

November 2008

Officer's Message

Pathways to Excellence! Isn't that what being a member of IAAP is all about? Becoming Excellent? This is the commitment we have made to ourselves as a career-minded administrative professional. As a member you can look to yourself to become a Member of Excellence. Here's how:

A Member of Excellence will attain a minimum of 8 of the following 11 criteria:

1. Be a current CPS and/or CAP holder
2. Sign the online Member of Excellence Commitment agreement
3. Actively participate in the IAAP web community forum discussions or submit an article for an IAAP publication (chapter, division, or international level)
4. Attend non-IAAP professional educational workshops, seminars and conferences
5. Hold a degree, certificate or equivalent (a minimum one year in length) from an accredited college or earn a Microsoft certification
6. Pay membership dues on or before anniversary date
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
9. Attend a minimum of eight 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

Accomplishing these goals is easier than you think. Just go through and mark how many of these items you have already done. You would be surprised at how close you may be and you still have time to fill in those empty spots for this year.

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Treasurer

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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.

SE WISCONSIN IAAP CHAPTER MEETING
Thursday, November 6, 2008

**VITAL RESOURCES:
 TALENT, TRAINING & TECHNOLOGY***

Special Speaker:
Deborah Ross-Corbett



Schedule:

6:00 pm - Networking / Dinner
 6:30 pm - Program
 7:30 pm - Business Meeting

Cost:

\$7 Members & Guests
 No Charge to attend Meeting Only

Location:

Gateway Technical College-Racine Campus
 Racine Building (R2) - Michigan Room
 1001 Main Street, Racine WI



Visit our website at:
www.iaap-sewisconsin.org

A Diverse Portfolio will guarantee you an ROI as we all know, but what's in your portfolio?

As the managing partner in your business, Talent, Training and Technology are three of the vital resources needed to stay competitive and ensure that your ROI is part of your success planning.

Deborah Ross-Corbett is an award-winning speaker, motivator and minority business owner. Returning to school attending two nights a week for five years, Deborah holds a BS in Management/Human Resource Management. As an active member of many ad-hoc teams within Abbott Laboratories, Deborah currently is a member of the Drug Eluting Stent Team and has been at Abbott for seven and a half years. She also is the COO of her Mary Kay business which brings education, training and Image Enhancement to her clients.

Deborah is the President of Toastmasters at Abbott Laboratories and has earned her CTM, which is a Competent Toastmaster for completing 10 speeches and previously served as the Vice-President of Public Relations. Currently, Deborah has taken additional responsibilities within Toastmasters and has been named Area Governor for Area #43 in the state of Illinois.

Deborah shares her expertise in communication, leadership and strong business skills with Toastmasters and assists the clubs in her area to achieve/maintain distinguished club status and to elicit new members to share in this fantastic global resource.

After departing from corporate America in 1985, while typewriters were still in use and deciding to be a "stay at home mom," she ran her home like a business and managed to put money in the savings each month. Deborah and Mark have three children and a dog named Rascal.

RSVP Deadline:

Noon, Tuesday, October 6, 2008
Please contact Christina Miller at
262.639.2072 or Cmi11er@aol.com

CANCELLATIONS must be received by
noon October 5th to avoid charges to Chapter.

Getting to Know . . .

Muriel Andersen has been the Administrative Assistant to the President at Shepherds Ministries in Union Grove, WI for nearly 18 years. Shepherds is a vocational and residential facility for adults with developmental disabilities. We are right next to the Racine County Fairgrounds in Union Grove so many of you have probably seen our buildings but never knew what we do here.

We have about 150 clients and about that many staff also (since we have 24/7 care). We have a contract facility called Shepherds Enterprises and several living options ranging from full care to independent living and contract services. We are celebrating our 50th anniversary this year. Shepherds was incorporated in 1958, starting with just a seed idea of a Sunday school class. They

wanted to do something to help the couple in their class with their little boy who had Down Syndrome so they started a small daycare, which expanded to a Christian school, then to a care facility for children in addition to the school, and now finally to adult services.

I joined IAAP in February 2004 and have served as Hostess, Chapter Treasurer and now as Chapter Vice President. I have enjoyed being a member of the SE Wisconsin Chapter. My boss enjoys it too. In fact sometimes I find out that he has gone on the headquarters website and printed off materials that he shares with his administrators and directors to help them in their jobs. Interesting! I am very thankful for his support and his confidence in the vast resources of our IAAP membership.

As Administrative Assistant to the President

my job duties include the usual correspondence, scheduling, itinerary, meeting planning, expense tracking and board involvement among many other things. I also work with the development department in grant writing and foundation research. I have worked in the HR department in the past. Here is the link to our website if you are interested to know more about Shepherds: <http://www.shepherdsministries.org>.

My husband and I will celebrate our first wedding anniversary in November. We are enjoying our new home and new marriage! In my spare time, I sing with the Southeast Wisconsin Choral Arts Society (<http://www.choralartsonline.org>) and also with my church choir. I enjoy working in our gardens and going to concerts and spending time with friends and family.

2008-2009 Program/Meeting Schedule

| Date | Topic | Location |
|--------------|---|-------------|
| December 4th | Holiday Party | UnCorkt- |
| 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 | GTC-Racine |
| March 5th | TBD/Impact Meeting | GTC-Kenosha |
| April 2nd | Building Trust Mary Ramsay Drow CPS/CAP, International Vice-President | GTC-Racine |
| May 7th | TBD | TBD |
| June 4th | SE Wisconsin Chapter Annual Meeting | GTC-Kenosha |

Upcoming Events

- 2008**
- November 7-8
CPS/CAP Exam
- 2009**
- March 9-11
Spring Education Conference
Nashville TN
 - April 22
Administrative Professionals Day
 - May 1-2
CPS/CAP Exam
 - July 26-30
Convention & Education Forum
Minneapolis MN
 - October 18-21
Certification Conference
Portland OR
 - November 6-7
CPS/CAP Exam

2008-2009 Committees

| 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

Happy Birthday

November

- 8 Christina Miller
- 12 Brenda Putze
- 24 Muriel Andersen

Happy Anniversary

November

- 2007 Christina Miller

Don't Forget to Vote!

An election cannot give a country a firm sense of direction if it has two or more national parties which merely have different names but are as alike in their principles and aims as two peas in the same pod.

FRANKLEN DELANO ROOSEVELT

Volunteers NEEDED

To help plan our Holiday Event on 12/4 at Uncorkt in Racine. This is a great way to enhance your meeting planning skills. If you are interested in helping, please contact Deborah Ross-Corbett at 847-937-5513 or Deborah.Ross-Corbett@Abbott.com.



If you have items for The Commentary, please submit them to Corinne Dombeck at office@love-inc.net. The next deadline is November 13th. Your contributions and comments are always welcome!

Giving Difficult Feedback (Part 3 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 communication. 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 Three: Goal clarity

Research supports that mission-driven projects are more successful than rule-driven projects. Treat coaching like a mission-driven project: agree on a clearly defined mission with each person you coach. Create a vision for success.

Using a 360° assessment: Once you have attained buy-in, a 360° report offers helpful insights to aid in articulating clear, measurable goals for personal development plans. We recommend you use a professional for this process. There are several varieties of 360 assessments. The Consulting Team, LLC uses the EQ-I (Emotional Quotient Inventory) and the DISC (communication and leadership styles).

The 360° report feedback is fairer than typical boss-only reviews. It places emphasis on what individuals do well; often areas we need to develop are our strengths used to excess. In a 360° report individuals get feedback from many people they work with. The perspectives of subordinates, peers, bosses, and self can be instructively different.

The 360° report is usually more accurate than self-ratings. High self-ratings often do not correlate with success. The 360° report can accurately give a sense of one's performance. Neither a boss-only review nor an employee self-review can give the entire performance picture. The 360° report establishes a credible reference point of necessary changes and progress.



De-Stress At Your Desk

To your Health

September, 2008 (vol. 02, Issue 09)



You need to de-stress fast, but you've only got a few minutes because that report - and your boss - won't wait. What can you do?

The statistics on sanity are that one out of every four Americans is suffering from some form of mental illness. Think of your three best friends. If they're okay, then it's you.

**RITA MAE
BROWN**

The phone is ringing non-stop. E-mails are pouring in. The boss just dumped a 50-page report on your desk that needs to be proofed by the end of the day.

And it's only Monday.

You can feel your shoulders starting to tighten and your jaw beginning to clench. You need to de-stress fast, but you've only got a few minutes because that report - and your boss - won't wait. What can you do?

Yoga to the rescue! According to the Yoga Alliance, nearly 6 million Americans practice yoga and 14 million say a doctor or therapist has recommended yoga to improve their health. In May, the National Institutes of health celebrated its first-ever "Yoga Week" to highlight the science and practice of yoga.

According to the alliance,

yoga helps improve circulation and heart health, along with reducing oxidative stress and providing other anti-aging benefits. And if you're overworked and overstressed, a few minutes of yoga can help loosen those muscles and let you face the rest of your day.

Yoga teacher Denise Dunn suggests frazzled workers try these four poses to take the edge off during a busy day at the office:

Side Stretch Raise both arms and stretch first to one side and then the other, holding the stretch for a few seconds on each side. This increases circulation and gets your spine moving the way it was meant to - much better than spending the entire day hunched over a keyboard.

Rotation Now slowly twist to each side. Be careful not to twist your neck excessively, especially if

you're tense. Keep your chin lined up over your chest.

Back Arch Sit at the edge of your chair and put your hands behind you. Slowly arch backward, raising your chin as you do so. Squeeze your shoulder blades together.

Forward Fold Cross one leg so your ankle rests on the opposite knee, and then lean forward gently. This is a great way to stretch out hip and back muscles, which can lighten after hours of sitting.

Dunn recommends starting each pose by slowly breathing through your nose. Hold each pose for at least three slow breaths, being careful not to overexert yourself. Remember, the goal is to relax and relieve tense muscles. This isn't a workout; it's a gentle, peaceful break from your stressful routine.

Tips on Making Your Home More Secure

Submitted by Muriel Andersen

What is "Suspicious Activity?"

The effectiveness of our police agency is enhanced by active participation on the part of the citizens we serve. When you call to report suspicious persons or activity, you may not only aid the police, you make your community a safer place to live.

Some people fail to call the police simply because they are not aware of what might be suspicious. Other people notice suspicious activity and hesitate to call for fear of being labeled as "nosy" or a "crank." Others feel that someone else has already called the police.

Obvious Things to Watch For

- A stranger entering your neighbor's house when it is unoccupied, may be a burglar.
- A scream heard anywhere may mean robbery or assault.
- Offers of merchandise at ridiculously low prices could mean stolen property.
- Anyone removing accessories, license plates or gas from a vehicle.
- Anyone peering into parked cars may be looking for a car to steal or for valuables displayed inside.
- Persons entering or

leaving a business place after hours could mean burglars.

- A sound of breaking glass or loud explosive noises could mean an accident, burglary, or vandalism.
- Persons loitering around schools, parks and secluded areas could be sex offenders.
- Persons loitering in the neighborhood who do not live there could be burglars.
- Anyone forcing entrance to, or tampering with a residence, business or vehicle should be reported.



When you call to report suspicious persons or activity, you may not only aid the police, you make your community a safer place to live.

Don't Try To Be Perfect - Be Excellent Instead

Adapted from the Ivy Sea Website

Perfection is viewed as a noble attainment. But trying to attain perfection can cause the perfectionist to be critical of oneself and others - and a pain to live with! In addition, perfectionism can create stress, counteract efficiency and sink morale for everyone who deals with the perfectionist.

A productive mind-set is excellence; meeting the highest standards agreed upon for oneself or by the group.

Perfectionists are:

- Critical
- Overwhelmed
- Unable to see the big picture
- Stressed-out and anxious
- Rarely enjoy their accomplishments

The person concentrating on excellence, however, focuses on:

- Continued personal and professional growth
- Job satisfaction and customer service
- Clear and reasonable expectations
- A strong sense of accomplishment

Going from perfectionism to pursuit of excellence:

- Get real: When you find yourself becoming frantic about a goal that you have to meet, stop and ask, "is the frustration level equal to the problem?"
- Set clear expectations: If you know what's expected of you, you can better track your progress and draw "perfection boundaries when needed, which will signal you to stop stalling and move forward with the project.

Identify your triggers: Identify and recognize the factors that lead or contribute to your perfectionist thinking and behaviors - and avoid them.

- Get some coaching: The outside perspective of someone trained in helping others reach more balanced expectations can be of benefit.
- Delegate: Many perfectionists are overwhelmed, thinking that they - and only they can complete the task at hand. Allow others to be responsible, which will increase the odds that the group will more easily reach excellence.
- Know what's important: Ask yourself or the group members, "What's most important about this project?" Talking openly, then narrowing to key points and agreements, allows everyone to measure his or her

"The rung of a ladder was never meant to rest upon, but only to hold a man's foot long enough to enable him to put the other somewhat higher."

THOMAS HENRY HUXLEY

To Realize



To realize the value of a sister; Ask someone who doesn't have one.

To realize the value of ten years; Ask a newly divorced couple.

To realize the value of four years; Ask a graduate.

To realize the value of one year; Ask a student who has failed a final exam.

To realize the value of nine months; Ask a mother who gave birth to a stillborn.

To realize the value of one month; Ask a mother who has given birth to a premature baby.

To realize the value of one week; Ask an editor of a weekly newspaper.

To realize the value of one

minute; Ask a person Who has missed the train, bus or plane.

To realize the value of one-second; Ask a person who has survived an accident.

To realize the value of a friend or family member; Lose one.

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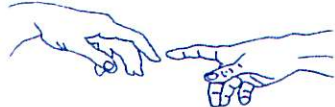
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