



DELEGATE REPORT
INTERNATIONAL CONVENTION AND EDUCATION FORUM
NEW ORLEANS, LA – JULY 25 – JULY 31, 2008

Two Presque Isle Chapter members attended the convention in New Orleans, LA.

Maria Carney CPS, AIS
Karen Jendruczak CPS/CAP

Convention attendees were housed at the Hilton New Orleans Riverside Hotel. All convention activities were held at this hotel. Following check-in at the hotel on Friday, July 25, we grabbed a late lunch, then went to the convention center to pick up our registration materials for the convention and visit the Hospitality center.

Saturday, July 26, 2008

Maria Carney CPS attended a pre-convention seminar “Business Writing for the Way You Write Today” presented by Valerie Francis, Senior Training Consultant. In this workshop, I learned tips and techniques that guarantee every message you write in e-mails, letters, memos and reports will be polished and on target. It was discussed on choosing words with impact which she called “power words”. How to eliminate words you don’t need. By eliminating redundancies writing productivity and effectiveness are greatly increased. A copy of workbook is available for those who wish to review these helpful hints.

Sunday, July 27, 2008

Maria (Delegate) attended the Parliamentarian’s Briefing at 8:00 a.m. Jeff Neurauter, IAAP parliamentarian, reviewed the day’s agenda and the rules of the convention with the Delegates and Alternates. We also practiced voting on a sample question so the pages and tellers could get accustomed to taking a standing vote count and tallying the results.

The Business Session began with the parade of national flags of our Affiliated Associations around the world – always impressive – followed by the introduction of the International Board of Directors and Executive Director.

President Judy McCoy CPS/CAP called the convention to order at 9:00 a.m. Following an inspirational message given by Kenny Kerth with the Blue Roof Blues Band, the National Anthem sung by Irma Thomas and welcomes by various State, City and Hotel representatives, the business session began with the report of the Registration/Credentials Committee. The total number of registered attendees was 1,976.



The Nominations Committee Report was made and Candidates for Office totaling 24 were introduced. Each candidate was given two minutes to present their platform for the voting delegates' consideration. Those candidates running unopposed did not address the convention.

Following the candidates' presentations, Executive Director Don Bretthauer CAE reported to the assembly, focus his remarks on three areas

Judy McCoy CPS/CAP, 2007-2008 International President, presented the accomplishments of her year as president. We have 28,209 members as of the end of June, reflecting a net gain of 487 members. We finally crossed the 28,000 mark the first time in 15 years. The community web project continues to grow with more than 180 chapters and divisions participating.

Chairman of the Retirement Trust Fund Committee, presented the RTF report. Vista Grande has raised \$71,117. We are \$19,700 higher than last year. \$19,474.54 came from the family of givers. The annual holiday card and RTF pin will remain as fundraisers. Janine also presented the RTF awards, a list of which is printed in the Monday edition of Convention Connections.

Presentation of watches to Distinguished Chapter Presidents followed the RTF report. Two Presidents from Pennsylvania Division received the award: Karen Schlechter, Montgomery County Chapter; and Jessie Grove CPS/CAP, Harrisburg Chapter. A complete list of all Recognition Awards winners is printed in the Monday edition of Convention Connections. The Business session recessed at 12:45 p.m.

After lunch, the Office Expo opened at 1:00 p.m. At 3:30 p.m., the Northeast District Caucus was held. In an effort to help delegates and alternates to get to know the candidates, a new Candidate Meet and Greet on Sunday afternoon. Later at the Evening of Welcome, all members will have the opportunity to meet the candidates.

We attended the Evening of Welcome at the Hilton Riverside Hotel where we could experience all the sights and sounds of New Orleans without even leaving the hotel.

Monday, July 28, 2008

Beginning with the Delegates Briefing at 7:45 a.m. with Jeff Neurauter reviewing the voting instructions and electronic voting machines, the Business Session reconvened at 8:30 a.m. The keynote address, "Kick It Up A Notch," was given by Simon T. Bailey. What you achieve in your life depends on your willingness to grow as a professional, be



personally accountable for your results and challenge yourself to accelerate into the future. We were encouraged to embrace a fresh perspective by letting go of rearview mirror thinking and discovering how to regain control of the steering wheel of your brilliance. We discovered how to possess a forward moving mind set that equips you to redefine internal forks in the road of life, accept the detours of change and keep your personal beliefs and convictions.

After a brief break, the Registration/Credentials Report was given and adopted with 1,783 total registered attendees.

The proposed Bylaws Amendments were then reviewed and voted on.

Proposed Amendment #1: Allows e-mail as an additional method for which the International Board of Directors may conduct its business. – Passed

Proposed Amendment #2: Gives the International Board of Directors the authority to establish rules for IAAP candidates seeking International Office. – Failed

Proposed Amendment #3: Gives the Committee on Nominates the authority to sanction candidates who violate established rules for candidates, including disqualifications from an individual election. – Passed (Amended)

Proposed Amendment #4: Authority given to the Committee on Nominations to enforce rules for candidates. – Passed

Standing Rules Proposed Amendment #1: - Failed

Standing Rules Proposed Amendment #2: Eliminates Standing Rule #2 – Passed

Following the adoption of the bylaws Amendments, the Business Session recessed at 11:00 a.m. We took a break, then headed for the Leadership Luncheon. Our speaker, Brian Blasko, spoke to us on the subject, “Crusin’ Through Life at 35 MPH.” We were a little disappointed with this speaker as the sound was not turned on and we had a very difficult hearing his entire presentation. Also, this was changed from the Certification Luncheon to a Leadership Luncheon and not limited to just CPS/CAP holders. We felt that they need to return to the Certification Luncheon.

The voting polls opened at 2:00 p.m., so I headed in that direction. The balance of the day was free, so we were able to attend the Office Expo.



A second ballot was required at 4:00 p.m. for the office of International Secretary. A third ballot was not required.

Tuesday, July 29, 2008

After a very brief meeting with the Parliamentarian, the Business Session reconvened at 8:35 a.m. Sharon Newhall of Avery Dennison presented the Avery Great Results Chapter and Division Achievement Awards. A complete list of the winners is printed in the Wednesday edition of Convention Connections.

Susan K. Shamali CPS/CAP, International Treasurer, presented the Treasurer's Report. The Treasurer's Report was accepted as presented.

The Registration and Credentials Committee report as of 8:00 a.m. Tuesday, July 29, 2008 was presented and adopted with 1,826 total registered attendees.

The Tellers Committee then presented the detailed voting results, and the 2008-2008 International Board of Directors were installed: They are:

Barb Horton CPA	President
Susan K. Shamali CPS/CAP	President-Elect
Mary A. Ramsay-Drow CPS/CAP	Vice President
Janine Joy Riemersma CPS/CAP	Secretary
Karlana Rannals CPS/CAP	Treasurer
Katherine Ann Fogal CPS/CAP	Director, Canada District
Sam W. Gill III CPS	Director, Great Lakes District
Judith A. Yarnelli CPS/CAP	Director, Northeast District
Valerie S. King CPS/CAP	Director, Northwest District
Antoinette Smith CPS/CAP	Director, Southwest District
Tamra L. Goodall CPS/CAP	Director, Southeast District

The 2008-2009 International Trustees of the Retirement Trust foundation were also installed. They are:

Kathryne A. Hampton CPS/CAP
C. Joyce Hawkins CPS/CAP
Kelly A. Reggio CAP
Patricia D. Row CPS/CAP
IAAP International President Barb Horton CAP
IAAP International Treasurer Karlana Rannals CPS/CAP



A motion to define misconduct as applied to any IAAP officer at any level of the association, passed. A motion that all chapters of IAAP be given online membership registration capability with implementation no later than Jan. 2, 2009, passed.

The site of the 2014 International Convention was announced. It will be held in Milwaukee, Wisconsin, July 27-30, 2014.

An invitation to the 2009 International Convention in Minneapolis was extended. It will be held July 26 – 29, 2009 at the Minneapolis Convention Center. A complete list of the upcoming International Conventions can be found on the IAAP Website.

Tuesday afternoon the seminars and workshops began. I attended the Keys to membership Recruitment presented by Rhonda Strong. Some great ideas of finding new prospects for our chapter were presented. The second workshop I attended was the Cool New Software 2008 presented by Triad Consulting. There was some great information on some new software that is available out there and some of it is “Free”. One of them is called Meeting Wizard (www.meetingwizard.com) If you are like me and schedule hundreds of meetings with a lot of people, this software is for you. It is an online scheduling and meeting invitation tool that takes the headache out of scheduling meetings. The best part is that it is absolutely free! Another cool new software is called www.xobni.com. This software is a free add in for Outlook users. Xobni is the Outlook plug-in that saves you time finding email conversations, contacts and attachments. After a quick install, you'll see the new Xobni toolbar appear in Outlook - and suddenly information will become much easier to find. When a new email arrives, the sender's full communication history appears in the Xobni sidebar, including past conversations, attachments and contact details. Xobni also includes a blazing fast email search tool. No more searching for an email that you sent.

We then attended the Evening of Entertainment featuring Andy Childs.

Wednesday, July 30, 2008

We had a full day of workshops and seminars on Wednesday, earning Maria a total of 16 recertification points for this convention.

I attended Electronic Business Communications Risks, Rules & Regulations presented by Nancy Flynn. She presented us tips on how to communicate online without getting fired, sued or humiliated. An interesting fact is that 24% workplace email is subpoenaed and 29% is in litigation in 2007. Big brother is reading over your electronic shoulder. North American employers are primarily concerned about inappropriate web surfing. According to the 2007 Electronic Monitoring and Surveillance Survey, 66% of bosses



check workers' internet connections, 43% of employers monitor employee e-mail. U.S. Courts ruled that employees should assume that their workplace computer activity is being watched. Only two states, Delaware and Connecticut require employers to notify employees of monitoring. A list of best practices to help minimize risks and maximize compliance was provided. If you are interested in a copy of the handout, I would be happy to provide one.

I attended Excel Tips and Tricks presented by Triad Consulting. If you use Excel often, some useful tips were provided. I will list a few of them here in my report: If you want to quickly view a total select the cells to total and view the sum in the status bar or if you right click in the sum you can also quickly get an average, count, etc. A great shortcut tool if you are like me and don't like to use a mouse to copy a formula from cell above just click on CTRL + ' and to copy value from the cell above click on CTRL + Shift + "; and to enter the current date click on CTRL + ;. We went over conditional formatting tips and validation tips as well.

The convention ended with a banquet Wednesday evening where 2008-2009 International President, Barb Horton CPS/CAP, presented her theme, Excellence in Action." A full transcript of her address is available on the International Website in Members Place.

Thursday, July 31, 2008

I attended the Post Convention Leadership Workshop. The Pathways to Excellence Recognition Awards Program for Career Minded Administrative Professionals was introduced. The Member of Excellence award criteria is within reach for all of our members. I am very excited about this new program that I believe all of our members will be able to obtain. This year's theme is Excellence in Action. There are new growth programs for this year as well.

A presentation entitled, "Leadership Responses to Moving The Furniture," presented by Dr. Cal LeMon. No one likes the living room furniture to be moved. No one likes "change". When leaders begin to suggest that there are better, and different, ways to do the work of IAAP or any matter, there will be resistance. This presentation focused on the leaders who want to move the familiar and risk with innovation in the future.

I thank you for the opportunity to represent Presque Isle Chapter as your Delegate.

Maria Carney
Maria Carney CPS, AIS
Delegate