

WA AK Connection

December 2011

A publication for career minded administrative professionals in the Washington-Alaska Division IAAP

Message from Melanie Loughmiller, CAP-OM President, Washington-Alaska Division



WIIFM? What's In It For Me? Really. What does IAAP hold for you? I think the answer depends. It depends on what you are contributing to the equation. Are you helping others? Are you actively learning? Are you sharing your skills with others?

I strongly believe you get out of an organization what you put into it... and that usually the rewards are many times more profound than the contribution. Whether you are applying this to work, schooling, or IAAP, the effort you put forth will come back to you. (Though, truthfully there often is a time delay!) As we prepare for the New Year what can you contribute? Is there a seemingly small thing you can do? An IAAP friend of mine shared a work story explaining that what was a small thing to her was a huge thing to her company. Her small amount of time expended made a huge difference to her co-workers and contributed directly to the success of the project. The same is true for IAAP, with all of us working on this together; we will *"Make the Leap to Remarkable"*.

This time of year we also focus on being thankful for our many blessings. I certainly count myself as very blessed. I have been blessed many times over by the people of IAAP, the many who share of their time and talent. Have you thanked your chapter president? What about your committee workers? What about your members?

I want to extend my gratitude to each member of the Washington-Alaska Division for their contribution to its success. Especially to those who have taken on leadership positions, committee work or projects. As rewarding as being Division President is, it is not something that I can do alone, and I greatly appreciate your genuine assistance.

Have a blessed holiday,

Melanie



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WA/AK Division Bylaws & Standing Rules Committee Article

Submitted by Romona Morris, CAP-OM

The WA/AK Division Bylaws & Standing Rules (B&SR) Committee is tasked with maintaining conformity with the International B&SR, keeping the division members informed about the process for submitting proposed amendments to the B&SR, compiling and presenting the proposed amendments at the WA/AK Division Annual Meeting, reviewing Chapter B&SR upon request, assisting the WA/AK Division BOD in preparing and submitting amendments to the International B&SR, as well as submitting the Division B&SR to the International B&SR Committee for review.

All of these tasks translate into a lot of FUN. Being part of the Committee allows me to interact with many different people in the Association, and I'm all for interacting (also known as n-e-t-w-o-r-k-i-n-g). Serving on the B&SR Committee is a new experience for me and I'm enjoying it immensely. Have you ever read your Chapter, Division, or International B&SR??? There's a lot of good information provided and much to learn. I encourage you to read the B&SR for each level of the Association, and propose meaningful amendments when you come across something that could be better; you can have a positive impact! I learn so much from others, so please contact me; I welcome your questions, comments, and other suggestions. I can be reached at romona@jrtek.com.



How many times have I said, I wish I knew then what I know now. Why didn't I plan better? I can retire next year, but where would I live? I have a 401K but due to the economic downturn, I am not sure I have enough to live on. I don't have a pension. It's funny. The people I have supported during my administrative career have the means to support themselves during retirement. What am I going to do...work forever?

If this sounds like you, there is help available. The Housing Subsidy for Admins in Need (HSAN) Program of the Retirement Trust Foundation is here for you. HSAN provides financial assistance toward housing costs for any retired administrative professional living in a retirement community and meeting the housing assistance criteria. The next deadline is November 15th. Go to www.iaap-rtf.org for more information.

THE RTF STANDS READY TO HELP ADMINS IN NEED



Changes to the IAAP Certification Program

Effective November 2011



One Rating

IAAP has moved from a two rating system to a one rating system, with areas of specialty. The one rating is our Certified Administrative Professional, or CAP. We are also offering specialties, starting with Organizational Management, which will be followed by others in the future.

Effective this week, all active CPS ratings will be changed to CAP, and all active CAP ratings will be changed to CAP with the Organizational Management specialty, CAP-OM. You don't need to do anything to your IAAP record; we will be making the changes automatically.

Active ratings include individuals who have recertified as required every five years. In the case of CPS holders who certified prior to January 1988, your rating is considered active and will be changed.

Your certification status has nothing to do with your status as an active member of IAAP.

For candidates who tested in November 2011, any appropriate changes to your records will be made automatically after exam results are available in December.

Recertification

All CAP holders are required to recertify. This is based on the date of your initial rating, or when you last recertified. Passing the Organizational Management exam does not change your recertification date, as this is a specialty exam and not a certification.

These changes do not impact your recertification deadline. Those who previously held a CPS rating will need to recertify five years after they either attained their rating or last recertified. Those who had both the CPS and CAP rating will be expected to recertify five years after they attained or recertified their CAP.

If you have additional questions about recertification, please refer to the [Recertification Application](#).

Proper Usage

Examples of the only proper usage of the CAP rating and Organizational Management specialty are:

- Pat Masters, CAP
- Susan Jones, CAP-OM

Replacement certificates are available, if you choose to purchase one. The cost is \$15 per certificate. CAP plaques are also available. The cost is \$40 if mailed to a US address, or \$45 if mailed to a Canadian address. For those living outside the U.S. and Canada, add an additional \$25 for air mail, or an additional \$80 for courier service.

To order a replacement certificate or plaque if you are within the U.S. or Canada, please complete and submit this form with payment. For those outside the U.S. or Canada, please complete and submit this form with payment. Please allow 4-6 weeks for processing for replacement certificates, and 6-8 weeks for plaques. If you already have a CAP certificate or plaque, you do not need to order a new one.

If you have questions about the change to your personal certification record, you can contact us at certification@iaap-hq.org.

Thank you,

IAAP Certification Department

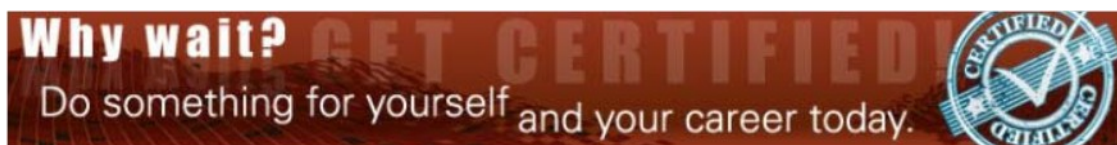


Changes to Recertification Program

On November 10, IAAP made one of the final steps in implementing the changes to its Certification program, that is to change the designations of individuals with active ratings to reflect the changes to the Recertification program. It is not as bad as it sounds because you do not have to re-write the exam.

To recertify you must earn 60 points within a five year time limit. You can earn recertification points in the areas of continuing education (for example, seminars or programs attended or conducted, college courses specific to the IAAP examination outlines or online courses or self-study such as the 50-minute books or OPTIONS training, again on topics specific to the IAAP examination outlines). A minimum of 30 hours is required. You can also earn recertification points, to a maximum of 20 points, by attaining other certifications or IAAP specialties (for example, technical certifications such as MOS; other professional certifications such as ALS, PLS and CMP; or an IAAP specialty). And finally, you can earn recertification points, to a maximum of 20, through leadership responsibilities (for example office or chairmanship held in IAAP, work, civic or religious, etc.).

At first glance 60 points might look like a daunting number. However, I think of recertification as a commitment to continuous learning and there is enough flexibility in the program to fit it into your personal professional development plan. Did you know that both last year and this year eight of nine Chapter education programs (there is no education program at the June meeting) qualified for recertification points? If you have attended all the meetings you would have earned 18 of the minimum of 30 continuing education points required in just two years. I will be "retiring" as Bylaws and Standing Rules and Certification Chairs in May. One of the rewards for accepting a leadership position is five recertification points per office or chairmanship. As with many of life's tasks, broken into small steps, recertification is very achievable.



Recertification Program Application Directions

Certain education programs may be eligible for recertification points. To be eligible, the content must be related to the CPS and CAP examination outline, and must be at least one-hour in length.

If approved, one recertification point will be awarded for each hour of education. Half points awarded after first hour, no rounding.

Program content must fall within the outline categories of the CPS and CAP exams:

- Computer hardware, systems and configuration
- Accounting procedures and analysis
- Document layout, design, reproduction
- Time management
- Software
- Organizational planning
- Managing physical resources
- Advanced administration
- Records management
- Team skills
- Communication
- Advanced communication
- Human Resources

[Follow this link for the complete examination outline](#)

[Follow this link for examples of What Counts and What Does Not Count for Recertification](#)

To have an education program reviewed for recertification points, submit the completed Recertification Program Application to the certification department at least two weeks **prior to** the program.

If recertification points are approved for the event, you will receive an original recertification certificate, which may be reproduced and given to each active CPS and/or CAP holder in attendance. There is no charge for processing recertification program application.

Allow 2-3 weeks for the recertification approval process.

The Recertification Program Application is in Word fill-in format:

1. Fill in form
2. Save document to your computer
3. E-Mail to certification@iaap-hq.org

Detailed information concerning recertification is available in the *Recertification Application* and/or by contacting the certification department at certification@iaap-hq.org.

Recertification Program Application

[\(See Recertification Program Application Directions\)](#)



IAAP Unit Name, City & State _____ IAAP Unit ID Number _____

Title of Program (as promoted) _____

Does this program relate **only** to IAAP? Yes No Program Date _____

Outline of Program: (bullet points of topics to be covered) starting time _____ ending time _____

Speakers' name and short bio: (professional speaker—include company name and web address; IAAP member/speaker—include position held)

IAAP Unit President _____ IAAP Unit Program Chairperson _____

E-mail _____ E-mail _____

Send Communication and Certificate to:

Name _____ Daytime Phone _____

E-mail Address _____

Send completed Recertification Program Application to certification@iaap-hq.org at least two weeks prior to the program date. Programs submitted after-the-fact cannot be processed.

Headquarters Use Only		
Date Recd _____	Date Processed _____	Approved or Denied _____
# of Points _____	Program # _____	Initials _____

Please use this form only to provide requested information. Do not send outline of program and speakers bio as separate attachments.

revised 8/10



Building Trust Through Conflict

Conflict Ironically, you have an opportunity to take a relationship to a higher level of trust after a conflict situation. Think of a time when your car had to be returned to your dealer for repair. You may have felt frustrated and annoyed by the situation, but if your auto dealer handled the situation successfully, you are more likely to choose that dealer over another in the future because you trust that they will come through for you, even if there is an issue. To rise to that level of trust in conflict situations, you must be able to:

Adapt

Nothing is more irritating than being in conflict with another person who is rigidly adhering to their set of rules and who is unwilling to adapt to a particular situation. Be willing to look at the situation objectively and let go of resentment, bias, and inflexible thinking.

Keep the Relationship

Just because you are coming from opposite viewpoints, you don't have to treat each other coldly or rudely. That only deepens the resentment in a conflict situation. Try to continue to connect on a human level with the other person.

Listen to Values

Sometimes a conflict situation gets bogged down in petty details. If you can focus and look for shared values, you can often find a way to resolve the conflict.

Act on What You Hear

If another person has an issue with you and feels strongly enough about it to express it, it is your responsibility as a professional to act on that communication. When you do so, you show your good faith in trying to bring the conflict to a mutually acceptable resolution.

Follow Up

You can't simply walk away from a conflict situation and expect that everything will resolve itself. People need time to cool off and process solutions, but you should always follow up with the other person and check to see that you have moved beyond the conflict in your relationship.

Be Willing to Change Yourself

How can you expect another person to change if you can't change yourself? Someone once said that the definition of insanity is doing the same thing over and over, but expecting different results. To put the conflict behind you permanently, you have to demonstrate that you are doing your best to change.



2012 WA AK Division Annual Meeting and Education Forum

The 2012 Washington Alaska Division Annual Meeting and Educational Forum will be held at the Skagit Valley Casino and Resort. Dates are May 18th, 19th and 20th. Room rates have just been lowered to \$109 per night for a savings of \$10 on a king- or two queen- bed non-smoking room. The conference is located in the hotel which is a separate building from the casino. The hotel public areas are completely non smoking. Additionally, there are two floors of the hotel that are completely non-smoking. If smoke is an issue for anyone they can ask to be on a non-smoking floor. Please call 877-275-2448 for reservations and be sure to ask for a non-smoking floor and let them know you are with IAAP to get the special rate. To learn more about the hotel go to www.theskagit.com.

Participants who need to fly in can use either SEATAC or Bellingham airports and upon your arrival use the Airporter Shuttle service to their Burlington terminal then call a cab for a short six-mile ride to the casino.

For the Friday, May 18th workshops, Gini Courter of TRIAD Consulting (www.triadconsulting.com) will be our speaker. We are open to input from all for the specific topics that Gini will cover. TRIAD Consulting has provided many hours of training for administrative professionals and have been popular speakers at numerous EFAM.

The Saturday keynote speaker and afternoon workshop presentation will be given by Gloria J. Burgess, PhD, Faculty, Seattle University, OSR Graduate Program, Leading & Transforming Organizations & Communities and Founder & CEO, Jazz, Inc. (www.gloriaburgess.com).

We look forward to seeing you next year at The Skagit. If you have any questions or suggestions to make this an outstanding event, please give us a call or e-mail.

Margaret Loudon, chair
360-733-6052
Mal.iaap@clearwire.net

Celine Landauer Allen, CAP-OM, co-chair
360-428-4910

2012 WA-AK EFAM Keynote Speaker



Kevin Ray Smith

Dr. Gloria J. Burgess

AUTHOR SPEAKER WORLD CHANGER

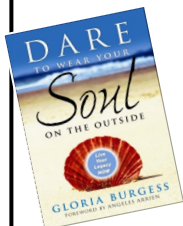
Sought-after speaker, corporate consultant, and executive coach, Gloria's passion is equipping leaders and managers to move beyond merely surviving to thriving in today's fast-paced, complex organizations. Using vivid examples from her own life of triumphing over adversity—extreme poverty, sexism, and racism—Dr. Burgess shows us that our personal history is not a predictor of our destiny.

Fueled by her passion for service and transforming ordinary circumstances into the extraordinary, she enjoys working with people from all cultures and life circumstances. Gloria excels in helping leaders and managers understand what it means and what it takes to build extraordinary teams, as well equip them with emotional, intercultural, and ecological intelligence and the practical skills to go with it.

In her evocative, inspirational keynotes, Gloria shares heart-warming stories and gives practical advice about how to bring out the very best in your team. What distinguishes her from other speakers is her 25+ years of “in-the-seat” experience as a former executive in high-technology, financial services, and non-profit organizations.

As founder and CEO of Jazz, Inc., Gloria's clients include Fortune 500 companies, service and professional organizations, universities and colleges, non-profits, NGOs, and the South African Embassy. Her dynamic presentations include: *A Woman's Heart Is Never Defeated*, *Legacy Leadership™*, *It Takes A Village*, *Give Our Children Wings To Soar!*, *Extraordinary Organizations*, *Creative Genius at Work*, *The Power of One*, and *3 Things You Must Know Before You Die: You Are Not Your Job... or Your Paycheck... and You Are Not Alone!*

Once you experience Gloria's powerful message and presence, your organization will never be the same.



Dare to Wear Your Soul on the Outside: Live Your Legacy Now

In this inspirational book, Dr. Burgess uses the touching story of her father's relationship with author William Faulkner as a starting point to explore a classic topic: *How to bring forth the character qualities of love, wisdom, faith, gratitude, creative action, vision, and integrity.*

Gloria declares that the sacred promises of legacy living are part of a transformational process that helps us honor those who came before us, live with passionate intention in the present, and free our gifts and talents so we can realize our potential now and on behalf of the future. ***Dare to Wear Your Soul on the Outside*** is a book for our times—it is a must read for all people, of all ages, from all cultures, and from all walks of life.

“Dare to Wear Your Soul on the Outside is an original, powerful, and inspirational work that should be required reading for all serious students and practitioners of leadership.” – **Dr. Warren Bennis**, Distinguished Professor of Business, University of Southern California; Author, *On Becoming a Leader*

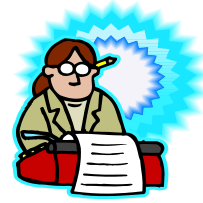
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• www.gloriaburgess.com



Washington-Alaska Division

Advice for Chapters with Challenges

Dear Mabel



Why should a member take the time to submit the Pathways to Excellence Member of Excellence application: What's the WIFM (What's In It for Me)?

I can't begin to count the number of times I have been asked the question above. The answers are very simple and the end result is not difficult to achieve.

Do it for Your Career!

Become a Member of Excellence to show your employer that you strive for professional excellence. - Continuing education / improving your skills / becoming a more valuable employee. Display certificate during performance evaluation. Request letter from WA-AK Division be sent to your employer for additional recognition.

Do it for Your Future Employment!

Use Member of Excellence achievement on your resume and portfolio. To be recognized for the pursuit of education and excellence in your profession.

Do it for Your Association!

Your Chapter needs 7% of its members to be MOE's to achieve the Chapter of Excellence. Your Division needs 7% of its members to be MOE's to achieve the Division of Excellence Criteria (meet 8 out of 11):

1. 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 (send copy to your chapter president).
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.
7. Serve as a chapter, division, or international officer, committee chair, or committee member; or serve as an RTF Trustee; or serve on a student chapter advisory board or the school's advisory board for the office administration program.
8. Conduct a public presentation, program or training at least 60 minutes in length. (Note that the presentation does not need to qualify for recertification points).
9. Attend a minimum of eight (8) IAAP chapter, division or international sponsored meetings, programs or events (any combination.) These meetings, programs, or events cannot include an event used to meet the requirement of criterion #4.
10. Recruit at least one new member.
11. Integrate IAAP membership and involvement into annual performance plan or review.

Sincerely,
Mabel



IAAP Mission

Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building, and leadership development.

Calendar



December

- 12 Chapter Presidents Call
- 31 Chapter Budget and Annual Financial Review/Audit Report Due to Division Treasurer

January

- 18 Chapter Quarterly Report due to Division Liaison
Division Board on-site hotel inspection for 2012 Annual Meeting and Board Meeting

February

- 1 Division President-Elect and Treasurer begin preparing proposed 2012-2013 budget (due in March)
- 15 Division Nominations Chair all nominations and consent to serve letters due
Division Bylaws Chair all proposed amendments due
CAP/CAP-OM postmark deadline for May 4 and 5 exam

March

- 1 Division Annual Meeting Host Chapter distribute registration materials
Division Nominations Chair candidate information due to Division Board
Division Bylaws Chair proposed amendments due to Division Board
- 4-7 Spring Conference Harrah's Las Vegas, NV
- 31 Division President distribute Division newsletter with nominations, proposed bylaw changes, and proposed budget

NOTE: We would be glad to include any educational or special events chapters are hosting (and a contact phone/email) in this calendar. Please forward the information to your Liaison and the Division President.

Newsletter Article Due Dates

- March 14
- June 13

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2011-2012 Newsletter Editor
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**Happy 55th Anniversary to
The Tri-Cities Chapter**



Board Contact Information

<p>President Melanie Loughmiller, CAP-OM RMC Architects.com 1223 Railroad Avenue Bellingham, WA 98225 360.676.7733 (w) / 360.410.1618 (c) melanie@rmcarchitects.com</p>	<p>Liaison for: Everett Chapter Skagit Valley Chapter Members-at-Large</p>
<p>President-Elect Winona Salisbury, CAP The Boeing Company 14623 445th Ave SE North Bend, WA 98045 425.965.2695 (w) winona.salisbury@comcast.net</p>	<p>Liaison for: Spokane Chapter Tri-Cities Chapter Yakima Chapter Columbia River Edge Chapter Bellingham Chapter Seattle Chapter</p>
<p>Vice President Emily Arrowsmith ConocoPhillips, Alaska Inc. 700 G Street ATO 1820 A Anchorage, WK 99501 907.263.4921 (w) / 907.441.6191 (c) e.j.arrowsmith@conocophillips.com</p>	<p>Liaison for: Billikin Chapter Matanuska Chapter The Polar Chapter</p>
<p>Secretary <i>Position currently vacant</i></p>	<p>Liaison for:</p>
<p>Treasurer Sandra J Early, CAP-OM 18503-127th Ave NE #1814 Bothell, WA 98011 425.806.0302 (w) sandyearly@yahoo.com</p>	<p>Liaison for: Mt. Rainier Chapter Washington-Evergreen Chapter Lake Washington East Chapter</p>



Outlook Shortcut Keys

Alt + S Send the email
Ctrl + Enter Send the email you're composing
Ctrl + C Copy selected text
Ctrl + X Cut selected text
Ctrl + P Print selected text
Ctrl + K Complete the name or email being typed in the email address bar
Ctrl + M Bold highlighted selection
Ctrl + U Italic highlighted selection
Ctrl + R Send and receive all
Ctrl + F Underline highlighted section
Ctrl + N Create a new email
Ctrl + Y Go to folder
Ctrl + Shift + A Create a new appointment to your calendar
Ctrl + Shift + O Open the Outbox
Ctrl + Shift + I Open the Inbox
Ctrl + Shift + K Add a new task
Ctrl + Shift + C Create a new contact
Ctrl + Shift + J Create a new journal entry
Ctrl + Shift + V Move Folder



70th Anniversary Logo

<http://community.iaap-hq.org/viewdocument/?DocumentKey=5e0bb471-5293-4b1c-b082-73a67b33fce6>

2012 APW Logo

<http://community.iaap-hq.org/viewdocument/?DocumentKey=14974fc1-cda3-4993-a408-e5bf9c48d93d>



Social Media Savvy

~~~~~Why Admins Need to be Using Social Media~~~~~

January 19, 2012
6:00 PM – 7:00 PM (pst)
Presented by Leslie Adkins, CAP-OM



Social Media is the new form of communication, personally and professionally. But why do I need to use it? What can it do for my career or my job search? How can we use it to better communicate with IAAP members? What if I just don't have time?

In this webinar we will review the basics of social media including:

- Why we all need to be using social media
- Vocabulary for different social media sites
- The basics of Facebook, LinkedIn and Twitter
- How to efficiently and effectively navigate social media
- Simple set-up tips and short cuts sites
- How to set goals and objectives for managing your time
- How to get over resistance and use social media to benefit your career!

Please RSVP for the webinar by emailing Leslie at leslie.adkins@precor.com

WEBEX Webinar Information:

Meeting Number: 493 068 116 Meeting Password: social1

To join the online meeting go to: <https://amersports.webex.com/amersports/j.php?ED=13395608&UID=0&PW=NN2YyMjVmZDRh&RT=MiMo>

Call-in toll-free number: 1-877-759-7163 - Conference Code: 184 634 9774

Leslie Adkins, CAP-OM is an Executive Assistant to the VP of Human Resources at Precor in Woodinville, a manufacturer of fitness equipment. She has worked in administrative positions for 20+ years, as well as several years as an event planner for non-profits. In her "other" life, she is a freelance writer and mystery novel author. She teaches beginning writing and grammar classes at local community colleges and is a regular speaker at several Pacific Northwest writers' conferences. She is the co-leader of *Write Night*, a weekly facilitated critique group for writers.

Leslie Adkins has been a member of IAAP since 2005. She is currently newsletter editor for the Everett Chapter and was the co-chair of the 2011 Washington-Alaska Division Annual Meeting. She is currently the WA-AK Division Social Media Chair.

