

# South County Chronicle

Volume 14, Issue 10

MAY 2011



International Association of  
Administrative Professionals®  
South County Chapter

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## MEETING NOTICE

Tuesday, May 17, 2011  
6:15 p.m.

### “Creating Rapport: Using Personal Power to Influence Without Control”

Presented by:

Colleen Neill, CPS/CAP



Drury Inn & Suites  
Drury Inn & Suites St. Louis Southwest

5 Lambert Drury Place (Hwy 141 at I-  
44) Conference Room

Fenton, MO

RSVP to [scountyiaap@aol.com](mailto:scountyiaap@aol.com)

Informal dinner following meeting; feel  
free to join us. Contact Lisa Ashley if  
you would like to have dinner prior:  
[1mdashley1@gmail.com](mailto:1mdashley1@gmail.com)

## Creating Rapport: Using Personal Power to Influence Without Control

During this “Creating Rapport: Using Personal Power to Influence Without Control” program active attendees will discuss and understand how rapport builds and strengthens relationships. We will explore how we can become more insightful and powerful communicators. Time will be given to learning to listen to others and give them your full attention. Finally, we will explore how we can influence others even when we have no direct authority.

This workshop will discuss how we can create rapport and active participants will have a clearer understanding regarding these learning objectives:

- What is meant by rapport.
- The trends in business that call for rapport skills and how to explore those trends.
- The importance of delving into the skills of listening... especially attentive or active listening.
- Learning ways to establish rapport.
- Exploring the relationship between rapport and influence.

## President's Message

*By Mary B. Wilson, CPS*



### Happy 15th Birthday South County Chapter

Yep, we are 15 years old. (Is that possible?) We received congratulations letters from International President Mary Ramsay-Drow and Missouri Division Board. We will have a special refreshment at the May meeting in honor of the chapter's birthday. Colleen Neill, CPS/CAP, member of Missouri Division Speakers Bureau and Springfield Metro Chapter, will present "Creating Rapport: Using Personal Power to Influence Without Control." This topic has frequently been in the news lately and Colleen is a good presenter. Please attend this educational opportunity, support Colleen, and celebrate our birthday.

I asked a friend, what do you think of when you hear it's May? The answer was flowers, green trees, May Pole and celebrations, colorful yards ... everything had to do with a nice outdoors scene. For now, I think we'd all settle for it to quit raining.

What do you think of for May? In IAAP, we begin thinking of new chapter leadership, our division meeting, and EFAM. A busy time in the IAAP year is upon us. For this year's May, in addition to our regular chapter meeting, we are adding a leadership workshop, the chapter garage sale fundraiser, and Relay for Life community service project. ALL are good things to have going on and great opportunities for learning, networking, and community service.

There are so many choices to fill our time outside of work, and I am really pleased that our members are participating in the Chapter, Division, and International activities. I'm looking forward to seeing lots of members (and invite a guest) at our May meeting.

Mary



**PASSION &  
PURPOSE**  
SOUTH COUNTY CHAPTER



**International Association of  
Administrative Professionals®**

**2010-2011  
International Board of Directors**

**Mary Ramsay-Drow, CPS/CAP**  
President  
Oak Creek, WI

**Tanya L. Goodell, CPS/CAP**  
President-Elect  
Harrison, WV

**Karlene Ranzala, CPS/CAP**  
Vice President  
San Clemente, CA

**Antoinette Smith, CPS/CAP**  
Secretary  
St. Louis, MO

**Judith A. Yemasaki, CPS/CAP**  
Treasurer  
Longs, SC

**Sharon Butler, CPS/CAP**  
Director  
Canada District  
Kanata, ON

**Wendy S. Malby, CPS/CAP**  
Director  
Great Lakes District  
Sussex, WI

**Bianca M. Constance**  
Director  
Northeast District  
Englewood, NJ

**Kristi Rotvold, CPS/CAP**  
Director  
Northwest District  
Fargo, ND

**Virginia S. Boyd, CPS/CAP**  
Director  
Southeast District  
Abbeville, SC

**Deatha W. Gray, CPS/CAP**  
Director  
Southwest District  
Houston, TX

**Leanne M. Fisher, GradCert Bus**  
Affiliate Representative  
Victoria, Australia

**Executive Director**

**Donald W. Brothausse, CAE**  
Kansas City, MO

April 25, 2011

South County Chapter – St. Louis, MO – 556180

**Chapter President**

Mary B. Wilson, CPS

Macy's

2785 C Black Forest Dr

St Louis MO 63129-4034

Dear Mary:

On behalf of the Board of Directors, warmest congratulations to the members of South County Chapter of the International Association of Administrative Professionals, on the celebration of your 15th anniversary.

Many changes have occurred throughout our association and profession since May 1, 1996, when your chapter was chartered. Reaching this milestone is truly significant and one to be proud of.

In this *Passion & Purpose* year, your enthusiasm, dedication and commitment are essential for the ongoing success of IAAP. My very best wishes to you as you celebrate this special anniversary.

Sincerely,

Mary Ramsay-Drow, CPS/CAP  
International President

*Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development.*

**World Headquarters**  
10502 NW Ambassador Drive  
PO Box 20404 • Kansas City MO 64195-0404  
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E-mail [service@iaap-hq.org](mailto:service@iaap-hq.org) • Website [www.iaap-hq.org](http://www.iaap-hq.org)



# YARD SALE

**WHEN: SATURDAY, MAY 14, 2011**

**TIME: 7:00 A.M.—1:00 P.M.**

**WHERE: 4673 HANNOVER AVENUE, 63123**

**\*ALL PROCEEDS WILL BENEFIT SOUTH COUNTY CHAPTER IAAP\***

**Do you have items that you don't need or want any longer? What better way to get rid of them than a YARD SALE. If you have items to include you may drop them off at Linda's house or call Brenda Wohlschlaeger or Mary B. Wilson to pick-up.**

**Volunteers will be needed for this event. Please let Linda Lenceski know if you are able to help via e-mail at [linda.lenceski@sbcglobal.net](mailto:linda.lenceski@sbcglobal.net). If inclement weather occurs on the date above, an alternate date will be selected.**



## Meet the 2011-2012 Board of Directors Nominees



### ***President: Mary B Wilson CPS***

I first joined the organization in the mid 70's when it was National Secretaries Association. For several years I served at various levels in the Crossroads of America Chapter in Indianapolis, Indiana, and during that time passed the CPS exam. After a break while being self employed and upon reentering the office work force, I rejoined in 1984 and the association was known as Professional Secretaries International.

After moving to St. Louis in November 1994 for my job with Famous Barr, I settled in South County. After visiting the local chapters and learning the South County Chapter was being chartered, I moved my membership to South County Chapter and have served the chapter at various levels including newsletter editor, auditing committee, nominating committee and miscellaneous other jobs. I have worked with the Three Rivers Council and Missouri Division in various positions.

I am the admin to Macy's District Vice President, St Louis North District, formerly known as Famous Barr. Having survived mergers while working for LS Ayres in Indianapolis, mergers and a buyout at Famous Barr, and several restructurings as part of Macy's, I feel very fortunate to still be able to work in the retail industry, which I find very interesting, offering days that are varied and challenging, and something I love to do every-day.

Even though I was born and raised on a farm, I like the city. After living in Indianapolis Indiana for 23 years, moving to St. Louis was a new adventure. Since I only knew people at Famous Barr, getting involved in IAAP here provided a new network of friends and activities, which I value, more and more everyday. I have many interests including working on the computer, reading, traveling (particularly for IAAP events), and anything I can do with family and friends.



### ***Vice President: Paula West, CPS***

Paula Louise West CPS is the Executive Assistant to the President/CEO and Vice President Operations for NurseWise/Nurse Response, a CenCorp Health Solution (Centene). Prior to NurseWise, Paula was Executive Assistant/St. Louis Office Manager for DHR International. Prior DHR, Paula was Executive Assistant to the President for AAIM Management Association, where she was liaison to the AAIM Administrative Professionals Roundtable.

Paula first joined when we were known as National Secretaries Association (NSA), during which time she received her Certified Professional Secretary rating. She was out of the field for a while and totally missed Professional Secretaries International (PSI). Since rejoining the International Association of Administrative Professionals (IAAP) in 1999, Paula has been very active and taken leadership roles. Among those, she has served as president of the South County Chapter and Coordinator of the Three Rivers Council. Paula served at the Missouri Division level from 2003-2007 up to and including Missouri Division President. She is currently serving at the chapter level as 2010-2011 Secretary and on the Missouri Division Speakers Bureau.

Paula attended three semesters at Meramec Community College, taking the secretarial science curriculum. She has continued with many administrative and leadership seminars and workshops throughout the years.

Paula has a passion for serving IAAP. In her spare time, she is busy maintaining a home and enjoys spending as much time as possible with her two grandchildren Emily (13) and Joshua (8).

## Meet the 2011-2012 Board of Directors Nominees



### **Secretary: Vicki Weingand, CPS**

Vicki A. Weingand CPS has been with the association since 1985 and attained her CPS rating in December 1988. She started with the Tidewater Chapter (Virginia Division-SE District). She served as Treasurer and Vice President on the Board; also various committee chairs. She moved to St. Louis in 1994 and joined the St. Louis chapter. Vicki was instrumental in developing the South Chapter, of which she is a charter member. She served as president from 1997 – 1999 and again 2006-2007; treasurer, director and has chaired just about every committee within the chapter and has served on the Audit Committee and Education Committee on the Division level. Vicki has also chaired various positions on the Three Rivers Council.

Vicki currently works for the Charles L. Crane Agency Company as Executive Assistant to the Chief Operating Officer.

Vicki has a son, Darryl who resides in Virginia with his wife and 3 children; a daughter, Julie who lives in Imperial with her husband and 3 children.

Vicki enjoys her leisure time reading and basking in the sun. Her travels involve IAAP functions and visiting her son and family in Virginia.



### **Treasurer: Julie Goede**

**Membership Date:** January 2008

**Current Employer:** Gilmore & Bell, P.C.

**Current Title:** Legal Assistant

#### **Past Work Experience:**

I started at Gilmore & Bell, P.C. in July of 1997 as receptionist. I really enjoyed answering the phones, meeting clients and coordinating the conference room schedule for closings; however, the attorneys I worked for convinced me that I should move up in the firm. I became a legal secretary and then a legal assistant. My current duties as legal assistant include: drafting documents, drafting official statements for bond issues (the Official Statements are very similar to stock prospectuses), internet research, preparing invoices and statements, publishing public notices, writing correspondence as well as many other tasks.

#### **Past Chapter Participation:**

Julie is our current Treasurer for the 2010-2011 year.

#### **Hobbies:**

I sing with a community choir, the Statesman Singers. The group has about 3 or 4 performances for nursing homes during January through October and then about 10 Christmas Concerts. I am learning to play the guitar. I love to go to Zumba and belly dance classes at the YMCA.

#### **What does being a member of South County Chapter IAAP mean to you?**

I joined IAAP because I was impressed by what I saw in the Chapter's newsletter. The newsletter had great articles and presented good advice on situations that I encountered in the workplace. I thought that if I joined IAAP, that the information that I received at the meetings would be even more valuable. The speakers at our meetings are excellent. They have provided insight to solve problems and issues that I face in my job and life daily. I also like the fact that we sponsor a charity each year and work throughout the year to improve some aspect of our community. I also appreciate our members. It is good to be a part of a community that welcomes new members and encourages them to be involved. Being a member of South County Chapter IAAP means that I can improve my skills to be a better administrative professional help the community, make new friends and be part of a supportive group.

## Meet the 2011-2012 Board of Directors Nominees



### **Director: Patty Thompson, CAP**

I left Saint Louis in 1979 to join the Navy as an enlisted cryptologist and see the world. I served at several overseas locations where I met my husband, Sam, and had two children. My proudest achievements (besides my kids) were:

- Became a Certified Instructor for the National Cryptologic School Adjunct Faculty
- Became an American Red Cross instructor and started a disaster response team at my final duty station in Puerto Rico
- Completed a Bachelor of Science Degree in Liberal Arts (Psychology Major)

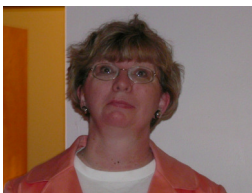
After retiring from the Navy I worked as an administrative assistant for three different temp agencies in Maryland. I joined the Black Eyed Susan Chapter of IAAP in Maryland in 2004. I committed to becoming certified as a CAP and passed the test on the first try.

I served as chapter treasurer from 2006-2008 and chapter president from 2008-2010. I also served on Three Rivers Council for three years in different capacities.

I work part time at my twin sister's house which is the national headquarters of the American Recorder Society, mainly performing membership tasks and advertising sales.

I am also a member of the Gateway Chapter of the Naval Cryptologist Veterans Association. I organized the chapter's annual reunion in Springfield IL in 2010.

I like sewing, gardening and going to shows, concerts, and movies.



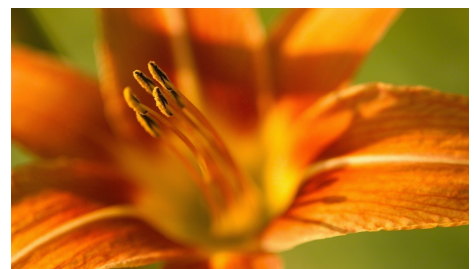
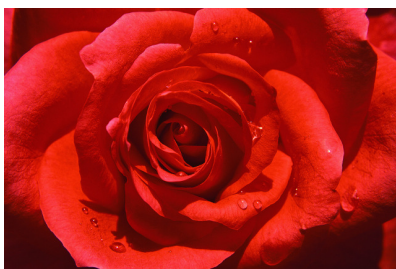
### **Director: Brenda Wohlschlaeger, CPS/CAP**

Brenda is employed by Macy's having held many different positions since starting in July, 1983. She currently is Administrative Support Team Supervisor at South County Macy's.

She has been a member of the South County Chapter since December 2001 and has held many positions; Nominating Committee, Vice President, President 2004-2005 and 2005-2006. Brenda has gone to two International Conferences, worked on several Three River Councils Professional Development Conferences, and achieved her CPS (May 2004), CAP (November 2004) and recertified. Most recently, Brenda served as 2010-11 Vice President.

She believes that promoting IAAP is very important as it creates a support team for its members and offers educational opportunities.

On a personal note, Brenda has two kids – Alex (20) and Drew (16 and now driving), and husband Rick. Brenda has been active in Boy Scouts, church functions and spends her spare time going to farm auctions to add to her antiques collection.



# Missouri Proclamation Signing



Office of the Governor  
State of Missouri

## Proclamation

**WHEREAS**, administrative professionals, including administrative assistants, office supervisors, secretaries and office support staff, represent one of the largest segments of the office workforce; and

**WHEREAS**, administrative professionals are key front-line representatives and effective communicators for their employers and their professions; and

**WHEREAS**, administrative professionals serve as essential information points in the modern office, managing information, organizing the office and mastering office technology; and

**WHEREAS**, Administrative Professionals Week highlights the major contributions administrative professionals make to business and government; and

**WHEREAS**, the International Association of Administrative Professionals (IAAP) and the Missouri Division of IAAP provides administrative professionals with education and leadership training, certification programs, networking opportunities, and other career-enhancing resources and promotes a positive image of the profession; and

**WHEREAS**, 2011 marks the 59<sup>th</sup> anniversary of Administrative Professionals Week.

**NOW THEREFORE**, I, Jeremiah W. (Jay) Nixon, GOVERNOR OF THE STATE OF MISSOURI, do hereby proclaim April 24 - 30, 2011, to be

### ADMINISTRATIVE PROFESSIONALS WEEK

in Missouri, and call on business executives and business communities to join in recognizing these outstanding professionals and to provide them with training and support to continue their professional growth.

**IN TESTIMONY WHEREOF**, I have hereunto set my hand and caused to be affixed the Great Seal of the State of Missouri, in the City of Jefferson, this 2<sup>nd</sup> day of March, 2011.



  
Jeremiah W. (Jay) Nixon  
Governor

Affixed:  
  
Robin Carnahan  
Secretary of State



## Retirement Trust Foundation



### **IAAP Members in all Six Districts Can Apply for Housing Assistance until May 15.**

The RTF has assisted many admins over the years with comfortable and affordable housing through building and the ongoing operation of the Vista Grande apartment complex in Rio Rancho, New Mexico. With RTF subsidies, the apartments at the complex are priced below the rent market for the geographic area.

More recently, we launched our Housing Subsidy for Admins in Need program (HSAN) in an effort to assist more admins. This program has the capability of assisting more admins per year than we currently help.

We need you to get the word out about HSAN, so that the RTF can help more admins participate in the program.

Visit the Retirement Trust Foundation web site at: [www.iaap-rtf.org](http://www.iaap-rtf.org).

### **The Retirement Trust Foundation - Helping Admins in Need. It's Never Too Late to Donate!**

Whether it's through a donation, participation in the RTF's Family of Givers or through a fundraiser at the IAAP chapter or division level; the RTF relies on your donations to help every admin we can.

**With your support, we can do it!**

## HAPPY MOTHER'S DAY

### **A Mother's Love**

There are times when only a Mother's love  
 Can understand our tears,  
 Can soothe our disappoints  
 And calm all of our fears.  
 There are times when only a Mother's love  
 Can share the joy we feel  
 When something we've dreamed about  
 Quite suddenly is real.  
 There are times when only a Mother's faith  
 Can help us on life's way  
 And inspire in us the confidence  
 We need from day to day.  
 For a Mother's heart and a Mother's faith  
 And a Mother's steadfast love  
 Were fashioned by the Angels  
 And sent from God above.

*Author Unknown*

## IAAP Training

We have some exciting training coming up via webinars and we hope you will join us. This month alone we have Incoming Chapter Presidents Training, 2011-2012 Member of Excellence program information, and 2011-2012 Chapter and Division of Excellence program information. Please share this information with others in your divisions and chapters because all are welcome to participate. Below are the invitations for these webinars and be sure to check out each month's Connections for upcoming webinars.

Best regards,

Joy Johnston

Senior Manager, Membership & Distribution

International Association of Administrative Professionals (IAAP)

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### Incoming Chapter Presidents Training

This webinar will answer questions you may have as an incoming chapter president.

This webinar is not eligible for recertification points.

**Register for a session now by clicking a date below:**

[Tue, May 10, 2011 11:00 AM - 12:00 PM CDT](#)

[Tue, May 10, 2011 3:00 PM - 4:00 PM CDT](#)

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### 2011-2012 Member of Excellence

Join us to hear about the criteria for the 2011-2012 Member of Excellence.

This webinar is not eligible for recertification points.

**Register for a session now by clicking a date below:**

[Mon, May 16, 2011 11:00 AM - 12:00 PM CDT](#)

[Mon, May 16, 2011 3:00 PM - 4:00 PM CDT](#)

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### 2011-2012 Chapter & Division of Excellence

Join us to hear about the new criteria changes for the 2011-2012 Chapter and Division of Excellence.

This webinar does not qualify for recertification points.

**Register for a session now by clicking a date below:**

[Tue, May 17, 2011 11:00 AM - 12:00 PM CDT](#)

[Tue, May 17, 2011 3:00 PM - 4:00 PM CDT](#)

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## Thank You From Colleen Neill CPS/CAP

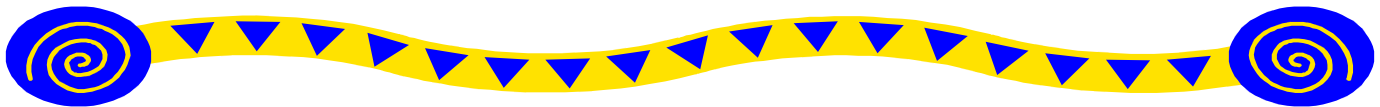
*Please accept our heartfelt thanks for all of your cards, your prayers, and your support during these past few weeks as we have had to deal with losing our son, Jim. We are continually amazed by all of the caring and compassionate calls and cards that we have received, and are still receiving. Please know that when some of my IAAP friends came to Jim's service in Kansas City that day, that helped us so very much. Richard turned to me and said, "Your IAAP family is here," and now he understands even more clearly what this organization means to me.*

*We are, unfortunately, on a familiar journey down this road of loss; and it is a long, dark and dreary trip. It really helps us immensely to know that we have such caring people in our lives who are willing to lend a kind ear on the days that are more than we can handle.*

*Thank you, thank you, thank you... Colleen and Richard*

**2010-2011 MARK YOUR CALENDAR**

September 21, 2010	"Learn How to Stay Focused on the Big Picture and Achieve Your Personal and Professional Goals", Presented by: Dale Schaefer, FranklinCovey
October 19, 2010	David Purcell, Purcell & Amen Estate Planning Myths - Why Most Estate Plans Fail, and What to Do About It
November 16, 2010	Melynda Porges, CPS/CAP - "Stepping Outside the Box."
December 21, 2010	Holiday Social Event (Date Subject to Change)
January 18, 2011	What's All The Fuss About IAAP (Member Recruitment Event), Joy Johnston, Senior Manager, Membership & Distribution at IAAP HQ and Member of MO Division Speakers' Bureau
February 15, 2011	Organization, Sharon Holland-Welge
March 15, 2011	Passion & Purpose – What It Means, Barbara Sapienza Chapter Member & Toastmasters Club Vice President of Education and Speakers Bureau Chair
April 19, 2011	Tom Terrific – HTML & How to Use It
May 17, 2011	Annual Meeting and Election Creating Rapport: Using Personal Power To Influence Without Control
June 21, 2011	Installation of Officers & Board of Directors

**EDITOR'S CORNER**

*By: Linda Lencski, CPS*

Do you have something that you would like to share? Did you find information that you just can't keep to yourself? Why not write an article for the newsletter? Not only is it a great way to contribute your ideas, but it is also a step toward becoming a Member of Excellence.

Submit your article for publication to Linda Lencski, CPS at [linda.lencski@sbcglobal.net](mailto:linda.lencski@sbcglobal.net).

Deadline for submission is the last Friday of each month.



# MAY BIRTHDAYS

Brenda Wohlschlaeger, CPS/CAP  
Kathryn R. Robinett Davis, CPS

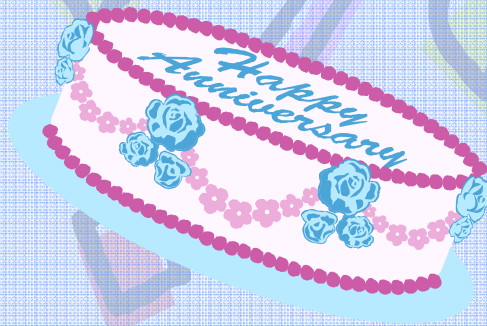
5/16

5/28



# MAY ANNIVERSARIES

Mary E. Biehl  
Barbara A. Sapienza  
Vicki A. Scott



Chapter meetings are the  
3rd Tuesday of each month

**2010-2011**

***South County Board of Directors***

**Mary B. Wilson, CPS**

*President*

**Brenda Wohlschlaeger, CPS/CAP**

*Vice President*

**Julie Goede**

*Treasurer*

**Paula West, CPS**

*Secretary*

**Linda S. Lencieski, CPS**

*Director*

**Vicki Weingand, CPS**

*Parliamentary Advisor*

**MISSOURI DIVISION BOARD MEMBERS**

**2010-2011 Board**

President: Chris Phillips, CPS

Springfield Metro Chapter

President-Elect: Mary Madick, CPS/CAP

Heart of America Chapter

Secretary: Terry Anderson, CAP

Westport Chapter

Treasurer: Teresa Brown CPS/CAP

Hawthorn Chapter

***Future IAAP International Education Forum &  
Annual Meeting (EFAM)***

**2011:** Montreal, Quebec, July 24-27 Montreal  
Convention Center

**2012:** Grapevine, TX, July 22-25, Gaylord Texan  
Resort

**2013:** Anaheim, CA, July 28-31, Anaheim  
Convention Center

**2014:** Milwaukee, WI, July 27-30, Milwaukee  
Convention Center

**2015:** Louisville, KY, July 26-29, Kentucky  
International Convention Center

**IAAP Home Page: [www.iaap-hq.org](http://www.iaap-hq.org)**



***Turning Jobs  
Into Careers***<sup>®</sup>

**You are investing in your future**

Membership in the International Association of Administrative Professionals<sup>®</sup> (IAAP) provides outstanding benefits and services to meet your professional and personal needs. IAAP is a great resource to help you advance in your career.

Benefits of Membership:

- Learn from your peers through local and international networking opportunities
- Educational and professional development
- Improve productivity with time management training
- Gain experience in meeting and special events planning
- Enhance your public speaking skills
- Improve your professional image
- Opportunities for leadership training
- Certified Professional Secretary (CPS)
- Certified Administrative Professional (CAP)
- Office Pro magazine
- IAAP Connections bi-monthly e-Newsletter
- Earn Continuing Education Units (CEU) and CPS/CAP Re-certification Credits
- IAAP Headquarters support including research on trends, education and training publications, and website with membership discussion board
- International Convention with a unique educational format
- Develop international alliances and friendships
- Credit card
- Retirement Center

**2010-2011 International Board of Directors**

President: Mary Ramsay-Drow, CPS/CAP

President Elect: Tamra Goodall, CPS/CAP

Vice President: Karlana Rannals, CPS/CAP

Secretary: Antoinette Smith, CPS/CAP

Treasurer: Judith A. Yannarelli, CPS/CAP

Director, Canada District: Sharron Buttler, CPS/CAP

Director, Great Lakes District: Wendy Melby, CPS/CAP

Director, Northeast District: Bianca M. Constance

Director, Northwest District: Kristi Rotvold, CPS/CAP

Director, Southeast District: Virginia Boyd, CPS/CAP

Director, Southwest District: Dortha W. Gray, CPS/CAP

Affiliate Representative: Leanne Fisher, GradCert Bus JP

**2010-2011 International Trustees, Retirement Trust  
Foundation**

Chairman: Kelly A. Reggio, CAP

Vice Chairman: Lynda Bouley, CPS/CAP

Secretary: Kathryn A. Hampton, CPS/CAP

RTFC Liason: Carolyn Prather, CPS

IAAP International President Mary Ramsay-Drow, CPS/CAP

IAAP International Treasurer Judith A. Yannarelli, CPS/CAP