



October 2011

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# Newsletter

## Special Meeting Invite

### Membership Drive

Monday, Oct. 24  
5:30 to 7:30 p.m.

Mayo Clinic Health System  
Gold Conference Center  
1221 Whipple St., Eau Claire

Pizza and soda provided

- **Welcome**
- **Guest Speaker**  
Dr. Jeanette Kersten, UW-Stout  
"Emotional Intelligence—Workplace  
Relationships"
- **IAAP Overview**
- **Introductions**
- **Wrap Up**

Please support our chapter by attending and inviting administrative professionals to this Membership Drive meeting. The Membership Committee has planned a short membership program introducing our chapter to visitors following an interesting educational program. This is an opportunity to network with professionals in our career. (Remember, points are available for Member of Excellence for sponsoring a member.)

To RSVP for you and your guest(s), contact:  
Pauline Spiegel (715-726-7816, [pspiegel@co.chippewa.wi.us](mailto:pspiegel@co.chippewa.wi.us)),  
Lisa Kraszewski ([kraszewski.lisa@mayo.edu](mailto:kraszewski.lisa@mayo.edu)) or  
Audra Knowlton ([rknowlton2546@charter.net](mailto:rknowlton2546@charter.net)).

View our Website at [www.iaap-chippewavalley.org](http://www.iaap-chippewavalley.org).

# Celebrating Our 40th Anniversary

## International President Recognizes Chippewa Valley Chapter

Dear Kimberly:

On behalf of the Board of Directors, warmest congratulations to the members of Chippewa Valley Chapter of the International Association of Administrative Professionals, on the celebration of your 40th anniversary.

Your chapter has witnessed great changes in our Association since August 1971, and has been a part of shaping the ever-evolving role of the administrative professional over the years.

In this *Making the Leap to Remarkable* year, your enthusiasm, dedication and commitment are essential for the ongoing success of IAAP. Chapters such as yours are beacons for all our chapters, and are true testaments to the enriching value of IAAP.

My very best wishes to you as you celebrate this special anniversary.

Sincerely,



Tamra Goodall, CPS/CAP  
International President



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## Program Presenter Focus: Dr. Timothy Gunderson—Health4Life

We'd like to thank Dr. Timothy Gunderson of Health4Life Chiropractic for his stress management presentation at our September meeting. Check out Dr. Gunderson's Website at [Health4Lifellc.com](http://Health4Lifellc.com) to find information about a wide variety of topics, follow Health4Life Chiropractic on Facebook or visit his office at 2294 N. Hillcrest Pkwy, Suite 1, Altoona.

Check this out! As part of his patient appreciation days, Health4Life Chiropractic is offering a FREE exam and FREE X-rays for new patients on Thursday, Nov. 3, along with refreshments and treats. (Due to federal and state insurance laws, new Medicare patients will receive a FREE conversation and FREE screening evaluation.) Schedule an appointment for yourself or a family

member by calling 715-598-4954. If possible, they ask that you bring a donation for Operation Christmas Child. Donations should be able to fit into a shoebox (e.g., school supplies, small toys, hygiene items, etc.) so they can be sent to needy children around the world. See more about the program at [www.samaritanspurse.org](http://www.samaritanspurse.org).

# CVTC Student Awarded Scholarship

Dear Kathy Briggs:

I am writing this letter to personally thank you for the scholarship donation from the Kathryn Fischer Memorial Endowment Scholarship Foundation.

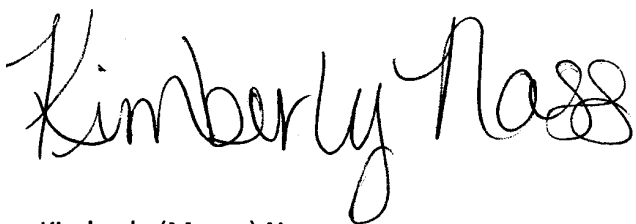
I am currently a third semester student in the Administrative Professionals Program at Chippewa Valley Technical College (CVTC). This scholarship means the world to me! I have been an honor student throughout my last two years, but it hasn't been easy. I try to succeed in everything I do and it takes time and money.

This past year I had the privilege of starting the first ever Administrative Professionals Club at CVTC. Once the club was off the ground I accepted the honor of being club president. This position has provided me the opportunity to reach out to the community through fundraisers and other public functions, as well as attend community conferences related to my program. I truly love what I do in school and wouldn't trade it for the world.

After graduating from CVTC my goal is to enter the field of education as an Administrative Professional. I received my first degree in Early Childhood Education and would love to relate the two degrees by continuing my work with children as a member of an area school district.

Thank you again for the generous donation. Your kindness and generosity are greatly appreciated.

Sincerely,

A handwritten signature in black ink that reads "Kimberly Nass". The signature is written in a cursive style with a large, prominent "K" and "N".

Kimberly (Meyer) Nass

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## Technology Tip: Your Digital Footprint

There was a time when what you said and posted online disappeared into the digital ether. However, now that archive.org has released its records of Websites going back 10 years or more and Google caches many Websites, your digital life can follow you for years.

MSNBC has tips on how to check out (and clean up!) your digital dirt: <http://www.msnbc.msn.com/id/26904049/>.

# CPS/CAP Quiz

1. For a manufacturing operation, an example of a variable cost is:
  - a. Rent paid for factory building
  - b. Wood used in furniture production
  - c. Insurance paid on salesmen's automobiles
  - d. Salary paid to the personnel department receptionist
2. Which one of the following is an example of a question asked in a direct job interview?
  - a. What are your long-range goals?
  - b. How many years of experience have you had?
  - c. What is your keyboarding rate?
  - d. What are your major strengths?
3. When a manager prioritizes activities in order to accomplish a goal, the major factors that require attention are:
  - a. Delegating and feedback
  - b. Training and motivation
  - c. Importance and urgency
  - d. Objectivity and control
4. Nichols prefers a direct-access records storage system. Which system would best meet his needs?
  - a. Alphabetic
  - b. Subject
  - c. Numeric
  - d. Geographic
5. You need more storage space on your personal computer and have decided to shrink the size of some of your seldom-used items. Which one of the following will best accomplish this task?
  - a. Backup
  - b. File compression
  - c. File manager
  - d. Personal computer maintenance

Answers may be found on page 6.

## 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

## CD/DVD Donations Accepted

The Fall Education Conference is Oct. 28 and 29 in Madison. They are having a fundraiser and are looking for used CDs and DVDs. If you have any to donate, please get them to Kim Yeager, Pauline Spiegel, Lisa Kraszewski or Cynthia Welch.

# Sponsor Spotlight

## Tina Bann—Prudential Benrud Realty

By Pauline Spiegel, CPS

Tina Bann, with Prudential Benrud Realty, is one of our sponsors, but she also holds a special place in my heart, because she is my little sister.

Tina has been a realtor for seven years, with four at Benrud. She has a marketing degree and worked in various office jobs previous to this profession, with a majority of these in the home improvement market.

About five years ago, she felt “called” to use her marketing skills to work for herself in the real estate profession. Since real estate is 100-percent commission, her income is not steady. Tina states she had no income for the first six months, but worked hard and has achieved many successes.

She has earned CRS (certified residential specialist) and ABR (accredited buyers representative) designations. She has been a multimillion dollar producer for four years. She was Benrud’s top-producing agent in November and December 2009.

She also has earned many other honors and awards. She serves on the Realtors board of directors. The board decides matters such as advertising, budget, grievances, education, ethics violations, public relations and more.

It is a big commitment of time and responsibility, but she likes being a part of this team.

Tina states real estate is a profession where you get out what you put into it. Her success is due to her hard work and top-notch customer service which has sustained her through recent challenging economic times. Her focus is on developing the best marketing plan for selling a home.

She’s an expert at finding the right home for first-time buyers. She especially enjoys working with these buyers because they are so excited and anxious to own their first home. Tina states this is a good time to be a first-time buyer.

I asked Tina to tell us about her best and worst experiences.

She states, “There have been many bests. I think my ‘best’ was a couple years ago when a seller had me over to check out her house. It was a mess! Clutter, smelled like cat pee, and 10 years of stuff saved in bedrooms and basements. We filled two dumpsters, repainted her entire house, shampooed the carpets, stored some of her furniture in my garage and brought in a home stager. We received an excellent offer on her house in four days after all

the work was done. That was just a great feeling!

“The “worst” time was when I worked really hard a couple years ago to help a young couple buy a house that I had listed. They lived in the house for a few months, and then one night when they weren’t home, the house was struck by lightning and burned down. It was a horrible thing to have happen to them.”

Tina plans a long and successful career in the Chipewewa Valley. Please consult her for real estate services and also recommend her to friends and family that are looking for a dedicated real estate agent that will provide excellent customer service.

*See Tina’s business card on the sponsor pages at the end of the newsletter.*

## Special Dates for Oct. & Nov.

*Happy Birthday!*

Ella Huttner, Oct. 12  
Lisa Kraszewski, Oct. 17

*Happy Anniversary!*

Joyce Orth, 1991  
Donna Weidman, 1998  
Sandy Hume, 2005  
Kimberly Yeager, 2005  
Pauline Spiegel, 2006  
Krista Bethke-Peterson, 2007



## Chapter Meetings

### Executive Committee

5:30 p.m. Nov. 2, 29 Pines  
All members are invited  
to attend. RSVP with Kim  
Yeager at yeager.kimberly@  
mayo.edu.

### Chapter

Oct. 24  
*Membership Drive/  
Emotional Intelligence*

Nov. 28  
*Employment Opportunity Tips*

Jan. 23  
*Graphic Design Principles*

View the full schedule on the  
chapter Website. Topics are  
subject to change.

### Office Personnel Seminar

April 18, 2012

## National/Division IAAP Events

### Wisconsin Division Fall Education Conf.

Oct. 28 & 29  
Madison

### Certification Exam

Nov. 4 & 5

### 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

## Wisconsin Division Board of Directors

### President

Nancy Arnold, CPS/CAP

### President - Elect

Kathy Princeton, CAP

### Vice President

Lynne Woida, CPS/CAP

### Secretary

Nancy McCulley, CPS

### Treasurer

Irene Scallon, CPS



## 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



### International Headquarters

iaap-hq.org

### Wisconsin Division

iaap-wisconsin.org

### Chippewa Valley Chapter

iaap-chippewavalley.org

## CPS/CAP Answers from page 3

1. b; 2. c; 3. c; 4. a; 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*


# Please Patronize Our Sponsors

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ABR, CRS



**Prudential**

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