



April 2011

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Newsletter

From the President



Kathy Briggs,
President

Celebrate Administrative Professionals Day

The theme for Administrative Professionals Day is: This year, celebrate all office professionals. IAAP recognizes the hard work and sacrifice from everyone.

Administrative Professionals Week is always the last full week of April; this year, April 24 through 30. As noted on the IAAP Website and Wisconsin's Engaging Insights, Administrative Professionals Week has become one of the largest workplace observances. The event is celebrated worldwide, bringing together millions of people for community events, educational seminars and individual corporate activities recognizing support staff.

The U.S. Department of Labor statistics notes there are 4.1 million administrative assistants and secretaries working in the United States and 8.9 million people working in various administrative support roles.

Celebrate all office professionals. I look forward to seeing you at our celebration, the Office Personnel Seminar, on April 20.

Chapter of Excellence/Member of Excellence

After the CVC board reviewed the COE criteria recently, we are anxious to announce that our chapter will again be able to achieve the COE designation this year. This chapter award is achieved through team effort. THANK YOU CVC members for generously volunteering your skills, time and expertise to make this happen.

I encourage you, as an IAAP member, to achieve the Member of Excellence award. Review the criteria (I have copies of the criteria at all meetings). If you have any questions, please feel welcome to talk with board members.

2011-2012 Year

The end of the year is always an important time for your support and involvement in monthly chapter meetings. As we plan for the 2011-2012 year, allow yourself the opportunity to develop your leadership skills through IAAP—being an officer, committee chair or committee member. In May, along with the educational program, the Nominating Committee will present the 2011-2012 slate of officers, and we will be planning for committee volunteers.

Chapter Meeting
Wednesday, April 20
The Plaza, Eau Claire

Business Meeting to follow
clean up of the Office Personnel
Seminar.

OPS Volunteers Needed

The Office Personnel Seminar on Wednesday, April 20, is less than a week away, and we encourage as many Chippewa Valley IAAP members as possible to join us for the day at a cost of \$25.

For those of you attending, there are still opportunities to volunteer as a facilitator at the unfilled sessions listed below. Please contact Donna Weidman via email at donna.weidman@gmail.com to offer your assistance.

Task.....	Time.....	Members
Tuesday Setup	4:30 – 7:30 p.m.	Donna, Kathy B., Michele, Pauline, Debbie, Pat
Registration.....	7:15 – 8 a.m.....	Michele, Audra, Debbie
Selling Raffle Tickets.....	7:30 – 8:30 a.m.....	Lisa, Pauline
Session 1	10 a.m.	
1. Tiffany Lewis—Excel Tips.....		Linda
2. Nancy Rothwell—Get Organized.....		Kim
3. Christopher Brooke—Identity Theft		?
4. Melissa Rahko—Virtual Assistance		Pat
Session 2	11:05 a.m.	
1. Ann Ball—Bullying in the Workplace		Kim
2. Dr. Susan Harrison—Intro. to Parliamentary Proc.....		?
3. Nancy Rothwell—Get Organized.....		?
4. Christopher Brooke—Identity Theft		?
Selling Raffle Tickets.....	Lunch.....	Michele & ?
Session 3	1:15 p.m.	
1. Ann Ball—Bullying in the Workplace		Debbie
2. Jeremy Jensen—Phishing, Firewalls, & Facebook.....		Beth
3. Dr. Susan Harrison—Intro. to Parliamentary Proc.....		?
4. MaryAnne Erickson—Simplify: Finding Your Keys		Audra
Session 4	2:20 p.m.	
1. Jeremy Jensen—Phishing, Firewalls, & Facebook.....		?
2. Tiffany Lewis—Weird Office & Computer Tips		Pat
3. MaryAnne Erickson—Simplify: Finding Your Keys		?
4. Dr. Donna Stewart—Female Leadership Styles		Anne
Closing/Prizes/Raffle.....	3:30 p.m.	OPS Committee
Clean-Up/Chapter Meeting ..	4:15 p.m.....	IAAP Members

Celebrate all Office Professionals on Administrative Professionals Day, April 27

Kansas City, Mo.—Even though the unemployment rate is dropping and leading economic indicators are improving, many American workers are still financially and emotionally struggling with the toll of the recession, which is why this year the International Association of Administrative Professionals (IAAP) and admins worldwide will celebrate all office professionals on Administrative Professionals Day.

While experts report the economy is recovering, only 9 percent of administrative professionals believe they'll see an improvement in their salaries and benefits this year. In a 2011 IAAP survey, admins were asked about cuts their company implemented on its workforce and if the coming year would be better. Of the 3,376 office workers that responded, 44 percent said employees' salaries were frozen with 10 percent noting that salaries were cut. Health benefits also hit the chopping block. Thirty-six percent of employees saw health benefits affected with 14 percent who saw their health benefits eliminated and another 12 percent who had to pitch in more of their paycheck to pay for benefits. Other benefits cut were: retirement plan, 12 percent;

bonus pay, 14 percent. Even holiday parties were eliminated with 36 percent missing their December dose of cheer.

What the survey also revealed is that the majority of admins (76 percent) aren't too hopeful that the financial climate in their offices will improve. Respondents believe their benefits and salaries will either remain the same (45 percent) or be cut further (22 percent). Only 9 percent believe pre-recession salaries and benefits will be reinstated. Even though the recovery is picking up speed, workers doubt they'll see a benefit anytime soon.

"We know everyone in the office has pulled together during the recession, not just administrative professionals. With that in mind, we want to applaud the efforts of all office professionals," said IAAP President Mary Ramsay-Drow, CPS/CAP. "That's why in 2011 IAAP and admins around the globe want to include all office professionals for recognition on Administrative Professionals Day."

Join with IAAP on April 27 to celebrate the hard work of

Continued on page 5

RCU Ballot-Counting Project

By Ellen Mickelson

Our chapter was successfully awarded the opportunity to count ballots for Royal Credit Union's 47th annual election of its administrative board officers. The reason we volunteer our efforts toward the project is two-fold—we gain revenue for our chapter, and we are strongly committed to give back to the community in which we live.

As committee chair for the project this year, I wish to personally extend a warm thank you to those members who volunteered themselves in any capacity to help strengthen the support of working this type of project through to completion. Our project encompassed a seven-week time span from March through mid-April. With slight procedural changes and a dedicated work team, we successfully completed the project in fewer hours this year than we have in the past. That is awesome! I now extend the opportunity to everyone to help us again in 2012, if we are awarded the project.

We will be presenting the election results at the RCU board's annual meeting, which is to be held on Tuesday, April 26, at the RCU corporate office in Eau Claire.

Committee Chairs

Regular Committees

Administrative Prof. Week

Donna Weidman, Kathy Briggs, Michele Halterman

By-laws

Kathy Briggs

Certification

Kim Yeager

Education and Program

Donna Weidman

Membership

Nikki Coss, Pauline Spiegel

Newsletter

Michele Halterman

Publicity

Cynthia Welch

Scholarship/Mini-Grants

Sandy Hume, Ellen Mickelson

Ways and Means

Pauline Spiegel

Webmaster

Ellen Mickelson

Special Committees

Annual Report

Kathy Briggs

Audit

Ellen Mickelson

Avery Great Results

Cynthia Welch

Bylaws

Executive Board

Nominations

Ellen Mickelson

Pathways to Excellence

Kathy Dean, Kim Yeager, Kathy Briggs

Retirement Trust

Audra Knowlton

Student Chapter

Anne Madison

Wisconsin Division

Cert. Chair: Heidi Wold

Cert. Member: Kim Yeager

Box Tops for Education Challenge

By Cynthia Welch, CPS

Are you saving your box tops, labels and UPC codes for your children's or your grandchildren's schools? Our chapter can help. IAAP has partnered with Avery and the Box Tops for Education program.



Why am I encouraging our participation? First, to help our schools. Second, there are benefits for our chapter:

- Avery will provide an education grant in the amount of \$2,000 to the chapter (less than 40 members) and to the chapter (40 members and over) that collects the largest number of Box Tops coupons in support of the program. An education grant in the amount of \$500 will be provided by Avery to the chapter (less than 40 members) and to the chapter (40 members and over) collecting the second largest number of Box Top coupon. These four chapters will be recognized following the Avery Great Results awards program at EFAM.
- Avery will provide each participating IAAP chapter with a certificate of appreciation.
- Avery will include an "honor roll" listing of those chapters participating in the Challenge at their Office Expo booth in upcoming years at the IAAP Education Forum and Annual Meeting.



For a list of eligible products, For a list of eligible products, see www.boxtops4education.com or <http://community.iaap-hq.org/IAAPHQ/BoxTopsforEducation/Home/Default.aspx>.

We have until April 30 to collect and must report year-end collection results to IAAP between May 1 and 15, supported by a redemption form completed and signed by your schools' chair or committee chair if you are participating in a project at work.

Member Spotlight: Cynthia Welch



Birthplace: Menomonie (though my parents were living in Shakopee, Minn,

at the time).

Current residence: Menomonie, Wis.

Family: Husband (Gary); three sons (daughters-in-law) and two grandsons: Luke (Angie) w/Owen, Travis (Stephanie) w/Mason, Ned (no wife; dog, Lady, girlfriend, Rachel and her dog, Violet (Lady's sister).

Education: Bachelor of Science at UW-Stout; Hotel and Restaurant Management major, Business and Writing minors.

Current employer: UW-Eau Claire.

Your first job: Menomonie Housing Authority.

What was one of your best jobs, and why? I am currently in my best job—Services for Students with Disabilities, UW-Eau Claire. I love the student contact. I can apply my experience and knowledge gained over the course of 35 years working on campuses; and I know I am appreciated and trusted by my co-workers.

When did you become an IAAP member? January 1981, I joined the newly formed Menomonie

Chapter sponsored by Chipewewa Valley Chapter.

What does IAAP mean to you? Membership in IAAP portrays professional status of me and my colleagues in our profession.

Favorite movie(s): Probably still "Pretty Woman" after all these years.

Favorite book(s): "And Ladies of the Club," but I have HUGE favorites in many genres.

Favorite food/candy/dessert: Vanilla ice cream.

Favorite color(s): Blue or red.

Hobbies: Reading, animals, grandchildren!

Where was your most enjoyable vacation? A trip to Amsterdam with my husband, Gary, almost two years ago; however, a trip to Kirkland, Ohio, to pick up a pair of ponies 15 years ago rates right up there—we brought them back in a pickup truck!

Other interesting facts:

- I've enrolled in a graduate class for spring semester... my first online class.
- Both sides of my family arrived in Wisconsin in the mid-1850s.
- I was named after the heiress to the Hamm's Brewery fortune. My father was working for her family who owned the land the Mall of America now stands on!

Basket Raffle

By Pauline Spiegel, CPS

A BIG THANK YOU to all the members who donated theme baskets, items for the "Handmade and Homemade by IAAP Members" basket (reminder to bring those items to The Plaza Tuesday afternoon or OPS morning), obtained donations from area businesses, or donated dollars or others items for this important fundraiser.

Continued from page 3

all office professionals.

IAAP is the world's leading association for administrative professionals, with nearly 600 chapters and approximately 28,000 members worldwide. IAAP is the sole sponsor of Administrative Professionals Week® April 24-30, 2011 and Administrative Professionals Day® on Wednesday, April 27 (formerly called Professional Secretaries Week® and Professional Secretaries Day®). Further information, including history and a facts sheet on APW, is available from the IAAP website at: www.iaap-hq.org/events/apw.



Research & Education Foundation

The IAAP Research & Education Foundation (REF) was established by a Declaration of Trust in 1966. The REF was created to advance the knowledge of the administrative profession and provide educational services to administrative professionals. The Foundation is governed by a board of trustees consisting of the IAAP president, president-elect, vice president, secretary and treasurer.

The Foundation has assisted the profession through the support of research and studies to help ensure that IAAP is focused on the best practices in office administration. The Foundation has played a key role in advancing the profession by making sure IAAP's certification programs keep up with the needs of the profession and the skills necessary to optimize office productivity.

The mission statement is: The IAAP Research and Educational Foundation is committed to advancing the careers of administrative professionals through research, education and publication initiatives that enhance their professional development.

Mary Ramsay-Drow, outgoing International president from Wisconsin's Milwaukee Chapter, has requested that donations be made to the REF in her honor. The Chippewa Valley Chapter will be putting together a raffle basket for the Wisconsin Division Annual Meeting.

2011 APW Fast Facts (from IAAP Headquarters Website)

A Large and Growing Profession

- Employed in the United States in 2010 (U.S. Dept. of Labor) were 4.3 million administrative assistants and secretaries, along with 1.4 million supervisors of office and administrative support staff.
- Over 500,000 administrative professionals are employed in Canada (Statistics Canada).
- Nearly 500,000 administrative assistant and secretarial positions will be added in the U.S. between 2008 and 2018, representing growth of 11 percent. (U.S. Dept. of Labor).

Typical Duties of Today's Administrative Professionals

- Prepare documents, correspondence and presentations.
- Produce spreadsheet reports.
- Coordinate multiple schedules and calendars.
- Maintain computer files, directories and databases.
- Plan meetings and special events.
- Purchase office equipment and supplies and work with vendors.
- Participate on/lead project teams.
- Interview, orient and supervise other staff.
- Research.
- Learn computer programs and train others in the office.

Most Salaries Expected to Rise this Year

- While salaries took a hit last year due to the recession, this year most salaries in the administrative profession are showing a modest increase. However, those working in the areas of data entry, office services and reception are experiencing an average 1-percent decrease.
- Average 2008 annual earnings of U.S. executive secretaries and administrative assistants (U.S. Dept. of Labor) was \$40,030.
- Expected average salary increase for an administrative assistant in 2011 (OfficeTeam 2011 Salary Guide) is 2.5 percent.
- Expected average salary increase of an entry-level administrative assistant (OfficeTeam 2011 Salary Guide) is 1.4 percent.

IAAP recommends that employers observe Administrative Professionals Week by providing education and training to administrative staff through seminars, continuing education and self-study materials.

The money from that basket will go to the REF to honor Mary for her years of service to IAAP. She will be presented with a check from the division at EFAM.

CPS/CAP Quiz

1. Written essays, critical incidents, and behaviorally anchored rating scales are methods of:
 - a. defining job satisfaction
 - b. identifying task outcomes
 - c. conducting performance evaluations
 - d. empowering employees
2. The method of appraising employee performance on only two characteristics, job performance and promotability, is:
 - a. paired comparison
 - b. factor comparison
 - c. forced distribution
 - d. simple ranking or grading
3. When attending functions where name tags are provided, place your name tag:
 - a. on your left shoulder
 - b. around your neck
 - c. on or near your belt
 - d. on your right shoulder
4. Which one of the following statements uses the correct pronoun reference?
 - a. She and me worked late.
 - b. She and I worked late.
 - c. Her and I worked late.
 - d. Her and me worked late.
5. Which one of the following sentences displays correct English usage?
 - a. What is the principle reason for the delay?
 - b. That scarf complements her suit.
 - c. Whenever we need help, he gives us good council.
 - d. A miner cannot be served alcoholic drinks.

Answers may be found on page 6.

Newsletter Deadline

The submission deadline for the May newsletter is Monday, May 9.

Welcome New Member

We welcome a new member to our chapter—Bonnie Perrenoud. She is a student at Chippewa Valley Technical College and lives in Chippewa Falls. Welcome, Bonnie!

Special Dates for April & May

IAAP Anniversaries

Linda Bockin, 1993
Carmen Tiffany, 2001
Ella Huttner, 2008
Patricia Keller, 2008
Sharon Cormican, 2009
Kristen Curvello, 2010

Happy Birthday!



Kathy Dean, April 17
Heidi Wold, May 8
Sharon Cormican, May 14
Pauline Spiegel, May 19
Donna Weidman, May 20
Kathy Briggs, May 21

Chapter Officers

President

Kathy Briggs

Vice President

Kim Yeager, CAP

Treasurer

Beth Munson

Secretary

Pauline Spiegel, CPS



Chapter
of Excellence

2009-2010

Recipe Corner

Irish Brown Soda Bread

By Pauline Spiegel

This is a healthy high-fiber, low-calorie bread that is delicious toasted with honey or low-calorie jam/jelly. It also makes great French Toast.



Ingredients

- 1 cup whole-wheat flour
- 1 cup white flour
- 2 Tbsp wheat bran
- 2 Tbsp wheat germ
- 2 Tbsp steel-cut oats
- 2 Tbsp flax seed
- 1 tsp salt
- 1 tsp baking soda
- ½ cup protein powder (optional)
- 1 to 1¼ cup buttermilk, coconut milk or almond milk

Preparation

Mix dry ingredients, add milk (add one cup first and then additional as needed). Knead on floured board for a few minutes. Form into a round loaf and put on greased baking pan. Bake 30 to 35 minutes at 350 degrees (can bake longer for a crustier bread).

Chapter Meetings

Executive Committee

May 2. All members are invited to attend. RSVP with Kathy Briggs at khbriggs@yahoo.com.

Chapter

April 20

- *Members to meet after the Office Personnel Seminar*

May 23

- *Utilizing Outlook*
- *Strategic Planning*

June 27

- *Installation of Officers*
- *Member Recognition*

Topics are subject to change.

Office Personnel Seminar

April 20

National/Division IAAP Events

Administrative Professionals Week
April 24–30

Administrative Professionals Day
April 27

CPS/CAP Exam
May 6 & 7

Wisconsin Division Annual Meeting
May 13 & 14
Brookfield, Wis.

Education Forum and Annual Meeting
July 24–27
Montreal Quebec

Wisconsin Division Board of Directors

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Vice President

Kathy Princeton, CAP

Secretary

Lynette Hieronimus, CPS

Treasurer

Irene Scallon, CPS

Great Lakes District Director

Wendy Melby, CAP

CPS/CAP Answers from page 5

1. c; 2. c; 3. d; 4. d; 5. b

Chippewa Valley Chapter

Mission: To be the acknowledged, recognized leader of administrative professionals and to enhance their individual and collective value, image, competence and influence.

Vision: To inspire and equip all administrative professionals to attain excellence. To provide education and training and set standards of excellence recognized by the business community on a global perspective.

Chippewa Valley Chapter is published monthly approximately one week prior to chapter meetings. Deadline for articles is two weeks prior to chapter meetings. Comments, questions and story ideas may be directed to Michele Halterman at halterman.michele@mayo.edu.

Michele Halterman, Editor

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Govin's Meats & Berries 6th Annual
Lambing Time at the Farm
 March 19-20, March 26-27
 & April 2-3 from 10am-4pm



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 There will be horse drawn wagon rides
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More info at www.govinsfarm.com

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