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2009-2010 SE Wisconsin Chapter IAAP Officers

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VICE-PRESIDENT

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"The irony of **commitment** is that it's deeply liberating - - in work, in play, in love."
- Part of a quote from *The Way I See It #76, Starbucks Coffee*



Officer's Message

By Mary Beth Kallio
President, SE Wisconsin Chapter IAAP

Hello,

Welcome back everyone. Here it is the beginning of our 2009-10 chapter year.

The new 2009-10 board had a busy summer.

- The board was voted on and sworn in at the June 4 annual meeting. In late June, the board met informally to get to know each other and start the planning for the 2009-10 year.
- Muriel and I attended the International Education Forum & Annual Meeting in Minneapolis, MN. The event was held at the Minneapolis Convention Center. We were there to see our very own Wisconsin Mary A. Ramsay-Drow CPS/CAP elected as 2009-10 International President-Elect. We each attended many education workshops. We also participated

in the marathon voting session. Our chapter received the Chapter of Excellence Award for 2008-09. We will give a full report to the chapter on September 3.

- On July 10, the audit committee met to review the books. Again, we will give a full report on the review in September.
- The board met on August 13 to prepare ourselves for the September meeting. I feel we were fully engaged with SE WI Chapter activities.

Please don't worry, I still had time to read a couple books, relax in the sun and take a few long weekend gateways.

I look forward to working with the new board and our chapter members for another year.

We do need your help as there are a few committee spots open. If you are interested in working on the APD event, Audit (meets once a year in July), Hostess, Nominating and Retirement Trust/R&E, please let me know. Corinne has agreed to publish the newsletter but she would like to see another person take over. If you want to expand on your newsletter skills this is a great opportunity to do so.

Muriel, our vice president has an excellent line up for our speakers this year. Our new motto for 2009-10 is the Power of Commitment. We are committed to the Chapter of Excellence program and membership. Our chapter was one of many chapters in Wisconsin that received the Chapter of Excellence. We are committed to continue the chapter of excellence program in 2009-10.

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.



International Association of
Administrative Professionals®



SE Wisconsin Chapter Meeting IAAP

Thursday, September 3, 2009

Gateway Technical College
Michigan Room (#110)
1001 Main Street
Racine, WI

PROGRAM TOPIC:

Navigating the New IAAP Websites

Special Speaker:

Trish Martinez

Webmaster, SE Wisconsin Chapter IAAP

The International Association of Administrative Professionals has reconfigured and re-launched their website with more information, resources and tools for members and prospective members. The website features a "tiered" system, enabling members to access the International, State Headquarters and their local Chapter with ease.

Program / Meeting Schedule

Schedule:

Cost:

6:00 pm - Networking / Dinner

\$7.50 - Members & Guests

6:30 pm - Program

No Charge to attend Meeting Only

7:30 pm - Business Meeting

RSVP Deadline:

Noon, Tuesday, September 1, 2009

Please contact Mary Beth Kallio at

262.902.9693 or seiaapmbk@yahoo.com

CANCELLATIONS must be received by noon September 1st to avoid dinner charges.



Visit our Website at:

http://community.iaap-hq.org/IAAPHQ/SEWisconsin/Home

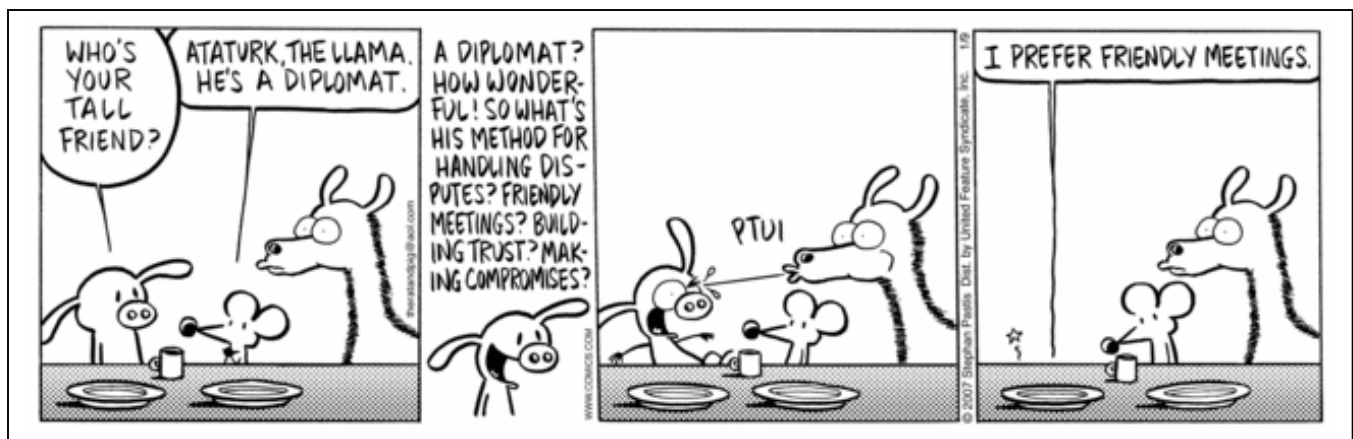
2009-2010 SE Wisconsin Chapter IAAP PROGRAMS

Meeting Date	Location	Program Title	Speaker	Summary
October 1 st	GTC - Kenosha Bio Science Bldg Room 120	Social E-Networking - Is it Value Added?	Deborah Ross - Corbett	Social E-Networking is the hottest trend, i.e., Twitter, Linedin, Facebook, etc. Through cyberspace, you can connect with new people, previous colleagues and join networks that interest you and ust maybe will advance your career. Will this cyber connection really connect you like a "face to face" or "Delighted to meet you" relationship?
November 5 th	GTC - Racine Michigan Room Room #110	Going Green TBD		
December 3 rd	TBD	Christmas Party		
January 7 th	GTC - Kenosha	True Colors		
February 4 th	GTC - Racine	People Reading: The Vital Role That Active Listening Plays in Effective Communication	Mary Ramsey- Drow CPS/CAP, International President- Elect	In today's fast-paced and highly communicative business world, admins must interact with execs, customers and clients, colleagues, vendors and virtual teammates via cell phones, faxes, e-mail, teleconferences and fact-to-face encounters in both real and cyber time. Customers can be wooed or shooed; execs impressed or distressed; teammates buoyed or annoyed. It all depends on you and how well you listen, really listen, each time you interface with another individual.
March 4 th	GTC - Kenosha	There Actual is a Viable Solution: Peer Mediation	Jerry Scott, City of Racine, HR Affirmative Action Officer	Peer mediation involves using those involved in a conflict to solve their own disputes. A peer mediation/conflict resolution program includes certain components that are intended to help develop critical skills or abilities for constructive conflict management. The presentation will explore the historical context, success rates and positive energy inherent in the process; as well as a glimpse into a session.
April 1 st	GTC - Racine	TBD		
May 6 th	TBD	TBD		
June 3 rd	GTC - Kenosha	Election & Installation of 2010- 2011 Officers Awards Presentation	TBD	

Board Meetings will be held at the Chancery (Racine) at 5:30 pm on the following dates:

September 24th, October 29th, November 23rd, January 5th & 28th, February 25th, March 25th, April 29th and May 27th.

If you would like to attend, please contact MaryBeth Kallio CPS/CAP to make your reservation.



2009-2010 IAAP Officers

WISCONSIN DIVISION OFFICERS

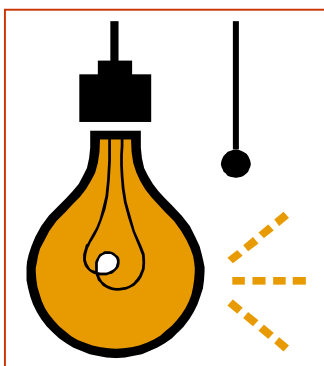
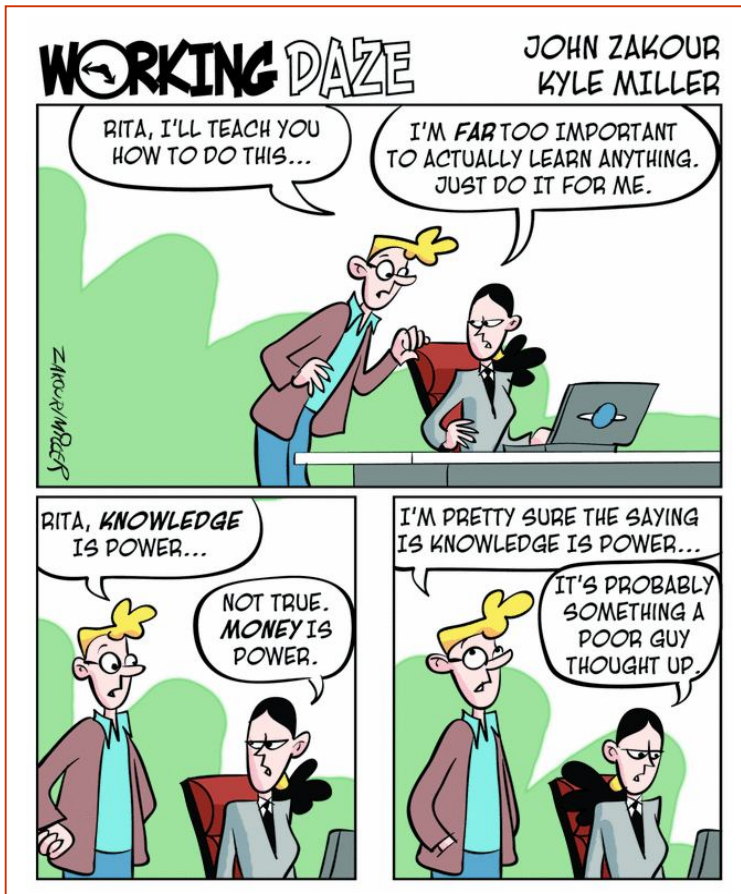
President
Pat Falkenhagen CPS
President-Elect
Julie Thomas CPS/CAP
Vice-President
Nancy Arnold CPS/CAP
Secretary
Lynette Hieronimus CPS
Treasurer
Kathi Princeton CAP

GREAT LAKES DISTRICT DIRECTOR

Wendy Melby CPS/CAP

INTERNATIONAL OFFICERS

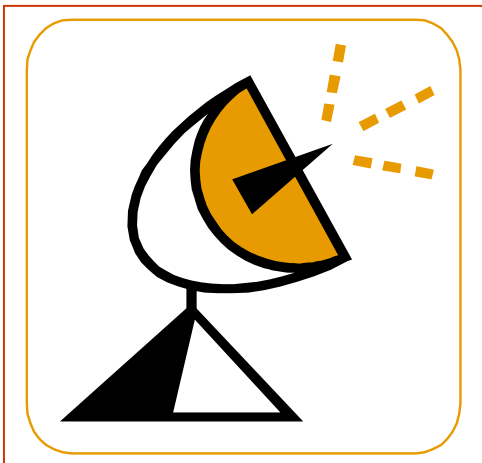
President
Susan Shamali CPS/CAP
President-Elect
Mary Ramsay-Drow CPS/CAP
(Milwaukee Chapter)
Vice President
Tamra Goodall CPS/CAP
Secretary
Janine Riemersma CPS/CAP
Treasurer
Karlana Rannals CPS/CAP



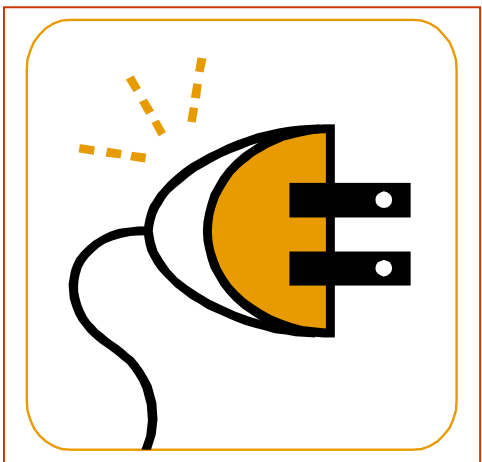
“The term **power** comes from the Latin *posse*: to do, to be able, to change, to influence or effect. To have **power** is to possess the capacity to control or direct change. All forms of leadership must make use of **power**. The central issue of **power** in leadership is not Will it be used? But rather Will it be used wisely and well?”
- Al Gini

2009-2010 SE Wisconsin Chapter IAAP Committees

Committee	Committee Chair	Committee Member
APD Executive Night		
Audit		
Bylaws & Standing Rules	Pat LaBucki CPS/CAP	
Certification CPS & CAP	Debra Ruane	
Hostess		
Membership/Orientation	MaryBeth Kallio CPS/CAP	
Newsletter	Corinne Dombeck	
Nominating		
Programs		
Publicity & PR	Deborah Ross-Corbett	Kathleen Sexton
Retirement Trust/R&E		
Scholarship	Sandy Weber CPS/CAP	Barb Bruntzel
Ways & Means		
	Nuts	Karen Fandrey CPS/CAP
	Ads	Pat LaBucki CPS/CAP
Website	Trish Martinez	



"Making your mark on the world is hard. If it were easy, everybody would do it. But it's not. It takes patience, it takes **commitment**, and it comes with plenty of failure along the way. The real test is not whether you avoid this failure, because you won't. It's whether you let it harden or shame you into inaction, or whether you learn from it; whether you choose to persevere."
 ~ President Barack Obama



Educational Forum & Annual Meeting Updates

Proposed Amendments Passed:

Proposed Bylaws Amendment 1 on new membership dues was amended and passed as amended. The amended amounts for members residing in the United States and Canada are: professional \$83,

professional-merited \$47, student \$50, associate \$180. The amounts for each category for members outside the United States and Canada are \$20 higher.

Proposed Bylaws Amendment 2 on a \$15 processing fee for all new members passed.

2008-2009 SE Wisconsin Chapter IAAP Members of Excellence

- ★ Muriel Andersen
- ★ MaryBeth Kallio CAP
- ★ Pat LaBucki CPS/CAP
- ★ Sandy Weber CPS

2008-2009 Wisconsin Chapters of Excellence

The following chapters have met the requirements for Chapter of Excellence for 2008-2009. These chapters will receive a podium banner and either \$100 cash or \$150 credit toward subscription to the IAAP

Web Community. Congratulations on demonstrating Excellence in Action this past year by meeting at least 14 of the 19 requirements.

- ★ Chippewa Valley
- ★ Downtown -

- Milwaukee
- ★ Fox Cities
- ★ Madison
- ★ Milwaukee
- ★ SWANI
- ★ Waukesha
- ★ Wausau

These chapters will also receive a \$25 award from the Division.

It is thrilling that over 50% of the Wisconsin District chapters met the Pathways to Excellence criteria this first year. Let's make increasing that number to 75% of the chapters our goal in 2010.

After the layoffs. . .

By Nicole Lucht, In Business reporter

The day many in the office had worried about has come and gone.

The round of layoffs has been made.

Although there may have been a collective sigh of relief from those who survived the cuts, experts say that smart employers will try their best to help remaining workers deal with a range of issues.

Bosses need to understand that workers who have survived layoffs will be anxious about job security.

They also may be angry or confused.

In many modern workplaces employees don't feel a long-term connection with their employers. Jobs are viewed as temporary, not lifelong commitments.

Layoffs reinforce that and workers' feelings of instability.

"I don't think it's realistic anymore, or rational anymore, for workers to invest heavily when ... they've seen their colleagues or co-workers dumped summarily on a Friday, on a weekend, on a holiday, and (employers) do those things," UNLV work sociologist Robert Parker said. Employers "just don't care."

Workers are worried about what they will do if they fall victim to a cutback.

"The severity of this recession, in particular, is causing people's attention to be very focused on what they

can do next," Parker said. "The biggest thing that we've seen over the last 25 years or so is a real pronounced loss of loyalty or trust between employer and employee."

If layoffs are necessary, management should try to make them all at once to remove any fear that more layoffs loom, said Arte Nathan, president of Strategic Development Worldwide, a management consulting firm.

"They have to be careful that they never say 'That's it,' because employees are always worried about that," he said.

Nathan was the longtime human resources boss for Mirage Resorts, serving from 1983 to 2000. He joined Wynn Resorts in 2003 and left in fall 2006.

Through his consulting firm, he has several clients going through the layoff process.

"It always comes down, for me, to good communication," he said.

Some might think that workers are anxious after a layoff because they feel bad for the co-workers who lost their jobs.

Not so, Parker said.

"Right now, people are really concerned about themselves and the immediate future because it's not been this dire since the '80s," he said. "Everybody is in a bit of a box ... right now with this recession; people are really concerned about what they're going to do next. Any concern



about their colleagues who have lost their jobs is going to be passing and temporary because they know it could happen to them."

Nevada's jobless rate hit 11.3 percent in May, the highest rate the state has experienced since the Bureau of Labor Statistics started keeping track in 1976.

Despite the recession and the need for companies to reduce their payrolls in tough times, workplace experts say there are things employers can do to fend off the negative feelings workers may have.

Focus employees on a positive goal or mission, said Joan Burge, a management consultant and CEO of Office Dynamics.

"The people that are left have fear and anxiety because they see everybody else around them may be being let go," Burge said. "You can't really assure them. No one can say for sure that it won't happen to you."

But there's a fine line between being honest with your employees and keeping them focused on their responsibilities, she said.

"I want (the employees) to be focused on their work and do a good job because I do have

a smaller staff that's left, but I also know that you can't overpromise something that you really don't know 100 percent," she said. "Keep them focused on their current work, on their current job, what's going on. The more informed you keep employees, the more comfortable they feel."

Despite doing all the right things after layoffs, Parker said the challenge managers have is keeping workers motivated.

"(Managers) are very perplexed about what to do about this," he said. "How do you keep people motivated and focused when probably most of them, or a significant number of them, are looking out the side of their eye for the next best opportunity to come along?"

The remaining employees already know that they have to do more work because there are fewer people, Nathan said. Although in some cases workers were laid off because there was less work, in most cases, there is still a lot of work.

Managers, he said, should figure out many ways to informally say thank you.

"Always remind the employees that (the managers) remember that they are doing more," he said. "Continually say thank you."

For workers, things are getting worse, Parker said. Even among his sociology students, many of whom are older and work while they go

After the layoffs. . . cont'd

to school, he sees the stress caused by the recession.

"I have never had so many students where I have had simply to say, 'Look, take it easy, stay home, don't get on the roads, don't stress.'" he said. "They don't know what is going to happen to their jobs, they don't know what's going to happen to their husbands' jobs, their health is threatened and they don't have health benefits.

"I've never seen so many people in the same boat. They're losing their jobs, they're losing their income, they're losing their houses, they're seeing the value of their houses continue to decline, remarkably. A lot of people are going through incredible anger, anxiety."

One solution, Burge suggested, is creating a team dynamic, such as developing a theme or motto focusing on the mission for the rest of the year.

Employees want direction, and they want to think their leaders know where they are going, she said.

"If the leader can't clearly communicate, it gives the message that we don't know where we're going versus the attitude of 'Here is exactly where we want to head and this is how we're going to get there,'" she said. "Employees want to feel like their managers are the captains of that ship ... That doesn't mean they aren't going to go off course once in a while, but they have to set a direction to begin with."

Meetings are a good way to help workers know what is going on. Meetings that focus on the coming week's goals and past week's accomplishments can also motivate employees.

And remember, the boss sets the stage, she said.

"They need to assess their own attitude and thinking," Burge said. "If they're walking around saying, 'We're never going to get sales, business is horrible, nobody is buying,' people are going to hear that and that is what they are going to think.

"Employers need to come in and say, 'Someone out there needs our product or needs our service. We just have to figure out who that is and how we're going to get to those people.'"

Workers may also feel stress from additional responsibilities or lack of familiarity with newly assigned tasks.

"You have to be realistic with your expectations of the employees who are now managing the workload," Burge said. "In other words, to expect everything to be done as quickly as things used to be done isn't realistic. If you've got reduced staff, the employees who are left are taking on more responsibilities and possibly they are doing some work that they haven't done in the past.

"They also have that learning curve so that they aren't going to get it done as quickly. To expect them to produce at the same pace and deliver at the same pace as they used to

isn't realistic."

It is important to invest in the workers who are still on the payroll, such as training them for the newly acquired tasks or projects.

And keep the lines of communication open — and honest, the experts said.

Management has to have regular meetings with employees to continue to explain the state of the business, Nathan said.

"I think more communication in this regard is better than less," he said. "Normally you don't like to talk a lot about these things but these employees are scared. The more information that they have, the less distracted they'll be by their fear."

He suggested outsourcing some of the employee communication tasks to public relation firms to help open the internal discussion.

"Most management teams tend to just go quiet," he said. "I don't want to talk about it; I don't want to keep reminding employees (management will say). But that's all the employees are thinking about.

"Management has the right to refer to the newspaper and say, 'Let's talk about the economy. Let's talk about the impact on our business.'"

"Engage the employees to come forward with recommendations of how we can manage in this new environment. Bring them into the process of decision-making and goal setting so that they're part of the

process rather than just part of the problem."

If the employees' new workloads seem to be getting the better of them, do a fair assessment, Burge said.

Burge suggests having employees keep a log of all of their work for three weeks. Then the manager should review the logs and decide which tasks are crucial to the company's success and which tasks are busy work or can be deferred until later.

Employees will understand and welcome management's efforts.

"They know what's going on," Nathan said. "They've got friends who are getting laid off, they see that business is terrible everywhere. So if they're still (employed), if you thank them, if you communicate with them, if you ask their input, and you make sure that they feel included and welcome and you recognize their plight, I think you'll get through it."

SE Wisconsin Chapter IAAP Birthdays

Birthday is a time filled with surprises, gifts, blessings, wishes, entertainment and joys. It is a time for assorted cakes, balloons, friends, relatives and family. This day is a very special day in every person's life and everyone enjoys moving one step ahead in life.

We wish you love, joy and happiness!

Belated Birthday Wishes to
Anita Dixon
who celebrated her birthday on July 12th.

On September 1st
Karen Fandrey
CPS
will celebrate her birthday.



"We know we're getting old when the only thing we want for our birthday is not to be reminded of it."

SE Wisconsin Chapter IAAP Anniversaries

"An anniversary is a time to celebrate the joys of today, the memories of yesterday, and the hopes of tomorrow."

Congratulations to those who have reached milestones with the SE Wisconsin Chapter IAAP.

JULY

Corinne Dombeck (2002)

Wanda Jacoby (2007)

AUGUST

Pat LaBucki CPS (1995)

Catherine Petrouske (1993)

Dolores Rosplock (1970)

3 Ways to Fight Fatigue

Get a Move-On

While it may seem a bit counterintuitive, moderate physical activity actually increases your energy levels. Even something as simple as a brisk walk around the block can be enough to get you out of your couch potato doldrums. In fact, fatigue can be caused by a sedentary lifestyle; the less you move, the more tired you are, particularly when movement is required.

Chow Down

Eating the right kinds of food at the right intervals is vital to maximizing energy throughout the day. It all starts with a balanced breakfast, followed by small meals and snacks every two to three hours. Choose low-fat, complex carbohydrates to fuel your body, and avoid foods that can deplete energy stores; sugar and caffeine, though temporary boosts will sap energy quickly.

Stay Balanced

Stress, anger and other types of negative energy can lead to profound fatigue, particularly if you're losing sleep over it. Obsessing over an irritating co-worker or a personal financial crisis will do little to solve anything, but it definitely will expend valuable mental and physical energy. Whenever you're stressed or angry, find ways to stay balanced and let it all out productively.

3 Ways to Fight Fatigue



Get a Move-On



Chow Down



Stay Balanced

Monday Motivators

A weekly e-zine by Joan Burge to jump-start your work week and help you achieve even greater success!
www.motivators@officedynamics.com

Get the Most from Motivators

1. Post tips where you can refer to them all week.
2. Use ideas for lunch and learn sessions.
3. Post in your employee break or lunch room.
4. Focus on one tip per day for that week.
5. Share ideas at weekly department meetings.
6. Remember to adhere to copyright notices.



"You can have power over people as long as you don't take everything away from them. But when you've robbed a man of everything, he's no longer in your power."
- Aleksandr I. Solzhenitsyn

Take Charge of Your Career

By Joan Burge, Monday Motivators

This weekend I celebrated another birthday! It seems like just yesterday I was starting a new decade and now I'm just past the half-way mark. (You'll have to guess how old I am.) It reminded me that time goes by faster and faster as each year passes. Because of that, we should make the most of each and every day. And never take one day for granted.

I've been working most of my life. I actually started at a young age – just a kid – selling my mother's used magazines to neighbors. Then in high school, I worked part-time jobs. As soon as I graduated from high school, I jumped into full-time work and haven't stopped other than to take a short break now and then.

I love to work or maybe I

should say I love my work. It makes me feel alive. I've learned from working with numerous industries, different size businesses, and thousands of people, there are certain keys to success in the workplace. One key is to take charge of your career! So, why not make that your focus.

1. Think like an entrepreneur. See yourself as President of You Inc. Learn to take responsibility and be accountable for your work environment. Be a catalyst in making good things happen where you work.
2. Think collaboration. See people in other departments as part of the bigger team. A company should be a constellation of talent. As each person becomes better at what they do and shares their successes, the entire

organization shines.

3. Be a problem solver. You have to tackle problems inside and outside your immediate area. Think of several solutions or options, evaluate possible outcomes, select one and move forward.
4. Take risks. When you take a risk, you are not guaranteed of the outcome. If you never take a risk-push your limits-you will never know your true potential.
5. Seek feedback. All of us have "blind spots." Encourage feedback from your manager, colleagues, customers, and peers. Then work on a plan for improvements.

Wishing you a wonderful week!

Monthly Challenge

By Lisa Olsen, Office Dynamics' trainer and West Coast Representative

This month I challenge you to wake up every morning with the ambition to find a specific reason to celebrate every day, something in your work day, or something in your personal life. Every day for at least one week keep a Celebration List. Here are the instructions for the challenge:

1. Get 3 x 5 cards and write Find a Reason to Celebrate! On each card. Put one in your car, one on your desk, one in your planner, one on the

fridge or wherever you will see them throughout the day.

2. When you discover your daily reason to celebrate, write it in your planner and be specific about the place, people or circumstance you are celebrating.
3. Your reason to celebrate is personal. Yours may be something work related such as, "Today I created a detailed financial spreadsheet for the board meeting that required learning new

and difficult features in Excel in a short time period." Or, it might be something quite random such as, "Today when I stopped at the grocery store on my way home from work, I assisted an elderly woman who was having trouble loading her groceries into her car. She was extremely grateful."

4. At the end of seven days, look back over your week. How did you do?