



# The Analecta

an·a·lec·ta [an-l-ek-tuh] orig. Greek  
 def: selected miscellaneous written passages

A Monthly Newsletter for Administrative Professionals

## April 2011 Issue

### 2010-2011 Chapter Officers / Board Members

President:  
**Ceci Cook**

Vice President:  
**Patty Steck**

Secretary:  
**Mary Miller, CPS**

Treasurer:  
**Etta Karnaze**

Director:  
**Mary Miller, CPS**

Parliamentarian:  
**Bonnie Jameson, CPS/CAP**

### April Chapter Meeting

**Tuesday, April 5, 2011  
 5:30 pm – 8:30 pm**

Bacchanalia  
 12450 Newton Street  
 Overland Park, KS 66213

### BUSINESS PROGRAM

**Ron Schobert of Avery Dennison  
 “Get Organized”**

Menu:

Three entrée buffet that includes  
 a vegetarian option, assorted desserts.  
 Iced Tea, Water and Coffee

Please RSVP to

[patty.steck@sprint.com](mailto:patty.steck@sprint.com)

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NOTE: If you RSVP and cannot attend or get someone to take your place, you will receive an invoice for the \$20 meeting fee, \$10 for students.

We are still collecting donations for:

- ❖ Support our Soldiers
- ❖ Avery Box Tops / Campbell Soup Labels for Clear Alternative Learning
- ❖ Support our Chapter members who are participating in the MS Walk in April
- ❖ Canned goods for the Valley View Methodist Church Food Pantry.

Don't forget you get an extra door prize ticket for each charity you donate to.

If you missed the Kansas Division Spring Workshop you missed a great event. The location, facility and speakers were excellent. JoCo Government did a fantastic job putting together their first Kansas Division Event. Thank you to all the Johnson County Chapter members who attended and supported our "sister" chapter, it was wonderful seeing all of you there.

Can you believe we only have three more months left in our chapter year and quite a few fun and exciting things to do yet? In April we have:

- ❖ April 13, 2011 – JCCC Administrative Professionals Day Event at the Ritz Charles; the chapter will be hosting a vendor table; if you can spare an hour or two that day we could definitely use you to help us man the table and talk about IAAP and how it has benefitted you; contact me at [ceci.cook\\_iaap@yahoo.com](mailto:ceci.cook_iaap@yahoo.com) if you are available.
- ❖ April 16, 2011 – Certification Mock Exam being proctored by Erin Bolton, CAP
- ❖ April 16, 2011 – MS Walk at Black & Veatch, 11401 Lamar Avenue Check-in at 8 am; Walk at 10 am; come join us by walking or rooting us on.
- ❖ April 20, 2011 KCK Sunflower Chapter will be hosting their Education Seminar entitled "Become a Better Office Professional through Business Writing and Project Management" Ed Knight, will be their speaker. The seminar run from 9:00 am - 4:00 pm at the Painted Hills Golf Course, 7101 Parallel Parkway, Kansas City, KS. See our website for full details and registration form
- ❖ April 28, 2011 - Educational seminar and APW Reception at University of Kansas Hospital Administrative Center, 2330 Shawnee Mission Parkway, Westwood KS. The Education Seminar is \$50 for member and \$60 for non-members, but the APW Reception is FREE to everyone. So invite your friends and fellow Administrative Professionals and celebrate with us. See flyer on website for full details

Look forward to seeing you at the April Chapter Meeting, until then be happy, be safe and be involved.

*Ceci Cook, President*





Donna DeGarmo, CPS/CAP presents "How Effective are Your Communication Skills?"



President, Ceci Cook inducts new chapter members, Carol Love, CPS/CAP and Katy McCourt, assisted by Membership Committee Chair, Loretta Audley

## *March Meeting Recap*

By Erin Bolton, CAP

Photos by Patty Steck

Our own communication guru, Donna DeGarmo, CPS/CAP gave an informative and energetic presentation on "How Effective are Your Communication Skills" which covered both verbal and written communications.

The chapter also inducted new members: Katy McCourt and Carol Love, CPS/CAP. A motion was made and passed to provide funding for a Johnson County Chapter booth at the 23<sup>rd</sup> Administrative Professionals Day seminar on April 13, 2011 and announcements for Johnson County Chapter's APW events were also made.

Then President Cook asked to honor, past Kansas Division President (2009-2010) Martha Leek, CPS of the Heartland Chapter who passed away from breast cancer. A motion was made and passed to donate \$100 of chapter funds to the Kansas Masonic Cancer Research Institute at KU Med Center as memorial of Martha.

Martha served as the assistant to the C.E.O. of TFI Family Services, Inc., where she had been employed for 18 years. She retired a year ago. Martha was a member of Grace United Methodist Church, Order of the Eastern Star, International Association of Administrative Professionals – Heartland Chapter, United Methodist Women Phoebe Circle, Girls Scouts of Kansas Heartland, and Leadership Emporia.

## *In Fond Memory*

*Martha Ann Leek, CPS*

*August 17, 1953 - February*

*17, 2011*

*Emporia, KS*

*Her kindness, friendship and enthusiasm for IAAP will be remembered and missed.*





## *The Lonely Ember*

- Author

*Unknown*

A member of a community service organization, who previously had been attending meetings regularly, stopped going. After a few weeks, a friend decided to visit him.

It was a chilly evening. The friend found the man at home alone, sitting before a blazing fire. Guessing the reason for his friend's visit, the man welcomed him, led him to a big chair near the fireplace and waited.

The friend made himself comfortable but said nothing. In the grave silence, he contemplated the play of the flames around the burning logs. After some minutes, the friend took the fire tongs, carefully picked up a brightly burning ember and placed it to one side of the hearth all alone. Then he sat back in his chair, still silent. The host watched all this in quiet fascination. As the one lone ember's flame diminished, there was a momentary glow and then its fire was no more. Soon it was cold and "dead as a door nail."

Not a word had been spoken since the initial greeting. Just before the friend was ready to leave, he picked up the cold, dead ember and placed it back in the middle of the fire. Immediately it began to glow once more with the light and warmth of the burning coals around it. As the friend reached the door to leave, his host said, "Thank you so much for your visit and especially for the fiery reminder of the importance of being part of something bigger than myself."

## **Rekindle** your *Passion & Purpose*

**Thursday, April 28, 2011**  
**Education Seminar 1-5 PM\***  
**APW Event 5-8 PM\*\***

University of Kansas Hospital  
 Administration Center  
 2330 Shawnee Mission Parkway  
 Westwood, KS

\*Seminar is \$50 for members / \$60 non-members

\*\*APW Event is FREE for ALL Attendees  
 Recertification points will be available.

### Education Seminar – Multi Purpose Room

- 1:00 - 1:30 Registration / Networking / Visit with Morgan Hunter
- 1:30 – 1:35 Introductions
- 1:35 - 2:35 Joel Nichols, Weather Anchor, KMBC-TV  
"How I Decided on My Career"
- 2:35 – 2:50 Break / Visit with Morgan Hunter
- 2:50 - 3:50 Julie Amor, VP Marketing, University of Kansas Hospital  
"Find your Passion – Create your Purpose"
- 3:50 – 4:50 Sharon Taylor, CPS, project manager  
University of Kansas Hospital  
"212 Degrees"
- 4:50 – 5:00 Wrap Up / Evaluations / Drawings  
(Must be present to win) / Visit with Morgan Hunter
- 5:00 – 8:00 Vendor Expo

### Administrative Professionals Week® Reception - Atrium

- 5:00 – 5:30 APW Registration and Vendor Expo
- 5:30 – 6:30 Networking / Hors D'oeuvres & Desserts
- 6:30 – 6:45 Welcoming / Introductions
- 6:45 – 7:15 Networking
- 7:15 – 7:30 Wrap Up / Evaluations / Drawings  
(Must be present to win)



"HOW I DECIDED ON MY CAREER" by Joel Nichols



"FIND YOUR PASSION – CREATE YOUR PURPOSE" by Julie Amor



"211" by Sharon Taylor, CPS

## *Kansas Division Spring Workshop Recap*

By Carol Love, CPS/CAP

As a new member of IAAP, I wasn't certain what to expect from the Kansas Division Spring Workshop held on Saturday, March 5 in Olathe, Kansas. What I received was an information-packed, fun-filled day spent with friends and fellow IAAP members.

Derek Lundberg started our day with his delivery of "Public Speaking Principles . . . Captivate Your Audiences and Deliver Your Message." Derek presented an excellent refresher course on public speaking principles, stressing the importance of interpersonal communication – eyes and body language. Derek reinforced his message by discussing the Mehrabian study, which concluded that there are basically three elements in any face-to-face communication, which he referred to as the three Vs – **V**erbal, **V**ocal and **V**isual, which is also known as "The 7% - 38% - 55% Rule."

- Words – 7%
- Tone of voice – 38%
- Non-verbal behavior / facial expressions / body language – 55%

Mehrabian's study concluded that the receiver will trust the predominant form of communication.

Next, Sharon Taylor, CPS delivered great inspirational message with her presentation!: "212° – The Extra Degree." All of us know that at 211° water is hot and at 212° Fahrenheit it boils, and that boiling water produces steam. But do most of us stop to think or remember that steam can power a locomotive? That one extra degree makes all the difference! This is true in life as well – just one extra degree of effort, commitment, perseverance, belief and focus propels you forward and makes you stand apart from the rest! My favorite part of Sharon's message is a great reminder to all of us: It's your life - **YOU** are responsible for your results – it's time to turn up the heat!

Judy Rix presented "How to Build Relationships with Opinion Leaders." My initial impression was that I seldom interact with Opinion Leaders until Judy actually defined an opinion leader as a person of prominence that influences the opinions and beliefs of others; one whose decisions affect many others; one who can help or hinder your business in the achievement of its mission and one who affects the reputation of your business. I quickly realized that I interact daily with the senior executives of Sprint who are, indeed, opinion leaders. Judy elaborated on building relationships with OLs using the three-step process – what, who and how - to accomplish your objective and the importance of maintaining those relationships once established by using common professional courtesies.

Park Police Chief Dan Field was the final dynamic presenter for our workshop, providing us with information about dealing with irate customers and robbery survival. Dan reminded us to show irate customers respect, listen and read their body language before reacting, ask them for a solution, repeat the solution back to them and, if you can, utilize their solution. Dan stressed the all-important reminder of what not to say: "There's nothing I can do for you", as nothing infuriates a customer more quickly. Hopefully, most of us will never encounter the need for the second part of Dan's presentation - how to survive a robbery. Dan reviewed some important factors to deter robbers by using proper lighting, securing entrances when possible, eliminating visual blocks from the front of your building and being mindful and watchful of customers. Dan stated that most robberies only last two minutes. If a robbery occurs, stay as calm as possible, have a personal plan, call 911 as soon as possible and protect the scene.

## *My First IAAP Kansas Division Event* By Cindy DuMortier, CPS

I recently experienced my first IAAP Kansas Division event when I attended the Kansas Division Spring Workshop. I regularly attend the JoCo Chapter's monthly meetings, so this was a chance to meet members outside of my own group. What a great opportunity for networking and connecting with other members! I truly enjoyed the presenters and what they had to offer.

Derek Lundberg helped us brush up on our public speaking skills; something you can never be too good at. Judy Rix offered pointers on how to build relationships with people of influence; always a good thing! Chief Dan Field suggested tips on dealing with irate people and protecting ourselves if faced with a robbery; I don't have to tell you how important this is. Sharon Taylor gave a motivational talk on going the extra mile (or, in this case, the extra degree, as in Fahrenheit).

The facilities at the Johnson County Administration Building in downtown Olathe were beautiful and comfortable. Lunch was catered by Jason's Deli, and the time was used not only for eating, but for meeting and chatting with other IAAP members.

All in all, this workshop was an enjoyable and enlightening way to spend a Saturday (am I showing my age?), and I'm anticipating my next opportunity to gather with this great group of administrative professionals, because they take their careers seriously and believe that there's always room to learn and grow.



Derek Lundberg with public speaking tips.



Kansas Division members take a moment to discuss the topics of the day.



Kansas Division members networking.

## *CPS & CAP Mock Exam*

Saturday, April 16, 2011  
8:00 AM – Registration  
8:30 AM – 4:30 PM Exams

Santarus, Inc.  
4747 W 135<sup>th</sup> St., Suite 300  
Leawood, KS 66224  
(Plaza Pointe Office Park at 135<sup>th</sup> & Roe)  
Proctored by Erin Bolton, CAP

\$15 Member / \$20 Non-members for all four parts. \$5 for single part. Breakfast & Lunch included with full day.



## *CALLING ALL CPS & CAPs!*

You've attained your CPS, CPS/CAP or CAP, so why not take it to the next level? Become a Member of Excellence by fulfilling 8 out of 11 criteria. It's easier than you think, and the chapter is here to support you!

### *Revised Criteria as of July 1, 2010*

A Member of Excellence will receive a certificate (first four years), Pathways to Excellence certificate cover, and Member of Excellence pin (the fifth year).

A Member of Excellence will attain a minimum of 8 of the following 11 criteria:

1. Be a current CPS and/or CAP holder
2. **Download the Member of Excellence Commitment form; sign and date the form**
3. Actively participate in the IAAP web community forum discussions or **write an article and have it published** an IAAP publication (chapter, division, or international level)
4. Attend non-IAAP professional educational workshops, seminars or conference
5. Hold a degree, certificate or equivalent (a minimum of one year in length) from an accredited college or **university or hold** a Microsoft certification
6. Pay membership dues on or before anniversary date. **This criterion is a mandatory requirement.**
7. Serve as a chapter, division, or international officer, committee chair, or committee member; or serve as an RTF Trustee; or serve on a Student Chapter advisory board or the school's Advisory Board for the Office Administration Program
8. Conduct a public presentation, program or training **at least 60 minutes in length. (Note that the presentation does not need to qualify for recertification points).**
9. Attend a minimum of eight (8) chapter, division or international sponsored meetings, programs or events (any combination)
10. Recruit at least one new member
11. Integrate IAAP membership and involvement into annual performance plan or review

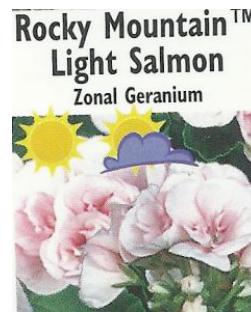
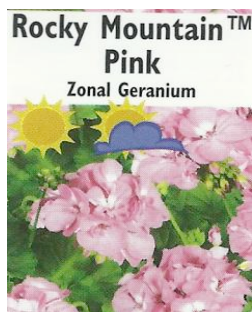
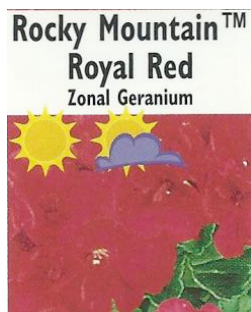
***Submission Deadline is JUNE 30, 2011***

For more information visit: <http://pathways.iaap-hq.org/IAAPHQ/Pathways/MemberofExcellence/Default.aspx>

## *Spring Showers Bring May Flowers!*

Please submit your Geranium orders by April, 15, 2011 to Julie Lawrence, CPS/CAP. Plants will be delivered at the Chapter meeting on May 3.

4 colors of Geraniums are available: Royal Red, Pink, Two-Tone Pink and Blush Salmon. The plants are 4 1/2 inch pots and cost \$3.00.



### **Mark Your Calendar**

#### **April**

- 5 Chapter Meeting
- 13 JCCC Administrative Day Seminar
- 15 Geranium orders due
- 16 Mock Exam & MS Walk
- Kaw Chapter Education Seminar
- 20 KCK Chapter Education Seminar
- 24 Easter
- 27 Administrative Professionals Day
- 28 Johnson County Chapter Education Seminar & APW Event
- 29 Kaw Chapter APW Event

#### **May**

- 3 Chapter Meeting & Geranium delivery
- 8 Mother's Day
- 30 Memorial Day

#### **June**

- 7 Chapter Meeting
- 17-19 KDAM, Wichita, KS
- 19 Father's Day



#### **April Birthdays:**

- Apr. 1 Shelli Mundziak, CPS
- Apr. 4 Maat Manyatta

#### **April IAAP Anniversaries:**

- 1999 Loretta Zuniga
- 2008 Pam Pereira
- 2009 Jane Hoyland, CPS
- 2010 Cindy DuMortier, CPS

Help the Retirement Trust Foundation reach it's financial goal this year and support our mission of providing housing assistance to administrative professionals, age 55 and older, who are in need. In the current economic environment, finances can be tight for many of our members, but it can be even worse for our retired members. If every member can donate just \$3.25 each, plus \$100 from each division, we will reach our goal.

Who doesn't want to get more for their money these days? It's easy to double your donation to the RTF by using company match. Many companies will match a charitable contribution dollar for dollar. This is an easy way to double your donation, and you will get credit in the Family of Givers (FOG) program for your actual donation AND the match. Your chapter and division also benefit because calculations of total donations are rolled up from individual to chapter to division.

For more information about the Retirement Trust Foundation please visit the RTF website at [www.iaap-rtf.org](http://www.iaap-rtf.org).

The RTF appreciates your generosity.



## Kansas Division & Minisa Chapter Cordially Invite You to . . . Wichita, KS

### Kansas Division Annual Meeting June 17-19, 2011 Hyatt Regency (downtown)

**Your Kansas Division officers and Minisa Chapter look forward to providing you with a weekend filled with education, networking, business, fellowship, food and fun. We are excited to welcome you to Wichita!**



## Is My Face Red? Overcoming Embarrassments at Work

Whether it's a foot-in-the-mouth faux pas, wardrobe malfunction, glaring error or dumb mistake, we've all had embarrassing experiences at work. Although such moments can be humbling, it is possible to bounce back, overcome the incident and gracefully move on.



Following are some *real-life workplace bloopers*, recounted by executives interviewed by OfficeTeam, as well as advice for overcoming these types of slipups.

### Recovering from a Slip of the Tongue

*"I answered the phone using the wrong company name."*

*"I called my boss 'my love' by complete accident."*

It's not uncommon to trip over your own tongue. When it happens, correct yourself, apologize and laugh it off. Dwelling on the gaffe will only make matters worse. Avoid such blunders in the first place by slowing down, focusing on the subject at hand and taking a few moments to organize your thoughts. If you feel rushed or nervous, a deep breath or two will help you regain your composure.

### Getting Past a Clothing Calamity

*"My trousers tore in front of my team members."*

*"I conducted a training session with my zipper down."*

When issues arise with clothing, remain calm and discreetly fix the problem. If others have noticed, a quick joke or light-hearted comment could help diffuse any awkwardness. To prevent wardrobe malfunctions, check your work attire for stains and tears before leaving the house. But also realize that a clothing calamity — such as spilled coffee on your blouse — can sometimes occur despite your best efforts.

### Making Amends When a Mistake Involves Others

*"I spilled coffee all over my boss."*

*"I sent an offer letter to the wrong candidate."*

When a mistake upsets or offends a colleague, client or customer, it's essential that you immediately own up to your gaffe. Do not minimize or make light of it; simply apologize and offer to correct the situation, if possible. You may even want to follow up with those involved to explain the steps you'll take to avoid a similar mistake in the future.

To prevent such situations in general, don't multitask or rush. People are more prone to mistakes when they're distracted, preoccupied or acting in haste.

*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).*

## Noodle Soup: April

*A little sampling of trivia to feed your noodle!  
Answers on the next page.*

1. In what year was Administrative Professional's Day (originally called Professional Secretary's Day) created?

- a. 1941
- b. 1952
- c. 1963
- d. 1974

BONUS: who spear-headed this effort?

2. How much ore must be mined to find just one diamond? (April's birthstone)

- a. 2 tons (4000 pounds)
- b. 20 tons (40,000 pounds)
- c. 200 tons (400,000 pounds)
- d. 2000 tons (4,000,000 pounds)

3. A baby bunny is also known as a:

- a. Cub
- b. Kit
- c. Pup
- d. Whelp

4. Why was Tax Day extended to April 18th this year?

- a. the forecasters have predicted a storm on April 15
- b. April 18 was misprinted on the IRS hardcopy forms
- c. Washington D.C. observes Emancipation Day on April 15
- d. April 15 falls on a Saturday

5. The moon in April is called the:

- a. Egg Moon
- b. Grass Moon
- c. Hare Moon
- d. All of the above

Sources: [iaap-hq.com](http://iaap-hq.com), [diamond-facts.net](http://diamond-facts.net), [raising-rabbits.com](http://raising-rabbits.com),  
[timeanddate.com](http://timeanddate.com), [holidayinsights.com](http://holidayinsights.com)

**“In everyone's life, at some time, our inner fire goes out. It is then burst into flame by an encounter with another human being. We should all be thankful for those people who rekindle the inner spirit.”**  
**- Albert Schweitzer**



Images from Google

Visit our Chapter's website for the latest updates:

<http://www.iaap-johnsoncounty.org/IAAPHQ/JohnsonCounty/Home>

Check out our Chapter's Fan Page on Facebook:

<http://www.facebook.com/pages/IAAP-Johnson-County-Kansas-Chapter/229015876623?ref=sgm>

Noodle Soup Answers:

1. B BONUS: Harry F. Klemfuss, PR Executive, Young & Rubicam , 2. C, 3. B, 4. C, 5. D

*Submit newsletter photos, articles, events or suggestions by May 20th for our April newsletter to: [erin.bolton@yahoo.com](mailto:erin.bolton@yahoo.com) Your comments and feedback are always appreciated. Thanks from the editorial staff.*

***Happy April!*** Thanks for reading the e-newsletter.

*Please conserve our resources. Print as necessary.*

