

International Association of  
Administrative Professionals®  
Milwaukee Chapter

# International Association of Administrative Professionals



## Milwaukee Chapter Newsletter

January 2011

President—Laura Larrabee  
Secretary—Kathy Day

Vice President—Kristi Sanders  
Treasurer—Jennifer Boulter

2010—2011  
Milwaukee Chapter  
Board Members

**Auditing**  
Eileen Rauman CPS

**Bylaws**  
Elizabeth Brucks

**Education**  
Sarah Bates CPS/CAP

**Fundraising**  
Renee Boedecker

**Membership**  
Mary Brossard

**Nominating**  
Shirley Tiedjen CPS

**Programs**  
Marlene Kollmeyer CPS/CAP

**Parliamentary Advisor**  
Cassie Laskowski CPS

**Chapter Meeting**  
February 10, 2011

Klemmers  
10410 W. Oklahoma Ave.  
Milwaukee, WI

Networking—5:30pm  
Dinner—6:00pm  
Program—7:00pm

Menu  
Sliced Ham  
Chardonnay Chicken/Pasta  
Mandarin Orange Chicken  
Salad

Dinner \$15.00 Members  
\$18.00 Non-Members

RSVP Contact:  
[kristisandersvp@gmail.com](mailto:kristisandersvp@gmail.com)



## President's Message



**We All Have  
Something To  
Learn**

When I began my career as a secretary 33 years ago, the methods we used to handle correspondence, spreadsheets, filing, and answering phones was torturous in comparison to methods today.

However, as methods change, processes also change. I have to keep an attitude of being willing to learn and teachable. There is a saying, "You don't know what you don't know". Now think about that.

As new administrative assistants come into the workplace, the more seasoned workers have much to pass along. We also must be open to new ideas and encourage each other.

I have witnessed this during my years as a board member;

first as a committee member, then as a committee chair, and finally as serving in several offices. The new members of the board give us fresh ideas and we try not to follow the old adage of, "this is the way we've always done it".

You always have something to contribute. You have to step out of your comfort zone and be a participant instead of an observer.

That is what belonging to IAAP is all about; to help you to gain confidence, learn new skills and new ideas. Then utilizing these tools in your job and enhancing your career and your resume as you move on to greater heights.

Laura Larrabee  
President

*Be kinder than necessary  
for everyone is fighting  
some kind of battle.*



[www.iaap-milwaukee.org](http://www.iaap-milwaukee.org)

**Milwaukee Chapter  
Dinner Meeting Dates**



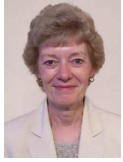
February 10, 2011  
March 10, 2011  
April 14, 2011  
May 12, 2011  
June 9, 2011



## Becoming A Business Partner to the Boss Lynne Woida, CPS/CAP

Today's professional involves much more than ticking off a daily list of duties handed down from a boss to a subordinate. Admins are expected to be project managers, ambassadors, troubleshooters, gatekeepers and advisers to their executives. Learn how to identify initiatives and find greater fulfillment in working shoulder-to-shoulder with your manager toward common goals.

**Note:** Lynne Woida was our scheduled speaker for January and the presentation was rescheduled for this month.



## Member Perspective

by Kathy Weyda CPS

Recently, I decided to remove the dust that had accumulated over the years on a textbook from my business college days, *Secretarial Finesse*. The class was taught by the founder and Chairman of the Board, Elizabeth Skerritt Dodge, at Prospect Hall (A Secretarial and Finishing School for Girls) with campuses in Milwaukee and Fort Lauderdale, Florida. Now I'm really dating myself, but I look very fondly on the year I spent there as it provided me with an excellent foundation for the skills I would use throughout my career.

As I flipped through the chapters, I was surprised that many of the topics covered are still relevant for today's administrative professional as we strive to provide excellent client service for our companies and the executives that we support. Chapters included topics such as Initiative, Interest, Enthusiasm, Adjustment, Cooperation, Vitality, Energy, Courage, Self Confidence, Mental Retention, Timing (Pressure, Tension, Punctuality), Expediency, New Ideas (with subtopics such as Resourcefulness, Imagination, Vision, Creative Thinking, Progress, Research), and Integrity. It included chapters on Dedication, Composure, Emotional Control—now known as self-regulation and encompassed in Emotional Intelligence—Efficiency, Vision, Leadership (with the ability to delegate work, communicate and expedite, power to organize, and clarity of thought), Focus, and Advancement.

According to Mrs. Dodge (that's exactly as she needed to be addressed), even back then, more adults were enrolled in continuing education courses than the number of students in secondary schools. Her advice was that a professional secretary needs to continue to grow in their position, learning new methods, enlarging ideas, and increasing their knowledge of their organization and their profession. A secretary needs to be able to discuss these items intelligently with other interested associates. In addition, a secretary needs to have an awareness of keeping pace with her job, her associates, her employer and her friends. Therefore, a secretary is building "piece by piece a relative importance of growth," as stated by Mrs. Dodge. That's exactly what we are doing as members of IAAP. We are all aware of our need to keep pace with new technology and other technological advances within our profession, the need to increase our self confidence and "social graces," (a term used quite frequently in my review of the textbook), and networking with our friends and colleagues—all of which are available through our organization.

While our jobs have changed dramatically from the time of publication of the textbook, I found some of the tips and suggestions very enlightening. Mrs. Dodge advised that composure is emotional control. She stated that "The person with this fine quality does not permit her inner feelings to conflict with good manners and efficient performance of duties." A secretary realizes that such displays can cause interference with duties of co-workers and executives. She further advised that evenness of temper, gracious manners, and controlled emotions under stress are qualities that rate highly in administrative positions. She stated that "Emotion is contagious, and it behooves the wise secretary to control inward feelings that could easily result in loss of time, temper and potentially their position. Poise is a quality necessary for leadership." While leadership abilities differ for many individuals, good leaders possess the characteristics of integrity and dedication. They share credit for successes, are open to new ideas and creative in their ability to think outside of the box, are fair in their dealings with others—yet assertive in sharing expectations and results. Again, IAAP can provide an excellent foundation for acquiring and using those skills.

I also found lots of humor in my readings including interview tips that included: "Do not touch skirt when being seated. One foot moved slightly forward, a gentle bending of the knee, will drop shirt into place." Can't imagine that was easy to do. Another section included tips for packing a briefcase and travel bag for an employer. I suspect our early PSI (Professional Secretaries International) members did that too. And, after the first month on the job it was O.K. to begin to revise some stereotyped phrases in letters, being careful not to change the meaning or tone. I think it took me longer than the first month; what about you?

So, as members of IAAP give yourself a pat on the back. Your organization continues to be the authority on the administrative profession and has been since 1942. I think it's exciting to note our new standard of excellence in our certification program in moving to a one rating system—the Certified Administrative Professional (CAP) with a specialty in Organizational Management (OM) and perhaps more specialties in the future in addition to webinar training. All of these changes will assist today's administrative professional to expand their skills and their careers.

Congratulations to those of you who are members and strive to do your very best in your jobs on a daily basis.

## CH..CH..CH..CHANGES

*The November meeting notice and RSVP are on the next page of this newsletter.*

*In an attempt to become Green, please use the active link for Kristi Sanders.*

[kristisandersvp@gmail.com](mailto:kristisandersvp@gmail.com)

## MEMBER OF EXCELLENCE (MOE)

*A Member of Excellence will receive a certificate. If you achieve the MOE for five consecutive years, you will receive the Member of Excellence pin.*

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

- 1. Sign the online Member of Excellence Commitment agreement.*
- 2. Actively participate in the IAAP web community forum discussions or submit an article for an IAAP publication of 200+ words (chapter, division or international level).*
- 3. Attend non-IAAP professional education workshops, seminars and conferences.*
- 4. Hold a degree, certificate or equivalent (a minimum one year in length) from an accredited college or earn a Microsoft (MOUS) certification.*
- 5. Pay membership dues on or before anniversary date.*
- 6. Serve as a chapter, division or international officer, committee chair, or committee members, or serve as an RTF Trustee.*
- 7. Conduct a public presentation, program or training.*
- 8. Attend a minimum of eight chapter, division or international sponsored meetings, programs or events (any combination).*
- 9. Recruit at least one new member.*
- 10. Be a current CPS and/or CAP holder.*
- 11. Integrate IAAP membership and involvement into annual performance plan or review at your job.*

More information available at <http://pathways.iaap-hq.org/IAAPHQ/Pathways/Programs/>



### February 10, 2011 Dinner Meeting & Program

Klemmers Banquet Center  
10410 W. Oklahoma Ave.  
Milwaukee, WI

Networking—5:30pm  
Dinner—6:00pm  
Program—7:00pm

#### Menu

Sliced Ham  
Chardonnay Chicken/Pasta  
Mandarin Orange Chicken Salad



Dinner \$15.00 Members  
\$18.00 Non-Members

RSVP Contact: [kristisandersvp@gmail.com](mailto:kristisandersvp@gmail.com)

# Certification

## Professional Certification

IAAP sets professional standards through its Institute for Certification. Certification benefits include:

- Job Advancement – Gain a competitive edge for promotions and hiring
- Professional Skills
- Salary – Studies show that CPS/CAP holders earn more than those who do not have the certification
- Esteem
- College Credit
- Certification Seminars

The Milwaukee Chapter encourages pursuit of the CPS and CAP certification.

For further information on the CPS or CAP certification programs, contact [Sarah Bates](#) CAP, Milwaukee Chapter Education Chairman.

## Future Certification Exam Dates & Deadlines

### Exam Dates

May 6-7, 2011  
November 4-5, 2011

### Deadline Dates

February 15, 2011  
August 15, 2011

## Human Performance Tools

by Laura Larrabee

To reduce instances of human error, these simple but effective tools are used at the company where I work. I am sharing these with you.

**Pre-Job Briefing** – Encourages interactive discussion and dialogue among all individuals involved with an activity to ensure final precise instructions and essential information are given prior to performing the activity.

**Self-Checking** – Reduces the frequency of errors made by the individual in the performance of skill-based activities. These errors are typically slips and lapses. (Remember that we all make mistakes from time to time – we are not perfect).

**Questioning Attitude** – Reduces the frequency of errors made by an individual. A questioning attitude is one in which individuals are alert to inconsistencies in their work and stop to resolve inconsistencies before proceeding with work execution. (If it doesn't seem right, don't be afraid to speak up and ask. Trust your instincts.)

**Peer Checking** – Peer Checking is a series of actions by two individuals working together at the same time and place, before and during a specific action, to prevent an error by the performer. (I commonly use this when preparing spreadsheets with lots of numbers, I ask someone to check the numbers as I read them off. This saves you embarrassment when handing over a final report for a meeting).

## IAAP Mission & Vision

**IAAP's Mission:** Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development.

### IAAP's Core Values:

- **Integrity:** We demonstrate this cornerstone of our profession through honesty, accountability, and high ethical standards.
- **Respect:** We create respect within our profession and association through listening, understanding and acknowledging member feedback.
- **Adaptability:** We ensure the success of our association by embracing positive change and by nurturing diversity, creativity and visionary thinking.
- **Communication:** We cultivate and maintain excellence by remaining approachable at all levels, communicating openly and building strong relationships.
- **Commitment:** We are steadfast in our goals to develop learning opportunities for career-minded administrative professionals and to strengthen efficiency and effectiveness.

*Giving a nod does  
not row the boat*

*.....Irish Proverb*



## **I AM HOPING YOU WILL VOLUNTEER TO BE AN OFFICER FOR NEXT YEAR!**

By Shirley K. Tiedjen, CPS  
Nominating Committee Chairman

The Milwaukee Chapter of the National Secretaries Association was started on April 16, 1947, when 61 women become charter members. Membership dues were \$0.50 per month, payable monthly, quarterly, semi or annually. (They learned quickly, though, and two years later members were asked to pay on an annual basis to eliminate monthly entries for each member). (Thank you Marion Gehl, CPS/CAP, Past President and historian.)

1947 was the year that:

- Jackie Robinson signed with the Brooklyn Dodgers
- Harry Truman was president (and there was no vice president) (don't ask me why though, I wasn't around)
- a 3-bedroom home cost \$6,650 and a new Ford cost \$1,086
- the Howdy Doody radio show began
- Howard Hughes built and flew the Spruce Goose once!
- Everglades National Park was created
- the Dead Sea Scrolls were found
- mono-sodium glutamate was first marketed, and

the Chapter membership grew to as many as 250 in the mid-1980s, but currently we have 53.

I joined Professional Secretaries International (PSI) in May 1990 after obtaining my "Certified Professional Secretary" designation the year before. I met many wonderful ladies taking classes at Milwaukee Area Technical College in preparation for the examinations; one is our International President Mary Ramsay-Drow, CPS/CAP.

When I first joined there were approximately 150 members who attended the monthly meetings held at various venues throughout Milwaukee and the suburbs: Alioto's (Wauwatosa - different years), Allis Chalmers' Clubhouse (West Allis), Best Western (Wauwatosa - now St. Joseph Hospital Outpatient Center), Embassy Suites (Waukesha), Italian Community Center (Milwaukee), Klemmers (Milwaukee - different years), Midway Motor Lodge (Milwaukee), Radisson (Brookfield and Wauwatosa - different years), and more, but I am getting old and have a bad memory!

For me, as a member of the Milwaukee Chapter of IAAP, it's not only a fun evening out, including many delicious meals, but an opportunity to network with fellow secretaries/administrative employees and enhance my knowledge from the many excellent speakers (some our own members).

If you can recall I was the Nominations Chair under Past President Eileen Rauman, CPS last year. It was a touch and go situation, because up until 5:30 P.M. on April 8<sup>th</sup>, we did not have a complete slate of candidates to present to the general membership. Two members stepped up before the dinner and said they would accept the challenge and keep the Chapter alive for another year. It would have been tragic to fold when our own Mary Ramsay-Drow, CPS/CAP was just getting ready to be installed as International President. The Chapter must have a President and Treasurer per 'International Bylaws, Article V – Constituents, Section B.1'. If we aren't successful in filling those positions, the Milwaukee Chapter will automatically be disbanded.

My neighbor and friend, President Laura Larrabee CAP, asked me again if I would serve as Nominating Chair for this year. I wanted to say no, because of the difficulty in finding candidates last year, but I couldn't. I am probably as busy as anybody else is (working full time, taking care of my elderly mother who lives with me, church activities and Boards, investment club, block watch captain, house maintenance, etc.), but I said yes.

Now, I am asking you to look deep within and see if you can share your God-given talents for the good of this organization. We have two members willing to serve as President and Vice-President. But we are looking someone to fill the roles of Secretary and Treasurer. Is that you? Can you give it a try for a year?

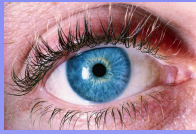
At the January 13<sup>th</sup> membership meeting we distributed officers qualifications, and Chapter Office Nomination forms, which were also emailed to all members. Please to review the information, think about what YOU have to offer IAAP and the Milwaukee Chapter, then complete and return to me via email before February 11<sup>th</sup> at [tied-jesk@milwaukee.k12.wi.us](mailto:tied-jesk@milwaukee.k12.wi.us) or in the U.S. mail if after February 12<sup>th</sup> to 1838 N. 52<sup>nd</sup> Street, Milwaukee, WI 53208-1750.

If you have any questions, please contact me at (414) 778-0786 (evenings/weekends) or [tied-jesk@milwaukee.k12.wi.us](mailto:tied-jesk@milwaukee.k12.wi.us). Kathy Weyda at [kweyda@deloitte.com](mailto:kweyda@deloitte.com), or any of our current officers.

Wouldn't it be sad to see more than 64 years of dedication and effort go by the wayside for lack of interest or unwillingness to give a few hours a month to serve?

Remember these words from a very wise man.....*Unless someone like you cares a whole awful lot,  
nothing is going to get better. It's not.*

~Dr. Seuss?



## Exercises To Relieve Eye Strain

Try these exercises when you feel your eyes straining at your computer. It really works.

### Exercise 1

#### **Palming**

The palming exercise will teach you to relax your eyes, which in turn will bring healthy energy to your eyes.

First, rub your hands together until they feel warm (about 15 to 20 seconds). Then place your cupped hands over your closed eyes, being careful not to touch your eyes with the palms of your hands. The fingers of each hand should overlap and rest gently on the center of your forehead. Don't create any unnecessary pressure on your face. If your arms get tired, rest your elbows on a table. Sit quietly for one to two minutes with your hands over your eyes. The more relaxed you become, the blacker the darkness you will see with your eyes closed.

### Exercise 2

**Near-far focus** - this exercise improves eye flexibility:

Hold your thumb six inches from your nose. Focus on your thumb. Take one deep breath and exhale slowly. Then focus on an object about 10 feet away. Take another deep breath and slowly exhale. Repeat back and forth 15 times

### Exercise 3

**Scanning** - this exercise helps you increase the flexibility of your eyes.

Sitting or standing at one end of a room, let your eyes scan around the edges of objects in the room- clocks, televisions, doors, lights, computers, etc. the object of this exercise is to keep your eyes moving in a loose and fluid way. Do this exercise for two minutes and remember to breathe.

## February 2011 Anniversaries & Birthdays

### Anniversaries

- Sharon Miley 16 years
- Laura Larrabee 14 years
- Sandy Lumley 4 years
- Jennifer Robbins 4 years
- Renee Boedecker 3 years
- Mary Brossard 3 years

### Birthdays

- Jeanne Grzegorek 02/03
- Marlene Kollmeyer 02/07
- Jane Nawrocki 02/13
- Arline Bloom 02/19
- Kathy Day 02/24

ONLY 9 MORE  
WEEKS OF  
WINTER



*Submissions are WELCOME for the next Newsletter by February 14*

*You will fulfill one of the requirements for MOE*

*Article suggestions, questions and feedback are gladly received at*

*LLarra7603@aol.com*