

South County Chronicle

Volume 14, Issue 2

SEPTEMBER 2010



International Association of
Administrative Professionals®
South County Chapter

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MEETING NOTICE

Tuesday, September 21, 2010

6:15 p.m.

Program:

“Learn How to Stay Focused on the Big Picture and Achieve Your Personal and Professional Goals”

By: Dale Schaefer, FranklinCovey



Drury Inn & Suites St. Louis Southwest

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

St. Louis, MO 63088

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:
lmdashley1@gmail.com

“Learn How to Stay Focused on the Big Picture and Achieve Your Personal and Professional Goals”

Throughout his career in business consulting, sales management and training, Dale Schaefer has sought to provide individuals and organizations with the tools necessary to establish the pathway to success. As a regional manager and director of sales training in the technology-driven field of medical instrumentation, he stressed and developed the importance of creating and maintaining an action plan that provides a balance between both the personal and business priorities needed to produce success.

Now through his position as St. Louis Area Business Productivity Consultant and Sales Manager for FranklinCovey Products, he will demonstrate those same principles and tools you will need to achieve a more ordered and less stressful life. Through proper planning and organization you will attain greater freedom to pursue those activities that will offer the best return on your investments, both professional and personal.

Remember, it is not about getting everything done. It is about getting the most important things done. His presentation is designed to provide you with the insight and direction to take the next step. Time is your most precious asset; learn how to receive the greatest possible return on your investment of time.

President's Message

By Mary B. Wilson, CPS



It has been a wonderful and exciting summer. I hope this finds all of you staying cool and enjoying the longer days of sunshine, although now the days seem to be getting shorter very quickly.

We will start our "Passion & Purpose" year with the September 21st meeting, and what better presentation to embrace this theme than "Learn How to Stay Focused on the Big Picture and Achieve Your Personal and Professional Goals". The opportunity to learn how to achieve goals is truly an example of passion and purpose. As we go through this year, I hope you will share your passions and how you see them relating to your purpose.

Four of us attended the Missouri Division Leadership Workshop on Saturday, August 14th, at Ozarks Technical Community College in Springfield MO. There is more on the workshop in a separate article. The agenda was different from workshops in the past. The presenters were excellent and educational. Thank you Patty Thompson, CAP, Mary Carroll, and Paula West, CPS for taking your time on a Saturday to attend this workshop and trust value received was or will be beneficial.

Paula and I stayed overnight in Springfield to attend the memorial service for Sally Nelson, CPS/CAP. IAAP Members from all over Missouri and from headquarters were present. Sally was a great friend and supporter to South County Chapter. Words she left to share: "I appreciate all of my family, my Adeline and IAAP sisters who supported me and I'm so thankful to have been surrounded by loving family, human and 'furry' friends and a supportive and devoted Oxford Health Care Staff." She is missed.

So WHO WAS THE MURDERER? The August Social "Finders, Keepers, Killers Murder Mystery" was a very fun evening. Patty and her husband Sam hosted this interesting and clever dinner party. Probably the hardest part was staying in "character" all evening. The clever clues were hard and the twists and turns were many. It definitely kept you guessing to the end. Thank you Patty - The good food, fun and friendship, as well as all the work in putting the event together, is very much appreciated.

Serving as your President is an honor and the opportunity to gain advanced knowledge about IAAP while expanding my leadership skills. That's what this association is all about. The goals we are working toward this year are as follows: (1) follow through on the steps in the strategic plan and update them as needed, (2) achieve Chapter of Excellence, and (3) fulfill what excellence means to you for your membership in South County Chapter. Every member's help is sincerely appreciated and truly hope your benefit from the service to the chapter is valuable to you. There are several committees that need help, and most urgently is a person to work with VP and me on the Three Rivers Council as the chapter representative. If you are interested in this or any other committee that interests you, please let me know.

I'm interested in any and all suggestions that you have for the Chapter. Success will come only if we all work together. Please contact me through email or phone with any way you want to contribute to the chapter and any ideas/issues you have. The chapter achieving Passion & Purpose will mean it has fulfilled what is important to you for your membership in IAAP.

Hope to see you at the September 21 meeting,

Mary

**PASSION &
PURPOSE**
SOUTH COUNTY CHAPTER

2010 Education Forum & Annual Meeting Delegate's Report

By: Mary B. Wilson, CPS

The **2010 Education Forum & Annual Meeting (EFAM)** in Boston was great. Five South County Chapter members attended: Mary Carroll; Joan Villar; Vicki Weingand, CPS; Paula West, CPS, Alternate; and myself as your Delegate.

The **Sunday business session** kicked off with the traditional Parade of Nations, introductions of Board, Executive Director, and Retirement Trust Foundation Trustees. Attendance as of Sunday, July 18, was 1,221 (301 first timers). Thirteen Past International Presidents were present. The Registration/Credentials Committee gave the report of voting delegates, and it was adopted. Required motions of meeting rules and the program were adopted.

The **Nominations** Committee reported. There was only one nomination for President Elect, VP, and Treasurer, which meant they did not have to address the attendees. SW District Director Antoinette Smith, CPS/CAP was the candidate for Secretary; and Teresa Bennett from Boise Chapter, Northwest District, was nominated from the floor. Valeria S King, CPS/CAP was in the original packet of candidate information and removed herself.

International Directors for Canada District, Great Lakes District and Southeast District are serving a second term. Northeast District had one candidate, and Northwest District had two candidates. Southwest District had three candidates. The International Affiliate had one candidate. For each position with multiple nominations, the candidates spoke to the assembly.

There were four Retirement Trust Foundation trustee nominations and all spoke. We would vote for two, which are elected for a two year term.

President Susan Shamali, CPS/CAP gave the **State of the Association** address. She spoke about the Project Plan that was created with guidance from the book *7 Measures of Success: What Remarkable Associations do that Others Don't*, its development and continuing actions to fulfillment as well as its revision. Certification program changes effective Fall 2011 and recertification changes effective immediately were explained. Economic challenges and actions taken were reviewed. Review the full text of the speech on the website under Resources > International Library for all the details.

Chair Kathy Hampton gave the **Retirement Trust Foundation report** address about updates, Vista Grande, and awards. The **Avery Achievement Awards** followed. Hawthorn Chapter, Springfield, MO, received \$500 Honorable Mention Award (3-time winner), and Missouri Division received \$1,000 Division Prestige Award. A new Box Tops Challenge was announced by Avery with more details to be available on the website. An invitation to the Evening of Welcome sponsored by Avery was extended.

We went to the MO Division photo session, then the SW District Caucus. A candidate forum was held, which Paula and I attended to speak personally with each candidate, especially Secretary and SW District candidates, since both had challengers. The Evening of Welcome with the theme "Take Me Out To The Ballgame" followed.

The primary responsibility as delegate is to **vote** and I did that **Monday** morning. SW District had a second vote. The **Vendor Expo** was Monday, and at 3:00 the **business session** resumed. The #1 order of business during this session was **voting on the Bylaws & Standing Rules amendments**. Dortha Gray, CPS/CAP, Chairman, International Bylaws and Standing Rules Committee presented the amendments. All were adopted with Amendments 2, 3 and 4 regarding the International Officers Qualifications having the most debate. The ten Retirement Trust Foundation amendments were adopted. Amendments 4, 5, 6 and 8 had to be amended to include recommended changes from legal counsel. Updated International Bylaws will be available on the International website. The second order of business was the report of results from voting by the Tellers Committee—**Declaration of Election**. Antoinette Smith CPS/CAP was elected Secretary, and by second ballot Dortha Gray CPS/CAP was elected SW District Director. Carolyn Prather, CPS, Hallmark Chapter, and Kelly Reggio, CAP, were elected to 2-year terms as Trustee, Retirement Trust Foundation.

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2010 Education Forum & Annual Meeting Delegate's Report

By: *Mary B. Wilson, CPS*

Installation of officers and trustees followed, and Executive Director Bretthauer delivered the **State of the Profession** address, which briefly focused on economic issues, hiring trends, and his work with the Board. Review the full text of the speech on the website under Resources > International Library for all the details.

The **2011 EFAM invitation in Montreal** was presented. The chapter is selling an IAAP piggy bank to save for attending July 24-27, 2011. At \$4.00 a day, they said you would have approximately \$1,400 to pay for attending. Information on ordering the piggy banks will be posted to the website.

OfficeTeam sponsored **Tuesday morning's Keynote Speaker Vernice Armour** (known as Fly Girl), which began the day on a high note with her presentation "Who Needs A Runway?!? How to Take Off From Where You Are and Go From Zero To Breakthrough!" A breakthrough mentality makes a breakthrough life and refuse to settle. She has a dynamic story, and I purchased her book if anyone would like to read it. OfficeTeam Executive Director Robert Hosking announced the 2010 OfficeTeam Administrative Excellence Award winner - Eileen Behr, CPS/CAP, administrative assistant with SRI International in Menlo Park, Calif., El Camino Chapter. Linda Harr, CPS/CAP, Lindbergh Chapter was recognized as runner-up.

I attended three **workshops** after the keynote. The Online Community presented by Ben McClanahan, IAAP Internet Communications Coordinator, was a good overview of the web community and included some specific 'how-tos' for chapter web pages. "How to Create Attention-Grabbing Designs" by Andy Anderson from Rockhurst University Continuing Education Center Inc, was informative and entertaining. (He looked like George Carlin.) Office Team Executive Director Robert Hosking gave the session on "Going From Unsung Hero To Super Hero," sharing key abilities needed to be the super hero in your office.

Attendees assembled again at 5:00 for the second **keynote speaker Erin Brockovich** and her presentation "Take It From Me, Life's A Struggle, But You Can Win." Her comments were funny, a little rough, and on target illustrating the theme Power of Commitment with the overriding theme of never give up. Coming from the admin profession and being one of the most well-known whistle-blowers of our time, her remarks may have ruffled some feathers, but she spoke of her real life experiences in a matter-of-fact way.

My **Wednesday Workshops** started with Steven Spear from MIT & Institute for Healthcare Improvement who presented "The High Velocity Edge- Innovation, Excellence and Beating the Competition". He went through his key points using the history of Toyota as primary examples. Making sure I take a workshop by Gini Courter and Annette of Triad Consulting, this year I took "Excel 2007: Make Your Data Shout!" Gini and Annette are in such high demand that IAAP asked them to offer more workshops this year, so they split up to do separate sessions. I had Gini, and Annette did a social networking websites session. All reports were that their technology workshops are still the best of all offered at EFAM.

The **final night banquet and closing business session** was called to order about 6:30 on Wednesday evening. The final registration total was announced - 1,456. Following the dinner, Adecco's Mentor of the Year Award finalists were announced and the award went to Marlene Wilson from Booz Allen Hamilton, McLean, VA. The Division of Excellence awards were presented, with Missouri Division 2009-10 President Cindy Busby, CPS/CAP receiving Missouri Division's award. The Award for Excellence for a company of fewer than 2,000 employees went to Oak Ridge Associated Universities, nominated by Oak Ridge Chapter. The Award for a company of 1,000 or more employees was presented to Pfizer, Inc. nominated by Pfizer Groton/New London Chapter.

Mary Ramsay-Drow, CPS/CAP was introduced by incoming VP Karlana Rannals, CPS/CAP and Treasurer Judith Yannarelli, CPS/CAP, a role normally done by the incoming President's executive - he retired recently - and this team introduction may be the spring-board to an IAAP comedy team career! President Elect Ramsay-Drow's **incoming president's speech** focused on her journey to the office and the thought process to arrive at this year's theme - Passion & Purpose. With 'change' the re-occurring theme throughout her message, it is clear there are more new things on the IAAP horizon. The full text of the speech is on the website under Resources > International Library so you can review the details in her message.

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2010 Education Forum & Annual Meeting Delegate's Report

By: Mary B. Wilson, CPS

The Boston Host Committee, volunteers and Co-coordinators Jan Benedict and Marie "Gerry" Brunnell, CPS/CAP were recognized and the closing Smiling Faces video ended the session. A reception for the International Board followed.

As your delegate, I had a **Thursday morning leadership workshop** for division and chapter representatives. Don Bretthauer spoke to us on our responsibilities of running IAAP as a business dealing with duty of care, confidentiality, legal issues, and fraud. VP Karlena Rannels, CPS/CAP (outgoing Treasurer) reviewed our financial responsibilities. President-Elect Tamara Goodall, CPS/CAP (outgoing VP) gave a presentation on Conflict Resolution. She is an excellent speaker and handled this touchy subject by explaining the process and giving specific steps to resolution.

The highlight of the morning was the **presentation "Embrace Your Lazy Leader For Outrageous Results!"**. **Cynthia D'Amour, MBA** calls herself a Leadership Strategist. Her ideas come from years of working on volunteer boards and the issues she learned firsthand that associations face every day.

The 2010 EFAM was a great learning experience, and I highly recommend attending future EFAM's. I appreciate the opportunity to represent the South County Chapter and look forward to our year as we work together with Passion & Purpose.

DID YOU KNOW?

By: Valerie Scherrer, CAP

Recertifications! Current South County Chapter Member Mary Byers and former Chapter Member Rose Ann Cole both applied and were granted recertification of their CPS Ratings! Congratulations go out to these ladies, they should be commended for their commitment to Excellence!

Changes in CPS/CAP Exams and Titles: The IAAP is changing the current CPS/CAP rating system. IAAP is moving from a two rating system to a one rating system, with areas of specialty. The base rating will be Certified Administrative Professional, the **CAP** rating. They will also offer a specialty in Organizational Management, the **OM**. After November 2011, all active CPS ratings will be changed to **CAP**, and all active CAP ratings will be changed to **CAP-OM**. In the future, there could be additional specialties in technology and software, or in medical administration, and more. At least one year's advance notice will be given prior to each specialty designation being available. The new CAP exam will become a **one-part exam**, testing similar material to our current three-part exam. The OM exam will also be a **one-part exam**, testing similar material to the current Part 4 of the CAP exam. Additional information can be found on the IAAP website.

UPCOMING CHANGES TO THE IAAP RECERTIFICATION PROGRAM

Here is a list of the largest changes to IAAP's recertification program:

- The **number of points required** for recertification will be **reduced from 90 to 60**.
- The **Experience** category will be renamed "**Other Certifications**." 5 points will be awarded for each certification, up to a maximum of 20.
- The **Leadership** category will award points for officer or chair positions for committees **active for at least 7 of the 12 months in the IAAP year**. 5 points will be awarded for each position held, up to a maximum of 20.
- The **Education** category will be renamed **Continuing Education** and will tightly follow the **exam outline**; credit will only be given for education in these areas. 30 points will be a minimum requirement in this area.

The **Workplace Projects** category will be eliminated.

Four Members Attend Missouri Division Leadership Workshop

By: Mary B. Wilson, CPS

The annual Missouri Division Leadership Workshop was Saturday, August 14th. Four chapter members -- Mary Wilson, CPS; Paula West, CPS; Patty Thompson, CAP; and Mary Carroll -- traveled to Springfield, Missouri, to attend the workshop along with members from almost all the chapters in Missouri.

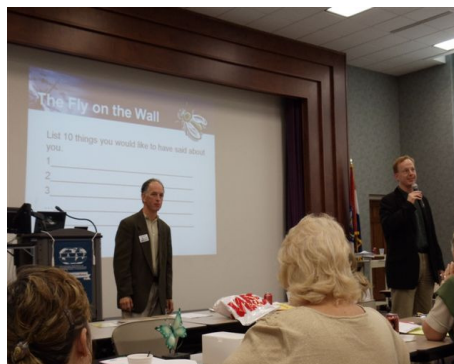
The day started with a continental breakfast and Missouri Division President Chris Phillips, CPS, kicked off the day with the welcome and introductions (including Mary W. in a lobster hat!) This year's Passion & Purpose theme came to life with the presentation by Joy Robertson, KOLR 10 TV News Anchor. She used her video stories of people she believes lived with passion and purpose to illustrate this message. Her passion, which started at an early age, is interviewing people who are not famous in a worldly way, but instead go about making a difference in their day-to-day activities. The stories were very interesting.

Randy Mayes and Don Harkey from The Success Coach Network & Galt Consulting led three sessions: 1) Strategic Intelligence, 2) Unique Intelligence, and 3) Organizational Intelligence. These two made an entertaining pair and came from very different backgrounds. As they worked together to present this program on Creating Personal Intelligence (CPI), it was evident they had done their research. To quote them, "You already have everything you need to be successful." They spent time walking us through the steps to knowing our core values, realizing our primary purpose, and understanding how to better care for ourselves. All of this can lead to achieving success--success as we would see it, not the success as someone else sees it.

The day ended with a Town Hall Meeting format with all Missouri Division Officers and Joy Johnson from Headquarters on the panel to answer questions.

This format was different from Leadership Workshops in the past and was changed to meet requests from members as called out on past evaluations. There were also four recertification points awarded due to the new format. The opportunity to earn more recertification points was also a request of members.

Chris and the Board did a great job hosting the Leadership Workshop.



Who Did It?

By: *Patty Thompson, CAP*

Members of South Chapter recently performed the murder mystery, "**Finders, Keepers, Killers**" produced by special arrangement with Steiger House, Ste. Genevieve, MO. The mystery took place on August 20th at my house in Fenton. The premise for the mystery was that each character had been invited to hunt for a money prize. Before the search started we ate a pot luck dinner, giving everybody a chance to converse with the other characters and glean information that might help find the money and solve the mystery.

As hostess, I was the only one to know who the killer and victim were. Some weeks before the event, I assigned characters to each participant. I decided to make my sister, Kathy, the victim because I knew she would be willing and wouldn't mind assuming another character. A few days before the event I told her she was going to croak so she had a chance to read about the new character and get a costume ready. Kathy's character was supposed to be found dead after most of the people had figured out Clue #2. I was going to have her slump over the patio table so others could discover her, but there were people already on the patio. We had to find another location, and Kathy ended up prone in the driveway, done in by a shovel covered with blood (catsup.)

Speaking of clues, each contestant was given a clue at the beginning of the money search. They had to figure out the clue to find the next location of another clue. There were seven clues in all and they would supposedly find the money at Clue #7. The clues were tough to figure out. My daughter and I hid the clues earlier in the afternoon, some inside, some outside. One thing I forgot to take into consideration was it would be dark by the time the last clue would be discovered. A plastic bag contained a torn \$100 bill was partially buried in my garden plot. Only Terry Daugherty and my husband, Sam, got to that final clue and the location of the money. It was extremely difficult to find even with a flashlight.

We laughed later at my choice to assign Paula West as Bernie Sims, a cat lover who had been a victim of a hit and run driver. In fact, Paula was going to add two cats to her household and had been hit by a car some years ago.

The object of the mystery was to figure out who did it and why. We were sitting around trying to figure it out when I realized I forget to set a couple props out to be found, like the gun. When it was all said and done, Kathy was the one to make a WAG (wild a** guess) and guessed who the murderer was. She won a gift certificate to *Olive Garden*.

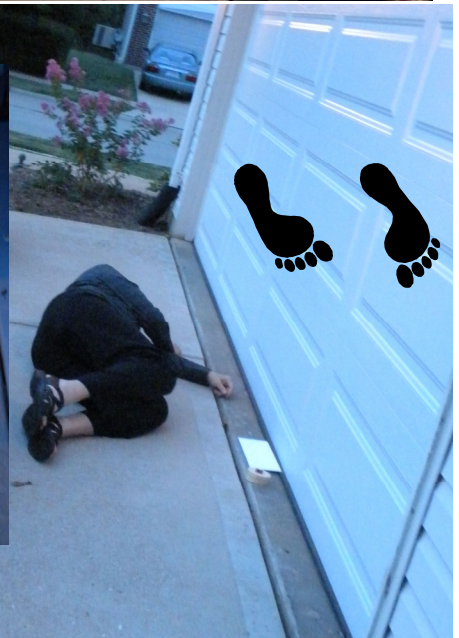
Here's who attended and what character they played:

Mary Wilson	Madge Forbusher	widowed farm wife
Sam Thompson	Winston Prescott IV	heir to family fortune
Terry Daugherty	Margot Tennyson	New York secretary
Myron Fay	J. Masterton	famous spy novelist
Paula West	Bernie Sims	crazy cat lover
Kathy Sherrick	Shannon Marx	hypochondriac
Patty Thompson	Sam Houston	country music star
Mary Carroll	Millicent Hargrove	bookish librarian
Barb Sapienza	Casey O'Rourke	drama student
Kathy Sherrick	Roxanne Aster	would-be Hollywood actress
Joanne Johnson	Elizabeth Houseman	sister of contest sponsor
Vicki Weingand	Maggie MacLeod	nosey housekeeper
Brenda Wohlschlaeger	Agnes Morrison	nervous secretary

After it was over I decided I should have offered a prize for best costume and best acting. This was the second time my husband, Sam, acted the part of Winston Prescott. He did much better this time as a society snob. I couldn't have gotten the house ready without the help of my daughter, Christine, who cleaned things I don't normally get to. She also helped set out some of the props during the event.

Who Did It?

By: *Patty Thompson, CAP*



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	TBD
November 16, 2010	Estate Planning Program
December 21, 2010	Holiday Social Event
January 18, 2011	What's All The Fuss About IAAP (Member Recruitment Event), JoAnne Digman, Past Missouri Division President (pending), Missouri Division Speakers Bureau
February 15, 2011	Organization Program
March 15, 2011	"Passion and Purpose in Your Personal and Professional Life", Presented by: Barb A. Sapienza
April 19, 2011	Office Team Presentation
May 17, 2011	"Creating Rapport: Using Personal Power in Influence Without Control", Presented by:
June 21, 2011	New Chapter Board Installation

SAVE THE DATE**PartyLite Party hosted by Paula West****With Janet Christopher****Friday, Oct. 29, at 7:00 pm****PARTYLITE®****All proceeds to benefit South County Chapter IAAP
More details to come****Shop for Groceries and Help Out South County Chapter of IAAP***By: Julie Goede*

It's easy - Go to your favorite Schnucks Store and pick up an Escript Card. Then either call at 1-800-931-6258 or sign up on-line at www.schnucks.com after clicking on the eScript Community Card Link. Our Group Name on the System is South County Chapter IAAP and our Group Number is 500006008. There is no charge to you and everytime you show your Escript Card when you shop at Schucks you are supporting the Chapter. If you have any questions regarding the program, you can contact me at juliegoede@att.net. Happy Shopping!

**JULY/AUGUST/SEPTEMBER
BIRTHDAYS**

Linda S. Lenceski, CPS
Janis Shrable, CPS/CAP

9/18

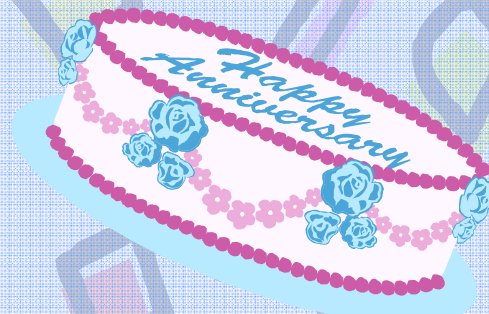
9/28



**JULY/AUGUST/SEPTEMBER
ANNIVERSARIES**

Karen Weisbrod

September



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



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- Enhance your public speaking skills
- Improve your professional image
- Opportunities for leadership training
- Certified Professional Secretary (CPS)
- Certified Administrative Professional (CAP)
- Office Pro magazine
- IAAP Connections bi-monthly e-Newsletter
- Earn Continuing Education Units (CEU) and CPS/CAP Re-certification Credits
- IAAP Headquarters support including research on trends, education and training publications, and website with membership discussion board
- International Convention with a unique educational format
- Develop international alliances and friendships
- Credit card
- Retirement Center

2010-2011 International Board of Directors

President: Mary Ramsay-Drow, CPS/CAP

President Elect: Tamra Goodall, CPS/CAP

Vice President: Karlena 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: Carolyn L. Prater, CPS

Vice Chairman: Kelly A. Reggio, CAP

Secretary: Kathryn A. Hampton, CPS/CAP

RTFC Liason: Lynda Bouley, CPS/CAP

IAAP International President Susan Shamali, CPS/CAP

IAAP International Treasurer Karlena Rannals, CPS/CAP