

SE Wisconsin Chapter IAAP

# The Commentary



**2010-2011 SE Wisconsin Chapter IAAP**

- **PRESIDENT**  
Heidi Hoefler, CPS  
312-835-5811  
hoeflheidi@yahoo.com
- **TREASURER**  
Christina Miller  
262-909-6488  
Cmi11er@live.com
- **SECRETARY**  
Muriel Andersen  
262-878-5620 x 1253  
mandersen@shepherdministries.org

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## Officer's Message Chapter President, Heidi Hoefler, CPS

Hello,  
Welcome back everyone. Here it is, the beginning of our 2010-11 chapter year. The summer went by so quickly, as it always does. I am excited about our new year and leading the chapter to grow and learn from one another. IAAP is about "enhancing the success of career minded administrative professionals by providing opportunities for growth through education, community building, and leadership development." Opportunities for growth are what I plan to focus on. To achieve growth one must risk stepping outside of their comfort zone, embrace new ideas and seek out opportunities to grow. With IAAP you can grow by volunteering to join a committee, assist at the monthly chapter meetings, and be active with our chap-

ter by attending the meetings. You are in control of what you get out of your membership with IAAP; use that control to grow and be as great as you can as an administrative professional.

The new chapter year began with the board being voted on and sworn in at the June 3 annual meeting and I was sworn in on June 24. The board met in August to start planning for the 2010-11 year. The new board of directors includes: Muriel Andersen, Secretary and Christina Miller as Treasurer. I am looking forward to working with them to make this an incredible year for our chapter. We had our first chapter meeting on September 2, 2010. At the meeting I shared with the members information on some changes that IAAP implemented for the recerti-

fication criteria as well as the certification program. Details on those changes are listed in this newsletter. Also, during the summer Wendy Neave and I participated in a Leadership Meeting in August for presidents and vice presidents. Wendy unfortunately needed to step down from the vice president role, but still plans to be an active member.

**"Change and growth take place when a person has risked himself and dares to become involved with experimenting with his own life."**

*Herbert A. Otto  
American author, leader of the human potential movement*

## Passion & Purpose Our new message and logo!

Our new theme for the chapter year is Passion and Purpose. I believe passion and purpose is what makes a person feel alive and energized. Following is an article I came across from [tipsforsuccess.org](http://tipsforsuccess.org)

### The Power of Passion

Improving this single attitude makes your days fly by. You wake up excited to work. You make the right decisions. You get more done in less time. Improving this attitude affects everyone around you.

They believe in you, trust you and want to support you. This one attitude can change your entire life for the better. A vital attitude for you to constantly improve is YOUR PASSION. On a scale of 1 to 10, exactly how excited are you

*(Continued on page 2)*

(Continued from page 1)

right now? Do you really want to succeed? Are you thrilled with your goals for today? If not, you must generate some passion for your day, your week and your career.

**You Can Never Be Too Passionate**

Everyone can increase their purpose and intensity.

When you organize all of your activities toward one focused goal, you not only feel more joy in what you are doing, you get more accomplished.

Sometimes it helps to find things that make you passionate. For example, for which of these objectives can you generate the most passion and intensity?

- \* Reaching a specific goal
- \* Accomplishing a certain level of perfection
- \* Making a great deal of money
- \* Going back to an original purpose
- \* Beating a challenge
- \* Filling your life with as much happiness as possible
- \* Fulfilling a duty to yourself or your family
- \* Helping a great number of people

- \* Creating a superior reputation
- \* Building a highly-successful business
- \* Helping others achieve success
- \* Becoming the best at what you do
- \* Hitting a specific statistical target
- \* Earning enough money to buy something you really need or want
- \* Making a positive impact on society

**There is nothing stronger than a leader with a firm direction and passion to get there.**

**We can all be leaders...find your PASSION today!**

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

### 10 warning signs of low morale



**W**ithout leaders realizing it, low morale can creep into the organization. As an extension of your boss's eyes and ears, monitor the workplace atmosphere to make sure people stay in tune. Here are 10 sour notes to listen for:

- 1. Uncooperative attitudes.** These are easily detected, even if you can't tell what's wrong right off.
- 2. Lack of enthusiasm.** This is different from an uncooperative attitude. If they're bored, they're not sold on the mission.
- 3. Absence of commitment.** If the leaders don't believe in it, do you think employees will?
- 4. Fault-finding.** People can find fault in anything, but when they do work they believe in with co-workers they trust, it doesn't happen.
- 5. Increasing complaints.** By the time leadership becomes aware of complaints, the situation is pretty bad.

**6. Growing tardiness and absenteeism.** These are grounds for disciplinary action, but they also trigger an alarm for the astute leader.

**7. Deterioration in the appearance of the work area.** Some people are naturally neat or messy, but you can tell if it gets worse.

**8. Breakdown in discipline.** Again, the thing to watch for is change.

**9. Chronic long faces.** The occasional down day is different from unhappy looks on everyone every day.

**10. When low morale becomes a rallying point.** If people form a consensus about how lousy their employer is and discuss it openly, you've got serious trouble.

*Bottom line:* To be effective, your boss needs real feedback, no matter how painful.

— Adapted from *Leadership When the Heat's On*, Danny Cox with John Hoover, McGraw-Hill.

SE Wisconsin Chapter IAAP

Thursday, October 7, 2010

# Managing Organizational Change

Presenter:

Mr. Mike Grubich  
HR Business Partner  
CNH Parts & Service



## Has your company laid off workers or gone through a reorganization?

Gateway Technical  
College  
Bio-Science Building  
Kenosha, WI

Change is inevitable. Learning how to manage career turbulence will give you control over your situation. With change comes opportunity for growth.

RSVP Deadline

Noon, Tuesday  
October 5

Learn techniques such as developing a plan that will guide you through working to achieve that growth. You will be provided with these tools, and more, to help manage your career now and in the future.

Contact MaryBeth Kallio

[seiaapmbk@yahoo.com](mailto:seiaapmbk@yahoo.com)

262-902-9693

This will also be a great opportunity to share your experiences and have your questions about organizational change addressed. This presentation provides valuable ideas and strategies that will help you move forward with your career.



Schedule:

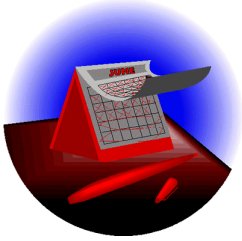
6:00 pm—Networking & Light Supper

6:30 pm - Program

7:30 pm - Business Meeting

Cost:

\$7.50 - Members & Guests



## Chapter Meetings

7-Oct	Kenosha	<b>Managing Organizational Change</b>	<b>Michael Grubich, Global Human Resources Business Partner, CNH Parts &amp; Service</b>
4-Nov	Racine	<b>Emotional Intelligence</b>	<b>Pat Falkenhagen</b>
2-Dec	TBA	<b>Maximizing Your Business &amp; Personal Relationships</b>	<b>Susan Gould, VP Community Impact United Way</b>
6-Jan	Kenosha	<b>TBD</b>	
3-Feb	Racine	<b>Landing Your Next Job in a Tough Economy</b>	<b>Mr. Thomas Filak, Staffing Manager at Office Team, Milwaukee</b>
3-Mar	Kenosha	<b>Be a Business Partner to the Boss: The Practical Art of Managing Your Manager.</b>	<b>Lynne Woida, CPS/CAP</b>
7-Apr	Racine	<b>Grammar Pet Peeves</b>	<b>Merry Bachim</b>
20-Apr	TBA	<b>APD</b>	
5-May	Kenosha	<b>Office 2010</b>	<b>Mary Beth Kallio</b>
2-Jun	TBA	<b>SE WI Chapter Annual Meeting</b>	

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*"Only the wisest and stupidest of men never change."*  
— Confucius

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## New Business

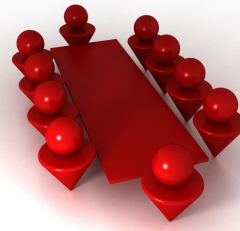
### WISCONSIN DIVISION

Congratulations to Mary Ramsay-Drow, CPS/CAP and Wendy Melby, CPS/CAP! Mary Ramsay-Drow, CPS/CAP is a member of the Milwaukee Chapter and has been installed as the 2010-11 IAAP International President. Mary is the first International President from the WI Division! Wendy Melby, CPS/CAP is a member of the Waukesha Chapter and has been installed as the 2010-11 IAAP International Director, Great Lakes District. Wisconsin Division is very fortunate to have such great representation on the International Board.

Be sure to check out on headquarters web site under "Resources" the podcasts available - Two Hallmarks of Leadership: Respect and Caring About Others | Ask the Experts Podcast Series. The workplace is changing - from authoritative to participative. In the process, it is easy to lose sight of core values. But two core values that remain important are respect and caring about others.

### October Membership Drive

Our Great Lakes District Director Wendy Melby shared with the Wisconsin chapters that October will be the first "official" drive to recruit members. The top five IAAP chapters that conduct a membership drive during the month of October and sustain the highest percentage of net growth from that will each receive an IAAP gift certificate in the amount of \$150.



## Committee Chair Positions

“And so while the great ones depart to their dinner, the secretary stays, growing thinner and thinner, racking his brain to record and report what he thinks that they think that they ought to have thought.” —  
*Arthur Bryant*

### Committee Positions to Fill

*Remember:* **Education and Active Participation with professional organizations provide an advantage over competing candidates for a job. Please contact Heidi Hoefler for details on tasks that need to be competed for these committees. Heidi will match you up to the one best suited for your talents.**

Committee	Committee Chair	Committee Member	Committee Member	Committee Member	Committee Member
APD Executive Night	Heidi Hoefler				
Audit	Tammy Shannon	MaryBeth Kallio			
Bylaws & Standing Rules	Pat LaBucki				
Certification CPS & CAP	Debra Ruane				
Hostess	MaryBeth Kallio				
Membership/ Orientation	Mary Beth Kallio				
Newsletter	Cheryl Norton				
<b>Nominating</b>					
<b>Publicity &amp; PR</b>					
<b>Retirement Trust/ R&amp;E</b>					
Scholarship	Sandy Weber				
Ways & Means					
Nuts	Karen Fandrey				
Ads	Pat LaBucki				
Website	Trish Martinez				

# Certification and Recertification Programs

## CERTIFICATION PROGRAM

IAAP's Certification Program will be changing **effective November 2011**. Below is information about the change. Be sure to visit IAAP's web site for more detailed information.

IAAP is moving from a two rating system to a one rating system, with areas of specialty. The base rating will be Certified Administrative Professional, the **CAP** rating. We will also offer a specialty in Organizational Management, the **OM**. After November 2011, all active CPS ratings will be changed to **CAP**, and all active CAP ratings will be changed to **CAP-OM**.

## FOR CURRENT CERTIFICATION CANDIDATES

**How will these changes affect current CPS and CAP candidates?** Current candidates, and those applying for the November 2010 and May 2011 exams, will have through May 2011 to complete all parts of the existing exams.

After the May 2011 exams, any CPS candidate who has passed only one part will automatically be moved to the new CAP exam. Any CAP candidate who has passed only one part will automatically be moved to the new CAP exam *and* Organizational Management specialty exam. Any candidate who has passed two parts will be given through November 2011 to complete their final parts.

Complete details will be provided individually to all eligible retake candidates before both the May 2011 and November 2011 exams.

## Recertification Changes

Here is a table showing the current system and the changes Previous Recertification Categories & Points		Revised Recertification Categories & Points	
Points Required	90	Points Required	60
Category Title	Max Points Allowed	Category Title	Max Points Allowed
Education	90 Points (Minimum 30)	Continuing Education	60 (minimum 30)
Experience	30	Other Certifications	20
Leadership	30	Leadership	20
Elective		30	

**Why is IAAP changing the requirements for recertification?** There are many reasons for the changes. First, to bring our program more in line with generally accepted standards for recertification across the board; most programs require 60 hours per recertification period. Over the years, we have also noticed the frustration applicants have had with the nebulous quality of some of our recertification categories. This change attempts to combine these two changes to make for a more tightly defined program that adheres more closely to accepted principles.

**When will these changes become effective?** These changes are effective **immediately**. However, the Certification Department will accept applications under either the new guidelines or the old guidelines until **April 1, 2011**. Please visit IAAP's web site for more in depth information about the change.

## UPCOMING CONFERENCES

- October 17-20, 2010  
IAAP Fall Conference  
Hilton Seelbach Hotel  
Louisville, KY
- October 22-23, 2010  
Wisconsin Division Fall Education Conference  
Heidel House Resort in Green Lake, WI
- May 13-14, 2011  
Wisconsin Division Annual Meeting (WDAM)  
Sheraton Brookfield  
Brookfield, WI
- Mark your calendars for the upcoming spring conference:  
**2011: Tampa, Fla.,** March 6-9, Hyatt Regency Hotel

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*"Leadership: The art of getting  
someone else to do something you  
want done because he wants to do  
it."*

**Dwight D. Eisenhower**

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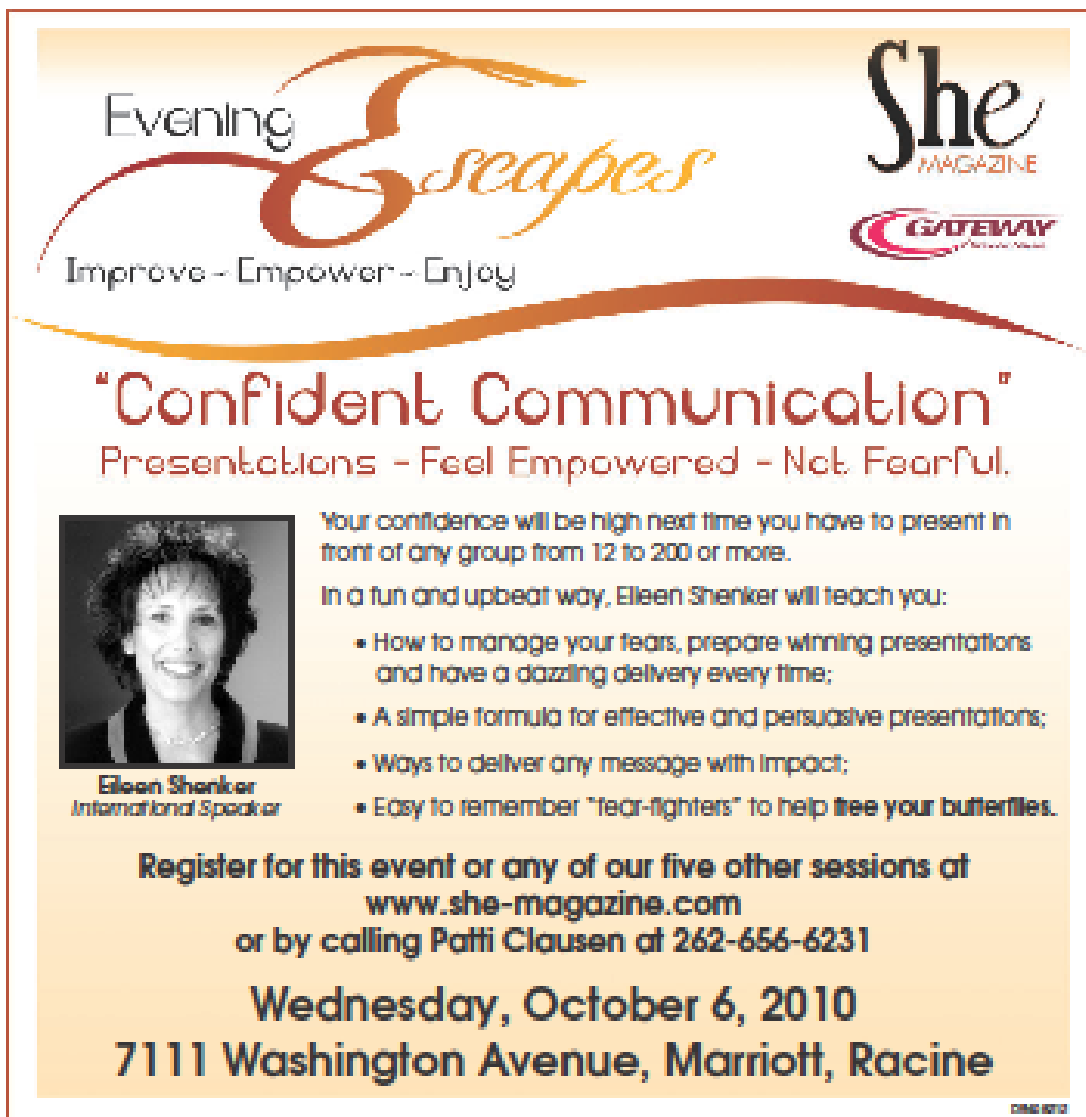
## International Theme Pins

The 2010-2011 International Theme is Passion and Purpose. Order your theme pins today!  
Visit [iaap-hq.org](http://iaap-hq.org) web site to order your pin and show your support of IAAP,  
<http://community.iaap-hq.org/IAAPHQ/IAAPHQ/Home/>.

## Confident Communicator Workshop

Excellent presentation skill building workshop offered below by Eileen Shenker, International Speaker. The cost is only \$10. Registration information is below.

Please visit <http://she-magazine.com/main/she2a.php> for the entire Evening Escapes Series.




The advertisement is framed in a thin red border. At the top left, the text 'Evening Escapes' is written in a mix of serif and script fonts, with 'Escapes' in a large, flowing script. Below it, the tagline 'Improve - Empower - Enjoy' is written in a simple sans-serif font. To the right, the 'She MAGAZINE' logo is displayed in a serif font, with 'MAGAZINE' in smaller letters below 'She'. Below the magazine logo is the 'GATEWAY' logo, which consists of the word 'GATEWAY' in a bold, sans-serif font inside a red oval shape. A large, wavy orange line separates the top section from the main content. The main title '“Confident Communication”' is written in a large, bold, serif font. Below it, the subtitle 'Presentations - Feel Empowered - Not Fearful.' is written in a smaller, bold, serif font. On the left side, there is a black and white portrait of Eileen Shenker, a woman with short, dark, curly hair, smiling. Below the portrait is her name 'Eileen Shenker' and her title 'International Speaker' in a small, sans-serif font. To the right of the portrait, the text reads: 'Your confidence will be high next time you have to present in front of any group from 12 to 200 or more. In a fun and upbeat way, Eileen Shenker will teach you:' followed by a bulleted list of four points: '• How to manage your fears, prepare winning presentations and have a dazzling delivery every time;', '• A simple formula for effective and persuasive presentations;', '• Ways to deliver any message with impact;', and '• Easy to remember “fear-fighters” to help free your butterflies.' Below the list, the registration information is provided: 'Register for this event or any of our five other sessions at www.she-magazine.com or by calling Patti Clausen at 262-656-6231'. The date and location are listed at the bottom: 'Wednesday, October 6, 2010' and '7111 Washington Avenue, Marriott, Racine'. In the bottom right corner, there is a small, faint logo that reads 'DMS 0713'.

Evening *Escapes*  
Improve - Empower - Enjoy

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OF BUSINESS WOMEN

**“Confident Communication”**  
Presentations - Feel Empowered - Not Fearful.



**Eileen Shenker**  
International Speaker

Your confidence will be high next time you have to present in front of any group from 12 to 200 or more. In a fun and upbeat way, Eileen Shenker will teach you:

- How to manage your fears, prepare winning presentations and have a dazzling delivery every time;
- A simple formula for effective and persuasive presentations;
- Ways to deliver any message with impact;
- Easy to remember “fear-fighters” to help free your butterflies.

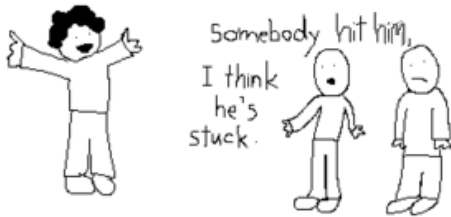
Register for this event or any of our five other sessions at  
[www.she-magazine.com](http://www.she-magazine.com)  
or by calling Patti Clausen at 262-656-6231

**Wednesday, October 6, 2010**  
**7111 Washington Avenue, Marriott, Racine**

DMS 0713

## BIRTHDAYS

Happy birthday to you!  
Happy birthday to you!  
Happy birthday to you!



Karen Fandrey 9/1

Heidi Hoefler 9/30

Patricia Martinez 10/30

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*"Last week the candle factory burned down. Everyone just stood around and sang, 'Happy Birthday.'"*

**Steven Wright**

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**"There was no way I could fit that many candles on the cake, so I just set it on fire."**

## Sometimes You Just Have to Laugh




*Late one night I stopped at one of those 24-hour gas station mini-marts to get myself a fresh-brewed cup of coffee. When I picked up the pot, I could not help noticing that the brew was as black as asphalt and just about as thick. "How old is the coffee you have here?" I asked the woman who was standing behind the store counter.*

*She shrugged. "I don't know. I've only been working here two weeks."*

## Got a Great Recipe to Share? E-mail us [nortonc5@mail.gtc.edu](mailto:nortonc5@mail.gtc.edu)

### Ingredients

- Extra-virgin olive oil
- 1 large onion, 1/4-inch dice
- Salt
- 2 cloves garlic, smashed and chopped
- Pinch crushed red pepper
- 1/2 pound ground beef
- 1/2 pound ground veal
- 1/2 pound ground pork
- 2 large [eggs](#) 
- 1 cup grated Parmigiano

- 1/4 cup finely chopped fresh Italian parsley leaves
- 1 cup breadcrumbs
- 1/2 cup water

### Directions

Coat a large sauté pan with olive oil, add the onions and bring to a medium-high heat. Season the onions generously with salt and cook for about 5 to 7 minutes. The onions should be very soft and aromatic but have no color. Add the garlic and the crushed red pepper and sauté for another 1 to 2 minutes. Turn off heat and allow to cool.

In a large bowl combine the meats, eggs, Parmigiano, parsley and bread crumbs. It works

well to squish the mixture with your hands. Add the onion mixture and season generously with salt and squish some more. Add the water and do 1 final really good squish. The mixture should be quite wet. Test the seasoning of the mix by making a mini hamburger size patty and cooking it. The mixture should taste really good! If it doesn't it is probably missing salt. Add more. Add more anyway.

Preheat the oven to 350 degrees F.

Shape the meat into desired size. Some people like 'em big some people like 'em small. I prefer meatballs slightly larger than a golf ball. Coat a large sauté pan with olive oil and bring to a medium-high heat. Brown the meatballs on all



sides. Place them on a cookie sheet and bake them in the preheated oven for about 15 minutes or until the meatballs are cooked all the way through. If using right away, add them to your big pot of marinara sauce. If not using right away, they can be frozen for later use. Serve with pasta and sauce or just eat them straight out of the pot! YUM!

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RANDALL C. MOLES, D.D.S., M.S.  
[www.molesorthodontics.com](http://www.molesorthodontics.com)

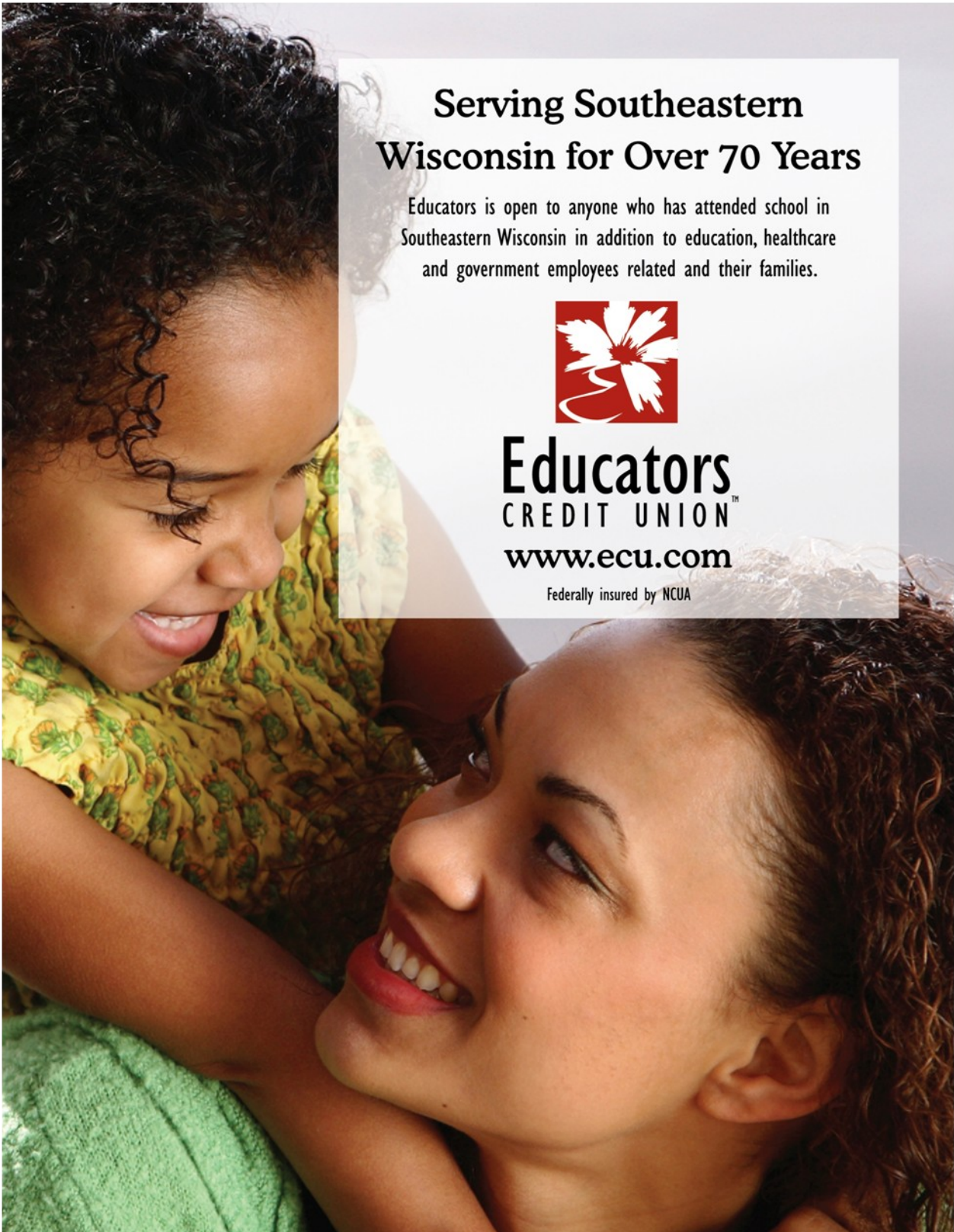


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Twin Disc has grown up in Racine to become a world-class manufacturer of power transmission equipment. Our products manage and control horsepower all over the world – in oil field equipment, airport crash trucks, military vehicles, fishing boats, work boats and pleasure craft.

Twin Disc is proud to be part of a corporate citizenry that has left its mark on the world. It is a tribute to this community and those who live and work here.

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