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International Association of Administrative Professionals ®

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Presque Isle Press

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President's Message

Maria Carney CPS, AIS, President

Learning is a life-long process that can be enhanced with additional classes that suit your interests, advance your career, and help you remain current. John Truslow said, "there are two kinds of education – one that teaches us how to make a living, and one that teaches us how to live."

As part of the Presque Isle Chapter, IAAP is a great way to advance your career. From my personal experience, IAAP has opened up many opportunities to me both professionally and personally. I thoroughly enjoy learning and exploring new opportunities and enhancing my leadership qualities.

A great way to enhance your leadership qualities is to volunteer for an officer position with the Chapter. It not only enhances your career, but looks great on your resume or during your Performance Assessment.

We look forward to seeing all of you at the March 10th meeting. Join us this year as we begin to take "Excellence in Action"! Be sure to visit our new website at www.iaap-presqueisle.org.

Maria Carney CPS, AIS
 2008-2009 President
 Presque Isle Chapter





INTERNATIONAL NEWS



A report was compiled for contributions to the Retirement Trust Foundation for the first six months of the IAAP year. The table below shows the 2008-09 Goal and the contributions as of December 31, 2008.

2008-2009 CALENDAR CORNER

RTF Report as of December 31, 2008

March 9-11, 2009
Spring Professional Education Conference in Nashville

March 10, 2009
Chapter Meeting

March 31, 2009
WQLN Spelling Bee at Junior's Comedy Club

April 14, 2009
Please note: The April 14 chapter meeting has been moved to Tuesday, April 21, to coincide with our APW Seminar at WQLN.

April 21, 2009
APW—Avery Dennison Seminar
WQLN, Erie, PA

April 19-25, 2009
Administrative Professionals Week

May 1-2, 2009
CPS/CAP Exam—Porecco Center

May 12, 2009
Chapter Meeting

May 15-17, 2009
Pennsylvania Division Meeting

June 9, 2009
Chapter Meeting

July 26-29, 2009
IAAP International Convention & Education Forum, Minneapolis Convention Center, Minneapolis, Minnesota

Northeast District	2007-2008	2008-09 Goal	Total YTD Donations	Donations	Family of Givers Amount
Greater New England		1,228.00	70.00	50.00	20.00
New Jersey		2,047.43	0.00	0.00	0.00
New York		2,099.18	345.00	160.00	185.00
Pennsylvania		2,829.95	828.00	128.00	700.00
Northeast District		614.00	0.00	0.00	0.00
Total	1,744.22	8,818.56	1,243.00	338.00	905.00

PA DIVISION DETAILS

Maria Carney CPS, AIS, President



Included with your newsletter are the 2008-2009 Professional Development Award Forms for members. The information received from these forms is compiled for Chapters to receive recognition at the Pennsylvania Division meeting. Please complete these forms by April 24 and return to Maria Carney by email at maria.carney@erieinsurance.com. Everyone's information counts, so please take the time to return these forms. On these forms, under Microsoft Certification, the point value was inadvertently omitted. The point value in that category is 20 for each level attained.

The Pennsylvania Division Annual Meeting will be held May 15-17, 2009 in King of Prussia, PA. For more information about the event check out their website at www.iaap-pennsylvania.org.

CHAPTER COMMUNICATIONS

On Tuesday, April 21, 2009, during Administrative Professionals Week, the Presque Isle Chapter of IAAP is sponsoring a seminar presented by Avery Dennison at 9:00 a.m. at WQLN, 8425 Peach Street, Erie, PA. A continental breakfast will be provided. The presentation will be "Growing in the Right Direction". It is an event you don't want to miss. Additional details will follow soon.

Please join the Presque Isle Chapter on Tuesday, March 10, 2009 at Ruby Tuesday in the Millcreek Mall in Erie. Dr. David B. Barker, Ph.D., Director, Organizational Learning and Leadership, Director, Sociology Program, will present "Dealing with Self-Esteem and Stress as Administrative Professionals." You can make your reservations with Maureen Deegan to attend this meeting. Please contact Maureen by email at mdeegan@wqln.org.

The April newsletter deadline is March 23.

The next board meeting is Tuesday, March 10, immediately following our chapter meeting.



MARCH BIRTHDAYS

Maria Carney, CPS, AIS 28



APW PINS

The above pictured Administrative Professionals Week pins are available for purchase until March 1. Their actual size is 1-1/4" corner to corner. The cost is \$5.00 each, plus shipping and handling for the total order. Proceeds for these pins benefit the 2009 Convention Host Committee.

If you are interested in purchasing the 2009 APW pin, please contact Karen Jendruczak CPS/CAP. The deadline for our order to be placed is March 1.

Happy St. Patrick's Day



MEMBERSHIP COMMITTEE

Debbie Bisbee CPS, Chair

The IAAP Community is a great place to find answers to your questions, documents and to network. Log in today at www.iaapnet.org and see what you've been missing.

What our members say:

"If I need an answer to a question, I can always find help on the message board. Having other admins available to answer my questions has been invaluable."

The Answer to Membership Retention

Rhonda Strong, Vice President, Tennessee Division:

Meeting our members' professional needs is not only the top priority for every chapter board of directors in our association, it is the essential element in membership retention.

How do we know what their needs are? To quote from last month's IAAP Connections article, A New Member – Now What?, "Chapters should survey each member at least annually to find out what they want out of their membership in order to earn those membership renewals each year." These survey results will give us the insights we need in order to meet the professional needs our members. Furthermore, what we actually do with the results of the survey is significant. Developing a plan of action is a vital result of the survey. Be open to new and innovative ideas even though they may be similar to some suggested in the past, as they now may warrant a second look. Members will know that they are being heard as our boards implement its plan of action and members see results from their feedback.

Let's begin by reviewing my version of the **eight types of members** that we serve:

- Professional New (Active members for less than one year.)
- Professional (Active members who attend meetings.)
- Professional Core (Active members for more than one year and who have served in leadership positions—committees, board of directors, etc.)
- Professional Inactive (Members who do not attend meetings.)
- Merited (Core members who have retired and are still active members.)
- Student (Potential Professional members)
- Associate (Businesses)
- Members-At-Large (Members who do not pay chapter dues or attend chapter meetings)

Each of these eight types of members has the opportunity to gain value from their membership, as well as add value to the membership of others. Let's explore **various ways members help each other** gain the most from membership in IAAP.

1. Effective meeting preparations (developed by core members and carried out with the assistance of active members, merited members, and new members) contribute to smoothly run meetings and results in more time for all members to network.

2. Contributions from members such as merited members, associate members, and members-at-large provide an opportunity for a wider variety of educational programs (that may include recertification points or CEUs) resulting in shared learnings, ground-breaking experiences, and skills to provide all members with the professional edge in their career. We may also have some Inactive members who would be excellent program speakers. This may just be the approach to get them interested in attending more often.

The Presque Isle Chapter IAAP is a Worker Bee Sponsor for the WQLN & Books for Kids Corporate Spelling Bee being held on Tuesday, March 31, 2009, at Juniors Last Laugh Comedy Club.

We will have a three-person team there to compete in the spelling bee. If you are a great speller, please contact a board member and ask to be part of our Presque Isle Chapter Team! It's going to be a fun event!

NOMINATING COMMITTEE

It is that time of year again, when we need to consider serving our chapter by holding an office. The chapter cannot survive without members willing to take on the responsibility of managing the chapter. Please be willing to serve when a member calls to ask you to run for office.

The Comfort Zone

Author Unknown

I used to have a comfort zone where I knew I couldn't fail,
The same four walls of busy work were really more like a jail.

I longed so much to do the things I'd never done before,
But I stayed inside my comfort zone and paced the same old floor.

I said it didn't matter that I wasn't doing much,
I said I didn't care for things like diamonds or furs and such.

I claimed to be so busy with the things inside my zone,
But deep inside I longed for something special of my own.

I couldn't let my life go by just watching others win,
I held my breath and stepped outside to let the change begin.

I took a step and with new strength I'd never felt before,
I kissed my comfort zone good bye and closed and locked the door.

If you are in a comfort zone afraid to venture out,
Remember that all winners were at one time filled with doubt.

A step or two and words of praise can make your dreams come true.
Greet your future with a smile, success is there for you!

MEMBERSHIP COMMITTEE CONTINUED

3. Professional core and merited members are our greatest available experts as mentors. Both the experienced members and the new or student members will grow from this coaching relationship. All members involved in the mentoring process will learn to be open to new and innovated ideas, and it provides new leaders the opportunity and freedom to grow.

4. Newsletters developed by the newsletter committee reflect input from a variety of membership experience contributing to a top-notch communication/promotional tool. This interaction between core and other members provides association news to use to their advantage. It encourages personal and professional camaraderie by providing up-to-date information about fellow chapter members or upcoming special events. It promotes the variety of programs resulting from the chapter survey and encourages attendance by all members. Additionally, this is an excellent tool for announcing the successes of chapter members (e.g., promotions, awards, certificates, etc.) Lastly, it is a great tool to make contact with our inactive members, student members, members-at-large, and associate members. These newsletters announce the time, location, and date of our meetings, and those who receive it may decide to attend an upcoming meeting or special event, so we need to make sure all members, regardless of membership type, are on our newsletter distribution list.

These are just a few examples of how we can effectively utilize our members' expertise and resources. The key is to identify how each type of member may contribute to the success of all members with benefits being shared individually and as a chapter. This key keeps the door of membership retention open for our chapters.

As chapter members demonstrate a commitment to each other, everyone has the opportunity to learn and grow together. The entire chapter shares in the accolades of successful meetings and events.

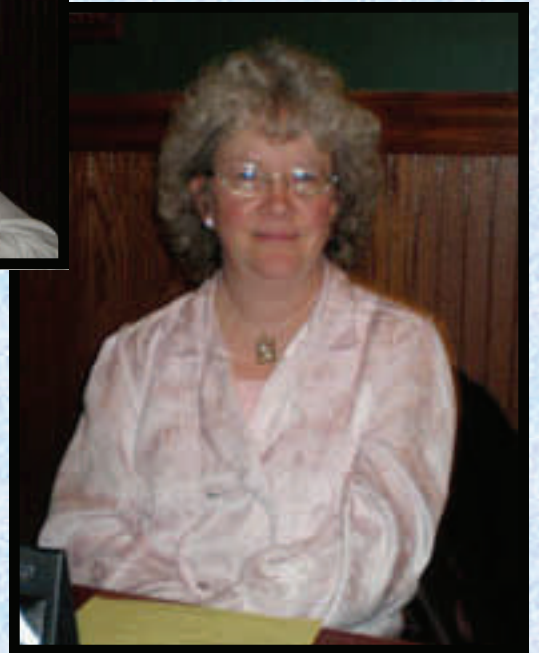
How do you make this "magic" happen?

I challenge you to do five things . . . Survey your members, create a plan of action as a result of the survey, implement the plan, evaluate the results of the implemented plan by conducting an additional survey, and make adjustments to the plan per your members' professional needs. Again, I encourage you to conduct a membership survey at least once per chapter year to ensure you are always aware of your members' needs

So . . . What is the payoff for listening to your members? Membership Retention! When you build the programs around the needs of your members, membership retention will not be a concern. Meeting members' professional needs is not only the top priority for every chapter board of directors in our association, it is the solution to membership retention.

To all of our members, regardless of the type of member you currently are . . . we salute you. We value your ideas, expertise, and leadership. We would not be where we are today without you and your suggestions. Let's continue working together for the good of our association and each other.

CAREER PLANNING AND JOB SEARCH



IN TOUGH
ECONOMIC TIMES

A decorative border surrounds the text, featuring stylized green shamrocks and orange pipes with blue smoke. The background is a light green color.

**Presque Isle Chapter
International Association of
Administrative Professionals®**

**March Dinner
Meeting**

Tuesday, March 10, 2009

Ruby Tuesday

Millcreek Mall

Erie, PA

5:45 p.m.

Please join the Presque Isle Chapter on Tuesday, March 10, 2009 at Ruby Tuesday in the Millcreek Mall. The presentation will be by Dr. David B. Barker, Ph.D., Director, Organizational Learning and Leadership, Director, Sociology Program. His presentation is entitled "Dealing with Self-Esteem and Stress as Administrative Professionals."

March Reservations

Please contact Maureen Deegan 814-217-6050, or by email at mdeegan@wqln.org to make your reservations.