

2011-2012
Milwaukee Chapter
Board Members

Auditing

Eileen Rauman CPS

Bylaws

Elizabeth Brucks

Education/Certification

TBD

Membership

Laura Larrabee

Nominating

Shirley Tiedjen CPS

Programs

Tammy Hosch

Public Relations

Marlene Kollmeyer CPS/CAP

Websmaster

Debbie Wendlandt

Mark Your Calendar

Next Chapter Meeting



Klemmer's Banquet Center
10410 W. Oklahoma Ave.

Menu—Page 3

NEW PRICING

\$10.00—Members

\$18.00—Non-Members

**Meeting/Program only
\$5; reservation required**

International Association of Administrative Professionals®

Milwaukee Chapter Newsletter

October 2011

**President—Kristi Sanders
Vice President—Kathy Day**

**Secretary—Donna Lenda CPS/CAP
Treasurer—Sandra Lumley**

President's Message



Kristi Sanders
President

Hello Members, Fall blessings everyone!

Trees are turning colors, the crispness is in the air, pumpkins are being purchased, mums are blooming and Halloween is on it's way. Our chapter is off to a wonderful start this year and I am sharing our strategic plan with you in this month's newsletter. Please read and let me know if you have any questions or ideas to share.

2011-2012 IAAP MILWAUKEE CHAPTER STRATEGIC PLAN

Our goal for this chapter year is to increase membership, educate members, reach out to the community and grow volunteerism within our chapter. Our hope is to increase membership 15% by May 31, 2012.

We have started this year off on a positive note. We have had 3 new members join within our first two months, created a partnership with The Joy House/Milwaukee Rescue Mission and have had at least ¼ of our membership already sign up for Member of Excellence.

We have great programs this chapter year offering educational speakers for our members and guests monthly.

Our Good of the Profession has offered quite a few job openings via our website and the list

continues to grow. Members have announced openings and brought job descriptions to the chapter meetings to share with other members.

We held our membership drive in October which was a huge success. We had 9+ guests at our meeting including outside chapter and division members. Our liaison from The Joy House/Milwaukee Rescue Mission spoke to our members educating them on their mission to the community and we are thrilled to be a part of their mission.

In November we will be holding a food drive for donations and will continue to support The Joy House and other causes next year.

We are preparing for members who will be taking the certification program test next Spring.

New books are on their way and applications are being processed.

We will be attending FEC the end of October and representing our chapter amongst other IAAP members and look forward to coming back and sharing our experience with members. We will be attending educational workshops that will help us offer training and leaderships skills.

We will be starting to plan for our APW week in April. We will also be celebrating our 65th anniversary which we are very proud of.

Our members are sharing fliers monthly at work with their co workers, family and friends hoping to bring a guest for a

chapter meeting so we can educate others about IAAP and what we have to offer. The fliers include guest speaker, dinner options, etc. We are also reaching out to Members at Large and members who have left, but may consider coming back.

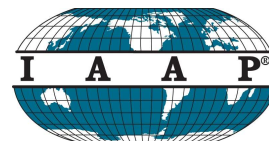
Our communication has improved this year and we can only grow bigger and better.

International is offering their R&E program that offers first timers the chance to attend EFAM financially. This is being offered to members who are unemployed and not financially backed by their employer. What a great opportunity!

Thank you so much to my officers and committee chairs who continue to volunteer their time and talents this year in our team effort to help our chapter

Take the Leap to Remarkable!

Respectfully,
Kristi Sanders
President
IAAP Milwaukee Chapter
2011 Member of Excellence



International Association of
Administrative Professionals®
Milwaukee Chapter

Hunger Task Force – November Food Drive



*Please bring your
non-perishable food
items to the November
meeting*

50/50 Raffle

*Also, the proceeds
from the 50/50 raffle
will be donated to the
Hunger Task Force*

As fall approaches and the fight against hunger continue, Hunger Task Force will be faced with new challenges to keep local families healthy and safe in Milwaukee.

In Milwaukee, one in four people – and nearly 50% of our community's children – live in poverty as the city continues to struggle as one of the poorest in the nation. Hunger follows poverty. Hunger Task Force operates a food bank that delivers emergency food completely free of charge to a local network of 80 pantries, soup kitchens and homeless shelters in Milwaukee County. Monthly, 35,000 people rely on these pantries, and nearly 60,000 meals are served at soup kitchens and shelters.

Hunger touches all vulnerable populations, including the working poor, the disabled, children, seniors, the unemployed and those falling off of unemployment. Hunger Task Force recently conducted a survey of their pantry clients, and found that nearly 60% were skipping meals or experiencing food shortages in their homes. Worse, 40% reported feeding their children less because they did not have enough food.

This year, Hunger Task Force will face great challenges to maintaining a steady supply of emergency food at our affiliated charities. Recently federal budget cuts have slashed commodity supplies and funding for important emergency food programs that the

food bank relies on to feed families. Pantries will lose hundreds of thousands of pounds of food, as well as significant funding to purchase fresh foods. Into the fall, Hunger Task Force already projects shortfalls of three semi-truckloads of food, including healthy staples like breakfast cereal and vegetable soup. The shortfalls could reach as high as 14 semi-trucks of food, nearly 600,000 pounds.

Because of these budget funding cuts, pantries will have fewer resources to keep a steady supply of food available, and a desperate situation will arise for families seeking help.

As Milwaukee's anti-hunger leader, it is Hunger Task Force's great responsibility to ensure that the safety net stays intact in our community. The Emergency Food program provides families with their most basic needs and dignified access to food.

The food Hunger Task Force supplies is always healthy and nutritious, representing breakfast, lunch and dinner for a family based on household size. We combine available commodities with donated food from large-scale food drives. They make emergency purchases with donor funding when important items like breakfast cereal or infant formula run short. We infuse over 300,000 pounds of produce from our farm in to our emergency food supply during the growing season

to ensure fresh fruits and vegetables for those relying on non-perishable pantry food.

A supply of emergency food from a pantry helps a family pay their rent and utility bills, keeping them housed. Soup kitchens and shelters provide hot meals to the homeless who otherwise wouldn't have access to food on the street. This food keeps children safe and families healthy. And, because of the generosity of our local donors, Hunger Task Force can provide every pound of food to our local affiliated network absolutely free or charge. Our model of Free and Local service distinguishes the Hunger Task Force food bank from all others in the region.

Thank you again for your consideration of this request. Hunger Task Force is preparing for the challenges we will face come fall, and we have taken steps to train our network to manage the needs in light of significant reductions in food. Your support is needed now, more than ever.

Please bring your non-perishable food to the November membership meeting and I will make sure it is delivered to Hunger Task Force.

Thank you for your assistance in helping feed those less fortunate than ourselves.

SHIRLEY K. TIEDJEN, CPS
Nominations Chair

Joy House Collection

Thank you for Donating School Supplies/Cash to the Joy House

A great big thank you to:

Elizabeth Brucks, CPS, Kathy Day, Judy Eft, CPS, Marleen Kollmeyer, CPS, Laura Larrabee, Donna Lenda, CPS/CAP, Gloria Lueck, CPS, Sandy Lumley, Eileen Rauman, CPS, Kristi Sanders, Crystal Stinemates, Shirley Tiedjen, CPS, Karina Van Doren, and Kathy Weyda, CPS for donating school supplies and a cash donation of \$92.50 at the September

8th and October 13th membership meetings.

The children and their families appreciate the generosity of our members and are able to start this school year with new supplies.

If you wish to bring more supplies throughout the chapter year, I will be happy to take them down to the Joy House.

Executive Director Aurelia Brown attended our October meeting as a guest of President Sanders, and said she was

blessed to have IAAP support her cause.

Thank you again for your support.

SHIRLEY K. TIEDJEN, CPS
Nominations Chair
2011 Member of Excellence



Milwaukee Chapter IAAP

November 10, 2011

"A Primer on Parliamentary Procedures"

Presented by Kathy Day, Vice President



Kathy Day

IAAP Milwaukee Vice President

What are parliamentary procedures? Why are they necessary for conducting meetings? When is it appropriate to state a motion, limit debate or reconsider? Who has the floor?

Learn the reasons why *Roberts Rules of Order* were created and why they are crucial to conducting organized and efficient meetings.

Kathy has been a member of the Milwaukee County Unit of Parliamentarians since 1996. The following year, she studied for and passed the membership exam for the National Association of Parliamentarians and, thus, enabling her to use the Parliamentarian designation. Kathy is Immediate Past President of the Milwaukee County Unit and current Corresponding Secretary for the Wisconsin Association of Parliamentarians.

Don't miss this educational opportunity. Make your reservation today!

Learn why Roberts Rules of Order are crucial to conducting efficient meetings..

OCTOBER 10, 2011

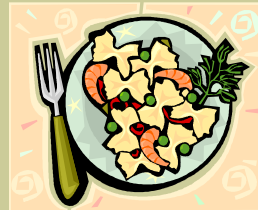
DINNER MEETING

Pasta & Salad Bar

Members: \$10.00

Non-Members: \$18.00

Respond to kdrsvpmilwiaap@gmail.com



The deadline for dinner reservations is noon on Monday before the meeting

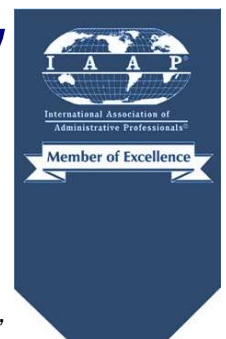
Become a Member of Excellence in 2011-2012!

By Nancy Arnold, CPS/CAP

Wisconsin Division President

The Member of Excellence (MoE) program provides annual recognition to IAAP members who meet eight criteria out of a list of eleven. Some of the criteria carry over from year to year, such as holding a CPS and/or CAP rating and earning a college degree or certificate. Many of the criteria are easy to accomplish, such as signing the commitment form and paying your dues on time. Some require a little more work, but every one of them can be accomplished!

The latest member survey indicated that 45% of those responding participated in the MoE program in 2009-2010, and many more said they planned to participate in 2010-2011. In fact, 64 members were awarded the MoE distinction last year (about 13% of our membership). Let's increase that number this year! I would love to see Wisconsin Division have 15% of our members achieve MoE in 2011-2012. Need some motivation, ideas, suggestions or assistance? Check the Wisconsin Division eGroup throughout the year, where you can ask questions, get advice, and hear from other members who are also working on their MoE criteria. The discussions will begin on October 15.



Tune in to WIIFM 'What's In It For Me'

The Membership Drive continues

Wisconsin Division dues will be waived if you join by November 14th.

Contact:

Laura Larrabee—llarrabe@bechtel.com

Berry Lynn Wilson—blwilson1@att.net

Kathy Weyda—kweyda@deloitte.com



DRESS CODE—Why Professionalism Counts

From the Editor

As members of IAAP, we take pride in our professional image in the workplace and other business settings. This also is reflected in the way we present ourselves to others by the way we dress. Thankfully, guidelines are always attached to IAAP event registrations on how to dress for the various activities at educational conferences.

However, have you noticed how business attire is becoming more casual, sometimes downright sloppy in our places of business both in the office and at business events. This presents uncomfortable situations on how to deal with this when our co-workers don't take pride in appearances.

This from Paula Williams of www.Ravenwerks.com – Global Ethics, Etiquette and Effectiveness

"Business etiquette is made up of significantly more important things than knowing which fork to use at lunch with a client. Unfortunately, in the perception of others, the devil is in the details. People may feel that if you can't be trusted not to embarrass yourself in business and social situations, you may lack the self-

control necessary to be good at what you do. Etiquette is about presenting yourself with the kind of polish that shows you can be taken seriously. Etiquette is also about being comfortable around people (and making them comfortable around you!)

People are a key factor in your own and your business' success. Many potentially worthwhile and profitable alliances have been lost because of an unintentional breach of manners"

Following are comments from the eGroups room at www.iaap-hq.org

- Employees are expected to project a professional image and dress in appropriate business attire. Good grooming and personal hygiene is expected at all times.
- Dressing professionally has always been a "thing" with me and I am very fortunate to have a manager who always is very professionally dressed. I work with two other admins and one of them is always also professionally dressed but to my dismay the other sometimes wears jeans and sneakers. I was

approached by a manager (male) in my department for advice on what he should say to one of his female direct reports who was not professionally dressed.

- I agree, that so many of us dress professionally for work. The sad part, is that when other colleagues (specially in the same line of career) don't, it reflects on all as a group.
- As a communication specialist, I can address the matter to them by stating that proper working attire helps promote the professional image of our company. An employee that looks professional will certainly be more convincing to our clients and will be more willing to do business with us.



Etiquette is about presenting yourself with the kind of polish that shows you can be taken seriously.

IAAP Mission & Vision



Milwaukee Skyline

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.

Number One Skill For The Workplace – Resiliency

By Susan Fenner PhD, IAAP Staff

With all the changes that have taken place in the workplace over the last few years, it is obvious that things will never go “back to normal” – instead, we are living the New Normal. Cost-cutting measures that got us through the economic recession will stay in place. Companies will be slow to replace full-time staff, keep finances pared back, expect more, faster, and continue to hold us accountable. The days of the past are just that...past. So, we have to learn to live and thrive in the New Normal.

The definition of mediocrity today is ‘meeting expectations’. Employers expect that we will innovate, embrace technology, and work to achieve results, not just stay busy. So, what is the top skill that will get us through this demanding time? The answer is –

resiliency.

Resiliency is the art of bouncing back after a challenge, a mishap, or a disappointment. It requires that you change your mind set and live the new reality. Here’s how to develop resiliency:

1. Be 100% committed to your employer, your profession, your values and goals. It requires knowing the end game and staying focused.
2. Look at mistakes and failures as learning experiences. Be transparent – even with your customers.
3. Keep honing new skill sets. As the times change, so must you.
4. Keep pace with technology, but don’t be overwhelmed by it. Find a colleague who is tech savvy and stay in touch to find out the latest programs and most useful apps.
5. Learn to let go. In this sped-up

world, today’s disaster can be tomorrow’s road to greatness. Don’t dwell on, move on.

6. Work on developing self confidence. The better you feel about yourself, the more you can handle ambiguity and change.

7. Collaborate. It takes a village (or a good work team) to produce results. Don’t try to go it alone - nobody can know everything – just know who to call on.

The art of being resilient will allow you to Bounce Back – Bounce Higher!



Employers expect that we will innovate, embrace technology and work to achieve results.

*“Discover why some of the richest people in the world are not millionaires—they are volunteers.”
Author Unknown*

MEMBER HIGHLIGHT



Mary Ellen Clegg

Mary Ellen, who is on the Membership Committee, is our Sunshine Member. When I asked her to be on the committee and contribute to the membership in this capacity, she stated that this designation is appropriate since a former employee called her 'smiley'. As an experienced calligrapher, she will be hand creating cards that will be sent for birthdays, anniversaries, and other occasions.

Mary Ellen who works for Staples joined our chapter in January 2011.

November

Anniversaries & Birthdays

Anniversaries

- | | |
|----------------------------|----------|
| • Elizabeth Horstmeyer CPS | 34 years |
| • Donna Lenda CPS/CAP | 27 years |
| • Berry Lynn Wilson CPS | 19 years |
| • Jean Grzegorik | 12 years |
| • Arline Bloom | 11 years |
| • Pamela Johnson | 10 years |

Birthdays

- | | |
|----------------------------|-------|
| • Tammy Hosch | 11/01 |
| • Rita Otto-Krebs | 11/11 |
| • Barbara Piotrowski | 11/11 |
| • Elizabeth Horstmeyer CPA | 11/13 |
| • Kristi Sanders | 11/19 |
| • Donna Lenda CPS/CAP | 11/23 |
| • Judith Eft | 11/25 |
| • Linda Janick | 11/28 |
| • Laura Larrabee | 11/28 |



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