

South County Chronicle

Volume 15, Issue 5

DECEMBER 2011



International Association of
Administrative Professionals®
South County Chapter

Inside this issue:

President's Message	2
Stressed Out?	3
Box Tops for Education	3
Thank You	4
CAP Study Group	4
Characteristics of a Good Mentor	5
How to Recognize Good Performance	5
How To Think Creatively	6-7
An Attitude of Gratitude	7
Mark Your Calendar	8
Editor's Corner	8
Birthdays & Anniversaries	9
Advertisement	10-11
Future EFAM's	12



MEETING NOTICE

Tuesday, January 17, 2012
6:15 p.m.

Microsoft Office 2010 Tips & Tricks

Presented by: Paula West, 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

Informal dinner following meeting; feel free to join us. Contact Lisa Ashley if you would like to have dinner prior:
Imdashley1@gmail.com



Christmas Traditions

What are some of your Christmas traditions?

My traditions begin the day after Thanksgiving. No, it's not camping out at stores for Black Friday deals (although I know people that do this every year). It starts with decorating my house and putting up my Christmas tree. This isn't as much of a chore as it once was, especially since my 10-year old does most of the decorating these days. He is in charge of decorating the tree and putting out the village under the tree.

This also marks the beginning of my baking. Everything from cookies to muffins get made (which makes my husband very happy).

Hopefully, all of my shopping is complete before Thanksgiving, but if it isn't I spend my time trying to get last minute gifts. I also attend school functions before they let out for their winter break.

This ends my holiday planning and by the time January 1st comes, I am ready for a nap and to start planning for next Christmas.

President's Message

By Mary B. Wilson, CPS



I hope you had a wonderful Thanksgiving holiday. Having opportunities to be with friends and family, mine was wonderful.

As we leave the Thanksgiving holiday behind and look toward Christmas, there are many different feelings about the season. Christmas and the holiday season have various celebrations.

The cliché “we should live like it’s Christmas everyday,” could be said about numerous celebrations:

- Thanks for the New Year’s hopes and promises
- The saving grace that comes from the Easter celebration
- Blessings of Mother’s Day
- Our appreciation for the freedom we celebrate with Memorial Day and 4th of July
- Gratitude for our fathers

All of these holidays offer great reasons for festivities and family/friends getting together. The day has a specific focus to honor. Going back to the cliché, isn’t it true this focus should be part of our celebration of life 365 days of the year?

Please consider how you will reap benefits from your membership. Entering the New Year is a perfect time to reach out and take on a job in the chapter. It is the best way to really benefit from your membership and learn new skills.

While you celebrate, give thanks for all we have and enjoy the festivities this wonderful time of year offer. Blessings abound and it’s time to find positive thoughts to take into the New Year. Take pleasure in the holiday activities and time with family and friends.

All the best to you and your family,

Mary

Merry
Christmas



Stressed Out? Try These Eight Tips for Handling the Challenges of the Season

While the holidays are supposed to be a peaceful time, they can sometimes be far from it. The season brings more things to do, people to see and places to go. While all of these activities might be fun, they also can produce pressure.

Trying to handle too many demands may invite unwanted holiday guests — stress and depression.

Holiday stress and depression often result from three major trigger points: relationships, finances and additional demands, such as shopping, social events and extra food preparations.

You can manage these triggers and keep stress from overwhelming you. The following eight holiday stress management tips can help.

- **Accept your feelings.** Keep your expectations realistic and seek support.
- **Be flexible.** You may want to carry on some traditions, but accept that things may change as family situations change.
- **Practice forgiveness.** Keep in mind that family members and friends aren't perfect, and try to accept them for who they are.
- **Budget wisely.** Plan your budget for gifts, decorations and other items — before you go shopping.
- **Make a plan.** Mark your calendar with the days that you will shop, bake, visit friends and family, and take part in other holiday activities. Plan for travel delays if you're flying or taking a road trip.
- **Limit saying yes.** Give yourself permission to say no to some seasonal activities. Balancing your time will keep you from feeling overwhelmed and stressed.
- **Keep healthy habits up.** Enjoy some festive treats and traditional meals, but try not to overdo it. And be sure you get plenty of sleep and make time for physical activity.
- **Take time out.** Retreat from the holiday hustle and bustle with a 15-minute break. You'll be recharged to handle the items left on your to-do list.

In addition to trying these tips, add some laughter to your season and help loved ones do the same.

Source: Mayo Foundation for Medical Education and Research



Box Tops for Education

By: Paula West, CPS

South County Chapter is proud to participate in the Avery Box Tops for Education program.

For every coupon donated, the school will earn ten cents. Last year we collected and donated 776 coupons or \$77 to Kellison Elementary toward their goal of \$2,000, and I know we can beat that this year. We are collecting for multiple schools, and Avery will give an education grant to the chapters that collect the most.

Box Tops for Education coupons may be found on a multitude of products from produce to cereals to snacks to frozen foods to office products and much, much more. So look for those box top coupons, clip, and bring to the chapter meetings or send to me. I will have a supply of collection boxes that you can put up in your kitchens or the office to help with remembering to collect and get your co-workers involved.

Thanks for helping South County Chapter help our local schools and hopefully earn an education grant from Avery.



Thank You from Making Strides Against Breast Cancer

Submitted By: Patty Thompson, CAP-OM

From the bottom of our hearts here at the American Cancer Society, we thank you for your participation in this year's Making Strides Against Breast Cancer event! You've contributed to a truly inspiring day and your fund-raising efforts have enabled us to continue to help save lives and create a world with less breast cancer and more birthday celebrations. There were more than 3,000 incredible walkers and we raised nearly \$125,000. Way to go!

We hope you know how much we appreciate your support of the Making Strides event. The dollars you helped raise will go far to help save lives.

As a team leader, you went above and beyond and we are so thankful that you did! We hope you feel a great sense of accomplishment for all you've done to ensure your Making Strides event was a huge success. We simply couldn't have done it without you!

One last thing: In case you haven't already, be sure to [follow up with ALL of your donors to see if their employer will match a gift to the American Cancer Society](#). It's an easy way to keep your dollars rolling in even after the walk!

Thank you again!
Your American Cancer Society
Making Strides Against Breast Cancer
makingstridesstlouis.org



CAP Study Group

Illinois Division is offering an online CAP Study Group! Jan-April 2012
Started by Marie Herman, President-Elect at Illinois Division of IAAP

The Illinois Division of IAAP is proud to announce that we are offering an online study group to prepare for the Certified Administrative... (*visit Illinois Division's website for more information*).

Marie Herman, President-Elect at Illinois Division of IAAP

Characteristics of a Good Mentor

By: Steve Ventura, Walk the Talk

Mentors are positive people by definition. It takes a positive person to give of himself or herself to help another learn, grow and succeed. Here are the characteristics of a good MENTOR...

MENTOR: Someone whose hindsight can become your foresight.

- Were willing to share their wisdom, knowledge, skills and expertise.
- Had a positive outlook on life. They helped me through tough times and showed me how to find the opportunity in the difficulties I was facing.
- Were genuinely concerned about me and my success. In addition to being knowledgeable, they were empathetic.
- Really knew what they were doing. I respected them for their knowledge and skills.
 - Kept growing themselves. All of my mentors were curious and inquisitive. Sometimes the roles were reversed. They asked what I was reading, and then read the books themselves – so they could learn and we could discuss the ideas.
- Gave me direct, constructive feedback. They held me to high standards. They congratulated me when I met their expectations. They corrected me when I failed to do so – but in a manner where I learned what not to do the next time.
- Were respected by their colleagues. Choosing someone who is highly regarded in his or her field or company is one of the best ways to identify a mentor.
- Sought out and valued the opinions of others. My best mentor always told me to listen most carefully to the people with whom I disagreed – in that way I might learn something. And, he was right.

Lead well ... LEAD RIGHT

How to Recognize Good Performance

By: Steve Ventura, Walk the Talk

Regardless of whether you're a seasoned manager, a novice just starting in a leadership position, or someone in the middle of the experience continuum, you need to be effective ... you need to be successful. You owe that to your team members and you owe that to your organization. Most importantly, you owe it to YOURSELF.

One of the important "Commandments" in the best seller *The 10 Commandments of Leadership* is to "Do Right by those who Do Right." Providing recognition and positive reinforcement of a team member's actions, is perhaps the single most predictable way that these positive outcomes are not only sustained by that individual but also become "role model" behaviors for their co-workers. And, it is up to each leader to "Do Right by those who Do Right." And, make sure the recognition you provide is...

TIMELY – Don't wait. Acknowledge the performance or contribution as soon as possible after it takes place. Praise tends to lose its effectiveness with the passing of time.

SPECIFIC – Tell team members exactly what they did that was right and good. A mere "nice job" doesn't really say all that much. Being specific lets employees know exactly what behaviors to repeat in the future.

INDIVIDUAL – Focus on individuals rather than groups. Fact is, not all team members contribute equally – and they know it.

PERSONAL – Adjust the style and method of your recognition to each receiver. Some people like public praise ... others prefer private chats; some respond well to tangible tokens ... others would rather have some extra time off.

PROPORTIONAL – Match the amount and intensity of your recognition to the value of the achievement. Going overboard for small contributions may lead people to question your motives.

Lead well ... LEAD RIGHT

How to Think Creatively

By: Tony Schwartz

I grew up hungry to do something creative, to set myself apart. I also believed creativity was magical and genetically encoded. As early as the age of 8, I began sampling the arts, one after another, to see if I'd inherited some gift.

Eventually, I became a journalist. For many years, I told other people's stories. I was successful, but I rarely felt truly creative.

The first hint I might have sold myself short came in the mid-1990s. In the course of writing a book called *What Really Matters, Searching for Wisdom in America*, I took a five-day seminar on how to draw, led by Betty Edwards, author of *Drawing on the Right Side of the Brain*.

When Edwards peered down at the self-portrait I had drawn on the first day, she smiled. My artistic development, she told me gently, seemed to have been arrested somewhere around the age of six. This was, she hastened to add, no evidence of lack of ability, but rather of training.

From an early age, we're taught in school to develop the logical, language-based, rational capacities of the left hemisphere of our brain, which is goal-oriented and impatient to reach conclusions.

The left hemisphere gives names to objects in order to reduce and simplify them. One nose is like another, for example, so when we're asked to draw one, we retrieve the symbol we have for "nose" from our memory, reproduce it and move on.

The right hemisphere, by contrast, is visual rather than verbal. It's capable of seeing more deeply and subtly than the left, immersing itself in what's actually there, in all its richness. Once you learn to do that, Edwards told us, drawing what you see is, relatively speaking, a breeze.

Sure enough, by the fifth and final day of the workshop, I was able to produce a self-portrait that was undeniably me, and surprisingly realistic. After several months of practice, I was able to draw myself with a significant degree of skill, and even expressiveness. I had effectively begun to learn a wholly new and non-verbal language. But what did that have to do with creativity? Turns out, quite a bit.

Over the past hundred years, researchers have reached a surprising degree of consensus about the predictable stages of creative thinking. It was Betty Edwards who first pointed out to me that the stages move back and forth between right and left hemisphere dominance:

1. Saturation: Once the problem or creative challenge has been defined, the next stage of creativity is a left hemisphere activity that paradoxically requires absorbing one's self in what's already known. Any creative breakthrough inevitably rests on the shoulders of all that came before it. For a painter, that might mean studying the masters. For me, it involves reading widely and deeply, and then sorting, evaluating, organizing, outlining, and prioritizing.

2. Incubation: The second stage of creativity begins when we walk away from a problem, typically because our left hemisphere can't seem to solve it. Incubation involves mulling over information, often unconsciously. Intense exercise can be a great way to shift into right hemisphere in order to access new ideas and solutions. After writing for 90 minutes, for example, the best thing I can do to jog my brain, is take a run.

3. Illumination: Ah-ha moments — spontaneous, intuitive, unbidden — characterize the third stage of creativity. Where are you when you get your best ideas? I'm guessing it's not when you're sitting at your desk, or consciously trying to think creatively. Rather it's when you've given your left hemisphere a rest, and you're doing something else, whether it's exercising, taking a shower, driving or even sleeping.

4. Verification: In the final stage of creativity, the left hemisphere reasserts its dominance. This stage is about challenging and testing the creative breakthrough you've had. Scientists do this in a laboratory. Painters do it on a canvas. Writers do it by translating a vision into words.

How to Think Creatively

By: Tony Schwartz

The first key to intentionally nurturing our creativity is to understand how it works. I've found the stages often unfold in unpredictable sequence, and wrap back on one another. Still, keeping them in mind lets me know where I am in the creative process, and how to get to where I need to go.

Ultimately, the highest creativity depends on making frequent waves — learning to engage the whole brain by moving flexibly and intentionally between the right and left hemisphere, activity and rest, effort and letting go. That's also a pretty good prescription for how to live.

Tony Schwartz is the president and CEO of The Energy Project and the author of Be Excellent at Anything. Become a fan of The Energy Project on Facebook and connect with Tony at [Twitter.com/TonySchwartz](https://twitter.com/TonySchwartz) and [Twitter.com/Energy_Project](https://twitter.com/Energy_Project).

An Attitude of Gratitude

By: 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!



2011-2012 MARK YOUR CALENDAR

September 20, 2011	Your Work Style in Color, Carrie Cacciatore, Office Team
October 18, 2011	Member Recruitment Program
November 15, 2011	Numbers Skills, Mary Madick
December 2011	Holiday Social Event (Date TBD)
January 17, 2012	Microsoft Office 2010 Tips & Tricks, Paula West, CPS
February 21, 2012	New Member Orientation, Patty Thompson, CAP
March 20, 2012	Ingredients for Success, Kay York
April 17, 2012	Overcoming Challenges to Leap to Remarkable, Krissy Ziegler, VP Operations Nurse Wise/Nurse Response
May 15, 2012	Grace Under Pressure: Techniques for Maintaining Your Cool When things Get Really Hot, Julie Goede (Author - Susan Fenner PhD; Script & PowerPoint Presentation - Revised by Mary Ramsay-Drow CPS/CAP)
June 19, 2012	Installation of Officers & Board of Directors

EDITOR'S CORNER

By: Linda Lencieski, CAP

You always have time to think about something you would like to submit for the newsletter. Please make sure that you get it to me as soon as you can so I can incorporate in the next newsletter. Remember, nothing is ever too small to include in the newsletter.

Submit your article for publication to Linda Lencieski, CAP at linda.lencieski@sbcglobal.net.

Deadline for submissions is the last Friday of each month.



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DECEMBER BIRTHDAYS

Vicki A. Scott, CAP	12/3
Tina M. Flowers	12/8
Mary E. Biehl	12/14
Shannon Price	11/16
Patty Thompson	11/19



DECEMBER ANNIVERSARIES

Julie Goede
Brenda J. Wohlschlaeger, CAP-OM



Announcing, another improvement to your **Best Box Lunches**

With so many things to like, the NEW soft Italian baguette is a delicious addition that goes with everything . . .

1 NEW SOFT ITALIAN BAGUETTE

Who doesn't like fresh baked Italian Bread? It's airy texture compliments any food while its' soft crust keeps all your fresh condiments securely in place!

6 Full-Sized Bakery Desserts

Featuring amazing Lemon Wedge Cake, Brownie with Real Chocolate Chips and St. Louis' own, Gooley Butter Crumb!

2 Imported Cheese

Smoked gouda cheese, imported from Germany, & natural Swiss Cheese add a nice European bite.

7 Veggies on the Side

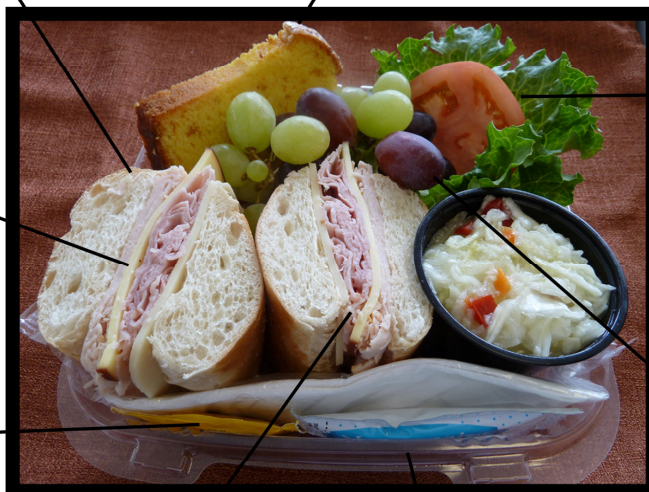
Fresh & crispy green leaf lettuce with vine-ripened tomato slices on the side -- no mushy sandwiches!

3 Condiments on Side

"Picky" people get to add their own condiments -- no complaints makes you smile!

8 Fresh Fruit Always

Crimson and Thompson grapes on-the-vine for a sweet, juicy snack.



4 Quarter-Pound Meat Combo

Four ounces of deli thin-sliced mesquite turkey and smoked ham will certainly fill you up - you can save the other 1/2 for home!

9 See-through, Labeled Lunches

WYSIWYG - What you see is what you get. Clear presentation of food makes it easy to serve to your group. You will especially like the labeling.

5 Stackable Lunches

Lunches will stack five high allowing you to comfortably fit 135 lunches on a 6' x 2' folding table.



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Chapter meetings are the
3rd Tuesday of each month



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2011-2012

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

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

Member of Excellence Criteria

A Member of Excellence will receive a certificate (first four years), Pathways to Excellence certificate cover, and Member of Excellence pin (the fifth year). Some of the criteria is below. For a complete list of the 11 criteria please visit: <http://community.iaap-hq.org/home/>.

1. A Member of Excellence will attain a minimum of 8 of the following 11 criteria: Hold a current IAAP Certification (i.e. CAP as prescribed by the new curriculum.)
2. Download the Member of Excellence Commitment form; sign and date the form
3. Actively participate in the IAAP web community forum discussions or write an article (minimum 200 words), and have it published in an IAAP publication (chapter, division, or international level.) Recommending another author's article does not qualify.
4. Attend at least one professional educational workshop, seminar or conference (at least 60 minutes in length) and provide a short paragraph on how the training relates to your job or your role in IAAP. It can be an IAAP or non-IAAP workshop, seminar, or conference; however, it cannot be included in your calculations to meet the requirement of criterion #9.
5. Hold a degree, certificate or equivalent (a minimum of one year in length) from an accredited college or university or hold a Microsoft certification.
6. Pay membership dues on or before anniversary date. This criterion is a mandatory requirement. This mandatory requirement will be waived in the case of new members joining IAAP in the current IAAP fiscal year who want to work towards becoming a Member of Excellence.

2011-2012 International Board of Directors

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