

# South County Chronicle

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JANUARY 2012



International Association of  
Administrative Professionals®  
South County Chapter

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## MEETING NOTICE

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

### Microsoft Office 2010 Tips & Tricks

*Presented by: Paula West, CAP*  
*Qualifies for 1 Recertification Point*



**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:

[lmdashley1@gmail.com](mailto:lmdashley1@gmail.com)

## Happy New Year!

*By Linda Lencseski, CAP*

Do you make New Year's Resolutions? Better yet, do you keep them?

I used to make and keep them when I was in my 20's. However, I have found that as I have gotten older (married, family, etc.), that my resolutions never changed, nor did I keep them.

So, many years ago, I decided that I would no longer make resolutions. I would keep my goals written down and stuck to my refrigerator. (Notice I said "goals") Every time I completed a goal or made progress toward completing a goal, I update what I wrote down and leave it on my refrigerator. I create a new list of goals every January 1st.

Although I don't always complete all of the goals, I at least make sure they are on my list and don't stress out if I don't accomplish them all.

Just like setting goals in your professional life, personal goals are just as important.

What are your resolutions, I mean GOALS, for the New Year?

## President's Message

*By Mary B. Wilson, CAP*



**January** is named after Janus, a mythical king of early Rome, and he was always depicted with two faces—one on the front of his head and one on the back. Thus, he could look backward and forward at the same time. At midnight on December 31, the Romans imagined Janus looking back at the old year and forward to the new. Janus became the ancient symbol for resolutions.

Did you make New Year's resolutions; are they still in place?

Whether you believe in resolutions or not, the end of one year and beginning of a new year is a natural period to review and renew goals. Isn't a resolution the same as a goal?

### Definition of resolution

1. The state or quality of being resolute; firm determination.
2. A resolving to do something.
3. A course of action determined or decided on.

### Definition of goal

The purpose toward which an endeavor is directed; an objective

Be a Janus – look back at 2011 and look ahead to 2012. Then whatever your goals are for 2012, join with your South County members and we can all work together on helping each other reach them—Making The Leap to Remarkable.

We have great monthly programs planned for educational development. There are multiple other learning opportunities available, such as the Spring Conference March 4-7 in Las Vegas, Three Rivers Council Professional Development Conference on April 27 at St Charles Community College, Missouri Division Annual Meeting June 1-3 at St James MO, and EFAM July 22-29 at Grapevine TX, With four chapters in the St Louis area, we have the added benefit of easily attending other chapters' meetings and their programs. IAAP Headquarters offers webinars to learn about IAAP activities. The schedule of these webinars can be found on website.

Carry the excitement of beginning a new year forward and keep actively pursuing your resolutions/goals. Take full advantage of your IAAP membership, getting involved, learning, and establishing a great network.

I look forward to seeing you at our January meeting on the 17<sup>th</sup>.



A statue representing Janus Bifrons in the Vatican Museums

## About Paula West, CAP

Paula will be our presenter this month. Her presentation will include information on Microsoft Office 2010 Tips and Tricks. But I would like you to know a little more about her and her involvement with IAAP. So here is a little of her background.



Actually, I joined back in the late 1970's when it was National Secretaries Association (NSA). But I let my membership drop when I was out of the profession (owned and operated an over the road semi truck; a whole other article) for a while and totally missed Professional Secretaries International (PSI). I obtained my Certified Professional Secretary (CPS) rating in 1980 when it was a 6-part test.

A lot has changed since I first became a secretary in the late 60's. I went to Meramec Community College taking the Secretarial Procedures curriculum. Unfortunately, I did not graduate because I was talked into quitting by my part-time employer to go to work for them full-time as a secretary and being told by HR I didn't need it. How I wish I had gotten at least my Associates Degree now. And my certification didn't help at the time because the courses I would have received credit for I had already taken in college. But, oh well. I have been extremely satisfied with my career choice.

Back then, we did not have computers or even electric typewriters. I would go home from work at night almost in tears because my arms hurt so badly from pounding away at the old manual typewriter. I remember one of the biggest things we thought was ever invented was the electric typewriter. As a matter of fact, that was the reason I changed one of my jobs. The company I was working for at the time said the building we were in could not handle the additional power of electric typewriters and the new employer offered one to me. Then came the selectric typewriter. For you youngsters who don't know what a selectric was, it was an electric typewriter that had little interchangeable balls with different font types and sizes on it. It was cool, but if you got to typing too fast, the ball had a tendency to fly off.

Everything was either typed using carbon paper (and multiple copies) and you had to correct every copy when you made a mistake, or on mimeograph paper (really like stencil paper) that was then run on a mimeograph machine. These were easier to correct using a blue ink and were usually used for contracts and publications. And then there were those thermal fax machines using a roll of thermal paper, which could never be read on the other end. Now we can just scan and email a document without having to fax it.

Then came the electronic typewriters that had a little screen on them where you could read what you typed a few words at a time (don't remember what those were called), and we thought that was cool too. It wasn't until the late 70's that the Wang word processor appeared, still nothing like today's computers, but a huge improvement. IBM came out with the first computer, but fortunately I never had to deal with that. My first experience with the computer was a Macintosh when I was at General Dynamics in the early 80's. We did not have them in our company, and I went to my boss and said I don't know what I can do on it because I don't know what it will do but I'm willing to learn. They gave it to me, and I ended up being the key operator and trainer when they gave them to the rest of the secretaries; and I was an avid MAC fan for a long time, even after IBM came out with Windows. Since then I have been converted to IBM Windows and now use Windows XP and Microsoft Office 7.

Oh, and what about the phones? Do any of you remember those old upright switchboards with a switchboard operator where calls had to be plugged and unplugged. The phones everyone else had just had 1 or 2 buttons in order to answer the call the operator put through, many of which still had the rotary dials. If you wanted to transfer, you had to flash the operator who would unplug the call and plug it in somewhere else. There was no such thing as being able to program a phone. Now, every phone has lots of buttons and can be programmed for speed dials, DND, forwarding, etc.; and calls can be transferred very easily. Also back then, we did not have voice mail, and a secretary had to take a message for every call, usually type it and give it to their boss. Now we have the option of putting the call directly into voice mail.

We have come a long way since those days. Back then, secretaries were really nothing more than typists. We took transcription from our bosses if we knew shorthand, which was pretty much required, and from a Dictaphone machine. Those who did not know shorthand were usually put in typing pools. We were not involved in any kind of decision making. For those of us left, we are truly administrative professionals and part of the management team and decision making. We have a lot more responsibility and authority and are considered a real team member. We help write the correspondence for our executives and are liaisons between them and the staff and outside vendors and customers.

*Continued on Page 4*

## About Paula West, CAP

Oh, and back to IAAP. Since rejoining, I have been a very active member and taken leadership roles. I truly believe that you get out of a professional association what you put in to it, and my membership in IAAP has proven that. I have been to many places in the U.S. and Canada that I would not have seen otherwise (other than my trucking days) and met our peers from around the world. The educational workshops have been a tremendous value, and I have implemented much of what I have learned in my professional career and personal life. Plus, the friendships I have gained are beyond value. I have grown and grown and grown and still continue to learn every day.

Thank you all for your help, guidance, and friendship. I'm anxious to see what the future has in store for us and our profession.

## Box Tops for Education

*By: Paula West, CPS*

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

**KEEP COLLECTING!** Bring your Box Tops or other information to this month's meeting.

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.



## 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

## Certification News

**CONGRATULATIONS....to the following members for passing the November 2011 Certification Exam.**

Member-At-Large, Lori Luecking, CAP



Member, Renee McDonnell, CAP-OM

Are you interested in pursuing your certification? The exams are offered twice a year, May and November. Please visit [www.iaap-hq.org/certification](http://www.iaap-hq.org/certification) for more information. There are study group opportunities or you can study on your own. Whatever method you prefer, don't delay, do it today!



*SAY "YES" TODAY  
FOR A BETTER CAREER  
TOMORROW*

## Upgrade Your Career

IAAP has a new specialty for its Certified Administrative Professional program: Technology Applications.

IAAP's new specialty recognizes that technology is integral for every admin.

First, complete three Options Technology modules. Following that, pass the test to earn Microsoft certification in at least one of those modules. Then you're qualified to submit an application and fees for the Technology Applications specialty.

More information about the Technology Applications specialty is available at [www.iaap-hq.org/certification](http://www.iaap-hq.org/certification)

To learn more about the Options Technology program, visit [www.iaap-hq.org/events/options](http://www.iaap-hq.org/events/options)

## IAAP Celebrates 70 Years

*By: Mary B. Wilson, CAP*

I traveled the evolution from NSA to PSI to IAAP and have had amazing experiences and wonderful friendships. In that journey I would ask “what hasn’t IAAP done for me and my professional development?” The employers I have had did not have an interest in educational and professional development. Without the opportunities provided by our association I would not have made my way through the multitude of challenges in my work history. My involvement in IAAP was intoxicating and addictive from the very start (a long time ago).

In the beginning, I was a Novice secretary back in the day when we still used typewriters and phones as our main source of communication.

Pretty much scared most days; Saved because I was blessed to have a fabulous mentor and supportive co-workers that taught me how to survive and succeed.

It was that mentor that told me about the Association; she wasn’t a member—she had read about it and said “you need to be in this organization” and told me to find out about it. **National Secretaries Association** offered continuing education and confidence building opportunities that helped me make it through the multitude of challenges ahead.

I did seek out the group and meeting place, finding a wonderful, Professional group of Secretaries that I wanted to be like. Not only were these well-educated professionals, they were willing and interested in helping fellow members learn and be good at what they did, better educated to advance, and the best in this field. They shared a look at the International aspect of this profession and how it includes so many countries in the world.

The International scope of the organization was intriguing to me and added to my desire to be involved in this Association. With so much to learn, it was so helpful to have a vast resource of people to learn from. I preferred to work in the background in supportive roles and started by working on a few committees. My mentor made it clear that I would learn a lot if I got involved—“you will get out of it what you put into it.”

“Back in the day” there wasn’t a lot of corporate support and it didn’t cross my mind that my company would pay for membership. I knew it would help me be the best I could be and it was part of my educational process.

The association stayed current with the ways of the world and its members; and as job responsibilities and trends changed, it changed too. The title for our job has many variations and **Administrative Professional** emerged as a title to encompass all supportive administrative positions.

I’ll admit I had a hard time giving up the term secretary; **NSA** and **PSI** had represented what I wanted to do for the rest of my life. My heart knew one way; my head knew it was time to stay current and change with the times. **IAAP** still represents what I want to do for the rest of my life, and the people I have met and learned from over the years are the reason. The other over riding benefit from my membership in IAAP is the fabulous friends I have made. I believe with my whole being that I would not be where I am without all I learned from the opportunities that my membership offered and I advantaged.

*Congratulations IAAP on your 70<sup>th</sup> anniversary and Thank You.*



## Officer Elections

*By: Brenda Wilson, CAP*

Please take a moment to ponder...Is this the year for me to be the South County IAAP Chapter:

President  
Vice President  
Secretary  
Treasurer  
Director  
Director

E-mail Brenda Wilson at [Brenda.wilson@lcms.org](mailto:Brenda.wilson@lcms.org) if you want to put your name on the officer ballot for the chapter, or if you have someone you want to encourage to take a position (sometimes we see the possibilities in others).

## R & E Offering New Scholarship

*As Posted on IAAP Website*

The Research and Educational Foundation wants to help you grow your career!

We're going to do that with the R&E's new 2012 EFAM Scholarship Program. The program helps cover the cost of attendance for temporarily unemployed admins or those who have never been to EFAM before. It's part of the foundation's commitment to helping admins reach and maintain their professional edge. **Scholarship applications will be accepted starting Oct. 1, 2011 through Jan. 31, 2012.**

Visit the updated R&E Web page to learn more about the EFAM scholarships, the foundation and how to help the R&E reach its goals. The page includes an FAQ about the R&E, PowerPoint presentation and script, scholarship information and donation forms. It's the go-to source for the R&E.

## Thank You from Ornaments for Officers

*By: Patty Thompson, CAP-OM*

December 29, 2011

Dear Patty Thompson,

Thank you very much for your participation in Ornaments for Officers' 2011 ornament drive. The BackStoppers provides much-needed services to the families of our fallen officers, and every ornament sold allows us to make a contribution toward that effort. Your donation of Christmas ornaments in the 2011 ornament drive is greatly appreciated.

Thank you,

Rick Ruderer  
Founder, Ornaments for Officers

## Want to Recycle?

*Submitted By: Mary B. Wilson, CAP*

### Are you planning a clean up/ clean out?

I learned of a non-profit reuse/recycling organization that sounds like an excellent source for getting rid of lots of unwanted items. When asked during an interview what items they accepted, the answer was basically anything with a plug or battery and some things with neither. The website has a complete list plus locations for drop off and how to schedule an event.

**Wits, Inc.**

**Building Communities through Reuse, Recycling and Education**

<http://www.witsinc.org>

Wits, Inc., is a non-profit 501(c)3 organization established in St. Louis, MO, in 2002. Click here: [501\(c\)3](#) for more information.

Wits recycles/refurbishes electronics, computers and surplus equipment from local/national businesses and residents by fixing or replacing what may be broken and putting it back into the community for educational use. This keeps the used equipment out of the landfills and provides those in need with the technology to accomplish their educational/career goals.

Wits also offers training in many areas for students of all ages and capabilities for internships and resume experiences and the chance to teach their skills to other students with hands-on experiences.

Anything that Wits cannot reuse is recycled appropriately at our recycling facility. Wits has a 0% landfill policy which has been followed since we began recycling.

## Your Leadership Growth Plan for 2012: 10 Assorted Questions

*Taken From: Mark Sanborn (Sanborn & Associates, Inc.) LEADERSHIP LESSONS e-Newsletter*

1. How will you narrow the gap between your leadership current ability and desired skill level? (Make time to craft a strategy.)
2. Will you wait for the next "big book" on leadership, or read (or reread) some of the classics? (The bottom line: read.)
3. Who will you seek counsel from in 2012? (Proverbs 15:22 says plans fail for lack of counsel.)
4. What will you do to improve your health? (One of the first great self-help authors, Orison Swett Marden, believed anything we did to improve our physical health improved our mental health as well.)
5. How will you cultivate your curiosity? (G.K. Chesterton said the world will never lack for wonders, only wonder.)
6. What are your specific, measurable goals for improving? (As in your: product/service? Operations? Sales/marketing? Brand?)
7. How can you simplify your leadership, business and life? (Simplification means removing the non-essentials.)
8. What are the major dials on your leadership dashboard? (In other words, how are you monitoring and measuring your success?)
9. Who will you help become better and how? (Good leaders lead well. The best leader develops other good leader.)
10. Will you consistently practice gratitude? (Make it a habit to say thank you.)

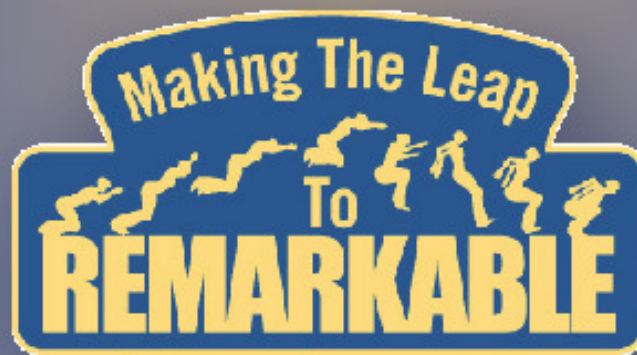
# Save the Date

Friday, April 27, 2012

9:00 a.m. - 4:00 p.m.

St. Charles Community College

Daniel J. Conoyer Social Sciences Building Auditorium



Professional Development Conference



**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, CAP
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 CAP-OM)
June 19, 2012	Installation of Officers & Board of Directors

**EDITOR'S CORNER**

*By: Linda Lenczeski, 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 Lenczeski, CAP at [linda.lenczeski@sbcglobal.net](mailto:linda.lenczeski@sbcglobal.net).

**Deadline for submissions is the last Friday of each month.**



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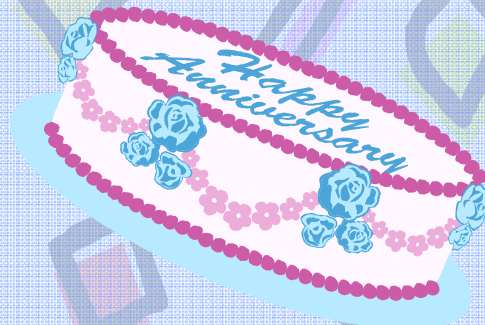
**JANUARY BIRTHDAYS**

Vicki Weingand, CAP 1/31



**JANUARY ANNIVERSARIES**

Linda Lenceski, CAP  
Valerie Scherrer, CAP-OM



*The  
Jewelry  
Connection, Inc.*



**HAPPY  
NEW  
YEAR**



# 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, Gooney Butter Crumb!

**2 Imported Cheese**

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

**7 Veggies on the Side**

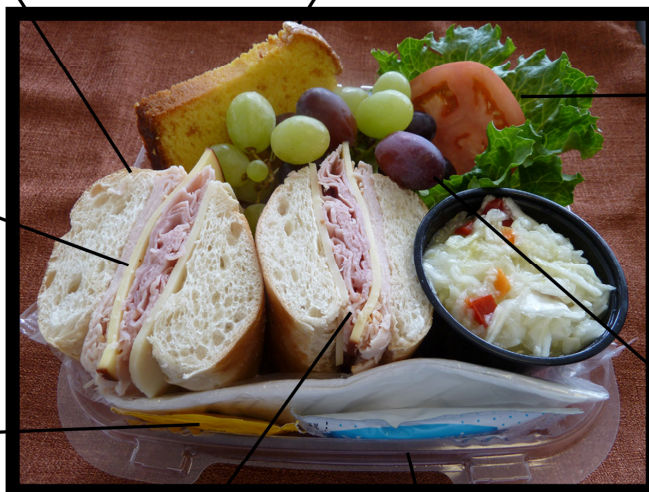
Fresh & crispy green leaf lettuce with vine-ripened tomato slices on the side -- no mushy sandwiches!

**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.



**10 IN A BIND? FAX BY 9**

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Best Box Lunches, 3213 S Brentwood 314-961-2244

EZ Order Menus at [BestBoxLunches.com](http://BestBoxLunches.com)

Chapter meetings are the  
3rd Tuesday of each month



**2011-2012**  
**South County Board of Directors**

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*President*

**Paula L. West, CAP**  
*Vice President*

**Julie C. Goede**  
*Treasurer*

**Vicki A. Weingand, CAP**  
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**Brenda J. Wohlschlaeger, CAP-OM**  
*Director*

**Patty Thompson, CAP-OM**  
*Director*

**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.

**MISSOURI DIVISION BOARD MEMBERS**

**2011-2012 Board**

President: Mary Madick, CAP-OM  
Heart of America Chapter

President-Elect: Terry Anderson, CAP-OM  
Westport Chapter

Secretary: Eujetta Little  
Hallmark Chapter

Treasurer: Teresa Brown CAP-OM  
Hawthorn Chapter

**2011-2012 International Board of Directors**

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Secretary: Antoinette Smith, CAP-OM  
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Director, Southeast District: Doris Goode, CAP-OM  
Director, Southwest District: Dortha W. Gray, CAP-OM  
Affiliate Representative: Leanne Fisher, GradCert Bus JP

**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](http://www.iaap-hq.org)**

**2011-2012 International Trustees, Retirement Trust  
Foundation**

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