

January 2012

SE Wisconsin Chapter IAAP

WE'RE ON THE WEB!
<http://community.iaap-hq.org/IAAPHQ/SEWisconsin/Home>

The Commentary

2011-2012
SE Wisconsin Chapter
IAAP Board

Officer's Message

By: Muriel Andersen CAP-OM, SE WI Chapter Secretary

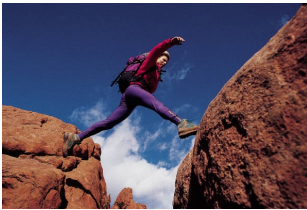
- **PRESIDENT**
Heidi Hoefler, CAP
312-835-5811
iaaphoefler@gmail.com
- **VICE PRESIDENT**
Christina Miller
262-417-3624
Cmi11er@live.com
- **TREASURER**
MaryBeth Kallio, CAP-OM
262-902-9693
seiaapmbk@yahoo.com
- **SECRETARY**
Muriel Andersen, CAP-OM
262-498-1078
murielandersen@yahoo.com

Greetings members,

Soft Skills—Those words have been a part of my performance appraisal for several years now. (Thankfully I have improved over the years!) In this time of layoffs, downsizing, job combining, and other events that make our jobs (or lack thereof) more tenuous and stressful, good soft skills can often make the difference between keeping your job, being promoted, or getting that new position. It isn't all just about knowing how to do your job well anymore. Now it is how we relate to others in our day to day performance.

I have included two articles on soft skills in this newsletter, including a free soft skills assessment that you can take online. I hope you enjoy reading these articles and find them helpful in your career.

Our February speakers are from Robert Half International, a recognized world leader in professional and staffing services. Kimberly Linares and Jon Rademacher will be talking about social media and how you can use it to enhance your career. Many, if not most of us, are FB users. Many also are on LinkedIn; a few of us also use Twitter. But how can we use these sites to our professional advantage? Be sure to take in this presentation and be up to date on best practices and tips to enhance your career.



We will soon begin planning for our **Administrative Professionals Day** event. If you would like to be involved, please contact Heidi Hoefler. She will be glad to hear from you. We are looking forward to a great event in April.

Best wishes to you all as we begin this New Year!

Muriel Andersen, CAP-OM
IAAP SE Wisconsin Chapter, Secretary



International Association of
Administrative Professionals®
SE Wisconsin Chapter

USING SOCIAL MEDIA TO ADVANCE YOUR CAREER

Recertification Points Available!

THURSDAY FEBRUARY 2, 2012

Kimberly Linares, Division Director
Jon Rademacher, Staffing Manager
ROBERT HALF INTERNATIONAL —Gurnee, IL

Receive a crash course in using social media to advance your career. Participate in an introduction to Facebook, Twitter, and LinkedIn, outlining the professionals of these technologies.

Gateway Technical College

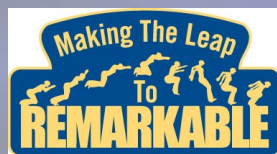
BioScience Building
3520 30th Avenue, Kenosha, WI 53144

WALK-INS
WELCOME!

6:00 pm Networking/Light Supper (\$7.50—by RSVP)

6:30 pm Presentation

7:30 pm Business Meeting



RSVP by January 31, 2012 to
MaryBeth Kallio:

Phone: 262-902-9693

Email: seiaapmbk@yahoo.com

HAPPY 70TH BIRTHDAY!

IAAP celebrates its 70th birthday in 2012, and the association recently unveiled a new logo to mark the occasion. You can download the [70th anniversary logo](#) at IAAP's Web Community.

While you're at it, please help the association celebrate its birthday by telling HQ how IAAP has helped you enhance your career. Your contribution may be selected for the 70th anniversary issue of *OfficePro* magazine. This is your chance to become part of IAAP's long and distinguished history.

Please keep your essays short, 100 to 200 words. Email them to officepro@iaap-hq.org, with the subject line "Anniversary – What IAAP Has Done for Me."



WANT TO BE MORE PRODUCTIVE?



Everyone wants to feel more productive on the computer and there are certainly plenty of ways to achieve that. Whether it's using a program launcher, keyboard shortcuts, or mouse gestures, there's something for everyone to shave off that extra mouse click or tap of the keyboard, which in turn leads to time saved every day.

As an online worker, I am always looking for something that will enable me to complete my tasks faster and more efficiently, and I'm sure you are too.

We here at MakeUseOf have been committed from day one to teaching you how to do things faster, easier, and more efficiently. Now we have produced 24 Cheat Sheets for you to download

absolutely free of charge which will list all the shortcuts available for different popular programs such as Microsoft Outlook, Skype (including the secret emoticons), Firefox, Chrome, Gmail and many more.

<http://www.makeuseof.com/pages/downloads>

Why wait?

Do something for yourself and your career today.



TECHNOLOGY APPLICATIONS SPECIALTY NOW AVAILABLE

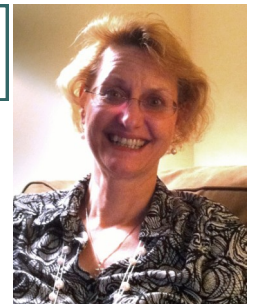
IAAP has now added another specialty. CAP-OM (Office Management) is the current specialty. Now the second specialty has been added—Technology Applications (TA).

Take the next step in your career by attaining the Technology Applications specialty from IAAP. Earning the Technology Applications specialty demonstrates your commitment to continuing technology education. Make a difference in your career by earning the TA specialty from IAAP.

Here's how: First, complete three of the Options Technology modules. The modules cover the Microsoft Office Suite including: Word, Outlook, Excel, Access, PowerPoint and Project. Following that, pass the test to receive a Microsoft certification in at least one of the Options Technology modules you completed. Then, submit the application and the fees for your TA specialty. Check out the website for more detailed info:

<http://www.iaap-hq.org/certification>

Member Spotlight—Barb Bruntzel



I first learned about IAAP while attending a class at Gateway Technical College and was fortunate to meet Sandy Weber. She mentioned the 2009 Administrative Professional Day Event at Maplecrest Country Club in Kenosha, and I decided to attend. I was so impressed with the warmth of the members that I wanted to join. I have been a member of our chapter since 2009. I was honored to be asked to help out during the 2010 APD Event in Racine, WI.

I have been very fortunate to have worked in the administrative field for several different industries. For the last 2 ½ years I have been working at Matthews Professional Employment, Inc. in Waukegan, IL as an Accounting Coordinator. Previous positions include Claims Processor at Progressive Insurance, Sales Assistant to a Financial Advisor at First Union/Wachovia in Racine, WI, an administrative assistant for the Small Business Lending group in Norfolk, VA and Jacksonville, FL and previous to that I was the Executive Assistant to the President and CEO of First Midwest Bank in Waukegan, IL. I have also held other administrative roles in banking environments in San Diego, CA and Waukesha, WI. Matthews Professional Employment is a full service staffing agency. I enjoy my work and meeting a lot of the applicants. What makes it special for me is the empathy and understanding I feel for those who struggle looking for work, since I have personally experienced a branch closure and reduction in workforce.

My goal for 2012 is to study and take the CAP exam. I love to continually learn new things and my daily goal is to learn something new – even if it is just a small fact, because I think learning is a lifelong process. My outside interests include baking, cake decorating and sugar arts. My husband, Greg is my chief taste-tester. He never complains about trying a new dessert recipe. I also love to sew and quilt. I've made quite a few Packer quilts, scarves, BBQ aprons as gifts for family members.. I'm just starting to learn how to machine embroider. As you can tell, I love the needle and fabric arts.

HOW ARE YOUR SOFT SKILLS?

Take a free soft skills test at <http://www.bettersoftskills.com/quiz/>

What's the hard truth? Soft skills get little respect but can make or break your career. Yet unfortunately, most people learn them the hard way!

Peggy Klaus, author of *The Hard Truth About Soft Skills—Workplace Lessons Smart People Wish They'd Learned Sooner* reveals why these core competencies are often ignored and brings their importance to life in 54 lessons that highlight how soft skills mastery can become the key to hard success.

A Fortune 500 communication and leadership coach, Klaus says the idea for the book grew out of a combination of tales from the office trenches, complaints from management, and an ever-growing body of research supporting the need for soft skills competency.

During both one-to-one and group training sessions, Klaus continually encountered people who weren't getting where they wanted to go at work. *"Whether young or old, experienced or inexperienced, what struck me most about their stories of missed opportunities and derailed careers was this: Their problems rarely stemmed from a shortfall in technical or professional expertise, but rather from a shortcoming in the soft skills arena with their personal, social, communication and self-management behaviors."*

"As well, I kept hearing from managers and HR folks about employees—both those entering the workforce and those already on board—who were sorely lacking when it came to their soft skills," notes Klaus.

But if these soft skills are really that important, why do so many people learn them the hard way?

Klaus says part of the problem is semantics. After all, she writes, "How could anything described as soft be valued in the hard-charging, results-driven business world or impact the bottom line?"

Another obstacle when it comes to taking soft skills seriously is that most of us think they are just about touchy-feely people skills. Although they do encompass people skills, that's just for starters. Klaus's book covers a much wider spectrum of soft skills abilities and traits from self-awareness to attitude, initiative to problem solving, leadership to time management, political astuteness to integrity, and then some.



Among Klaus's favorite workplace lessons are the following:

- Knowing yourself is as important as knowing how to do the job.
- Get smart about asking dumb questions.
- You don't need to be everyone's best friend—that's what dogs are for.
- When it comes to gossip, learn the art of deflection.
- Keep your visibility when you're not face-to-face.
- Don't take it personally.

And, perhaps, most favorite of all: *Get out of your own way.*

TOP TEN SOFT SKILLS FOR JOB HUNTERS

By Kate Lorenz, Editor Career Builder.com —<http://jobs.aol.com/articles/2009/01/26/top-10-soft-skills-for-job-hunters/>

Each company looks for a different mix of skills and experience depending on the business it's in. Yet it's no longer enough to be a functional expert. To complement these unique core competencies, there are certain "soft skills" every company looks for in a potential hire. "[Soft skills](#)" refer to a cluster of personal qualities, habits, attitudes and social graces that make someone a good [employee](#) and compatible to work with. Companies value soft skills because research suggests and experience shows that they can be just as important an indicator of job performance as hard skills.

Today's service economy and the ascendance of work teams in large organizations puts a new premium on people skills and relationship-building," Portland-based [human resources](#) expert Lori Kocon says. "And with business being done at an increasingly fast pace, employers also want people who are agile, adaptable and creative at solving problems." Some of the most common soft skills employers are looking for and will be assessing you on include:

- 1. Strong Work Ethic** Are you motivated and dedicated to getting the job done, no matter what? Will you be conscientious and do your best work?
- 2. Positive Attitude** Are you optimistic and upbeat? Will you generate good energy and good will?
- 3. Good Communication Skills** Are you both verbally articulate and a good listener? Can you make your case and express your needs in a way that builds bridges with colleagues, customers and vendors?
- 4. Time Management Abilities** Do you know how to prioritize tasks and work on a number of different projects at once? Will you use your time on the job wisely?
- 5. Problem-Solving Skills** Are you resourceful and able to creatively solve problems that will inevitably arise? Will you take ownership of problems or leave them for someone else?
- 6. Acting as a Team Player** Will you work well in groups and teams? Will you be cooperative and take a leadership role when appropriate?
- 7. Self-Confidence** Do you truly believe you can do the job? Will you project a sense of calm and inspire confidence in others? Will you have the courage to ask questions that need to be asked and to freely contribute your ideas?
- 8. Ability to Accept and Learn From Criticism** Will you be able to handle criticism? Are you coachable and open to learning and growing as a person and as a professional?
- 9. Flexibility/Adaptability** Are you able to adapt to new situations and challenges? Will you embrace change and be open to new ideas?
- 10. Working Well Under Pressure** Can you handle the stress that accompanies deadlines and crises? Will you be able to do your best work and come through in a pinch?

Meetings and Events

Chapter Meeting Dates: First Thursday of each month

Chapter Meeting	Location	Speaker	Title of Program Summary
February 2	Kenosha	Kimberly Linares, Division Director Jon Rademacher, Staffing Manager Robert Half—Gurnee	Using Social Media to Advance Your Career Receive a crash course in using social media to advance your career. An introduction to Facebook, Twitter, and LinkedIn, outlining the professionals of these technologies.
March 1	Racine	Nancy Arnold, CAP-OM	Exceptional Executive Support Includes tips on how to provide those extras that your boss might not expect or be very appreciative of.
April 12	Kenosha	Lynne Woida, CAP-OM	The Power of Commitment—Are You a Chicken or a Pig? What are you committed to at home? At work? Within IAAP? Share in a practical and fun way to explore the Power of Commitment within your professional and personal circumstances. Lynne will identify three hallmark qualities of commitment, how to put them into practice in everyday life, and how to use those qualities to overcome obstacles. Expect some audience participation, but we promise you won't be required to oink or lay an egg.
April 25	TBD		TBA APD (Administrative Professional's Day)
May 3	Racine	Nancy McCulley, CAP	You Become What You Think About Most The studies of brain plasticity and mental imagery are proving that you can change your course in life. We'll talk about ways to make this happen using your current situation and goals.
June 7	Kenosha		Annual Meeting Guest Division Liaison Nancy McCulley, CAP to install next year's board.

Upcoming Conferences

March 4-7, 2012

Spring Conference, Las Vegas, NV., Harrah's Las Vegas

May 18-19, 2012

WI Division Annual Meeting, Stevens Point, WI

July 22-27 2012

Education Forum and Annual Meeting (EFAM), Grapevine, TX, Gaylord Texan Resort



There are many opportunities to be involved with our chapter. Please contact Heidi Hoefler if you are interested in serving on any of the following committees. She would be delighted to hear from you!

2011/12 Committees	Chair/Members	Description
APD (Administrative Professional Day) Committee	Chair: Members (3): Karen Faraca	Plan and prepare for next year's APD event in April. Begin meeting in November to develop plan for event.
Audit Committee	Chair: Members (2):	Review and audit the financial activity of the chapter at the end of the IAAP year.
Buddy Committee	Chair: Christina Miller Member:	To help new members learn about IAAP and our members. Activities to include contact new member and meet in person as a brief intro. Will contact new members about upcoming chapter meetings and invite to attend, at meetings introduce new member to chapter board and members, sit with new member at meeting.
Bylaws and Standing Rules Committee	Chair: Member:	Review, update and present proposed changes to the members annually. Keep the members and the Board informed of proposed changes to the Division and International Bylaws and Standing Rules.
Certification Committee	Chair: Marilyn Holden Member:	Share information with the members regarding certification and recertification, examinations, study materials, and study groups. Coordinate study group(s) as needed
Membership Committee	Chair: Members (3): April Webb,	Brainstorm and introduce innovative ideas and suggestions to increase awareness of IAAP SE WI chapter, provide membership information to first time visitors, and formulate a plan to retain current members. Contact area Members at Large and invite them to join our chapter. Plan the annual new member orientation and IMPACT meeting. Monitor membership expirations and offer the 3-month payment plan. Keep chapter roster updated. Remind chapter members of pending renewals, transfer to merited status when retiring, etc.
Newsletter Committee	Chair: Muriel Andersen Member:	Create monthly newsletter, adding and deleting items to keep members informed of chapter news.
Nomination Committee	Chair: Members (2):	Identify and seek qualified candidates to fill chapter officer positions. Committee responsibilities begin in January and is active through April.
Points Reward Program Committee	Chair: Members (4):	Chairperson to track monthly points earned for members and committee members to assist with year end "Reward" event.
Web Master	Christina Miller Heidi Hoefler	Update chapter web site with chapter programs and IAAP news



	CHAPTER CRITERIA	COMPLETED
1	Chapter submits annual meeting calendar with education and/or training topics to the members with a copy to the division by 10/01.	done
2	Chapter submits budget and annual financial review/audit report to the members with a copy to the division by December 31.	done
3	Chapter holds at least one Membership Drive between July 1 and May 31. Chapter submits completed Membership Drive Evaluation form to the division by June 1.	
4	Chapter holds at least one New Member Orientation between July 1 and June 25. (New members in attendance must have joined IAAP within the current IAAP fiscal year.) Chapter submits New Member Orientation Evaluation form to the division by June 25.	
5	Chapter develops and updates business plan . Chapter submits business plan to members with a copy to the division by April 30.	
6	Chapter sends a delegate or submits a proxy (if allowed by division bylaws) to the Division Annual Meeting held in the current IAAP fiscal year.	
7	Chapter sends a delegate or submits a proxy to the International Education Forum and Annual Meeting held in the current IAAP year.	
8	As of June 30, at least 7% of the chapter members (minimum of 2 members) qualify for Member of Excellence .	



	MEMBER CRITERIA A Member of Excellence will attain a minimum of 8 of the following 11 criteria:	COMPLETED
1	Hold a current IAAP Certification (i.e. CAP, CAP-OM).	
2	Download, sign and date the Member of Excellence Commitment form.	
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 toward 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. (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.)	
10	Recruit at least one new member.	
11	Integrate IAAP membership and involvement into annual performance plan or review.	

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510 College Avenue P.O. Box 1303 Racine, Wisconsin 53401-1303
Tel: 262-634-1203 Fax: 262-634-1933 E-Mail: mwyant@wyantlaw.com



PHONE: (262) 554-5458

Nancy G. Stozewicz, D.C., S.C.
ELMWOOD PLAZA CHIROPRACTIC

3701 DURAND AVE., SUITE 415 RACINE, WI 53405



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search for myEducatorsCU  



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- Enjoy our online and mobile banking, E-alerts, E-statements and EZ Bill Pay.
- Our What's Your Score? program offers a free credit report, score and the tools to help you improve.

Educators membership is open to anyone who has attended school in Southeastern Wisconsin in addition to education, healthcare and government related employees and their families.

Federally insured by NCUA.



WELCOME!