

South County Chronicle

Volume 15, Issue 10

MAY 2012



International Association of
Administrative Professionals®
South County Chapter

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MEETING NOTICE

**Tuesday, May 15, 2012
6:15 p.m.**

Grace Under Pressure: Techniques for Maintaining Your Cool When Things Really Get Hot

By: Julie Goede

(1 Recertification Point will be earned for this program)



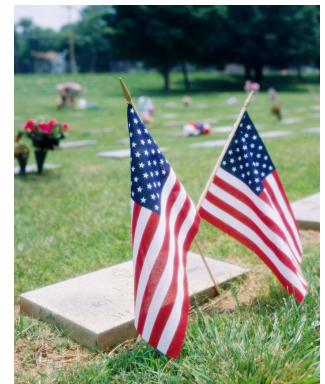
**Drury Inn & Suites
Drury Inn & Suites St. Louis Southwest
5 Lambert Drury Place (Hwy 141 at I-44) Conference Room
Fenton, MO**

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:
lldashley1@gmail.com

Grace Under Pressure

Our own member Julie Goede is presenting Grace Under Pressure by Mary Ramsay-Drow CAP-OM, Past International President. Learn how to remain civil in the workplace and the factors that create more stress, rudeness, and incivility. Julie will present ways to recognize when others are creating stressful situations and ways to defuse the situations or look at them in different ways. She will present the JOHARI window, which gives insight into how employees see themselves and how others see them. Finally, Julie will provide suggestions on how to change to control stress and have grace under pressure.



President's Message

By Mary B. Wilson, CAP



May is the Chapter's anniversary month. The chapter is 16 years old. It is a tribute to past and current members that the chapter continues to sustain and provide educational opportunities.

As I write this we are coming out of APW. Hopefully everyone had some recognition from your executive(s), although I know there are some that had it pass with no acknowledgement of the day/week. For IAAP members, it offered a nice networking opportunity with the Hard Rock Happy Hour on Wednesday, the AAIM APD Celebration Breakfast on Thursday morning, and the TRC PDC on Friday. At the AAIM breakfast, Marvis Meyers gave an informative, humorous presentation on "This Would Be a Great Job If It Weren't for These People!"

The PDC keynoter Maxine Clark shared her life story and starting Build-A-Bear, which was both interesting and inspiring. She truly lives her life by this year's theme "Making The Leap To Remarkable." We learned about Business Etiquette from OfficeTeam's Allison Olden and Money Matters from Edward Jones' Jonathan Devers. Both offered good, useable information. After a delicious buffet lunch, Andrea Compton, Associate Professor of St Charles Community College, filled our afternoon with lots of information about social media, including LinkedIn, Facebook, and Twitter. The vendor fair and silent auction added more fun to the event. The TRC will meet May 21st for a wrap up meeting and we will find out how much was raised from the event.

Plan to attend the May meeting when our very own Julie Goede will present the program "Grace Under Pressure." We look ahead to new leadership – the slate of candidates has been updated; we now have a full slate. It is published in this newsletter with the biography of each candidate. Many thanks to Brenda Wilson, CAP, who worked hand in hand with Vice President Paula West, CAP, and together they secured a full slate. The chapter will vote at the May meeting and the Board will be installed at the June meeting.

It's time to pull together your Member of Excellence spreadsheet. Several members have submitted and already received it. If you have any questions about submitting the MOE, please let me know.

Make plans to attend the Missouri Division Annual Meeting June 1-3 at St James. It is a fun weekend with great speakers, networking and taking care of the business for Missouri Division. We want to support our member Patty Thompson, CAP-OM, as she runs for Missouri Division Treasurer. Attending any or all of this year's annual meeting will be valuable as our chapter works with St Charles Chapter to host next year's annual meeting.

Looking forward to seeing you the 15th.

Mary



Meet the 2012-2013 Board of Directors Candidates



President: Paula West, CAP

1979	Joined National Secretaries Association as a member of the St. Louis Chapter
June 1999	Re-joined when IAAP and joined IAAP South County Chapter
1999-2000	Chapter Vice President
2000-2002	Chapter President
2002-2003	Three Rivers Council Coordinator and Missouri Division New Chapter Builder Co-Chair
2003-2004	Missouri Division Secretary
2004-2005	Missouri Division President-Elect
2006-2007	Missouri Division President
2007-2008	Missouri Division Speakers Bureau
2008-2009	Director, Executive Night Chair, and Missouri Division Speakers Bureau
2009-2010	Membership Chair and Missouri Division Speakers Bureau
2010-2011	Chapter Secretary and Missouri Division Speakers Bureau
2011-2012	Chapter Vice President and Missouri Division Speakers Bureau

Paula first joined the organization in the late 70's when it was National Secretaries Association. It was during this time she passed the CPS exam. She took a break while being self employed and rejoined the association in 1999 after the association had become the International Association of Administrative Professionals (IAAP).

Paula attended Meramec Community College, taking the secretarial science curriculum. She received her Certified Professional Secretary (CPS) rating in 1980 and has continued with many managerial and administrative seminars and courses throughout the years.

Since rejoining, Paula has been very active in the South County chapter serving in various officer and committee chair positions. She went on to serve at the Missouri Division level up to and including Missouri Division President, and continues to be very active in the chapter.

Paula is employed by Centene Corporation in their NurseWise/Nurse Response subsidiary as Executive Assistant to the President/CEO and Vice President of Operations.



Vice President: Linda S. Lenczeski, CAP

Linda became a member in January 2008. She sat for her CPS (now CAP) in May 2008 and was successful. Since becoming a member she has served on various committees, served as the Newsletter Editor since 2009, served on the Board as Director 2009-2011, served as the Missouri Division Recorder at the Missouri Division Annual Meeting in 2011 and is currently serving as a committee chair for the Missouri Division Annual Meeting for 2013.

She has been employed by Christner Inc., an architectural, planning and design firm, in Clayton, MO for 9-1/2 years as an Administrative Assistant.

Linda and her husband, David, will celebrate 16 years of marriage in September. They have a 10 year old son, Jacob, who keeps them busy when they aren't working.

Meet the 2012-2013 Board of Directors Candidates



Treasurer: Vicki Weingand, CAP

Vicki A. Weingand has been with the association since 1985 and attained her CPS rating (now CAP) 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.



Secretary: Mary B. Wilson, CAP

May 1996 Joined IAAP South Count Chapter, Charter Member

1997-1999 Treasurer

1997-2004 Newsletter Editor

1999-2000 Missouri Division Newsletter Editor

2000-2001 Missouri Division Speakers Bureau & CPS Certification Committee Co-chair

2000-2002 Missouri Division Speakers Bureau & CPS/CAP Certification Committee Co-chair

2002-2003 Missouri Division Nominations Committee

2003-2004 TRC Secretary

2004-2005 Newsletter Co-Editor

2006-2007 Missouri Division Research & Education Foundation Committee

2006-2008 Chapter Newsletter Editor

2007-2008 Missouri Division Education Committee Co-chair (Speakers Bureau)

2008-2009 Chapter Secretary, Website Contributor

2009-2010 Director, Membership Chair

2010-2011 President

2011-2012 President

2012-2013 Secretary, Missouri Division Financial Committee Chair

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

Meet the 2012-2013 Board of Directors Candidates



Secretary: Mary B. Wilson, CAP (continued)

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

After moving to St. Louis in November 1994 for her job with Famous Barr, she settled in South County. She visited the local chapters and learned the South County Chapter was being chartered. Mary moved her membership to South County Chapter and has served the chapter at various levels including newsletter editor, auditing committee, nominating committee and miscellaneous jobs. Mary has also served the Three Rivers Council and Missouri Division in various positions.

Mary is employed by Macy's, formerly known as Famous Barr, A Division of The May Department Stores. 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, she feels very fortunate to still be able to work in the retail industry, which she finds very interesting, offering days that are varied and challenging, and something she loves to do everyday.



Director: Julie Goede

Julie has been employed at Gilmore & Bell, P.C. since July 1997. She started as receptionist and is currently a legal assistant. Her current duties at Gilmore & Bell, Inc. include supporting nine attorneys in a secretarial-pool environment. Ms. Goede has earned a Master of Arts Degree in Legal Studies as well as a paralegal certificate from Webster University located in St. Louis, Missouri. She earned her Bachelor of Science in Business Administration and Bachelor of Arts in Music Business from Truman University, Kirksville, Missouri (formerly known as Northeast Missouri State University.)

Julie has been a member of the South County Chapter of IAAP® since December 2007. She currently serves as the chapter treasurer and is the treasurer of the IAAP Three River Council for the 2012 Professional Development Conference. Julie is married to Wayne Goede and has one son James Goede. Her hobbies and interests include music, dance and reading.

Director: Brenda S. Wilson, CAP



Brenda is the Executive Assistant to the Chief Administrative Officer of The Lutheran Church Missouri Synod, a non-profit religious organization.

Brenda graduated with her Associates Degree in Stenography from Hawkeye Institute of Technology; she graduated Summa Cum Laude from Concordia University Wisconsin with a Bachelors in Business Management. She passed her Certified Professional Secretary exam in 2010.

Brenda currently is a Post Seminary Applied Learning and Support (PALS) facilitator for The Lutheran Church—Missouri Synod, a Stephen Minister and plays hand bells at Timothy Lutheran Church, and is a member of Tilles Park Neighborhood Association and maintains a garden in Tilles Park.

Brenda has been a member of the South County IAAP for ten years.

Brenda and her husband, Bill, live in the City of Saint Louis, have 4 children and 7 grandchildren.

Save the Date

2012 Missouri Division Leadership Workshop

August 11, 2012

Courtyard by Marriott-Columbia

3301 LeMone Industrial Blvd.

Columbia, MO 65201

Hotel: 573.443.8000

www.marriott.com/coucy

A \$90 room rate has been set up

Get Everyone Jazzed and Energized

Taken From Walk the Talk.com

Tired of the sourpuss and down-in-the-dumps behaviors and attitudes? Well, there is no quick-fix solution here but there are a full range of small things that leaders can do to make a significant positive and sustained impact on their team.

Here are a few from the best-seller **180 Ways To Spread Contagious Enthusiasm** for your consideration:

- Start the day off right. When people in your organization first turn on their computers, have a message of the week such as a quotation on customer service, personal growth, something humorous, or even the birthdays of employees during that week.
- When an employee has spent a lot of extra time working on a project or has had to travel a great deal in a short time period, send a gift certificate to his or her children or spouse. Thank them for sharing their parent or spouse and ask them to use the gift to do something special together as a family.
- Hold a brainstorm session to think up new and creative ways to appreciate your customers. Work in small groups of seven or eight and then compile all the suggestions and send them to everyone in the company. Create a plan to do one new thing a quarter.
- Every Friday have a voluntary "Good News Hour" for 15 minutes before the workday starts. Hold it in the lobby or someplace where there is room for anyone who wants to attend. Ask employees to share any good things that have happened to them, at home, at work, or in the world.
- Start a collection of outstanding customer service stories. Make a booklet of the stories and give them as a holiday gift to employees and customers.
-

Just remember that all leaders have both the responsibility to accomplish the business goals but also motivate and energize every member of their team.

Lead well ... LEAD RIGHT,



8 Qualities of Remarkable Employees

By: Jeff Haden

Forget good to great. Here's what makes a great employee remarkable. Great employees are reliable, dependable, proactive, diligent, great leaders and great followers... they possess a wide range of easily-defined—but hard to find—qualities. A few hit the next level. Some employees are remarkable, possessing qualities that may not appear on performance appraisals but nonetheless make a major impact on performance.

Here are eight qualities of remarkable employees:

1. They ignore job descriptions. The smaller the company, the more important it is that employees can think on their feet, adapt quickly to shifting priorities, and do whatever it takes, regardless of role or position, to get things done.

When a key customer's project is in jeopardy, remarkable employees know without being told there's a problem and jump in without being asked—even if it's not their job.

2. They're eccentric... The best employees are often a little different: quirky, sometimes irreverent, even delighted to be unusual. They seem slightly odd, but in a really good way. Unusual personalities shake things up, make work more fun, and transform a plain-vanilla group into a team with flair and flavor.

People who aren't afraid to be different naturally stretch boundaries and challenge the status quo, and they often come up with the best ideas.

3. But they know when to dial it back. An unusual personality is a lot of fun... until it isn't. When a major challenge pops up or a situation gets stressful, the best employees stop expressing their individuality and fit seamlessly into the team.

Remarkable employees know when to play and when to be serious; when to be irreverent and when to conform; and when to challenge and when to back off. It's a tough balance to strike, but a rare few can walk that fine line with ease.

4. They publicly praise... Praise from a boss feels good. Praise from a peer feels awesome, especially when you look up to that person.

Remarkable employees recognize the contributions of others, especially in group settings where the impact of their words is even greater.

5. And they privately complain. We all want employees to bring issues forward, but some problems are better handled in private. Great employees often get more latitude to bring up controversial subjects in a group setting because their performance allows greater freedom.

Remarkable employees come to you before or after a meeting to discuss a sensitive issue, knowing that bringing it up in a group setting could set off a firestorm.

6. They speak when others won't. Some employees are hesitant to speak up in meetings. Some are even hesitant to speak up privately.

An employee once asked me a question about potential layoffs. After the meeting I said to him, "Why did you ask about that? You already know what's going on." He said, "I do, but a lot of other people don't, and they're afraid to ask. I thought it would help if they heard the answer from you."

Remarkable employees have an innate feel for the issues and concerns of those around them, and step up to ask questions or raise important issues when others hesitate.

Continued on Page 8

8 Qualities of Remarkable Employees *(continued)*

By: Jeff Haden

7. They like to prove others wrong. Self-motivation often springs from a desire to show that doubters are wrong. The kid without a college degree or the woman who was told she didn't have leadership potential often possess a burning desire to prove other people wrong.

Education, intelligence, talent, and skill are important, but drive is critical. Remarkable employees are driven by something deeper and more personal than just the desire to do a good job.

8. They're always fiddling. Some people are rarely satisfied (I mean that in a good way) and are constantly tinkering with something: Reworking a timeline, adjusting a process, tweaking a workflow.

Great employees follow processes. Remarkable employees find ways to make those processes even better, not only because they are expected to... but because they just can't help it.

Jeff Haden learned much of what he knows about business and technology as he worked his way up in the manufacturing industry. Everything else he picks up from [ghostwriting books](#) for some of the smartest leaders he knows in business. [@jeff_haden](#)

Be A Cheerleader for Positive Contributions

Excerpted from WORK RIGHT by Steve Ventura

One of the many things that top-notch workers seem to have in common is a true appreciation for achievement – theirs and others. They get that when one member of the team is successful, everybody wins. They understand that recognizing accomplishments is one of the best ways to motivate themselves, and their coworkers, to keep pursuing them. They know that – in tough times like these – success is something to be enjoyed, celebrated, and encouraged. They are cheerleaders for positive contributions. And, with the exception of those who don't make the squad, most everyone likes cheerleaders.

Self-reflection time, again ...

Think of the last time you accomplished something good at work. How did you react? Did you pat yourself on the back, enjoy the moment, and share your happiness with others (without overly bragging)? If you did, GREAT! You deserved those good feelings. If you didn't, I've got just four words for you: WHY THE HECK NOT? Now, think about the last time a coworker did something fantastic. Did you pat that person on the back, encourage him or her to enjoy the moment, and share in their happiness? Depending on your answer, my responses are the same as those above: GREAT ... or WHY THE HECK NOT?

Looking to be known as an indispensable team member who *works right*? Be happy when you and your teammates succeed ... and show it! When it comes to this topic, we'd all be wise to take a lesson from that classic childhood verse:

If you're happy and you know it, CLAP YOUR HANDS!

Begin challenging your own assumptions. Your assumptions are your windows on the world. Scrub them off every once in awhile, or the light won't come in.

~Alan Alda

Tongue-Tied Techniques

By Marion Grobb Finkelstein

I bet at some point, you've been verbally attacked. It could be something a colleague or family member says. Or it might not be a word at all, just a judgmental raise of an eyebrow that says all. You want to snap something back, but what? You are at a complete loss for words, stumped, and tongue tied. You morph into a statue.

Maybe an hour or a day later, you think of the perfect response. Oh, it's so witty, classy and cleverly worded. You whip yourself for being stymied at the time of the affront. Why, you ask yourself, does your brain dry up and your wit fail you when you need them the most?

Science has the answer.

Dr. John Leach is one of the world's leading experts on survival psychology. He teaches at Lancaster University in the UK and has coined a phrase called, "Incredulity Response". This is when you simply don't believe what you're seeing or hearing. You tell yourself, "This really isn't happening", and you continue to go about your own business. You pretend everything is OK and don't respond to the danger.

In scientific terms, this incredulity response normally applies to people's responses in time of physical disasters – fires, floods, robberies, traffic accidents. You're motionless. You can't think straight. You have paralysis by analysis and brain freeze.

Although Dr. Leach was studying physical attacks and responses, I believe there is also value in applying this science principle to how you communicate, and more specifically, how you respond – or don't -- when you feel *verbally* attacked.

Dr. Leach says that in times of danger, it's normal to freeze to some extent. What's important is the speed with which you recover from it. He says that in the face of a serious physical threat, someone may offer to make you a cup of tea, or get you a blanket. He suggests that it's far better to do it yourself because going through the motions prompts your brain to function to coordinate movements. He explains that once your brain gets going with a routine task, it kick starts the rest of the brain and ups your chances of being able to respond with a clear mind.

So how do you apply that technique to your communications when you feel attacked and tongue-tied? Here's some tips:

1. **ADJUST** your thinking to a routine task or observation. Just for a moment, think of something routine, ordinary and neutral. It could be objectively noticing the tone of your assailant's voice. Maybe you focus on what he's wearing. Perhaps it's daisies in a field or recounting the alphabet. Whatever it is, make sure it's neutral, unemotional observation, and second nature to you.
2. **BREATHE**. When you're faced with a threat, even a verbal one, a natural response is to hold your breath. You might not even realize you're doing it. Take a moment, a few seconds to focus on your breathing -- and make sure you are. Not only does this give you a point of focus, it physically prepares you to think clearly. All that oxygen you're introducing to your brain will nourish and ready it to respond.
3. **CHANGE YOUR POSITION**. Shift your physical position. Be aware of body language and consciously move into a receptive, open stance. Relax your palms (you might, unknowingly, be clenching your hands into fists). Point your toes of at least one foot toward the person (it's instinct to turn away from those you want to avoid, so move toward him or her to connect instead). Assume eye contact without staring -- if you stare, it appears as aggressive.

Next time when you believe you're being verbally beat up on, feel tongue tied, and you just can't believe what you're seeing and hearing, let science work for you to shake off this "incredulity response". No need to stand there as a victim and be abused. With these techniques, you'll untie your tongue, thaw your frozen brain and be in a far better position to respond.

Communication specialist, author, professional speaker Marion Grobb Finkelstein teaches individuals and organizations across Canada and beyond, how to improve morale, confidence and productivity by changing how they communicate. Chat with her at www.facebook.com/MarionSpeaks and sign up for her FREE weekly "Marion's Communication Tips" at www.MarionSpeaks.com

Red, White & Blue

The PROFESSIONAL You

2012 MDAM

hosted by Great Circle Chapter—St. James



Looking for fun?
Looking for a little excitement?
How about great training and good networking?



Plan to join us on June 1—3, 2012, for the 2012 MDAM
hosted by Great Circle



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Cuba MO

573-885-3866

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	Strategic Plan—Business Plan—Planning in General
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	Ingredients for Success, Kay York and 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.



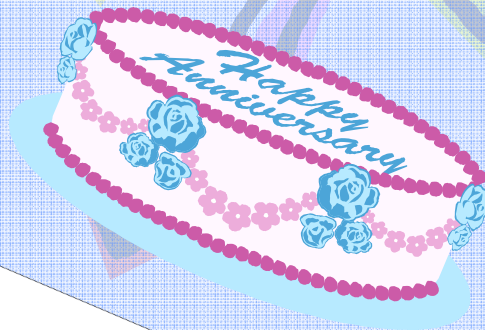
MAY BIRTHDAYS

Heather Womble	5/6
Brenda Wohlschlaeger	5.16
Mary K. Byers	5/28
Kathryn Robinett Davis	5/28



MAY ANNIVERSARIES

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



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

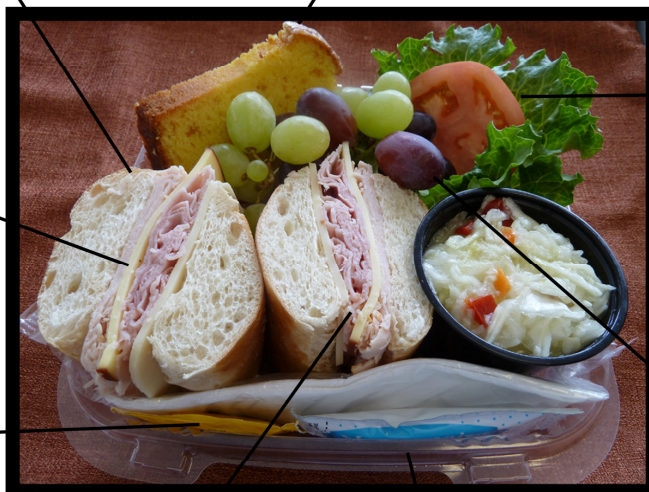
Fresh & crispy green leaf lettuce with vine-ripened tomato slices on the side -- no mushy sandwiches!

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

With your first order, you are automatically enrolled in our "VIP Same-Day Lunch Service"

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

EZ Order Menus at BestBoxLunches.com

Chapter meetings are the
3rd Tuesday of each month

2011-2012

South County Board of Directors

Mary B. Wilson, CAP

President

Paula L. West, CAP

Vice President

Julie C. Goede

Treasurer

Vicki A. Weingand, CAP

Secretary

Brenda J. Wohlschlaeger, CAP-OM

Director

Patty Thompson, CAP-OM

Director

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

**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



South County Chapter

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

President: Tamra Goodall, CAP-OM

President Elect: Karlana Rannals, CAP-OM

Vice President: Judith Yannarelli, CAP-OM

Secretary: Antoinette Smith, CAP-OM

Treasurer: Wendy Melby, CAP-OM

Director, Canada District: Lina Veglia

Director, Great Lakes District: Tammy Pierce, CAP-OM

Director, Northeast District: Bianca M. Constance

Director, Northwest District: Kristi Rotvold, CAP-OM

Director, Southeast District: Doris Goode, CAP-OM

Director, Southwest District: Dortha W. Gray, CAP-OM

Affiliate Representative: Leanne Fisher, GradCert Bus JP

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

Chairman: Kelly A. Reggio, CAP-OM

Vice Chairman: Carolyn Prather, CAP-OM

Secretary: Jean Bohinski, CAP-OM

RTFC Liason: Patricia Row, CAP-OM

Trustee: Judith A. Yannarelli, CAP-OM

Treasurer: Wendy S. Melby, CAP-OM