

December 2008

Officer's Message

As the holiday season draws near, we often find ourselves under more stress – not just from the preparation and involvement of family and community events, but also from our day to day routine at the workplace. Are you responsible for year end reports? On the committee for the office Holiday Party? Fretting over what type of gift to get your boss, if any? All of these factors truly test our abilities, confidence and morale. Apply the following to get you through this time, (in fact, anytime) in your busy life and you will be able to portray yourself as "Grace under Pressure."

Smile! – Smiling can relax and make you happy

Just say No! – Stop trying to please everyone all of the time

Put it on Paper – change what you can, not what you can't!

Visualize Calm – close your eyes, take a deep breath and picture yourself somewhere relaxing



**EXCELLENCE
IN ACTION
2008-2009**

Take a Walk – even if it is just to get a glass of water or a trip to the bathroom – Get Up and Move!

I also would like to extend the invitation for our Chapter Holiday event, to be held at the Summit Restaurant on December 4th. Halo in Racine and Shalom in Kenosha are this year's chosen charities. Come out and enjoy yourself for a wonderful and "stress-free" evening of networking and a delicious dinner (that you did not have to cook!).

On behalf of the SE WI IAAP Board, President Mary Beth Kallio CPS/CAP, Vice-President Muriel Andersen, Treasurer Deanna Zewen CPS and myself, we wish you all a wonderful and safe Holiday season!

Trish Martinez

Secretary

2008-2009 Officers

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Purpose

To provide information, education and training, and to set standards of excellence recognized by the global business community.

Mission

To be the acknowledged, recognized leader of administrative professionals and to enhance their individual and collective value, image, competence, and influence.

Vision

To inspire and equip all administrative professionals to attain excellence.



**IAAP SE Wisconsin Chapter
Holiday Event
December 4, 2008
6:00 – 8:00 p.m.**

You're invited to join us for this holiday event at



6825 Washington Avenue
Racine, Wisconsin 53406
Phone 262-886-9866

Christmas Baking with U-Bake – You can still go to U-Bake if you cannot attend dinner!

With the holidays right around the corner, why worry about the added stress of finding time to bake. U-Bake has ready-made cookie dough and other delicious appetizers, cakes, pies, and entrees ready to bake. Mike, the owner, is offering a "tasting" and sparkling cider evening on Thursday, December 4th (the night of our Christmas party) from 4:30 p.m. to 6:00 p.m. for all IAAP members. He is also offering a discount for all purchases that evening **and** any pre-orders! The food is delicious and easy to prepare. Take the hassle out of the holidays! Come and see what U-Bake is all about and help support one of our many wonderful sponsors.

U-Bake is right off Green Bay Road (on the west side) by Regency Mall. Near Pick-N-Save.



RSVP to:

Deborah Ross-Corbett @

deborah.ross-corbett@abbott.com

A.S.A.P.

Don't forgot to bring your
donations for
HALO and the Shalom Center.

Date	Topic	Location
January 8th	Domestic Violence Presented by Teri Jendusa Nicolai	GTC-Kenosha
February 5th	How to Attract your Members-Both Existing & New Presented by Kris Pool CAP, Fond du Lac Food Drive for Love, Inc.	GTC-Racine
March 5th	<u>Impact Meeting</u> Ethics: What You Do When No One is Looking Presented by Patricia Clason Empowering Women Presented by Carla Ward Dress for Success Drive	GTC-Kenosha
April 2nd	Building Trust Mary Ramsay Drow CPS/CAP, International Vice-President	GTC-Racine
April 22nd	APD Event	TBD
June 4th	SE Wisconsin Chapter Annual Meeting Election & Installation of Officers	GTC-Kenosha

Save the Date

A "New Member Orientation" is scheduled for the evening of Wednesday, January 14, 2009. Details will be in our next newsletter

All new members are encouraged to attend. Current members are also welcome and attend.

Jeri Hetland is the Gateway Technical College Foundation Scholarship Winner of the IAAP \$250 scholarship

Upcoming Events

2009

- March 9-11**
Spring Education Conference
Nashville TN
- April 22**
Administrative Professionals Day
- May 1-2**
CPS/CAP Exam
- May 15-16**
Wisconsin District Annual Meeting
- July 26-39**
Convention & Education Forum
Minneapolis MN
- October 18-21**
Certification Conference
Portland OR
- November 6-7**

Committee	Chair	Committee	Chair	Committee	Chair
APD/Executive Night	OPEN	Membership/Orientation	Kathryn Woods	Retirement Trust/R&E	Dolores Rosplock
Audit	Tammy Shannon Karen Simpson	Newsletter	Corinne Dombeck	Scholarship	Sandy Weber
Bylaws & Standing Rules	OPEN	Nominating	Marilyn Holden	Ways & Means - Ads	Pat LaBucki
Certification CPS & CAP	Marilyn Holden	Programs	Muriel Andersen	Ways & Means - Nuts	Karen Fandrey
Hostess	Tammy Shannon Karen Simpson Christina Miller	Publicity & PR	Sandy Weber	Website	Trish Martinez

SE WI Chapter Morsels

Birthdays & IAAP Anniversaries

December

Happy Birthday

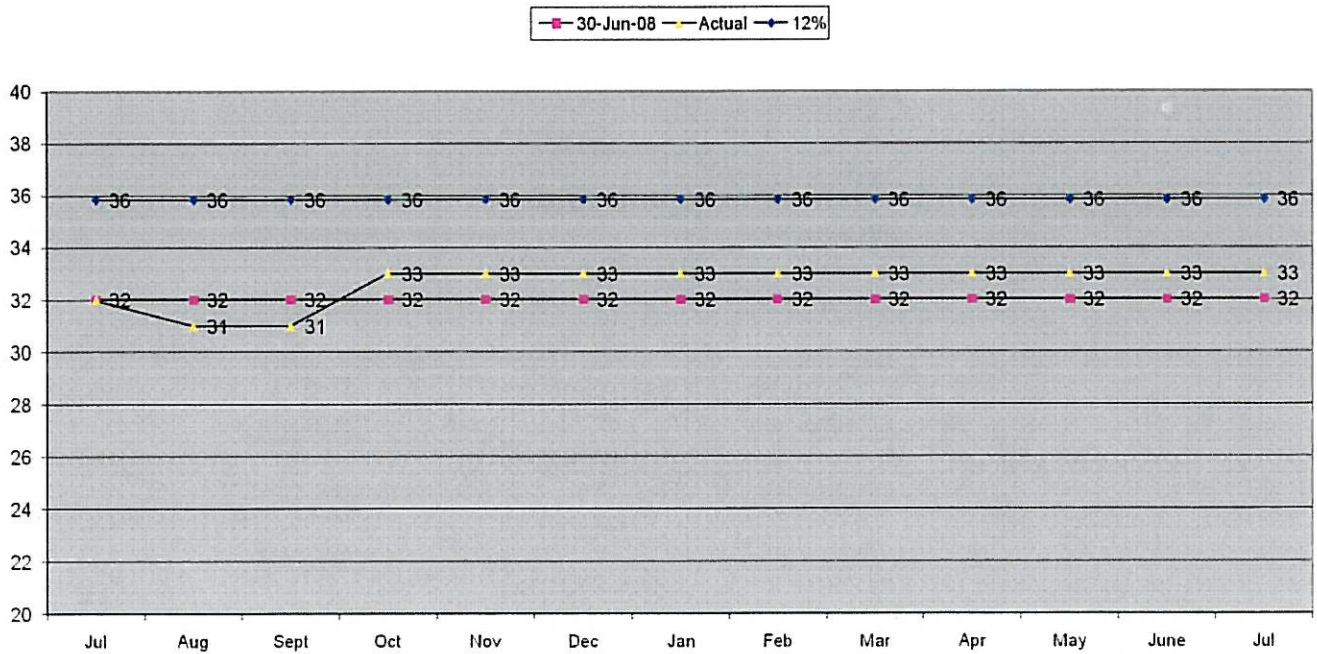
2 Alicia Jarrett

22 Catherine Petrouske

Happy Anniversary

2007 Veronica Maki

SE Wisconsin
Membership Growth Goals 2008- 09



If you have items for The Commentary, please submit them to Corinne Dombeck at office@love-inc.net. The next deadline is December 11th.

Giving Difficult Feedback (Part 4 of 5)

Marilyn Manning, CEO The Consulting Team, LLC Info@TheConsultingTeam.com

Submitted by Sandra Weber



"Give your feedback face-to-face, not via email."

Most of us avoid giving feedback. This article provides tips on coaching, giving feedback, and crucial conversations.

With floods of e-mails, voice-mails, telephone, and electronic meetings, we are experiencing less face to face commu-

nication. Where are the days of meeting for coffee, or ducking into someone's cubicle to chat, or the luxury of a "business lunch?" We are victims of information overload, yet don't have crucial conversations that keep us connected in more meaningful ways. Less personal communication can cause diffused focus and little in-depth dialogue, thus dehumanizing our environment. Most of us need frequent feedback and discussion with others to benefit from different perspectives, to work more effectively, and to reach our fullest productivity.

The Wall Street Journal recently published an article about major

problems conflict avoidance can cause in the workplace, especially avoidance by supervisors, managers, and leaders. A good way to overcome this overwhelming desire to avoid conflict and tough conversations is to practice giving feedback regularly. We all need feedback. We can't improve in a vacuum. Give your feedback face-to-face, not via email.

Like successful projects, successful feedback needs to be planned. We need feedback skills like we need project management and other core skills. Try these simple steps.

Step Four: Formal Feedback Sessions

After utilizing an assessment for professional development, your job as a supervisor is to provide coaching, suggesting options and processes for improvement. You may expand feedback by providing external coaching. Different coaches can address different issues: e.g. behavioral changes, project skills, organization strategies and initiatives, or work-life balance.

Regular ongoing coaching can provide feedback, reality checks, and a sounding board the employee may need. Coaching sessions can put you, as coach, in a neutral position, where it is safe for the employee to express doubts, worries, and ambitions. Use these opportunities to explore career advancements, training needs, and special assignments to develop your staff.

"Coaching has helped me in virtually every phase of my job. From more effective presentations to a better understanding of people's working styles, I am a far more successful manager today than ever before. Coaching is also helping me and my management team to achieve our goals and create a work environment that retains and attracts staff." — From an executive we have coached.

As a coach you can give acknowledgment and encouragement as well as a "kick in the pants" to motivate personal changes in your staff necessary to maximize their potentials. Unfortunately, most will wait until they face a crisis to make significant personal changes rather than practicing *continuous self-improvement*. Busy trying to succeed and accomplish goals, they often ignore or deny their own weaknesses and lack of balance.

Rapid change cycles are a fruitful time for coaching. If leaders recognize indicators of increased staff stress and signs of diminishing trust, enthusiasm, or participation, they can implement a sound coaching plan to help individuals and teams navigate change through positive modifications. Make time to continue your coaching efforts, especially in busy times.



8 Easy Stress Reducers

To your Health

August, 2008 (vol. 02, Issue 18)



Studies suggest laughter lowers levels of the stress hormone cortisol.

Setting an example is not the main means of influencing another, it is the only means.

ALBERT EINSTEIN



Police would rather investigate a situation sooner than before it is too late.

If you're running around all day trying to fulfill a seemingly endless list of responsibilities, you could be on the verge of a stress-induced breakdown. Before that happens, take five minutes out of your busy schedule for one (or more) of these quick de-stressors, courtesy of CNN.com:

- 1. Laugh a little.** Studies suggest laughter lowers levels of the stress hormone cortisol. Of course, it doesn't take an understanding of biochemistry to appreciate that when you're laughing, stress has to take a back seat, at least temporarily.
- 2. Lighten up.** When the body absorbs sunlight, it enhances the effect of mood-stabilizing chemicals such as serotonin.

So enjoy lunch out in the sunshine or walk a few blocks during your afternoon break.

- 3. Go on a (virtual) vacation.** Picture yourself on a tropical island or a serene, majestic mountaintop — wherever you'd rather be instead of here, stressing out. It will give you a few minutes to unwind and relax instead of focusing on work.
- 4. Get moving.** Exercise, even something as simple as jumping rope for a few minutes, triggers your body to release mood-lifting endorphins. The repetitive motion required of most simple exercises also makes you relaxed and focused.
- 5. Turn up the volume.** Go

ahead and rock out to the music from your teens. You might even be inspired to dance around the living room.

- 6. Take a breath.** Sometimes, just breathing deeply can help center and relax you. Try it the next time you're stuck in traffic or your boss needs that report done "right away".
- 7. Find a friend.** Even if it's only for a few minutes, call or e-mail a friend and blow off a bit of steam. Isn't that what friends are for?
- 8. Stay cool.** Find a nice, light scent (lavender is always a good choice) to lightly spritz on your face when the heat is on. It will not only cool you down, but also calm your nerves.

Tips on Making Your Home More Secure

Submitted by Muriel Andersen

Not So Obvious Things to Watch For

Not every stranger who comes into your neighborhood is a criminal by any means. There are many perfectly legitimate people moving around our neighborhoods all the time. Some criminals do take advantage of this fact by assuming the guise of salespeople, repairmen, and service people.

You can protect yourself by checking the identification of all solicitors, meter readers, and repairmen prior to allowing them to enter your home.

- **Someone going Door-to-Door in your neighborhood**
If, after a few houses are visited, one or more persons tries a door to see if it is locked, looks into windows or goes into a back or side yard, it could be a burglar. This may be even more suspicious if one person remains in front while this happens or has a car that follows them from a few houses away.
- **Juveniles walking casually through the neighborhood looking into cars, backyards, etc.**
- **Persons running, especially if carrying something of value.**
- **Someone carrying property.** If it's an unusual hour, or an

unusual place, or if the property is not wrapped.

- **Persons exhibiting unusual mental or physical symptoms.**
They may be injured, under the influence of drugs, or in need of medical or psychiatric assistance.
- **Human traffic to and from a certain residence.**
This would not be suspicious unless this occurs on a daily or very regular basis; especially during late or unusual hours. This could mean vice activities.
- **Persons taking a shortcut through a backyard.**
They may have broken into someone's home.
- **Parked, occupied vehicles that contain one or more persons.**
If it is an unusual hour the occupants may be lookouts for a burglary.
- **Vehicles moving slowly and without lights or following an aimless or repetitive course.**
Particularly in the areas of schools, parks, and playgrounds. They may be searching for a place to rob or burglarize, or they may be drug or sex offenders.
- **Vehicles being loaded with valuables in front of a closed but unattended residence.**
The vehicle may even look like a legitimate commercial vehicle.

- **Apparent business transactions conducted from a vehicle.**
This could mean possible drug sales.
- **Persons being forced into vehicles.**
Especially if juveniles or females, may mean a kidnapping.
- **Abandoned vehicles parked on the block.**
May be a stolen vehicle.
- **Open or broken doors or windows at a closed business or residence.**
If the owners are absent, this could mean a burglary that has been or is in progress.
- **A beam from a flashlight in a neighbor's home.**
Especially if they are away.
- **Persons wearing or carrying bloody clothing.**
Could be a suspect or victim of a serious crime.
- **Persons making a quick change of vehicles.**
May be attempting to elude the police or abandoning a stolen vehicle.

Some, if not all of the situations described could have innocent explanations. Police would rather investigate a situation sooner than before it is too late. Your call could save a life, prevent an injury, or stop a criminal act.

Mentoring

By Muriel Andersen

For many of us, the work days are long, sometimes filled with stress, sometimes with problems and tasks that we feel unprepared to handle. Coming to a chapter meeting is a boost to morale and an opportunity to talk with other admins who may be in the same spot we are in. But what about those weeks in between? And if we miss a meeting here and there, that time between becomes even longer.

Pairing together with a mentor will help you bridge that gap, get to know another chapter member on a different level, give you ready support when you really need it and give you a resource and sounding board for your ideas and questions.

The definition of a mentor is a trusted counselor or guide. A mentor has the ability to lead, inspire, and motivate the protégé by expanding awareness, insight and perspective. Mentors are a powerful force for developing our careers.

The mentor may serve as an advisor, advocate and coach, depending on the personalities and needs of the mentor and protégé. Participating in a mentoring partnership can make us a stronger and more closely knit chapter. It is a powerful tool for networking that allows professional growth in both the mentor and the protégé.

At our Strategic Planning Meeting on Saturday November 1, one of the items we discussed to advance our chapter was direct one-on-one mentoring. We see a need to take advantage of the experience and skills represented by the members of our chapter and an opportunity to grow the strengths of our new chapter members and those chapter members who are new to the profession through an organized mentoring program.

The key to a good mentoring relationship is ready, accountable and regular contact. Being available when a person has a question, providing support and encouragement, giving counsel as requested, providing referrals to information that will be helpful to on the job situations, sharing similar experiences and how

they were resolved – all of these are part of a good mentoring relationship. Individual partnerships of course can develop their own scheduled times to meet and ways to keep in touch. Maybe it's a regular day/time to meet for lunch or coffee, maybe it's regular phone calls to see how things are going, or regular email contact or sending material, tips or articles to the protégé that will be helpful for issues they are facing right now, and possibly even all of the above!

Effective mentoring can occur in as little as two hours a month, but time together should be planned and maintained. The relationship can also be strengthened when the mentor invites the protégé to join in regular activities – having a meal, going to a conference, learning a new skill, attending a meeting, lecture, performance or cultural event.

Things to remember:

1. Private information is not to be shared outside of the mentoring relationship
2. Be honest and fair in your interactions
3. Promptly respond to each other's queries and contacts
4. Communicate on a regular basis
5. Develop an agenda for your times together
6. The focus of most successful mentoring is mutual learning

Some issues that may be discussed could be things the mentor has experienced over the years on the job, any wisdom that can be shared, how to handle certain situations that are historically between a rock and a hard place, glass ceiling issues, sharing knowledge and expertise, retirement issues and how to plan now, difficult relationships, anything that would require handling with care in the soft skills department.



Here are some guidelines for you:

Mentor Before the mentor's first one-on-one meeting with the protégé, it's important to consider intentions and expectations for the relationship.

To prepare for the first meeting, a mentor should...

- Summarize goals and expectations for the mentoring partnership
- List two to three topics to discuss with the protégé
- Consider the logistics of monthly meetings

Then, a mentor should interview her protégé. Questions might include...

- Tell me about your background and experience
- What gives you the most satisfaction? Frustration?
- How do you like to spend your free time?
- Who do you admire the most or find the most interesting? Why?
- How do you use your skills on the job?
- Which skills do you want to develop? How can I help?
- What attracted you to this program?
- Six months from now, how would you like to have grown as a result of this mentoring relationship?
- What one thing can I do to ensure a positive experience for you?
- What should I expect from you?

• Our New Member Orientation meeting will be held on January 14, 2009. Opportunities will be given to members to partner together with a mentor. This opportunity is not only open to new chapter members, but also members who are still early in their careers and who desire to mentor with a more experienced admin. If you would like to volunteer as a mentor, please contact Muriel Andersen, Vice President at mandersen@shepherdsministries.org.

One Flaw In Women

Women have strengths that amaze men.

They bear hardships and they carry burdens, but they hold happiness, love and joy.

They smile when they want to scream.

They sing when they want to cry.

They cry when they are happy and laugh when they are nervous.

They fight for what they believe in.

They stand up to injustice.

They don't take "no" for an answer when they believe there is a better solution.

They go without so their family can have.

They go to the doctor with a frightened friend.

They love unconditionally.

They cry when their children excel and cheer when their friends get awards.

They are happy when they hear about a birth or a wedding.

Their hearts break when a friend dies.

They grieve at the loss of a family member, yet they are strong when they think there is no strength left.

They know that a hug and a kiss can heal a broken heart.

Women come in all shapes, sizes and colors.

They'll drive, fly, walk, run or e-mail you to show how much they care about you.

The heart of a woman is what makes the world keep turning.

They bring joy, hope and love.


They have compassion and ideas.

They give moral support to their family and friends.

Women have vital things to say and everything to give.

However, If There Is One Flaw In Women, It Is That They FORGET Their Worth.

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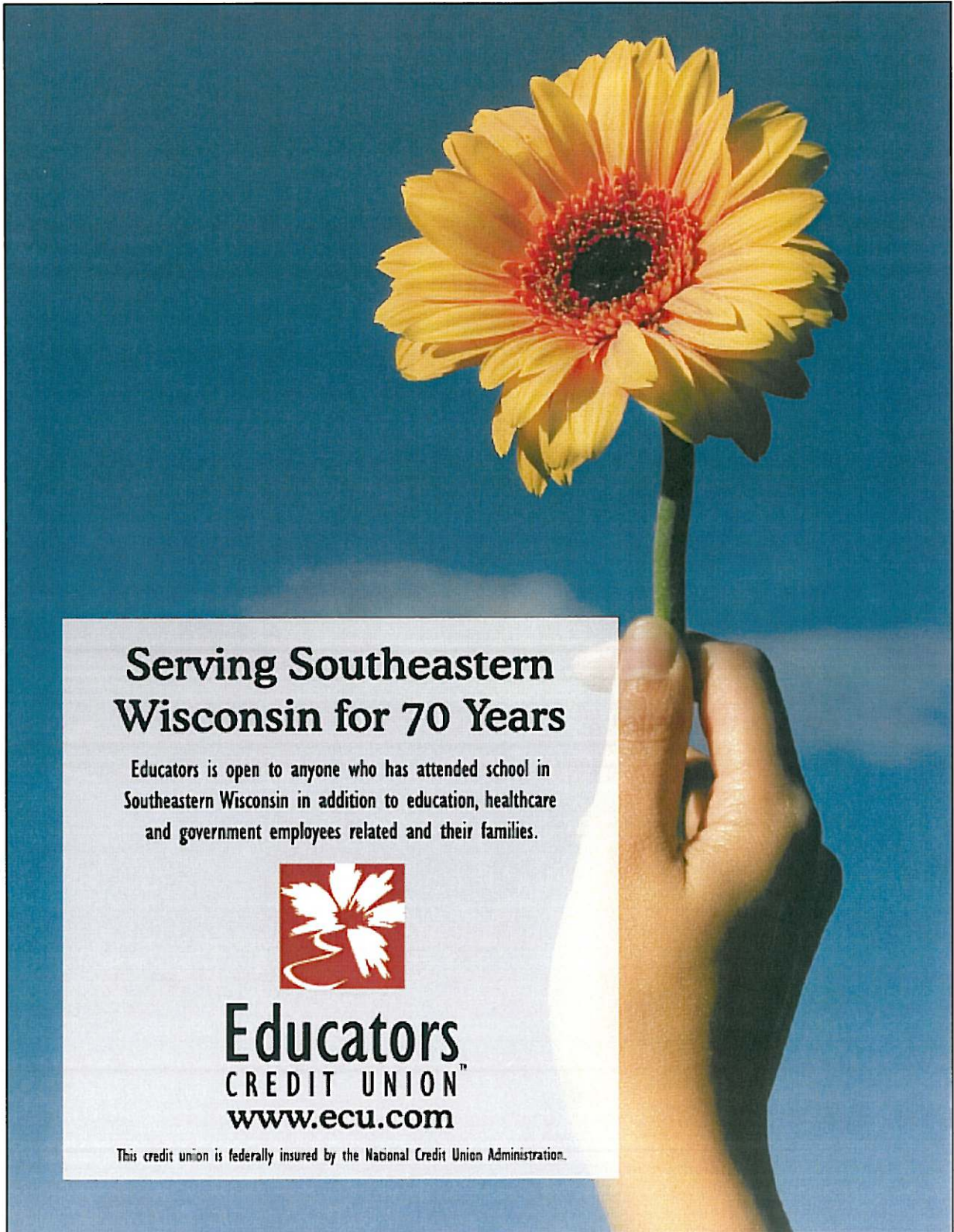
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