF KFNLR R KFSQYRDQ MLXDQH MV TRPPVDQX RIRV HKRWW HYFQLH. ~TFQZSTDSH
- GQQ RPIGD GSCUWDE RGJO WDO WT IWTO WA CROEO EOJOD SGPEOE: SRGDSO, DGCPTO, SWIBPQEUWD, RGFC, TOGEWD, BGEEUWD GDY OEUTO. ~GTUECWCQO
- HZMDOHWFZHH OH FJU MONOFA CH JFZ VOHWZH UJ MONZ, OU OH HBOFA JUWZYH UJ MONZ CH JFZ VOHWZH UJ MONZ. ~JHQCY VOMTZ
- Y NGP'I ZPGO AVCE GE LGM AVCE VJ OSCC VJ Y JAGMCN CYZS; VPN Y CYZS CSJJ IAVP AVCE GE LGM AVCE VJ OSCC VJ LGM NSJSUDS. ~Q.U.U. IGCZYS. (IAS ESCCGOJAYK GE IAS UYPH)

SOLUTIONS for August Puzzles

SYLLACROSTIC

- IGNORE
 - GEMINI
 - NEMESIS
 - ORB
 - RECITAL
 - ALIBI
 - NEBULOUS
 - COMPASS
- = IGNORANCE IS BLISS

ALPHA-GRIDDLE

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

SUDOKU

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

