



**TEAMWORK...**  
Working towards  
a Brighter Future!

# VISIONS

MARCH 2010

SHERRY CRASS CPS/CAP, EDITOR

## A PERSONAL MESSAGE FROM YOUR PRESIDENT

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My message to you this month is simple. It's about enhancing your career professionally and finding your "professional pot of gold" at the end of the rainbow.



Whether it be professional certification, Chapter membership, Board leadership, or educational opportunities, IAAP can help you find and/or improve your professionalism.

- Studying for and receiving your professional certification is a great accomplishment in anyone's career.
- Being part of a Chapter helps keep you abreast of IAAP activities and networking opportunities and can provide many friendships.
- Being on the Chapter Board or a committee member can help improve your professionalism within, while creating bonds with other members.

Our IAAP website ([www.iaap-hq.org](http://www.iaap-hq.org))

offers many educational opportunities including seminars, webinars, and educational training including OPTIONS

Training designed to provide quality, low-priced, easy-to-use, fun and practical studies.

All of this is there for the asking. Let IAAP and your Chapter help you find your "professional pot of gold" at the end of the rainbow!

Hope you have a green month!

Rita 



Rita Ayers CPS

## NOMINATIONS FOR 2010-2011 CHAPTER YEAR

As Chairman of the Nominations Committee for the upcoming 2010-2011 Chapter year, I would like to encourage all of the Oak Ridge Chapter members to consider running for an office on the Oak Ridge Chapter Board. Voting will take place at our May Chapter meeting on May 10. I highly suggest considering serving in a leadership role for the Chapter. It is a time to work on your leadership skills and learn so much more through IAAP! If you are interested in serving in a role of Board Member, Treasurer, Secretary, Vice President, or President-elect, please contact Cristal Case CPS, Christine Bealer CPS, or Eileen Shea CPS/CAP. Step out of your comfort zone and give one of us a call!

~Submitted by: Cristal Case CPS

Oak Ridge Chapter  
P. O. Box 7091  
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## Are You an Office MVP?

With many companies still operating with lean teams and tight budgets, your contributions to the business are more valuable — and more noticeable. Are you doing what you can to distinguish yourself as one of your firm's top performers? Ask yourself the following questions to determine if you truly are an office MVP:

1. **Do you have a winning attitude?** The best employees are positive and take challenges in stride. How have you handled a difficult boss or coworker, budget cut, or error in the past? Admitting to a mistake, for example, can be difficult and humbling, but firms value those who can make a tough call and take the corrective action necessary to quickly rectify the situation.
2. **Can you change tactics?** It's important that you're determined to get the job done, but you also must remain flexible. Top performers don't give up on problems; instead, they tackle them from multiple angles. The next time you hit a roadblock, try adjusting your strategy or soliciting input from a colleague for a different point of view.
3. **What are your professional goals?** Top performers strive for success in everything they do and have a good sense of what it takes to get them to the next level. Setting long-term goals for your career can give you focus and prevent you from just drifting along.
4. **How do you handle difficult choices?** The most valuable employees can be counted on to exercise good judgment and make tough decisions. So consider how you typically approach complex problems. The best decision makers remain calm and carefully weigh the facts before acting.
5. **Are you a good sport?** MVPs always act ethically and don't climb over others on their way to the top. Basing your choices on a set of strong values can help you act appropriately no matter the situation.

~OfficeTeam is the world's leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has more than 325 locations worldwide and offers online job search services at [www.officeteam.com](http://www.officeteam.com). For more information, contact Kellie Burton at (720) 488-2794.



First day of Spring  
is March 20!



## The History of St. Patrick's Day - All Things Irish Quiz

1. Some areas in Ireland are known to receive this many inches of rain each year, which accounts for the brilliantly green grass that has earned Ireland the nickname the "emerald isle":
  - Sixty inches
  - Seventy inches
  - Eighty inches
  - Ninety inches
2. "Erin Go Bragh," a phrase heard often on St. Patrick's Day, means:
  - I Love Ireland
  - Ireland Forever
  - Brave and Free
  - Ireland, My Home
3. Irish tradition says that anyone who kisses the blarney stone, which is located near this town, will be blessed with the Irish "gift of gab":
  - Dublin
  - Wexford
  - Cork
  - Waterford
4. This Nobel Prize-winning Irish poet and playwright was also a senator of the Irish Free State from 1922 to 1928:
  - George Bernard Shaw
  - James Joyce
  - Jonathan Swift
  - William Butler Yeats
5. This film, shot in Ireland in 1952, was directed by John Ford:
  - Ryan's Daughter
  - The Quiet Man
  - The Dead
  - The Informer
6. Traditional Irish music has found an international audience with the popularity of such Celtic bands as:
  - The Chieftains
  - The Lads
  - Shannon Rovers
  - Sweet Honey in the Rock
7. Today, the prime minister of the Republic of Ireland is:
  - Frank McCourt
  - Ian Dunkirk
  - Brian Cowen
  - Gerry Adams
8. In November 1995, the people of Ireland narrowly passed a referendum legalizing:
  - Same-sex marriages
  - Abortion
  - Divorce
  - Marijuana
9. With 27,136 square miles of land, the Republic of Ireland is approximately half the size of this U.S. state:
  - Montana
  - California
  - Louisiana
  - Arkansas
10. Today, this number of Americans trace their ancestry back to Ireland:
  - Ten million
  - Twenty-five million
  - Forty million
  - Sixty-five million

Answers are available on page 6.

~Excerpt from History.com

**May your blessings outnumber the shamrocks that grow, and may troubles avoid you wherever you go.**

—Author Unknown

## ADMINISTRATIVE PROFESSIONALS WEEK

This annual event was originally organized in 1952 as "National Secretaries Week" by the National Secretaries Association (now known as the International Association of Administrative Professionals) in conjunction with public relations executive Harry Klemfuss (Mr. Klemfuss died of natural causes at the age of 88 on July 27) and a consortium of office product manufacturers. It was established as an effort to recognize secretaries for their contributions in the workplace and to attract people to secretarial/administrative careers.

The idea began with Mary Barrett, president of the National Secretaries Association, now called IAAP, and C. King Woodbridge, president of Dictaphone Corporation. They served on a council addressing a national shortage of skilled office workers. Together with Harry Klemfuss, public relations account executive at Young & Rubicam, they originated the idea for a National Secretaries Week.

The association successfully campaigned U.S. Secretary of Commerce Charles Sawyer to proclaim the first National Secretaries

Week on June 1-7, 1952. He designated Wednesday, June 4, as National Secretaries Day. Sawyer, Barrett and Woodbridge participated in ceremonies held in Washington, D.C.

IAAP created National Secretaries Week with two objectives in mind: to recognize "the secretary, upon whose skills, loyalty, and efficiency the functions of business and government offices depend," and to call attention "through favorable publicity, to the tremendous potential of the secretarial career."

In 1955, the observance date of National Secretaries Week was moved to the last full week of April. The observation changed to Professional Secretaries Week in 1981 and became Administrative Professionals Week in 2000 to encompass the expanding responsibilities and wide-ranging job titles of administrative support staff.

~Submitted by: Rita Ayers CPS  
(Excerpt from IAAP-HQ Website)

### Make Plans Now

## Celebrate Administrative Professionals Week!

Oak Ridge Chapter APW Awards Luncheon  
Tuesday, April 20, at 12 noon  
Doubletree Hotel in Oak Ridge

## OAK RIDGE CHAPTER HONORS WADE JOHNSON

A little over ten years ago, Ellen Queener CPS brought to our Chapter Board's attention an advertisement in *The Oak Ridger* newspaper placed there by Roane State Community College. It was an advertisement highlighting a two-year certificate program that Roane State was offering to area administrative professionals. After a long discussion, the Board decided that we should approach Roane State about partnering with our Chapter to sponsor the CPS/CAP Certification Programs. On behalf of the Board and Chapter, I made an appointment with Dr. Wade Johnson, Director of the Professional Development and Computer Training Center at Roane State, who was named as the contact at Roane State regarding the advertised two-year certificate program.

The meeting was an outstanding success; and, like is often said, the rest is history. When I met with Dr. Johnson to provide information about our CPS/CAP Certification Programs and IAAP and promote our organizations partnering on the programs, he was already ahead of me and asked me first. As it turned out, Dr. Johnson had taught the Part 3 Management review class through



Pictured left to right: Wade Johnson, Rita Ayers CPS, Jean Norris CPS/CAP, and Brenda Lee CPS/CAP

Roane State years ago at their Harriman Campus, and was very familiar with IAAP and the programs, and was excited about the possibilities of partnering Roane State with the Oak Ridge Chapter.

With Dr. Johnson's support and encouragement, this partnership has been extremely successful for our Chapter. He even encouraged members of his staff to become certified and members of the Oak Ridge Chapter. Dr. Johnson also was our Recognition Banquet speaker in September 2007.

On Friday, February 19, President Rita Ayers CPS, President-elect Brenda Lee CPS/CAP, and I as CPS/CAP Service and Education Chairman surprised Dr. Johnson at a casual retirement luncheon in his honor with his former staffers at Roane State with a letter and certificate of appreciation. Dr. Johnson and his wife have many plans for retirement including lots of travel. Rita, Brenda, and I thanked Dr. Johnson for his enthusiastic support over the years and wished him and his wife a long and happy retirement.

~Submitted by: Jean Norris CPS/CAP

## CHAMBER COFFEE

The Oak Ridge Chapter Chamber Coffee was held Tuesday, March 2. Three other nonprofit organizations shared the morning with us. Even with the cold weather, we had a great turnout; and several people stopped by our table to learn more about IAAP, our Chapter, and put a business card in for the drawing to win the treasure gift



Rita Ayers CPS and Brenda Lee CPS/CAP

box we had. I was able to speak to the entire group, and all were invited to our Open House and APW luncheon.

I would like to thank Brenda Lee CPS/CAP, Lynn Christman, and Sandra Solands for their help with the Coffee.

~Submitted by: Rita Ayers CPS

## MARCH "CELEBRATING WOMEN"

Women's History Month, now celebrated annually in the United States, grew out of a weeklong celebration of women's contributions to culture, history and society organized by the school district of Sonoma, California, in 1979. The idea quickly caught on within communities, schools and organizations across the country. In 1981, the U.S. Congress made it official, passing a resolution establishing Women's History Week. Six years later, the event was expanded into the entire month of March.

Each year, the National Women's History Project selects a theme that highlights achievements by distinguished women in specific fields, from medicine and the

environment to art and politics. The 2010 theme, "Writing Women Back into History," commemorates the project's 30th anniversary and recognizes efforts to document women's accomplishments and experiences in textbooks and other educational materials.

Women's History Month coincides with International Women's Day, which many countries celebrate every March 8 with demonstrations, educational initiatives and customs such as offering gifts and flowers. The United Nations has sponsored the holiday since 1975.

~Submitted by: Brenda Lee CPS/CAP

### Answers to Irish Quiz

1. 90 inches
2. Ireland Forever
3. Cork
4. William Butler Yeats
5. The Quite Man
6. The Chieftains
7. Brian Cowen
8. Divorce
9. Arkansas
10. 40 million

**CHAPTER OFFICERS**

**PRESIDENT**  
Rita Ayers CPS

**TREASURER**  
Betty Williams

**PRESIDENT-ELECT**  
Brenda Lee CPS/CAP

**BOARD MEMBERS**  
Janise Humphreys  
Sandra Solands

**VICE PRESIDENT**  
Daisy Mullins

**ADVISOR**  
Cristal Case CPS

**SECRETARY (Acting)**  
Jean Norris CPS/CAP

**EXECUTIVE  
ADVISORY BOARD**

**MONNIE CHAMPION**

**JANICE CHRISTMAN**

**BETH JINKERSON**

# Upcoming Events

## APRIL

- April 5— Board Meeting
- April 12—Chapter Meeting, Avery Dennison, Bud Campbell
- April 18 to 24—Administrative Professionals Week
- April 20—Administrative Professionals Week Luncheon, Doubletree Hotel, Oak Ridge

## MAY

- May 3— Board Meeting
- May 10—Chapter Meeting, Maple Grove Inn, 8800 Maple Drive, Knoxville

## JUNE

- June 4-6—Tennessee Division Annual Meeting, Pickwick Landing State Park
- June 7— Board Meeting
- June 14—Installation Banquet