



November 2011

Chippewa Valley Chapter

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## Wisconsin Division Fall Education Conference

By Pauline Spiegel, CPS

Five Chippewa Valley Chapter members attended the FEC Oct. 28 and 29 at the Holiday Inn in Madison, Wis., including Kim Yeager, Lisa Kraszewski, Kathy Dean, Deborah Paulson and myself. (Cynthia Welch was planning on attending but unable to make it due to illness.) It was one of the best division conferences I have attended.



After a warm welcome by Division President Nancy Arnold, we attended an "Ed-Venture" workshop that used fun "games" to develop team-building and problem-solving skills. This was followed by a very informational session on "Marketing Like A Pro."

After a delicious Mexican dinner, there was a Halloween themed party with "Minute-to-Win-It" type games to win fake cash that was later used to bid on auction items.

Saturday morning started out with a wonderful

breakfast buffet followed by a three-hour in-depth educational training on Microsoft Office 2007/2010. After a Recognition Lunch, the conference concluded with a "Building Trust" presentation by President-elect Kathi Princeton.

It was a fun and educational conference in a very warm and friendly environment. I encourage all members to consider attending future division conferences to participate in this IAAP opportunity for education and networking.

**Chapter Meeting**  
**Monday, Nov. 28**  
**Mayo Clinic Health System**  
**727 Kenney Ave., Eau Claire**

**5 p.m.**..... Networking dinner  
(NOTE: Meals will no longer be ordered/delivered. You may bring something if you wish.)

**5:30 p.m.** ....Program: Tips for employment opportunities

**6:30 p.m.** ....Business meeting

*Continued on page 2*

# 2012 Office Personnel Seminar

The date has been set!

Plan on attending the 2012 Office Personnel Seminar (OPS) on **Wednesday, April 25**, at The Plaza in Eau Claire.



This all-day seminar includes a keynote speaker, break-out sessions, door prizes, raffles and more. Continental breakfast and lunch is included.

All those who work in an office environment will gain valuable knowledge from this information-packed seminar.

Continue to watch the newsletter for more information.

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## Chapter Officers

### President

Kim Yeager, CAP

### Vice President

Pauline Spiegel, CPS

### Treasurer

Beth Munson

### Secretary

Lisa Kraszewski

# President's Message

## Membership Drive

A big "Thank You" to the Membership Committee (Lisa, Pauline and Audra) for coordinating a wonderful Membership Drive event on Oct. 24. Also, thank you to the members who attended to provide encouragement and testimonies about IAAP benefits to the guests. Nine potential members attended, two of whom submitted applications that evening and several others that indicated their intention to join. We want to thank Dr Jeanette Kersten for presenting the educational program on emotional intelligence (EQ). Please welcome and assist in mentoring our newest members.

## Fall Education Conference

There were chapter five members that attended the Wisconsin Division Fall Education Conference Oct. 28 and 29 in Madison: Pauline Spiegel, Lisa Kraszewski, Debbie Paulson, Kathy Dean and Kim Yeager. The conference was full of education and fun. During the awards luncheon on Saturday, I was presented with a check for the Chippewa Valley Chapter for \$125. We received \$50 for receiving Chapter of Excellence and \$75 for having the highest percentage of members receiving Member of Excellence. We had six members receive Member of Excellence, which is 25 percent of our membership. Great job everyone!

## No December Chapter Meeting

Remember, we will not have a December chapter meeting.

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*Continued from page 1*

## 50/50 Raffle at Division FEC

Cynthia Welch is the Wisconsin Division Ways and Means Committee chair. She planned a 50/50 raffle and a DVD/CD sale at the FEC for a fundraiser. Because she was unable to attend due to illness, the Wausau Chapter (thank you so much) handled the DVD/CD sale, and Pauline, Kim and Lisa took care of the 50/50 raffle. It was fun and a great way to meet people!



# Runaway Meetings are the Biggest Time Wasters at Work

A new nationwide survey finds that “runaway” meetings are the biggest time waster in the workplace. More than 27 percent of workers polled said meetings are the largest culprit for inefficiency and lack of productivity.

With responses from 613 men and women, all 18 years or older, the findings are part of the “Office Team Career Challenge,” a project to help administrative professionals advance their careers. With today’s lean staffing levels, there is increasing pressure for employees to manage their time effectively. Yet, many employers actually sabotage time management with runaway meetings and interruptions.

Some “red flags” that can indicate a mismanaged meeting:

- **No one in charge.** If the leadership of the meeting isn’t clear, there is a tendency for attendees to waste time, pontificate their points and not draw any conclusions.
- **Not starting on time.** This practice “trains” employees to come late and expect additional time for socializing.
- **Lack of objectives or agenda.** With no clear purpose or agenda to follow, it is easy for the meeting to get off track. Participants

may not be clear as to what needs to be discussed or for how long.

- **Lengthy guest list.** As a general rule, the more people at a meeting, the less work accomplished. When the list of attendees is extensive, it is often because there is a focus on not excluding anyone, not because each member’s participation is necessary.
- **Just part of the routine.** Regularly scheduled meetings can lose value as circumstances and staff change. All routine meetings should be periodically evaluated to determine whether they should be held at all.



Chris Clarke-Epstein, former president of the National Speaker’s Association, works with clients to help employees learn faster and work better. She offers concrete ideas to make your meetings more effective.

1. **Not every meeting should take place.** The right times

to schedule a meeting are when conflicts need to be resolved, groups of people need to start working together or information needs to be shared at the same time. Meetings are a group activity so they can be effective when a group needs to reach consensus or rally around an idea or plan.

2. **The person who calls the meeting has more to do than reserve the room.**

He needs to also consider other logistical issues, including time, equipment needed and food/beverage. She needs to take ownership of the content including preparation of an agenda and distribution of review materials. It is important to have a system to follow up on assignments and monitor the results of the meeting.

3. **Meetings are no better than the people attending them.**

According to the Warton Center for Applied Research, the primary cause of unproductive meetings is not having the right people in attendance. The most effective participants at any meeting are people who have the information you need, people who can make decisions, and people who will implement the decisions.

4. **What gets recorded at a meeting has a chance of getting done.** All meet-

*Continued on page 4*

# CPS/CAP Quiz

1. Defining where the organization is attempting to go and what goals might be achieved is part of the:
  - a. Organizing function of management
  - b. Controlling function of management
  - c. Leading function of management
  - d. Planning function of management
2. The statement of an organization's reason or existence is called the:
  - a. Major objective
  - b. Mission
  - c. Tactical objective
  - d. Long-term objective
3. When the right to command and exercise authority is delegated in a continuous line from the top to the bottom of the organization, the principle in effect is:
  - a. Span of control
  - b. Chain of command
  - c. Authority
  - d. Division of labor
4. The principle of management that focuses on the number of persons or activities that a manager supervises is called:
  - a. Span of control
  - b. Departmentalization
  - c. Chain of command
  - d. Unity of command
5. Early leadership studies focused on:
  - a. What effective leaders do
  - b. Traits or characteristics of effective leaders
  - c. Task-oriented leaders
  - d. People-related leaders
6. leader who adjusts his or her leadership style based on readiness of employees is practicing:
  - a. Situational leadership
  - b. Transformational leadership
  - c. Authoritative leadership
  - d. Laissez-faire leadership

Answers may be found on page 7.

*Continued from page 3*

ings need some form of collective, agreed-upon memory. Without documentation, consensus can quickly evaporate. Meeting notes need to summarize the decisions made, itemize the actions agreed upon, fix accountability and document the deadlines for all actions.

**5. Meetings that end without assignments are doomed to be repeated.**

Groups are often very good at decision making and unbelievably poor at implementation. There needs to be an identified person to implement each decision within a specific timeframe. Watch to make certain that everyone is getting some of the responsibilities.

**6. Teams that evaluate their meetings have better meetings.**

Take two or three minutes at the end of each meeting to evaluate the process. The true value of any meeting is what actually happens after the meeting takes place. Make sure that individuals are held accountable for meeting results.

And remember, if you don't measure it, it won't happen.

*Barbara Bartlein, CSP, is The People Pro. She provides team-building, executive coaching, and seminars to help businesses sell more goods and services. She can be reached at 414-747-1842, by email at: [barb@ThePeoplePro.com](mailto:barb@ThePeoplePro.com) or visit her website at <http://www.thepeoplepro.com>.*

# Sponsor Spotlight

## Stephanie Plasch—Uppercase Living



I am an independent demonstrator for Uppercase Living. I joined after being inspired

by some party decals that I thought I could incorporate into my party planning business. Then I realized it is so much more than that. I have enjoyed the creative side it brings out and the wonderful products to enhance my life and business.

Most of the decals apply in four easy steps and look hand painted, but at a fraction of the cost and time. You can get the vinyl in 55 different colors (and nine specialty vinyl colors for an upcharge) to match or accent most decors. Most of the vinyl is single use, but can easily be removed (without damaging the surface it was applied to) to change the décor. The vinyl can be applied to most surfaces including walls, doors, cabinets, cars, boats, campers, stoves, mirrors and more. We even have vinyl iron-ons, so you can apply them to cloths now. Also, recently added is our Blume Jewelry line, which is customizable. We have reusable decorative prints, too. We have “Grande Prints,” which are large expressions to fill

those larger spaces or create a mural on the wall.

You can enlarge a photo or custom crop out just what you want and get it in the removable/reusable vinyl. We have lots of accessories, as well. From boards to paint and anything in between to accent your saying/picture or to be “movable” if you don’t want to apply them directly to your surfaces.

There are always specials going on, especially around the holidays. Check the Website frequently, as sometimes there is limited time for the specials or free items with any order. We get new products/catalogs yearly with supplement books added periodically during the year.

Make your space a reflection of the unique individual you are. Whether you identify with a deeply motivational thought, a beautiful embellishment, a bold image, or a combination of these, Uppercase Living expressions let you be who you are and let you express that uniqueness in your surroundings. We call this the art of self-expression. You can customize your space to anything you want. It is an easy way to decorate your business or life without having to be creative. The possibilities are endless with the entire line.

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## Annoying Writing Mistakes

- Accept vs. Except: Accept means to receive. Except means to take out or leave out.
- Passive vs. Active Voice: Passive—I was invited by my boss to attend the awards ceremony. Active—My boss invited me to attend the awards ceremony.
- Arbitrary Capitalization: You can sit in the Best Cubicle with a View today.
- Abuse: I am...an ellipsis abuser. Aren’t multiple punctuation marks annoying!!!
- Punctuation Misuse: You’re vs. Your—You’re is a contraction for “you are,” not your.
- Who vs. Whom: Use who when you can respond with he or she; use whom for him or her. E.G.: To whom did you send the dogs?



# Research & Educational Foundation

By Audra Knowlton

The Research & Educational Foundation began as a non-profit organization in 1966 to focus on promoting the careers of administratives through scholarships and its own professional development programs. Since that time, the R&E has raised nearly half a million dollars for scholarships and to support research and benchmarking studies related to administrative professionals. Recently, IAAP has reaffirmed its commitment to the foundation and refocused on validating the association's certification exams and providing financial support for deserving administratives to attend educational events.

## R&E Scholarship Program

IAAP has been dedicated to helping administratives remain on the professional cutting edge by increasing their skills with the best techniques and technology. That mission is even more important today since jobs have been slashed and companies are spending less to train employees. Professional development is essential if administratives are going to stay viable in the workplace.

IAAP wants to ensure that every admin has the opportunity to get the professional training they need. That's why the R&E Foundation has established a new scholarship program to help new

or unemployed administrative professionals attend the association's Education Forum and Annual Meeting. If you've never attended EFAM, this is a great chance to take advantage of all that IAAP has to offer. The 2012 EFAM will be held in Grapevine, Texas July 22 to 25, 2012. If you are interested in applying for the EFAM scholarship, please visit the IAAP International Website, [iaap-hq.org](http://iaap-hq.org), for the application and more information. The application deadline is Jan. 31, 2012. On March 31, 2012, the scholarship award recipients will be chosen.

Administratives face a struggling economy with more job expectations, fewer resources and changing technology. To do that, it's imperative for the R&E to track changes in the profession, develop educational programs that reflect that shifting workplace and provide assistance for administratives who cannot otherwise afford needed training.

That's why the Foundation is so important. We need your help to make that possible. Just like those secretaries who banded together in 1942 to make their profession stronger by founding IAAP, we have the opportunity to enrich the careers of administratives across the U.S. and around the world.

Our Chippewa Valley Chap-

ter will be holding a fundraiser to make a donation to the Foundation. Participation is completely voluntary. The fundraiser will consist of contributing \$1 for any new educational training you participate in or educational information you obtain beginning with the November monthly meeting and running through April 30, 2012.

Some examples include:

- Professional development program at the monthly meetings
- Training/Seminars/Webinars through work or outside work
- Office Personnel Seminar
- Reading the Office Pro
- IAAP podcasts found on the International website
- Learning a new hobby

The member that receives the most educational knowledge (raised the most money) at the end of April 2012 will receive a prize. In May, a check will be mailed to the Foundation as a donation from our chapter. You also can make a one-time donation instead of participating in the fundraiser. Those participating can keep track of their own fundraising dollars at home (place in a jar/envelope) or they can be turned in at the monthly meetings and recorded. What better way to gain knowledge ourselves and help others gain knowledge at the same time?

# Microsoft Tips & Tricks

## Microsoft Office shared features

Ctrl + X.....	Cut
Ctrl + C .....	Copy
Ctrl + V .....	Paste
Ctrl + A .....	Select All
Ctrl + N.....	New
Ctrl + O .....	Open
Ctrl + S .....	Save
Ctrl + P.....	Print
Ctrl + Z.....	Undo
Ctrl + Y.....	Redo
Ctrl + F.....	Find
Ctrl + H.....	Replace
Ctrl + Arrows.....	Nudges Pictures/Shapes/Objects

- To select contiguous data, place the insertion point at the beginning of the selection, and then hold the Shift key while clicking at the end of the selection.
- To select noncontiguous data, select the first desired data, and then hold the Ctrl key to select the other desired data.
- To copy and apply existing formatting characteristics, select the desired formatted text. Click the Format Painter button on the Standard Toolbar (2003) or Home tab > Clipboard group > Format Painter button (2007/2010). Drag across the text you would like the formatting applied to. (Tip: To apply the formatting multiple times, double-click the Format Painter button.)
- To spell check your files, choose Tools > Spelling (2003) or Review tab > Proofing group > Spelling (2007-2010) or press F7. (Note: If you add a word, like a name, to the custom dictionary, you automatically added this word to other Microsoft Office programs' custom dictionary.)



**International Headquarters**  
iaap-hq.org

**Wisconsin Division**  
iaap-wisconsin.org

**Chippewa Valley Chapter**  
iaap-chippewavalley.org

## Special Dates for Nov. & Dec.

*Happy Birthday!*

Sandy Hume, Dec. 1  
Kim Yeager, Dec. 2



*Happy Anniversary!*

Sandy Hume, 2005  
Kim Yeager, 2005  
Pauline Spiegel, 2006  
Kathleen Brown, 2009

## Chapter Meetings

### Executive Committee

5:30 p.m. Dec. 7, 29 Pines  
(tentative)

All members are invited to attend. RSVP with Kim Yeager at yeager.kimberly@mayo.edu.

### Chapter

Nov. 28

*Employment Opportunity Tips*

Jan. 23

*Graphic Design Principles*

View the full schedule on the chapter Website.

### Office Personnel Seminar

April 25, 2012

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## National/Division IAAP Events

### Certification Application Deadline

Feb. 15

### Certification Exam

May 5

### Wisconsin Division Annual Meeting

May 18 & 19  
Stevens Point

### Education Forum and Annual Meeting

July 24-27  
Grapevine, Texas

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## CPS/CAP Answers from page 3

1. d; 2. b; 3. b; 4. a; 5. b; 6. a

# Pumpkin Smoothie

What can you do when you're in the mood for homemade pumpkin pie, but you're squashed for time? Whip up a batch of these thick and tasty pumpkin smoothies.



## Ingredients

1/2 cup canned pumpkin  
3/4 cup milk or vanilla yogurt  
1/4 tsp. cinnamon  
1/8 tsp. nutmeg  
2 tsp. brown sugar  
4 ice cubes

## Directions

Combine ingredients in blender and puree until smooth.

Pour the smoothies into small glasses (this drink is rich) and garnish each with a dollop of vanilla yogurt or whipped topping. For a fun touch, add a pinch of cinnamon or a few colored sprinkles. Serves two or three.

## Committee Chairs

### Regular Committees

**Administrative Prof. Week**  
Donna Weidman, Kathy Briggs, Michele Halterman

### Certification

Linda Bockin

### CVTC Found. Scholarship

Kathleen Brown

### Education and Program

Donna Weidman

### Membership

Lisa Kraszewski

### Newsletter

Michele Halterman

### Publicity

Beth Munson

### Ways and Means

Pauline Spiegel

### Webmaster

Michele Halterman

### Special Committees

#### Annual Report

Kim Yeager

#### Audit

Donna Weidman/Ellen Mickelson

#### Avery Great Results

Vacant

#### Bylaws

Executive Board

#### Nominations

Linda Bockin/Pat Keller

#### Pathways to Excellence

Kathy Briggs

#### Retirement Trust

Audra Knowlton

#### Student Chapter

Cynthia Welch

#### Wisconsin Division

Cert. Chair: Heidi Wold

Cert. Member: Kim Yeager

## Wisconsin Division Board of Directors

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### Vice President

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Nancy McCulley, CPS

### Treasurer

Irene Scallon, CPS



## 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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