



June 2011

Chippewa Valley Chapter

# Newsletter

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## From the President



*Kathy Briggs,*  
President

WOW, how time flies! It seems we were just writing newsletter articles highlighting our chapter's educational programs for the year, recruitment and orientation meetings, MOE and COE goals, CVC sponsor fun night activities, etc. Now, all of a sudden, we are looking at the 2011-2012 budget, strategic goals, election of officers, committee members, etc.

It also seems like just yesterday the Nomination Committee asked me to run as vice president, and then Kathy Dean asked me to finish her term as president; then again, all of a sudden, my two-year term as president is over! It has truly been an honor serving as your president and a great leadership experience. There are always issues an executive board has to deal with, but hopefully, the end result is best for the chapter. It has been a wonderful educational experience representing our chapter at Wisconsin Division and EFAM. If I could have one wish, it would be for all of you to have that experience, as the networking at the division level or at EFAM with thousands of administrative professionals is outstanding.

I appreciate the work you all did as committee members and chairs. It is through these committees and your input that we build our chapter. Thank you for the many wonderful comments you made on the satisfaction survey along with your thoughtful suggestions for the future.

One fact I did not think much about as a member was the importance of the CVC executive board working together as a team. I was blessed with a truly outstanding team. I cannot emphasize enough how your executive board team works to promote our chapter and member goals. Thank you—Kim, Pauline and Beth—for your dedication. Also, thank you to Donna and Pat for completing two officer's terms for members who relocated.

I will admit I am looking forward to my position as past president; however, I plan on being an active Chippewa Valley Chapter member and contributing where needed.

Thank you for the opportunity to serve you.

*Kathy Briggs*  
Chippewa Valley Chapter President

**Chapter Meeting**  
**Monday, June 27**  
**Mayo Clinic Health System**  
727 Kenney Ave., Eau Claire

5 p.m.—Networking dinner  
5:30 p.m.—Installation of Officers  
& Member Recognition

RSVP no later than 3 p.m.  
Friday, June 24,  
to halterman.michele@mayo.edu.

# Office Personnel Seminar Recap

By Donna Weidman

The 2011 Office Personnel Seminar was a great success thanks to the assistance of our members the day of the seminar. Hats off to Michele Halterman, who designed our brochure, coordinated our registrations, printing and anything else that came along. Thank you to Pauline Spiegel and her committee for all of their efforts and creative touches making the raffle such a money-making endeavor—the raffle’s net profit increased from last year. Thank you to Lisa Kraszewski for the informative IAAP PowerPoint presentation running during our seminar. Of course, the OPS Committee worked tirelessly for several months to bring everything together.

Our keynote speaker, Linda DeMoe, was very well received with her words of wisdom, humor and common sense approach to life. There were many positive comments regarding our breakout sessions, as attendees enjoyed the variety and depth of the various sessions.

There were 115 attendees with a breakdown of 19 IAAP members, 15 students and 81 nonmembers. This was a decrease from the 2010 attendance of 128. Seminar profit was \$3,774 compared to a 2010 profit of \$4,404. The basket raffle profit was the highest yet at \$1,350, bringing a total profit for both the seminar and raffle to \$5,124 compared to the 2010 total profit of \$5,555.

We have great suggestions for topics next year. However, we received more negatives than positives on our buffet luncheon.

Give Unique ([www.giveunique.com](http://www.giveunique.com)) produced our brochures, which can be sent partially electronically next year with all the email addresses collected at the seminar. This will save on the number of brochures printed and mailed. Thanks again to our sponsor, L&M Mail Service ([www.lmmailservice.com](http://www.lmmailservice.com)), who handled all of our brochure mailings.

Let’s hope summer will finally come. Enjoy it while it’s here. See you in the fall for another great year of Chippewa Valley IAAP meetings and events.

## 2011-2012 Slate of Officers

The Nominations Committee has completed their search for the slate of officers for the 2011-2012 Chippewa Valley Chapter and is pleased to present the following for office:

- President—Kim Yeager, CAP
- Vice president—Pauline Spiegel, CPS
- Treasurer—Beth Munson
- Secretary—Lisa Kraszewski

Nominations also can be made from the floor prior to the election. The slate of officers will be voted on and installed at the June 27 chapter meeting.

If unable to attend the June meeting, you will be receiving an absentee ballot that will allow you to vote for your candidate.

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## Chapter Officers

### **President**

Kathy Briggs

### **Vice President**

Kim Yeager, CAP

### **Treasurer**

Beth Munson

### **Secretary**

Pauline Spiegel, CPS

## Thinking About Blogging?

What is a blog, you ask? A blog is a Web log or an on-line public diary or journal, that is written for others to read. You can create blogs for personal reasons, educational and informational reasons, business and corporate reasons or a multitude of other uses and purposes.

A great way to learn about blogs is to read a few. Leave some comments, ask questions and bookmark your favorites. An even better way to learn about blogs is to start your own.

There are plenty of free sites where you can start a blog, but keep in mind how far and wide your ramblings will travel. Remember that your blog will show up on a search of your name—and that means potential employers might check you out. Would you rather they see a rant peppered with obscenities or rational thoughts presented in a calm, clear manner? Remember, we no longer live in a privacy-protected world. Even with the HIPAA ruling, anything you put into cyberspace can be found by someone who wants to find it.

To get started, do a Web search on “how to blog” or “blogging.”

## CPS/CAP Quiz

1. Which test performed when installing new software verifies that the program works by itself?
  - a. Integration
  - b. Systems
  - c. Acceptance
  - d. Unit
2. In a simplified style of letter
  - a. The subject line is in all caps.
  - b. Punctuation follows the salutation and complimentary close.
  - c. The first line of each paragraph is indented 0.5 inches.
  - d. Single spacing is used before and after the subject line.
3. A visual element's size, color and texture add to perception of which one of the following?
  - a. Symmetry
  - b. Illusion of weight
  - c. Asymmetry
  - d. Visual proportion
4. Which one of the following sentences is correct?
  - a. All of the 7-year-old office furniture needs to be replaced.
  - b. All of the seven year old office furniture needs to be replaced.
  - c. All of the 7 year old office furniture needs to be replaced.
  - d. All of the seven-year-old office furniture needs to be replaced.
5. Which one of the following selection procedures can no longer be used legally by private sector organizations?
  - a. Drug testing
  - b. Personality testing
  - c. Integrity testing
  - d. Polygraph testing

Answers may be found on page 8.

# Membership Committee Year-End Report

The Membership Committee regularly reviews the most current data to update our internal membership list and contacts members who have not renewed their membership. Our chapter started the IAAP year with 31 members and is ending the year with 23 members. Eight members did not renew their membership—two retired from their profession, one moved out of the area and the others chose not to renew for personal reasons. We had one new member join in the past year.

The committee also communicates with prospective members, and plans and promotes activities to market IAAP. Three events were held in 2010-2011 to promote IAAP:

- A recruitment event was held in October to invite interested office professionals to attend to learn more about IAAP and our local chapter. The evening consisted of pizza, an IAAP informational presentation and a featured speaker.
- An orientation meeting was held in November for all members, but especially for newer members to learn more about IAAP and our local chapter. The updated and revised IAAP Resource Handbook also was distributed and reviewed.
- A slide show was created and shown at the 2011 Office Personnel Seminar during the registration and lunch portions of the day as a marketing tool.

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# Ways & Means Committee Year-End Report

It has been a successful year! Our chapter had three fundraisers (not including the Office Personnel Seminar):

- Sponsors are procured to advertise on our Website and/or monthly newsletter for a fee. We currently have 11 sponsors.
- Our chapter was given the opportunity to count ballots for RCU's board election. Members counted thousands of ballots over a three-week period in April.
- Eighty-seven area businesses and 16 chapter members donated items, gift certificates or monetary funds for a successful basket raffle fundraiser held at the annual Office Personnel Seminar.

## 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

# Dr. Zimmerman's TUESDAY TIP

## The only asset your competition cannot undersell or destroy

Over the years, I've done a lot of research on the effects of being positive, and the research is clear. It really pays to be positive. The benefits include better health, a longer life span, greater happiness, faster career advancement, improved athletic performance, enhanced teamwork and greater financial success.

Unfortunately, for all too long, positive thinking and positive living have been considered too "touchy-feely" for the average organization and not all that profitable.

As a result, according to Joyce Gioia, a strategic business futurist, "Corporate America has sacrificed the health and well-being of its employee populations on the altar of profitability. Some even go so far as to say they are 'lucky to have jobs at all.'" And Bob Nelson, the reward-and-recognition guru, says over 80 percent of today's workers feel overworked and under-appreciated.

But things are starting to change. The Ross School of Business is saying that an organization's productivity and profitability are directly tied to the positivity of its leadership. So how can you become a positive leader that brings out the best in others on and off the job?

**Start with a decision. Decide to be positive.**

Positive leadership starts inside your head with the decision to be happy.

Now that might sound pretty soft. In fact, it may seem to be a far cry from the toughness associated with traditional models of leadership. But positive leaders know that their happiness has a huge impact on everybody else in the organization.

Positive leaders know that a huge portion of an employee's productivity is directly related to the leader's behavior and emotions. So, positive leaders know that they had better be setting an example they want others to follow.

Of course, some of you may be thinking, "I'm just not the happy, bubbly type. So what am I supposed to do?" Glad you asked.

Author Jon Gordon makes it clear that your happiness has more to do with the decisions you make than the personality you have. Gordon writes, "Happiness is an inside job. Our happiness comes not from the work we do but from how we feel about the work we do." Gordon continues, "We can be happier by focusing on what we GET to do instead of what we HAVE to do."

In short, happiness is an inside job. It's not dependent on anything other than your own decisions, and positive leaders decide to be happy. You would be wise to make the same decision.

**Focus on taking people to a new and better place.**

It's the goal of positive leadership.

Gary Black of OneBeacon Insurance in Boston talked about his third-grade daughter, Taylor, who came home from school one day rather upset. She had not been chosen as the "line leader," a position that she really wanted. Dad tried to console her by reminding her that she had been chosen dozens of times before to be the line leader for lunch, for the bus, etc.

But Taylor said, "Dad, you don't understand. This was for a field trip. I had the chance to lead my classmates to a place where they've never been before."

I thought, "Wow. That's the best definition of positive leadership that I've ever come across." After all, you don't find positive leadership in a title; you find it in your passion to lead people to a new and better place.

**Make sure your motivation comes from greatness rather than greed.**

*Continued on page 6*

*Continued from page 5*

Positive leaders always do; they want to DO something great. So they're more concerned with giving than taking. And they're more concerned with making a difference than making their mark.

Someone somewhere is counting on YOU to become a person of greatness. The problem is, too many people think that greatness is all about a title or a position. You may never be president, but you can be presidential. You may never be a CEO, but you can be one who yields great influence. You may never be the most popular and you may never have the most recognizable face, but you can be a person who changes the face of the world around you. If you want to be a positive leader, if you want to DO something great, let GIVING be your motivation.

By contrast, you become a negative leader when you're out to GET something for yourself, no matter how much it costs or who it hurts. You become a negative leader when you're driven by greed, TAKING whatever you want when you want it.

And the sad truth is the world is filled with negative leaders. That's why you see corporate leaders telling their employees to buy more of the company stock when they themselves are dumping it. That's why you see

political leaders talking about family values at the same time they're engaged in illicit affairs.

If you're going to be a positive leader, make sure your motivation is coming from the right place.

**Apply energizers to the workforce and the workplace.**

After all, the status quo of "getting by" is no longer good enough in a world economy that is highly competitive. In today's marketplace, we need positive leaders who engage and motivate their teammates to be their very best.

Among other things, positive leaders apply the following energizers to the workforce and the workplace.

They take time to connect. They grab a few colleagues or gather their team and spend 30 minutes together. They talk about what's going right, what's needed and how everyone is feeling. In the process of recognizing their achievements and recognizing the pressures they're under, they connect as human beings.

They add an element fun to the organization's culture. I remember one leader who told his drivers he would give them all a cash bonus if they could all drive without any accidents until Labor Day. They did it, and the

program was extended on a month-by-month basis. You might ask yourself what you are doing to make work fun.

They express gratitude on a regular basis. Positive leaders look for things that are going well and make a point of expressing their gratitude. They give positive feedback, send out positive notes and keep a record of the team's accomplishments. By doing so, positive leaders eliminate the No. 1 job complaint, which is "you can do a hundred things right and not hear a darn thing about it."

They exhibit contagious enthusiasm. As the famous preacher John Wesley used to say, "I set myself on fire and people come to watch me burn." That's good psychology as well as good leadership because human beings are naturally drawn to positive energy. When your enthusiasm shines through, you unleash smarter thinking in others, foster their vitality and cultivate extraordinary performance.

Action: Set yourself a "mini-goal" for this week. Select one of the ideas from this Tuesday Tip that you will focus on this week to become more of a positive leader.

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# Sponsor Spotlight

## The Plaza Hotel & Suites

The Plaza Hotel & Suites is ideally located in the center of Eau Claire's growing business community and the Chippewa Valley. Situated in the epicenter of medical care and higher education, they provide easy access to all main transportation arteries. A variety of landmarks, great restaurants, shopping malls and historic downtown Eau Claire await all of their guests.



The hotel has 233 deluxe guest rooms and suites, offering a wide variety of room types, including 25 bedside whirlpool rooms, four two-room suites and the Presidential Suite.

All of their sleeping rooms include microwaves, refrigerators, in-room coffee makers, irons and ironing boards. High-speed wireless internet is also available throughout the hotel.

The Plaza Gift Shop is a perfect place to get all those

forgotten items, from snacks and candy to swim toys for the children.

They also offer complimentary Chippewa Valley Airport shuttle, continental breakfast every morning, fitness and game rooms, coin laundry, same-day dry-cleaning service and ample parking for all size vehicles, including motor coach.

In addition, they offer an atrium/courtyard indoor pool, 20-person whirlpool and shallow children's pool.

The Plaza Hotel & Suites has 15 private meeting rooms totaling over 28,000 square feet, which can

accommodate groups up to 850 people. The Plaza offers a full-service sales office that will be more than happy to help you with all of your meeting planning needs. Contact one of their experienced sales people to learn more about their wedding, conference and convention information. Along with exceptional accommodations, the hotel can also supply complete audio/visual needs for any event.

The highly regarded Burgundy's Restaurant offers all the guests traditional American cuisine for breakfast, lunch and dinner.



The Plaza offers daily specials and buffets featuring Friday night fish buffet and Sunday brunch buffet.

Full-menu room service and homemade pizzas are also available. Join friends and colleagues in Brewski's Pub and Pool Deck Lounge for happy hour drink specials Monday through Friday.

**1202 W. Clairemont Ave.  
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## Recipe Corner

By Pauline Spiegel

### Pack and Save!

This is the second in this series featuring fast, easy, healthy and delicious brown-bag lunch ideas.

#### Thai Tuna Salad

Mix canned tuna fish with thinly sliced red onion, fresh ginger, red pepper flakes, lots of lime juice, cilantro, olive oil, salt and pepper. Toss in a few peanuts before enjoying this no-mayo tuna salad with rice crackers.



#### Mediterranean Citrus Grand Salad

This colorful, flavorful and filling grain salad can be eaten chilled or at room temperature, so is great for brown bagging. To make six servings, combine the zest and juice of a lime, a lemon and an orange, plus a few drops of hot pepper sauce with  $\frac{3}{4}$  cup water. Microwave one minute, and pour over one cup bulgur. Then stir in 2 tablespoons olive oil, 1 tablespoon minced ginger, and 1 to 2 teaspoons salt. Cover and let stand an hour. Fluff the bulgur, and toss with orange segments, dried cranberries, diced cucumber and tomato, pine nuts and chopped mint and parsley.

## Chapter Meetings

June 27

- Installation of Officers
- Member Recognition

August 22

- TBA

Topics are subject to change.

## National/Division IAAP Events

### Education Forum and Annual Meeting

July 24–27

Montreal Quebec

### CPS/CAP Exam Registration Deadline

August 15

CPS/CAP Exam  
November 4–5

## Special Dates for June, July & Aug.

### IAAP Anniversaries

Michele Halterman, 2002

Heidi Wold, 2003

Nikki Coss, 2008

Lisa Kraszewski, 2010

*Happy Birthday!*

Cynthia Welch, June 2

Deborah Paulson, June 22

Kathleen Brown, June 24

Beth Munson, July 10

Anne Madison, July 19

Patricia Keller, Aug. 7

Ellen Mickelson, Aug. 18



## Wisconsin Division Board of Directors

### President

Julie Thomas, CPS/CAP

### President - Elect

Nancy Arnold, CPS/CAP

### 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. d; 2. a; 3. b; 4. d; 5. d

### 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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