

South County Chronicle

Volume 14, Issue 11

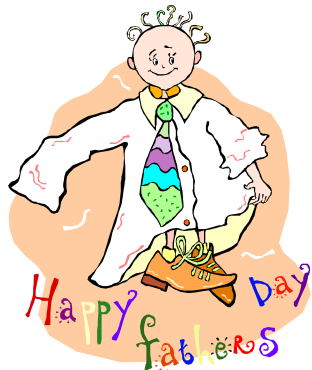
JUNE 2011



International Association of
Administrative Professionals®
South County Chapter

Inside this issue:

President's Message	2
Yard Sale Update	3
Relay for Life	4
IAAP Membership	5
Clear the Clutter, Enhance Your Image	5
The Uncivil Workplace	6
Mark Your Calendar	7
Editor's Corner	7
Birthdays & Anniversaries	8
Advertisement	9
Future EFAM's	10



MEETING NOTICE

**Tuesday, June 21, 2011
6:15 p.m.**

Installation of New Officers



**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

Installation of New Officers

This month we will be installing our 2011-2012 Board. I hope all are able to attend and show your support for our new Board members. Not only does the Board rely on each other, they also rely on the members to make each year a success.

Your attendance shows the Board that you support them and the chapter. It also an opportunity for you to witness the process and ask questions, if you should have any.

The South County Board works very hard to offer quality programs and events for all its members. If you have an idea that you would like to share, please contact any Board member to share your thoughts. They always welcome input from all members.

The chapter can benefit from everyone's involvement and ideas.

Hope to see everyone on June 21st.

Linda



President's Message

By Mary B. Wilson, CPS



The simple "Thank You" does not seem adequate for all the help and support from the board and members this year. It has been a wonderful year serving as your chapter president.

We have a full slate of officers being installed this month and you get me for another year. All of the officers and board are recycling for another term, and it is our hope that each of our members will step up to support the chapter in some way. The rewards and professional development from your IAAP membership are increased in direct portion to your involvement.

There are committee chair and member spots open. Some require a single commitment; some are monthly responsibilities, and some fall in-between with several meetings necessary. They can help you reach out to some "new" endeavor to challenge a skill you would like to improve, e.g., meeting/event planning, writing articles, bylaws & parliamentary rules. Some can allow you to pursue a favorite activity, e.g., sharing IAAP benefits, working on websites or blogging, taking pictures. Those are just a few examples. Whatever you like, I need your help. Please share whatever you feel comfortable doing this year and I'm sure we can match you up with a committee.

We are thrilled to welcome our new members. I hope all members attend June's meeting for the installation of the 2011-12 Board, welcome and installation of our new members, and a recap of the past year, as well as a look to the coming year's plans.

The Relay For Life event honoring our Super Heroes was a fantastic night. In spite of winds and cool conditions, the evening was a success. See article in the newsletter.

You recently received an email with suggestions for the Summer Social. If you haven't already emailed me your suggestions, please do so. This is the time we do something just for fun with friends and family. I could also use a person to take on the lead coordinating the activity.

As I write this message, I have recovered from the 98-degree heat on Saturday, June 4th, that suppressed our traffic for the garage sale. Many thanks for all the donations and for Linda & Dave Lenceski for housing the donations and hosting the event. We had so much left; we will hold a second sale at Paula West's home on a date TBD after the cicadas leave.

Thank you Board and members. I appreciate all you have done to support me this year and look forward to the coming year.

See you June 21st.

Mary

PASSION &
PURPOSE
SOUTH COUNTY CHAPTER

YARD SALE UPDATE

By: Linda Lenczeski, CPS

As most of you may have seen, we finally had our yard sale on Saturday, June 4, 2011.

Boy, was it HOT!!!! During the course of the yard sale we found out that we had some major competition in my neighborhood. Turns out there were many other sales going on at the same time. While were profitable, we could always have done more. We still had a lot of items left that we could sell. With that in mind, we decided that we would have another sale in a different neighborhood. The next one will be held at Paula West's home at a date to be determined (after the cicadas are gone).

I would like to thank all of you that donated items for the sale. I would also like to thank Mary Wilson, Paula West, Julie Goede and Patty Thompson for coming out sweating in the heat to setup and clean up . A very special thank you goes to my husband, Dave, for doing all of the heavy lifting and carrying for us (believe me there was a lot to move).

A full report will be given at our June meeting.

For every person in every organization, there comes a moment when he or she must have the courage to step forward and meet the needs of the time. Regardless of whether your moment is now or sometime in the future, you must be ready. ~David Cottrell

SOUTH COUNTY CHAPTER LEADERSHIP WORKSHOP

By: Mary B. Wilson, CPS

On May 10, 2011, Paula West, CPS, presented Leadership and Succession Planning covering the what, why, when and where on this topic. Attendees worked on an Individual Development Plan on how to reach their goals for now, short term and long term. This plan included work, IAAP and/or personal goals. Attendees also discussed chapter succession and strategic planning ideas. One recertification point was issued to those who attended while completing the Individual Development Plan qualified for one of the criteria for Member of Excellence.

RELAY FOR LIFE

By: Mary B. Wilson, CPS

This year's Chapter Community Service Project was participating in the Mehlville Relay For Life event to raise funds for the America Cancer Society. We have had several members touched by cancer and everyone knows a friend or family member that has had to deal with this. The need is great for research and support.

You can see our team. It was great to see Joan Villar, a former member, and have her participate with us. The site and bake sale were hard to set up due to windy conditions. The opening ceremony had to be held quickly as a strong wind decided to blow through and just the time it started. Pop-up canopies on many sites went flying. We actually never ended up putting ours up. All in all, the bake sale went pretty well. Val will report on financial details at the chapter meeting.

The Super Heroes theme was to be carried out by placing pictures collected from members of our Super Heroes (those we know that have battled cancer) all over our table covers. Val had some great comic book style speech bubbles to include on the display. Unfortunately the extreme windy condition kept the display from being fully complete and intact.

I'm not sure the total miles we logged, but one of the tent sites had a fundraiser that allowed you to track your miles (times around the track). You purchased a cord for \$5 and every time you passed their table you received a bead, clear for each of 3 laps and a color bead on the 4th, which equals a mile.

The various ceremonies throughout the evening were very moving. If you have never attended a Relay for Life evening/night, it is something impressive to experience.

Thank you to all that participated with walking, baking, donating, and praying for our Super Heroes. Special thanks to Valerie Scherrer for coordinating this fun (even though tiring) and inspirational event.



IAAP MEMBERSHIP

By: Mary B. Wilson, CPS

We are close to our break in July and August from our regular chapter meetings. Don't quit talking about membership in IAAP during this break. Recruiting needs to continue even though we won't have chapter meetings in July and August.

Just a few reasons to join IAAP

- Your membership in the [International Association of Administrative Professionals](#) will help you to develop your personal and professional skills and build your careers.
- IAAP is the world's leading association for [administrative assistants](#), secretaries, office managers and other administrative support staff, with 28,000 members and affiliates in 25 countries worldwide.
- As a member, you can tap into an extensive knowledge base regarding in-demand administrative skills, office trends, standards and best practices through access to IAAP publications, [professional development programs](#), web community and other association resources.
- Networking and leadership opportunities are available through involvement in regional divisions, local chapters and in the [IAAP Web Community](#).

CLEAR THE CLUTTER, ENHANCE YOUR IMAGE

By: Office Team

The desks of many administrative professionals seem to be magnets for clutter. Particularly if you're stationed in a central location, your desk can become the drop-off point for incoming mail, outgoing packages, office supplies and all manner of paperwork. On top of all that, there are your own stacks of work to be done, papers to file, invoices to process and documents to distribute.

But cleanliness should be a priority for administrative professionals who are concerned about their professional image. In a [survey](#) by OfficeTeam, 83 percent of respondents said the appearance of an employee's workspace at least somewhat affects their perception of that person's professionalism. In addition, a messy desk can become a time sink as you spend precious time looking for missing items.

If your desk has become a disaster area, now's the time to clear out the mess and get organized. Here are some tips for getting — and staying — clutter-free.

- **Get a fresh perspective.** Sit in your visitor chair for a view of what others see when entering your cubicle or office. This will help you develop a clean-up plan and prioritize what to do.
- **Pare down.** Keep only the materials needed for your current project on your desk, and clear these items after the assignment is completed. Store supplies you need in drawers or file cabinets close at hand, and move things that are used less frequently into storage.
- **Go paperless.** Print documents only when necessary. Electronic calendars, task lists or email alerts can help you remember deadlines, appointments and meetings.
- **Cut back on knickknacks.** If your desk is crowded with photos, promotional items and other objects, start with a clean slate. Choose just two or three framed photos to display, put staplers and similar equipment in desk drawers and get rid of all those stress balls and pen cups.
- **Practice daily maintenance.** Once you've cleaned and organized your desk, keep it that way with regular "spot cleanings." By spending just 10 minutes every day tidying your workspace, you'll prevent clutter from accumulating and getting out of hand.

OfficeTeam is the world's leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has more than 300 locations worldwide, and offers online job search services at www.officeteam.com.

THE UNCIVIL WORKPLACE

By: Susan Fenner, PhD, IAAP Staff

Recently, politics have hit an all-time low. There's been a lot of slugging below the belt, name calling, and in general, incivility and unprecedented rudeness. Well, it appears that the Senate Chamber isn't the only place that is exhibiting childish and hurtful behavior. We're also getting plenty in the workplace. Co-workers scream at each other, bosses throw tantrums and objects at employees, customers rant and rave and rile help desks, e-mail messages BITE (yes, I meant the caps). What's the deal? Why are people less in control of their emotions and more willing to display behaviors in the office that their moms would have spanked them for at home? Here are some underlying causes.

- Society in general has gone low-brow. From fast food to "dress" jeans to UGGs as a fashion statement, today's world would make Auntie Jane turn over in her grave.
- The workplace has become less formal. Casual dress, first-name-basis, a flattened organizational chart, all lead to a more relaxed and less-restrained office.
- The Millennials have been taught that they are equal to any and all authority figures ("What's that?" they say). We're one big dysfunctional family where everyone has a vote and an opinion.
- We're all stressed up and nowhere to go. Most of us are doing the jobs of several people (who were down-sized earlier), with a quicker turnaround time and more accountability. Is it any wonder we're constantly on edge?
- Like Tyson chickens, we're jammed in together and bombarded with stimuli. Cubes have replaced offices (great way to save money, as the story goes), iPhones reggae each new call, e-mail are heralded by an annoying ping, cell phone conversations are broadcast throughout the office, yells over a modular wall have replaced the intercom.
- Multi-tasking is de rigueur. We work in increments of mere minutes before we're distracted, interrupted, and/or sidetracked.
- There's little or no consequence for bad behavior. Behaving poorly has become accepted and is in fact ratcheting up and getting more outrageous.

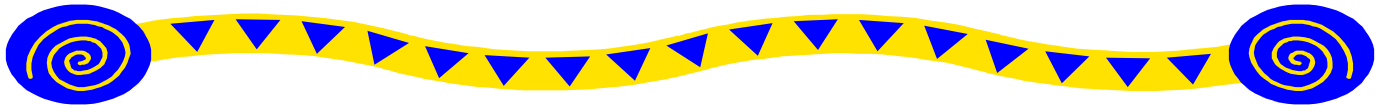
So, what can you do to bring a bit of civility back into your workspace? Here are a few tips.

1. Be the penultimate professional. Become the role model for appropriate behavior.
2. Don't reply in kind. Refuse to engage in rude and discourteous behavior, no matter how your co-workers act. As things escalate, call for a time out until tempers cool; remain the voice of reason through deep breathing exercises and counting to ten before you react.
3. Ignore bad behavior and reward good behavior. Whatever you give attention to will be repeated. Make sure it's what you want to see happen in the future.
4. Share information on developing positive attitudes, using effective conflict resolution skills, building a cohesive work team. *OfficePro* and the IAAP web communities are good resources. Give others the skills they need to better handle troublesome situations.
5. De-stress the work environment. Identify the trip wires and defuse them before an explosion happens.
6. Realize that the 2011 and beyond workplace requires collaborative outcomes and that burning bridges won't spark a future career.

It isn't fun or productive to work in an uncivil environment. Understand the causes and be proactive in addressing them. We're all tiring of oafish behavior. It's time to cross the aisle, join hands, and sing in unison... If the politicians can give it a try, surely we can too!

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
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 Colleen Neil CPS/CAP - Missouri Division Speakers Bureau
June 21, 2011	Installation of Officers & Board of Directors

**EDITOR’S CORNER**

By: Linda Lenczeski, CPS

You now have the summer to think about something you would like to submit for the newsletter. Please make sure that you get it to me by August 15, 2011 so I can get out before our September meeting. Remember, nothing is ever too small to include in the newsletter.

Submit your article for publication to Linda Lenczeski, CPS at linda.lenczeski@sbcglobal.net.

Deadline for submissions is the last Friday of each month.



JUNE BIRTHDAYS

We have no Birthdays to celebrate this month



JUNE ANNIVERSARIES

- Lisa Dinan Ashley
- Jean L. Somers
- Patricia L. Thompson, CAP
- Paula L. West, CPS
- Mary B. Wilson, CPS



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

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

1 NEW SOFT ITALIAN BAGUETTE

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

6 Full-Sized Bakery Desserts

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

2 Imported Cheese

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

7 Veggies on the Side

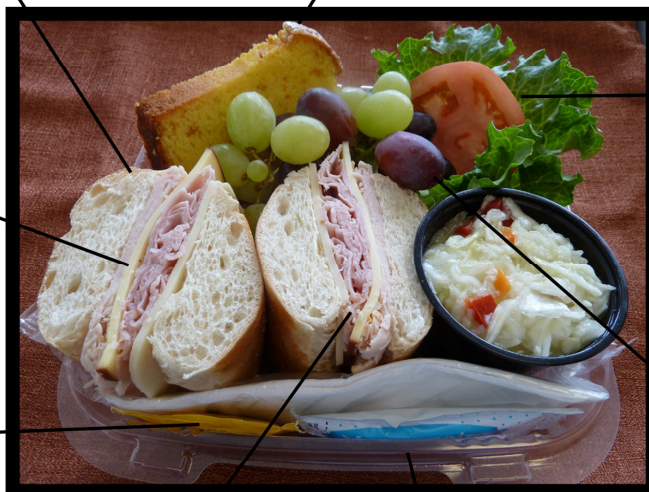
Fresh & crispy green leaf lettuce with vine-ripened tomato slices on the side -- no mushy sandwiches!

3 Condiments on Side

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

8 Fresh Fruit Always

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



4 Quarter-Pound Meat Combo

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

9 See-through, Labeled Lunches

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

5 Stackable Lunches

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



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

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



*Turning Jobs
Into Careers*[®]

You are investing in your future

Membership in the International Association of Administrative Professionals[®] (IAAP) provides outstanding benefits and services to meet your professional and personal needs. IAAP is a great resource to help you advance in your career.

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: 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: 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