

September 2008

Officer's Message

Welcome to the 2008-09 session of the SE Wisconsin Chapter of IAAP. I trust that everyone had an enjoyable summer experience. I would like to say enjoyable and restful summer break. I can't say my summer has been restful. I have been busy with work, attended the IAAP conference in July, and the weekends were packed full of fun summer events and the months went by in a blink of an eye.

It feels like last week, we met at Un-Corkt, and the new board was voted in. Karen Strey CPS, WI Division President, presented the new board pins and carabineers. The carabineers represented a physical link to our chapter and each other. In ceremony form we linked our carabineers together for a stronger chapter. The board of directors plays an important part of the decision making body of the chapter. However, the chapter is owned by its members. We reflect our members' commitment to this organization. To continue the strength in our chapter, stay involved and active by attending



**EXCELLENCE
IN ACTION**
2008-2009

IAAP chapter and division events and participating on a committee.

You might have seen the new logo for 2008-09 Excellence in Action. To encourage unity on International, Division and Chapter levels, all of us will be using the new Excellence in Action logo. Headquarters has developed a plan of action along with the new logo. Pat LaBucki CPS/CAP, our immediate Past President, will present the new Pathways to Excellence (P2E) recognition program. She will present the 10 points of excellence at our September chapter meeting.

I look forward to seeing everyone on Thursday, September 4th in Racine at Gateway's Racine Building, Room 104.

MaryBeth Kallio CPS/CAP
President

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.

SE WISCONSIN IAAP CHAPTER MEETING
Thursday, September 4, 2008

PATHWAYS TO EXCELLENCE

Special Speaker:
Pat LaBucki CPS/CAP
Wisconsin Division Secretary



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) - Room 104

1001 Main Street, Racine WI



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

Topic:
Pathways to Excellence
Recognition Program

Are you ready to become a more valued employee? You are invited to learn more about this new and exciting program and how you can benefit.

The IAAP Pathways to Excellence Recognition Program is designed to raise **your** value as a career-minded administrative professional by becoming a Member of Excellence, a Chapter of Excellence and a Division of Excellence. The program is based on ten principles:

- Certification
- Commitment
- Communication
- Education and Training
- Fiscal Responsibility
- Leadership Development and Roles
- Marketing, Research, and Community Outreach
- Programs and Participation
- Recruitment and Retention
- Strategic Planning

RSVP Deadline:

Noon, Tuesday, September 2, 2008

Please contact Trish Martinez at

262.898.2716 or

pmartinez@llor.org

Getting to know . . .

Corinne Dombeck has been a member of the SE Wisconsin Chapter since July of 2002. Corinne has held various positions during her tenure. She has been involved with APD/Exec Night, was vice president and a special speaker, chaired the Nominations Committee and is currently producing our newsletter.

She currently works at Love, Inc. which is a Community Center located in Burlington. Love,

Inc. is a non-profit organization servicing the Western Racine County community. Prior to Love, Inc. she worked at various companies the last of which was Aurora Health Care. She began as a C.N.A. after graduating from High School and moved up through the ranks. The last position she held was that as supervisor for Clerical Services in which she oversaw 14 employees at 3 hospitals and a print shop.

In her spare time, Corinne is very active at her church in Racine and spending time with her family. She has three nephews she dotes on, Bradley (9), Brandon (12) and Tyler (18). Tyler, who she is closest to, just settled into college life at UW Whitewater where he is studying secondary education and hopes to someday be a college football coach.

2008-2009 Program/Meeting Schedule

Date	Topic	Location
October 2nd	TBD	GTC-Kenosha
November	TBD	GTC-Racine
December	Christmas	UnCorkt
January 8th	Vital Resources: Talent, Training and Technology Presented by: Deborah Ross-Corbett	GTC—Kenosha
February 5th	How to Attract your Members-Both Existing & New	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

"The secret of joy in work is contained in one word - excellence."

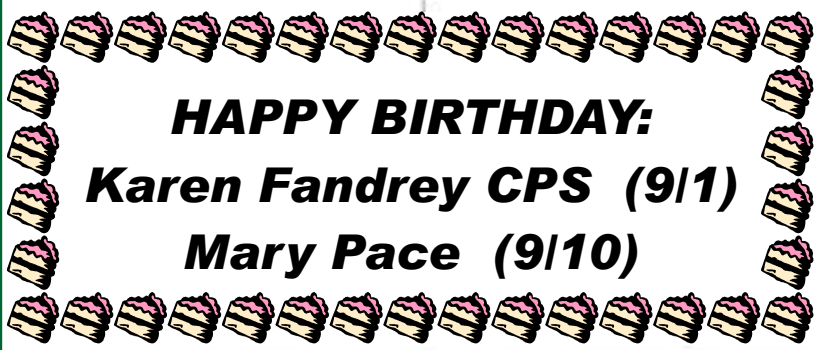
To know how to do something well is to enjoy it."

PEARL S. BUCK

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



HAPPY BIRTHDAY:
Karen Fandrey CPS (9/1)
Mary Pace (9/10)



Pat LaBucki receives the Distinguished President's Award at the IAAP International Convention in New Orleans.

"The first duty of a human being is to assume the right functional relationship to society -- more briefly, to find your real job, and do it."
Charlotte Perkins Gilman



HAPPY ANNIVERSARY:
Sandy Weber (1999)

If you have items for The Commentary, please submit them to Corinne Dombeck at office@love-inc.net. The next deadline is September 9/11/08. Your contributions and comments are welcome!

Giving Difficult Feedback (Part 1 of 5)

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



“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 One: Establish strengths and needs for people you give feedback to and the benefits of their receiving it

- List the key people you supervise or work with closely.
- List their strengths and areas they could improve or develop.
- List what you think they need to reach their potential. (e.g. assessments, training, feedback on their style or work habits)
- List benefits for giving them constructive feedback and coaching.
- Determine your targets and timelines for giving regular feedback.

Design a personal plan dedicating time to coach and give feedback. Who will you coach and how often? Would weekly meetings provide enough coaching for each of your employees? Can you have a meaningful dialogue in 30 minutes? There are many informal occasions to give feedback, and those are often the best moments, but carefully planned feedback can be powerful and effective. We can all benefit from both. You may want to work with a professional coach to get started.



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