

South County Chronicle

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International Association of
Administrative Professionals®
South County Chapter

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MEETING NOTICE

Tuesday, October 19, 2010

6:15 p.m.

Program:

**"Estate Planning Myths—Why Most
Estate Plans Fail, and What To Do
About It"**

By: David Purcesll, Purcell & Amen LLC



Drury Inn & Suites St. Louis Southwest

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

St. Louis, MO 63088

To RSVP or for more information contact
PT Thomps63@gmail.com

Informal dinner following meeting; feel
free to join us. Contact Lisa Ashley if
you would like to have dinner prior:

lldashley1@gmail.com

**"Estate Planning Myths—
Why Most Estate Plans Fail,
and What To Do About It"**

Do you have an up-to-date will? Do you know why a will does not avoid Probate? Is your family aware of your end of life wishes? Do you feel it is important to learn how to protect the assets you've spent a lifetime working for? These are just a few of the questions that will be answered at our next chapter meeting. Please consider bringing adult members of your family to this very informative program.



**HAPPY
HALLOWEEN**

President's Message

By Mary B. Wilson, CPS



October – WOW

As with all months, it is loaded with reasons to celebrate... I picked a few to list here.

Oktoberfest, Italian Heritage Month, Fire Safety Month, Breast Cancer Awareness Month, Physicians Assistant Week 10/6-12*, Medical Assistants Recognition Week 10/18-22*, Medical Assistants Recognition Day 10/20*, Columbus Day, Boss's Day

These are some celebrations in October, but the one I like best is the beautiful days of autumn with colorful leaves giving us great examples of nature's paint brush at work. That's what I call a reason to celebrate. What are your favorite October celebrations?

We have a great reason for you to come to the October chapter meeting. Planning, preparation and protection – valuable information you need for estate planning. This program will be of interest to all family members, friends and co-workers. Please reach and invite them to this informative meeting. Even though we sometimes don't think we need to deal with that "right now," it is a very important subject to have current information on the ins and outs of doing it properly.

On another note: how has your membership in IAAP helped you? Have you learned something new, stepped outside your comfort zone to do something new, and/or made a new friend? I would like to hear from you as to how your membership has benefited you. More importantly, I'd like to also hear if it hasn't helped and what we can do to fix that.

On a much more serious note, you have received several forwarded emails of members going through difficult times. You may or may not know these individuals personally. Just so you know, I take these very seriously and know that as a professional organization, these may be outside the realm of your expectations of your membership. The friendships that you can receive as a member of this association are a truly valuable benefit. I know our members have a 'big heart' and reach out to help when needs arise. Thank you and know that your efforts are truly appreciated.

Since a goal this year is Member of Excellence for all and Chapter of Excellence for the chapter (we do have an excellent chapter, this would be the verification!), I thought you might like to see the statistics of last year's awards.

Below are the percentages of members, chapters, and divisions who received P2E recognitions for the 2009-2010 year.

Percentage of IAAP members who earned MOE	6%
Percentage of IAAP chapters that earned COE	37%
Percentage of IAAP divisions that earned DOE	54%

I look forward to many members being in the MOE "6%" and South County Chapter being in the COE "37%." To achieve this, we all have to work together. Let me know how I can help you find a way to participate in the chapter activities (if you haven't already accepted a responsibility or several). Whatever you have a passion for or want to test your purpose, we can put it to use.

Looking forward to seeing everyone in October,

Mary

*Did you know there were Physicians and Medical Assistants Week/Day?

The One Thing Your Boss Cannot Do To You

By: Dr. Cal LeMon

Your boss has some “stuff” you do not possess: the power to fill in the little boxes on your annual performance review; the power to “write you up,” the power to sign your check, the power to say “no” to your ideas and the power to hand you a pink slip.

The one thing your boss cannot do: decide how you will see yourself when you look the mirror.

We need a healthy dose of reality right now. There are people, especially bosses, who can tell us what to do. It’s real simple: if we like the assets of working, we have to accept the liabilities of management. Someone, somewhere, in our work lives will tell us what to do today.

But telling us what to do and how to do it is not tantamount to telling us who we are.

Your boss, in spite of how you feel about him or her, does not have the power to meddle with your self-esteem. How, and if, you “value” yourself is still just your business.

What does that mean?

Well, if your boss is rude, insensitive or does not agree with you, that sounds like...life to me. Robotic relationships are predictable, but not very interesting. Your doctor, your spouse, your grocery store bagger, your children, your priest...all have the potential of becoming a royal pain in your posterior. So what else is new?

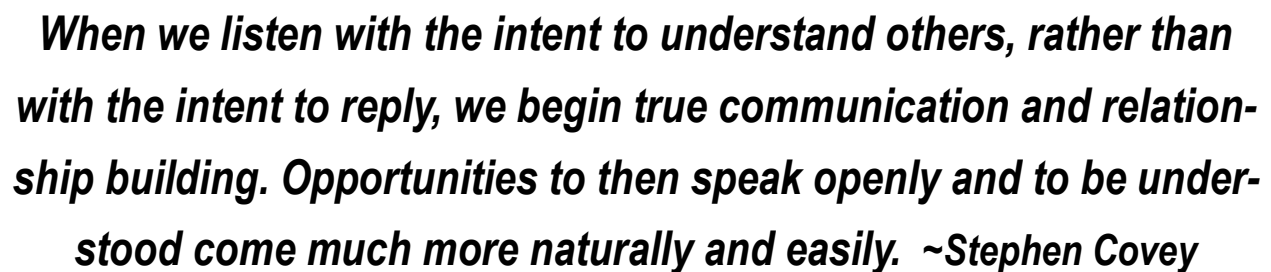
Language like, “He just ruins my day,” or “I feel so small around her,” or “He will be the death of me” are all the reactive responses of the “victim.”

I choose not to be the victim. I do not think I am alone.

I can say, “I found his comment to be demeaning” or “Her annual performance review of my work is not accurate.” Those are statements about your boss, not about what your boss “does” to you. Self-esteem means we ascribe “value” to how we see ourselves. I am not perfect, I constantly make mistakes and misspeak myself, but I do not see myself as a failure. And, I refuse to allow anyone else to stamp that word on my forehead.

The next time your boss presses your hot buttons or says something about you that you know is not true, say, “I will make my own choices about how I see myself. My boss signs my check, but cannot assign how I see myself.”

Dr. Cal LeMon, President, Executive Enrichment®, is a corporate educator and organizational consultant who can be reached at 800-373-4040 or www.execenrichment.com.



When we listen with the intent to understand others, rather than with the intent to reply, we begin true communication and relationship building. Opportunities to then speak openly and to be understood come much more naturally and easily. ~Stephen Covey

Skills for Admins to Hone in 2011 and Beyond

By: Susan Fenner PhD, IAAP Staff

In the old days, admins could proudly list the following in their job descriptions and resumes: typing, filing, scheduling, making travel arrangements, answering the phone, greeting visitors, taking dictation, transcribing, and proofing. Oh how the times have changed! With all the new technologies available to admins and their execs, the skills coveted by employers today look something more like this.

Rate yourself on how well you are prepared for 2011 and beyond.

- Virtual meetings – finding a provider; learning the process; setting up the meeting; troubleshooting technology glitches; preparing webinars; training presenters; developing slides that include live screen shots and digital images produced especially for the meeting.
- Software applications – finding the right applications for specific tasks; learning them using online tutorials; creating user “manuals” with directions, shortcuts, and samples; training others to use the software and troubleshooting problems; answering questions on the fly.
- Information retrieval – continually finding new ways to store and retrieve information in multi-media formats (conference calls, videotaped meetings/presentations, DVDs, webinars, text messages, reports, web sites, etc.) using new conceptual ways, such as particular topics, financial forecasts, group discussions, geographical locations, and more.
- Information sharing – preparing information for the web site and intranets in abbreviated versions and with visual elements, that may include real-time videos and demos; tracking and using Twitter, Facebook, LinkedIn and other social media to promote services/products/the company’s brand and get consumer feedback; preparing e-surveys for client input and holding virtual focus groups; collecting data from various online sources, interpreting, and displaying it for manager reference.
- Updating corporate documents and procedures on the company intranet – setting up automatic links for alerts or changes in regulations; updating information in real time; creating and managing knowledge transfer systems so corporate experience and know-how isn’t lost with staff changes; creating and maintaining online resource/reference libraries of links, documents, manuals, articles, experts, and so on.
- Developing a network of resources – devising an online network of people and resources for joint projects, virtual contract workers, experts in various fields, how-to and help sources, online information resources, research data, and to receive real-time notifications of important events/information/releases, and so on.
- Creating tracking systems – for vast amounts of information and data that can be sorted in many different ways for many different purposes, going far beyond the usual spreadsheet.

These are just some of the new skills admins are being asked to use on the job. These responsibilities require more technological expertise, the ability to look at information, data, and resources in a more interconnected and conceptual way, and the know-how to create innovative and practical solutions specific to company needs. If you don’t have these skills now, make it a goal to get them in the near future.



September Chapter Meeting Summary

By: Linda S. Lencseski, CPS

If you missed the September chapter meeting, then you missed a great presentation by Dale Schaefer. Dale Schaefer is with Franklin Covey and gave a great presentation on “Planning for Success: Aligning Your Daily Actions With Your Most Important Priorities”. Even though some may have heard a presentation from Dale before (or attended a Franklin Covey seminar), it is always a good time to refresh our skills and possibly learn something we may have missed before.

Dale’s message was very clear, it’s not always about the most “urgent” things to be done. It’s about the most “important” and how you go about deciding between the two. Below is an example of Important vs. Urgent.

	<u>Urgent</u>	<u>Not Urgent</u>
Important	I Quadrant of Necessity	II Quadrant of Productivity and Balance
Not Important	III Quadrant of Deception	IV Quadrant of Waste and Excess

Most of our time should be spent in Quadrant II where planning occurs. We most often find ourselves in Quadrant III because everything is “urgent” but not necessarily important. Urgency drives most things in our lives, both professional and personal. However, importance is what should be concentrated on. We should all strive to stay in Quadrants I or II.

To achieve and maintain productivity you can utilize the following Productivity Pyramid, also presented by Dale.



1. **Identify Values:** What is important to you? What do you want to accomplish?
2. **Set goals:** Turn values into achievable goals.
3. **Plan Weekly:** Take 20-30 minutes at the beginning of each week to decide what you want to accomplish. Choose the most important things to do first (professional and personal life balance). Then schedule your week.
4. **Plan Daily:** Take 5-10 minutes each day to check the days appointments, make realistic to do list and then prioritize.

You may learn more about the above information by visiting Franklin Covey at www.franklincovey.com. You can also develop your own Personal Mission Statement by visiting www.franklincovey.com/tc/resources.

A Good Reference Is Worth Its Weight In Gold

By: Office Team

A good resume and in-person interview may put you in the running for that long-awaited position, but a new survey suggests that your references could be the real deal maker — or breaker — when it comes to landing the job. Hiring managers we polled said they remove more than one-fifth of candidates from consideration after speaking to their professional contacts.

To set yourself apart from the competition, assemble a solid group of references who can persuasively communicate your qualifications and professional attributes. Here are some additional tips for creating a reference list that works in your favor:

- **Select carefully.** Choose people who can discuss your abilities and experience that directly relate to the position you're vying for. Offer a variety of individuals who can speak about different aspects of your professional life. For example, a peer may be able to talk about your collaboration skills, while a past direct report can address your management style.
- **Alert your contacts.** Always ask potential contacts for permission to include them as references. Be sure to provide them with a copy of your most up-to-date resume and the job description of the position you seek, as well as the name of the person who will likely reach out to them.
- **Think ahead.** Gather contact information for all your references before you start interviewing with potential employers. Be sure you have their full names, titles, daytime phone numbers and e-mail addresses. Also, a short description of your relationship with each individual can help the person making the reference calls. Consider supplying more references than are requested in case the hiring manager can't get in touch with one of your contacts and needs to move on.
- **Think creatively.** It is not uncommon for employers to seek out additional contacts by going online or tapping their own networks. Since you never know who a hiring manager might reach out to, you should remain on good terms with your past supervisors and colleagues, if possible. Also be selective about who's in your online network on sites such as LinkedIn.
- **Have an attitude of gratitude.** Thank those who agree to serve as references, even if they aren't contacted by employers. Keep them updated on your job search and offer to return the favor by providing a recommendation should they need one.

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 320 locations worldwide, and offers online job search services at www.officeteam.com.

SAVE THE DATE



PartyLite Party hosted by Paula West

With Janet Christopher

Friday, Oct. 29, at 7:00 pm

PARTYLITE®

All proceeds to benefit South County Chapter IAAP

HELPFUL HINTS FOR WINTER

Submitted by: Mary Wilson, CPS

Keep your headlights clear with car wax! Just wipe ordinary car wax on your headlights. It contains special water repellents that will prevent that messy mixture from accumulating on your lights - lasts 6 weeks.

Squeak-proof your wipers with rubbing alcohol! Wipe the wipers with a cloth saturated with rubbing alcohol or ammonia. This one trick can make badly streaking & squeaking wipers change to near perfect silence & clarity.

Ice-proof your windows with vinegar! Frost on it's way? Just fill a spray bottle with three parts vinegar to one part water & spritz it on all your windows at night. In the morning, they'll be clear of icy mess. Vinegar contains acetic acid, which raises the melting point of water---preventing water from freezing!

Prevent car doors from freezing shut with cooking spray! Spritz cooking oil on the rubber seals around car doors & rub it in with a paper towel. The cooking spray prevents water from melting into the rubber

Fog-proof your windshield with shaving cream! Spray some shaving cream on the inside of your windshield & wipe it off with paper towels. Shaving cream has many of the same ingredients found in commercial defoggers.

De-ice your lock in seconds with hand sanitizer! Just put some hand sanitizer gel on the key & the lock & the problems solved!

Great women are not considered so because of personal achievements, but for the effect their efforts have had on the lives of countless others. From daring feats of bravery to the understated ways of a compassionate heart, great women possess a common strength of character. Through their passion and persistence, they have advanced womanhood and the world.

~ Peggy Anderson

THREE MONTHS AND COUNTING!

Submitted by: Brenda Wohlschlaeger, CPS/CAP

Yes, the holidays are just around the corner and it's time to get busy on our Social. Have you gone out to eat somewhere new? Do you have a favorite hang out that has a room? Any ideas on a new event that would be fun to attend as a group?

We are currently looking for some outstanding new ideas for the upcoming December social.

Email any ideas to Brenda at b_wohlschlaeger@yahoo.com no later than Monday, October 18, 2010.

Happy Holidays

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), JoAnne Digman, CPS Past Missouri Division President, Missouri 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 Colleen Neil CPS/CAP - Missouri Division Speakers Bureau
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.

Deadline for submission is the last Friday of each month.



OCTOBER BIRTHDAYS

Barbara Sapienza

Linda Whelan

Mary B. Wilson, CPS

Cheryl Niehoff, CPS/CAP

Paula West, CPS

Lisa Dinan-Ashley

10/1

10/2

10/2

10/10

10/16

10/21

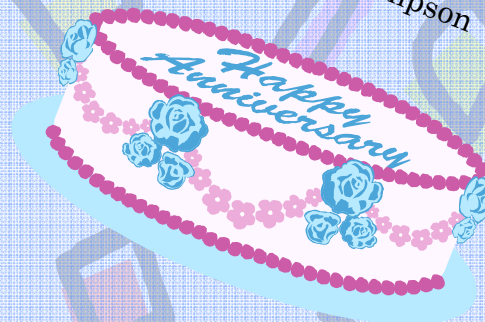


OCTOBER ANNIVERSARIES

Keri Kmorowski

Louise A. Myers

Vicki D. Simpson



Chapter meetings are the
3rd Tuesday of each month

2010-2011

South County Board of Directors

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Julie Goede

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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



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- 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

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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

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Foundation**

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Secretary: Kathryn A. Hampton, CPS/CAP

RTFC Liason: Lynda Bouley, CPS/CAP

IAAP International President Susan Shamali, CPS/CAP

IAAP International Treasurer Karlena Rannals, CPS/CAP