

# South County Chronicle

Volume 14, Issue 8

MARCH 2011



International Association of  
Administrative Professionals®  
South County Chapter

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## MEETING NOTICE

**Tuesday, March 15, 2011  
6:15 p.m.**

### **"Passion & Purpose—What It Means"**

Presented by:

Barb Sapienza



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

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

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

## Passion & Purpose—What It Means

Barb Sapienza is a fellow member of the South County Chapter of the International Association of Administrative Professionals (IAAP). Barb is a member of the South County Toastmasters Club where she previously served as Vice President of Public Relations and Vice President of Education. She currently serves as the Chair of the Speakers Bureau for the Club.

Some objectives of this presentation are:

1. Teach the chapter members how to identify their passion.
2. Teach the chapter members how to identify their purpose.
3. Explain to the chapter members how keeping passion and purpose in their lives will not only make them more productive in their careers and personal lives, but also bring them happiness.

Please join us for a great evening!

## President's Message

*By Mary B. Wilson, CPS*



After a couple of harsh winter months, March will surely bring the promise of better weather and the certain start of spring (how long till spring, Lisa!) As with the start of the New Year, spring provides a chance for renewed optimism.

There are added opportunities available as we spring forward – March 11 is the Three Rivers Council (TRC) Professional Development Conference (PDC) and March 15 is the chapter meeting. The Missouri Division Annual Meeting June 10-12 will be here before we know it. This is always a fun weekend, as well as educational and a time for great networking.

Thank you to all that contributed to the silent auction baskets for the PDC. The proceeds from the silent auction are used to offset the expenses and any funds over the expenses are divided among the four chapters. Bid often and take home your favorite! **March 11 is the PDC date** and the TRC has been working hard to provide an outstanding afternoon – great hot buffet lunch, two great workshops, and a vendor fair. Be sure you have registered and ask your colleagues to join you.

I'm really looking forward to Barb's program at our March 15 meeting. She is an excellent, prize-winning speaker and will put a whole new spin on this year's theme – Passion & Purpose. Please come and support our member as she presents this 'sure-to-be' entertaining and informational program.



Plan to attend and register as soon as possible for the **Missouri Division Annual Meeting (MDAM) in Springfield MO on June 10-12**. This is one of the opportunities that make your membership even more valuable. There is a Friday morning workshop offered and various tours as pre-event options. Meeting and networking with other professionals from all over the state and attending the keynotes and workshops are valuable experiences. The dollar investment can be kept in check with car pooling and sharing a room. The registration packet was emailed but if you did not receive it or have any questions, please let me know. It would be great to have a sizeable contingent at this premium IAAP event in the state.



\$\$\$ As you "think spring" don't forget about the **chapter garage Sale**. Set aside those items you just don't need/want anymore and support this chapter fundraising effort. Linda is providing storage for these items if you want them gone now; and if you need them hauled away, Brenda and boys are helping with that. I am also available for picking up items. Just let us know!

Thank you all for your support this year. As the nominating committee works on the chapter's slate for 2011-12, please consider how you can reach out with Passion & Purpose and make the most of your IAAP membership. Whatever the reasons for joining the organization, let us know and we can help fulfill those expectations.

Happy Spring ... See you March 15<sup>th</sup>,

Mary

PASSION &  
PURPOSE  
SOUTH COUNTY CHAPTER





# YARD SALE

**WHEN: SATURDAY, APRIL 9, 2011**

**TIME: 7:00 A.M.—1:00 P.M.**

**WHERE: 4673 HANNOVER AVENUE, 63123**

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

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

**Volunteers will be needed for this event. Please let any board member know if you are available to help. More information will be forthcoming.**

**If inclement weather occurs on the date above, an alternate date has been selected. The "rain date" is Saturday, April 16, 2011.**



## Six Job Opportunities You Need to Know About

By: Mark Sanborn

If you already have a job you may not be interested in any new job opportunities.

Please reconsider.

You need all six of these jobs and you don't have to quit your current job to do them. These are jobs that will easily integrate into your existing workload, improve your performance and make you a star where you work.

I have worked with hundreds of organizations and I know first hand what managers and leaders desire from their employees. Based on this feedback, I've identified six ways you can become more invaluable to your employer.

**Experience Manager.** Every person you come in contact with has an experience of you and your work. Are you consciously designing these experiences to be positive and memorable? Enriching and rewarding?

Regrettably most people don't tell us about their experience unless it is awful. The key is to design experiences that keep people coming back for more, and that gets them to tell others about us, our products and our service.

*What experience do you create, manage and deliver? For customers? For colleagues?*

*How do you think others score the experience you create? How can you evaluate how you're doing as an experience manager?*

**Value Creator.** Pop quiz: are the products or services your company provides more valuable because of you? Are you value neutral or value positive? Can you say you honestly add value to every transaction?

Being a value creator is a form of job security. Value neutral employees are inter-changeable or worse, replaceable.

*What is the biggest opportunity for value creation in your current job? What problems can you solve, what opportunities can you create and what value can you add to products and processes?*

**Talent scout.** Are you able to identify those within and outside your organization who would be a valuable addition to your team? Talents scouts have the ability to understand the talents and abilities individuals possess and match them with organizational needs.

Finding other good people to work with not only makes your team stronger, but makes you a go-to person for resource and talent advice. Others will want to know who you know who can help.

*Do you know the key resources—the best “go to” people—in your organization and the unique skills they possess?*

*Have you ever been responsible for finding a new employee for your company or a new member for your team?*

**Ambassador.** How do you represent your organization to others? Do customers and vendors think more highly of your company because of how they feel about you? Do you represent your place of work in a way that would make your employer and colleagues proud?

Just as a person is known by the company he or she keeps, so is a company known by the people it keeps.

*Do you know enough about the history and work of your organization to explain it to an outsider in a way that is interesting and engaging?*

*When people hear you talk about your company, what emotions and perceptions do you create?*

*Continued on Page 6*

## Six Job Opportunities You Need to Know About

By: Mark Sanborn

**Amplifier.** Do you increase the good that happens around you by noticing and noting it to others? Most people can spot what's wrong and complain about it. An amplifier spots what's right and praises it and who is responsible.

Sometimes good news is so subtle that it needs to be amplified to be heard. Noticing good work that goes unnoticed and telling others is a positive influence on any organizational culture.

*Who is doing good work right now? Have you bragged on them to others?*

*What's right about your company? What customers are delighted? Have you shared this information?*

**Router.** On the Internet data is broken down into chunks called "packets." Routers make sure those packets go where they are supposed to go.

A good communicator acts similarly and makes sure information gets to the right people in a timely manner. Peter Drucker famously said that good communication is about who needs what information and when. Developing the judgment and discernment for routing information correctly and efficiently is a valuable skill set.

*Think of a key leader. Are there any ideas or input you could provide that would benefit them in their work?*

*What do customers keep telling you about your company that your colleagues need to know?*

These are six job opportunities that, done well, will increase your impact and improve your organization.

Best always,



[www.MarkSanborn.com](http://www.MarkSanborn.com) Sanborn & Associates, Inc. | 10463 Park Meadows Drive, Suite 213 | Lone Tree | CO | 80124-3093

## Missouri Division Annual Meeting 2011 Silent Auction

Even though we are several months out... I hope everyone is looking forward to the 2011 Missouri Division Annual Meeting! Springfield Metro Chapter has been hard at work for many months now getting all the logistics in order for this incredible event and I just wanted to let you know that it is not too early to start thinking about items you would like to donate to the 2011 Silent Auction. Besides featuring items donated from each chapter, we would also like to feature items from local businesses all over the state of Missouri and items from individual members. As the holidays have just wrapped up, it seems we always receive one or two gifts that might be better suited for someone else...these items will make perfect auction items....not to mention all the after-holiday sales when great items are available at a fraction of the cost. So please keep the 2011 Silent Auction in mind during the next several months....we appreciate each and every one of your donations and remember.....all funds go to support our Missouri Division!!

If you have any questions, please do not hesitate to contact me at [angel.king@alz.org](mailto:angel.king@alz.org). I will be happy to start picking up or storing items now. I hope you all have a wonderful New Year.

Angelita King

2011 Silent Auction Chair

## 2011 Missouri Division Annual Meeting

We are pleased to send you the 2011 MO Division Annual Meeting registration form. By now you should have received your hard copy. This e-mail is just a reminder along with some important information. The members of the Springfield Metro Chapter can't wait to see you! We have a lot of information for you so take a deep breath.

- Be sure to send you registration in early. The first 40 registered attendees to the optional Friday seminar with Marlene Chism will be entered in a drawing for a prize valued at over \$150!
- Be sure to sign up for one or two of the tours. They will be great. Come to Springfield early so you can go to the Branson Landing on Thursday night. Samantha highly suggests eating at Joe's Crab Shack while you are there. It is her favorite!
- We will have several contests at the Welcome Event on Friday. Be sure to bring your most glitzy shirt, outfit or accessory. We will also be having a Mirror Ball Contest. What can you do? If you can sing, juggle, tell a joke, lip sync or do a skit be sure to sign up for the contest. You can sign up as an individual or a group. Please be sure to e-mail Samantha by June 1, 2011 at [samantha\\_weller@sbcglobal.net](mailto:samantha_weller@sbcglobal.net) to be added to the list.
- Attached to the registration form you will find the order forms for the 2011 shirts and the lotion bars. Don't miss out on getting your 2011 MO Division Annual Meeting t-shirt. We have lots of great colors to choose from.
- You will also find the MO Division Cookbook order form. There is a March 31 deadline to order these. We will have a few cookbooks at the meeting, but to be sure you get one please order early. There are 150 great recipes from your fellow members. We can't wait to start cooking, and we think you will feel the same once you see this cookbook!
- Attached you will find information regarding the 2011 Missouri Division Silent Auction. We look forward to featuring your Chapter or Business in our auction and as always, all funds raised go to support the mission of our Missouri Division. Businesses donating items this year will have the opportunity to include their information in the conference bags which each attendee will receive. We appreciate your generosity and support and look forward to seeing you in June!

We have a lot going on and we are sure to have a fun filled weekend. If you have any questions you may contact Samantha Weller, Registration Team Lead, at 417.343.3702 or [samantha\\_weller@sbcglobal.net](mailto:samantha_weller@sbcglobal.net).

Please make all checks payable to: 2011MO Division Annual Meeting.

Please mail all forms to :

Springfield Metro Chapter

PO Box 6102

Springfield MO 65801

Thanks – and we look forward to welcoming you to Springfield June 9 – 12, 2011 for your Missouri Division Annual Meeting!

Colleen Neill CPS/CAP

2011 MDAM Coordinator

[colleenneill@yahoo.com](mailto:colleenneill@yahoo.com)

417.894.6036

Samantha Weller CPS

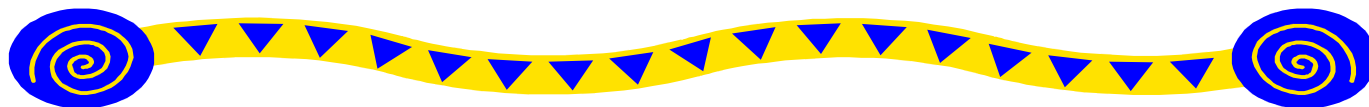
2011 MDAM Assistant Coordinator

[samantha\\_weller@sbcglobal.net](mailto:samantha_weller@sbcglobal.net)

417.343.3702

**2010-2011 MARK YOUR CALENDAR**

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



**EDITOR’S CORNER**

*By: Linda Lencieski, 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 Lencieski, CPS at [linda.lencieski@sbcglobal.net](mailto:linda.lencieski@sbcglobal.net).

Deadline for submission is the last Friday of each month.



# MARCH BIRTHDAYS

Louise A. Myers  
Terry J. Daugherty

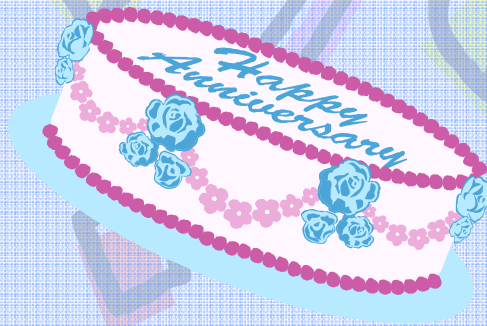
3/21

3/25



# FEBRUARY ANNIVERSARIES

Terry J. Daugherty  
Ann A. Schmidt



Chapter meetings are the  
3rd Tuesday of each month

**2010-2011**

***South County Board of Directors***

**Mary B. Wilson, CPS**

*President*

**Brenda Wohlschlaeger, CPS/CAP**

*Vice President*

**Julie Goede**

*Treasurer*

**Paula West, CPS**

*Secretary*

**Linda S. Lencieski, CPS**

*Director*

**Vicki Weingand, CPS**

*Parliamentary Advisor*

**MISSOURI DIVISION BOARD MEMBERS**

**2010-2011 Board**

President: Chris Phillips, CPS

Springfield Metro Chapter

President-Elect: Mary Madick, CPS/CAP

Heart of America Chapter

Secretary: Terry Anderson, CAP

Westport Chapter

Treasurer: Teresa Brown CPS/CAP

Hawthorn Chapter

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

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

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

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

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

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

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



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Benefits of Membership:

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

**2010-2011 International Board of Directors**

President: Mary Ramsay-Drow, CPS/CAP

President Elect: Tamra Goodall, CPS/CAP

Vice President: Karlana Rannals, CPS/CAP

Secretary: Antoinette Smith, CPS/CAP

Treasurer: Judith A. Yannarelli, CPS/CAP

Director, Canada District: Sharron Buttler, CPS/CAP

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

Director, Northeast District: Bianca M. Constance

Director, Northwest District: Kristi Rotvold, CPS/CAP

Director, Southeast District: Virginia Boyd, CPS/CAP

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

Affiliate Representative: Leanne Fisher, GradCert Bus JP

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

Chairman: Kelly A. Reggio, CAP

Vice Chairman: Lynda Bouley, CPS/CAP

Secretary: Kathryn A. Hampton, CPS/CAP

RTFC Liason: Carolyn Prather, CPS

IAAP International President Mary Ramsay-Drow, CPS/CAP

IAAP International Treasurer Judith A. Yannarelli, CPS/CAP