



International Association of
Administrative Professionals®

January 2012

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Newsletter

President's Message



President Kim Yeager,
CAP-OM

Happy New Year! We are starting off the new year in a good way. Kathy Briggs was notified that we will be counting ballots again this year for RCU. We will have more on this at the Jan. 23 meeting. We also are going to try something a little different for those that live a long distance from Eau Claire and have a hard time getting to the meetings—we will try using Skype! If you are interested in using Skype to attend our meetings, please contact me at yeager.kimberly@mayo.edu, and I will send you the address that you will need to use to make contact. We are the first chapter in Wisconsin that is trying this, so the Wisconsin Division board is interested in finding out how it works.

The International office has put out information on a new certification that can be attained once you receive your CAP certification. The new certification is Technology Applications. If you have any questions about this certification, please don't hesitate to contact Linda Bockin, CAP.

In this newsletter is the list of things that need to be done for us to meet the Chapter of Excellence requirements. Included are the dates that these need to be completed by and the dates that they have been completed. We are doing very well so far and should have no problem meeting the Chapter of Excellence again this year. Great work everyone!

If you are working on your Member of Excellence and are finding that you are having a hard time getting enough things to meet the criteria for Member of Excellence, please let one of the board members know, and we will see what we can do to help you meet the criteria.

Donna and Kathy may have some exciting news for us about our February meeting—you will not want to miss the January meeting to find out what it is!

As always, if you would like to see us doing things that we are not doing, please do not hesitate to let one of the board members know. This is your organization, and we want to make sure that you are getting what you would like to get out of it.

Chapter Meeting

Monday, Jan. 23
Mayo Clinic Health System
727 Kenney Ave., Eau Claire

5 p.m...... Networking
(Bring your dinner, if you wish.)

5:30 p.m.Program: Achieving
Good Design
(see page 6 for a
description and what
to bring)

6:30 p.m.Business meeting

Chapter of Excellence Criteria Status

Chapter Criteria	Due Date	Complete
Chapter submits annual meeting calendar with education..... and/or training topics to the members with a copy to the division.	10-1-11	9-27-11
Chapter submits budget and annual financial review/audit report to the members with a copy to the division.	12-31-11	11-28-11
Chapter holds at least one Membership Drive between July 1 and May 31. Chapter submits completed Membership Drive Evaluation form to the division	6-1-12	10-24-11
Chapter holds at least one New Member Orientation between July 1 and June 25. (New members in attendance must have joined IAAP within the current IAAP fiscal year.) Chapter submits New Member Orientation Evaluation form to the division.	6-25-12	
Chapter develops and updates business plan. Chapter submits business plan to members with a copy to the division.	4-30-12	11-22-11
Chapter sends a delegate or submits a proxy to the Division Annual Meeting held in the current IAAP fiscal year.	5-4-12	
Chapter sends a delegate or submits a proxy to the International Education Forum and Annual Meeting held in the current IAAP fiscal year.	7-4-11	6-20-11
As of June 30, at least 7 percent of the chapter members (minimum of two members) qualify for Member of Excellence.	6-30-12	

Research & Educational Foundation

By Audra Knowlton

Our chapter will be holding a fundraiser to make a donation to the Foundation. It 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. Participation is voluntary. Some examples include:

- Professional development program at the monthly meetings
- Training/Seminars/Webinars through or outside of 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?

Strategic Succession

By Beth Munson

One element of our chapter's strategic plan is to improve our training of members who volunteer to take on responsibilities as officers and committee chairs. The need for written descriptions, instructions, and procedures was identified as an important part of developing our members and growing our chapter. There should be organized information ready to assist the next person assuming the duties of the position.

Now is the time for each member who is chairing a committee or serving as an officer to begin preparing. If you were given written instructions and/or materials when you took over, please start reviewing and updating them, adding any tips you discovered or developed. If your position had no written information, please get some started.

Information that will be helpful to the next person could include: a general description of the duties; lists of specific tasks and their deadlines; which committee chair and/or officers with whom you work closely; detailed instructions (e.g., how to find the membership list on International's website).

Please contact one of our officers if you have any questions.

CAP Quiz

By Linda Bockin, CAP

1. The fastest growing health danger in the workplace is:
 - a. Stress-related illness
 - b. Back injuries
 - c. Visual dysfunction
 - d. Repetitive strain injury
2. When an employee has an opportunity to meet with a middle- or senior-level manager to present an alleged unfair practice, this is called a/an:
 - a. Open door policy
 - b. Peer review
 - c. Arbitration
 - d. Participative counseling
3. The law that establishes a minimum wage is:
 - a. Minimum Wage Act
 - b. Fair Labor Standards Act
 - c. Employee Retirement Income Security Act
 - d. Social Security Act
4. When an employee is subjected to repeated, offensive, sexually oriented jokes on the job, this is considered:
 - a. Quid pro quo sexual harassment
 - b. Sexual discrimination
 - c. Hostile work environment sexual harassment
 - d. A prima facie case
5. A detailed study of a job to determine the exact nature of the work, the quantity and quality of output that is expected, working conditions of the job and necessary personal qualities for the job:
 - a. Job description
 - b. Job specification
 - c. Job analysis
 - d. Job evaluation
6. A method used to set fair compensation rates for specific positions with an organization is called:
 - a. Job description
 - b. Job specification
 - c. Job analysis
 - d. Job evaluation

Answers may be found on page 6.

Tips to Declutter Your Closets

By Cynthia Welch, CAP

I read every tip on decluttering that I can, but let's face it — my house is cluttered. I try to spend a little time each day on attacking some of that clutter.

My first action after retiring was to take a look at my professional wardrobe. The clothes that I seldom wore but were still in usable condition for someone else went to Goodwill. I kept the clothing I knew I would wear to church or to more formal/professional gatherings such as board meetings, church, social organizations and family gatherings. Several items went to my college-age niece and to a family with a very limited income.

Whenever I put away clean laundry, I critically assess what is left in the closet. If I haven't worn it in six months, I don't need it; except, of course, seasonal items. (Rule of thumb for people still in the workplace is one year, but be very cautious of discarding what might complete a newer outfit.) When packing away a seasonal item, I consider whether I realistically will wear it again — how often in the past did I wear it?

Two articles from *Parade* and *Good Housekeeping* with tips for linen and coat closets

resonated with me:

Linen closet

- Straighten the shelves, and use clip-on dividers to keep stacks from falling.
- Use bins for overflow toiletries, first-aid items or toilet paper. (I have toilet paper holders that sit on the floor and hold three to four rolls.)
- Fold towels in thirds (bath towels in half and then thirds — I'd be glad to demonstrate!). They fit better on shelves or in drawers. Store with the fold facing out.
- Organize by set rather than type so they are grab and-go.
- Store folded sheets in their matching pillow case.
- Determine how many towels you really need — two sets per person works for most families. Purge those little used or worn towels and sheets you've been storing for years. Repurpose as rags or stash in the car for padding cargo or cleaning spills.

Coat closet

- Two coats per person stay in the entryway closet. Others should go to respective bedrooms or the overflow closet (guest room if you have one). Better yet, donate.
- For space saving, use slim-

yet-sturdy flocked hangers such as Huggable Hangers. (I found an off brand on sale at K-Mart.) Great for those slippery T-shirts or shells in my wardrobe closet, too. (There I also use hanging racks that hold five to six blouses.)

- Utilize the doors. Over-the-door racks, such as one for shoes, handle hats, scarves, guests' coats, etc.
- Those plastic space-saver bags — the ones advertised late night on television that you squeeze out the air — are incredible. Instead of three bins for seasonal clothes, I used one!

Sources: *7-Minute Solution, Parade*, January 8, 2012, p. 9; *Good (Enough) Housekeeping: Clever Ideas, Smart Cheats, Easy Fixes*, "Good Housekeeping," February 2012, p. 26)

Special Dates for Jan. and Feb.

Happy Birthday!

Michelle Copley, Jan. 3
Audra Knowlton, Feb. 15
Carmen Tiffany, Feb. 17
Linda Bockin, Feb. 21

Happy Anniversary!

Kathy Briggs, 1975
Cynthia Welch, 1981
Candy Landwehr, 2002
Kathy Dean, 2002
Audra Knowlton, 2010



Spice Up the New Year

By Pauline Spiegel, CAP

Colonel Benjamin's Curry Chicken

1 tsp. salt
1 tsp. ground coriander
1 tsp. ground cumin
1 tsp. chili powder
1 tsp. grated peeled fresh ginger
¼ tsp. ground turmeric
1 tsp. olive oil
4 cups finely chopped onion
3½ cups coarsely chopped, peeled tomato
2 Tbsp. fresh lemon juice
12 chicken thighs or breasts, skinned
½ tsp. salt
1½ pounds baking potatoes cut into 1-inch pieces
¼ cup chopped fresh cilantro
3 cups hot cooked rice or quinoa

1. Combine first six ingredients.
2. Heat the oil in a Dutch oven or large pan on medium-high heat. Add onion and garlic, cook 15 minutes, stirring frequently. Add the cumin mixture, tomatoes and lemon juice. Reduce heat to medium and cook 10 minutes, stirring occasionally.
3. Sprinkle chicken with ½ tsp. salt. Add chicken and potatoes to pan, stir in chopped cilantro. Bring to a boil, cover, reduce heat and simmer 50 minutes or until chicken is done. Serve mixture over rice or quinoa.

Alternate suggestions:

- Use sweet potatoes, yams, rutabagas, etc. instead of or along with the potatoes.
- Use dried spices instead of fresh.
- Use canned tomatoes instead of fresh.



Ways and Means Committee Report

By Pauline Spiegel, CAP

RCU Project—Good news! RCU board ballots need to be counted, and our chapter has been asked to do it. This fundraiser earns the chapter \$1,500. Pat Keller has graciously offered to be the project coordinator with Kathy Briggs and Beth Munson assisting. Ellen Mickelson, who previously coordinated this project, will provide education and training to Pat—Thank you! Membership help will be requested in counting ballots in March and April, so stay tuned for more information.

OPS Basket Raffles—The basket raffle at the Office Personnel Seminar in April has been a tremendous success in raising funds for the Chippewa Valley Chapter. These funds help support chapter activities and IAAP Division and International event registration fees. You all are invited and encouraged to assist in obtaining donations or putting together your own basket. A sample request letter and the 2011 donation list will be e-mailed to you at a later date for your use. Remember to make a request when you're shopping at your favorite store, dining at your favorite restaurant, getting your hair done or are at a distributor party, such as Pampered Chef or Lia Sophia.

Sponsors — Please note who our current sponsors are and make an effort to use them, if an opportunity exists. If you do use them, be sure to inform them that you heard about them through IAAP. Valentine's Day is next month, the perfect opportunity to use our Four Seasons Floral sponsor. Their flower arrangements and customer service are impeccable! Please also consider asking a business if they would be interested advertising in our newsletter and on our website. More information will be e-mailed about this so you can be well informed to tell them what a great deal being an IAAP sponsor is.

Achieving Good Design

The January chapter program will discuss good design tips to be incorporated into organizational newsletters. Numerous newsletters produced by speaker Des Sikowski-Nelson, will be highlighted and reviewed.

Members, please bring to the meeting any newsletters from your businesses and elsewhere to be critiqued. Des operates her own home-based business called RiverEdge Design, where she works as a graphic designer, consultant and development coordinator.

Committee Chairs

Regular Committees

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

Certification

Linda Bockin, CAP

CVTC Found. Scholarship

Kathleen Brown

Education and Program

Donna Weidman

Membership

Lisa Kraszewski

Newsletter

Michele Halterman

Publicity

Beth Munson

Ways and Means

Pauline Spiegel, CAP

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International Headquarters

iaap-hq.org

Wisconsin Division

iaap-wisconsin.org

Chippewa Valley Chapter

iaap-chippewavalley.org

Dark Chocolate Good for You

By Cynthia Welch, CAP

A square of dark chocolate has just the right amount of theobomine (a cousin to caffeine) to wake you up but not enough to case a crash later, says chronic-fatigue specialist Jacob Teitelbaum, M.D., medical director of the nationwide Fibromyalgia & Fatigue Centers (p. 122). It also has antioxidants, may decrease heart attack risk, lifts mood and best of all, tastes delicious. It's a great midmorning snack. (On the recommendation of the owner of Legacy Chocolate, Menomonie, I tried it and it works!)

However dark chocolate does have not-so-good-for-you fat, sugar and calories, so stick to a few small squares a day.



CAP Answers from page 3

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