



International Association of
Administrative Professionals®

March 2012

Inside

2
Office Personnel
Seminar

3
CAP Quiz

4
Fundraiser

5
Positive Attitude

6
Committee List

Special Dates

Chippewa Valley Chapter

Newsletter

President's Message



President Kim Yeager,
CAP-OM

I hope everybody has been outside and enjoyed the weather this past week. Our March meeting will be a new member orientation. All members are welcome and encouraged to attend. We will be meeting at Mayo Clinic Health System in Eau Claire, 727 Kenney Ave., at 5:30 p.m. If you would like to attend and can't make it to the meeting, you can attend by using Skype. If you would like to Skype, please let me know so I may get you the information you need so that you can join us.

April Meeting

We will hold a short chapter meeting after the Office Personnel Seminar on April 25. Please plan on staying for the meeting if you attend the seminar, or join us for the meeting if you cannot attend the seminar.

Nominations Committee

The Nominations Committee will be working on putting together a slate of officers for the 2012-2013 year. If you are interested in running for an office, please contact Linda Bockin or Pat Keller. Please consider running for an office.

Wisconsin Division Annual Meeting

Please let one of the chapter officers know by April 1 if you plan to attend the WDAM May 18 and 19 in Stevens Point. Please let us know if you would like to share a room with other members or would like to car pool.

CVC Annual Report

Our annual report must be completed and submitted to the Division by May 1. I am asking that each committee chair prepare a summary of their committee's activities for this report and forward them to me at yeager.kimberly@mayo.edu by Friday, April 6. I need to have time to compile this into a report, so I ask that you submit this information to me on time. Thank you.

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

Chapter Meeting

Monday, March 26

**Mayo Clinic Health System
727 Kenney Ave., Eau Claire**

5 to 5:30 p.m.

- Networking dinner (pizza, refreshments and dessert provided)

5:30 p.m.

- New member orientation

Office Personnel Seminar

The Office Personnel Seminar on Wednesday, April 25, is a month away, and we encourage as many Chippewa Valley Chapter IAAP members as possible to join us for the day at a cost of \$25, in exchange for volunteering to help during the seminar.

There are opportunities to volunteer your services to assist with registration, selling raffle tickets, facilitating breakout sessions and more. The following list indicates areas where we will need your help. Please let Donna Weidman know what you're signing up for at the March 26 meeting or via e-mail at donna.weidman@gmail.com.

Task	Time
Tuesday Setup	4:30 to 7:30 p.m.
Registration	7:15 to 8 a.m.
Selling Raffle Tickets.....	7:30 – 8:30 a.m.
Session 1	10 a.m.
1. Ethical Dilemmas — Dr. Elizabeth Buchanan	
2. Freelance Business Design — Des Sikowski-Nelson	
3. Emotional Intelligence — Dr. Jeanette Kersten	
Session 2	11:05 a.m.
1. Ethical Dilemmas — Dr. Elizabeth Buchanan	
2. Freelance Business Design — Des Sikowski-Nelson	
3. Emotional Intelligence — Dr. Jeanette Kersten	
Selling Raffle Tickets.....	Lunch
Session 3	1:15 p.m.
1. Financial Planning — Chris Hasenberg	
2. Career Advancement Strategies — Angela Stadler	
3. Leadership Development — Dr. Anne Cummings	
Session 4	2:20 p.m.
1. Financial Planning — Chris Hasenberg	
2. Career Advancement Strategies — Angela Stadler	
3. Leadership Development — Dr. Anne Cummings	
Closing/Prizes/Raffle	3:30 p.m.
Clean-Up	4:20 p.m.

OPS Basket Raffle

By Pauline Spiegel, CAP

The OPS basket raffle 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. All members are invited and encouraged to assist in obtaining donations or putting together your own basket. The 2012 donation list is on our chapter website and updated weekly. It can be accessed with the password Michele provided in her March 14 e-mail to members. Please look it over and see if you can help obtain donations from those already on the list, new ones, and/or donate basket items or a theme basket yourself. Please let Pauline know of your accomplishments by Friday of each week for updating the list.

Join Us on Facebook

You are invited to become a friend of the Chippewa Valley IAAP Chapter on Facebook! A link to the IAAP Facebook page can be found on our chapter website: iaap-chippewavalley.org.



CAP Quiz

By Linda Bockin, CAP

1. To connect the microcomputer to a network enabling the exchange of data between computers requires the microcomputer cables or wireless transceivers to be connected to a:
 - a. Modem
 - b. Multiplexer
 - c. Network interface card (NIC)
 - d. Tethered line
2. A tethered channel with very high bandwidth, high transmission accuracy and very good security (difficult to tap) is:
 - a. Bluetooth
 - b. Coaxial cable
 - c. Fiber optic cable
 - d. Satellite
3. A telephone system that provides direct dialing from all telephone extensions and can be leased from the regional telephone company is a:
 - a. Central exchange system (CENTREX)
 - b. Computerized branch exchange (CBX)
 - c. Private branch exchange (PBX)
 - d. Wide area telephone services (WATS)
4. Typically less than 25 percent of the desktop PC's processing power and disk space are used. The organization can capture the unused disk space and processing power through:
 - a. Centralized computing
 - b. Client/Server computing
 - c. Collaborative computing
 - d. Peer-to-peer computing
5. A company used the Internet as the backbone for their extranet. The company wants network firewalls and several security measures. The company needs a/an:
 - a. Enterprise network
 - b. Value-added network (VAN)
 - c. Virtual private network (VPN)
 - d. Wide area network (WAN)

Answers may be found on page 6.

5 Steps to Practicing Empathy

People get the biggest charge out of telling people what to do. And people have the most resistance when they are told what to do.

This exercise will help you strengthen your "empathy muscle" and decrease your urge to talk. Respectful understanding and trust coming right up!

Need: one talker, one listener, one timer

1. Set a timer for one minute.
2. Talker talks for one minute.
3. Listener listens for one minute without interrupting.
4. Listener summarizes the words and feelings expressed.
5. Reverse roles and repeat.

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International Headquarters
iaap-hq.org

Wisconsin Division
iaap-wisconsin.org

Chippewa Valley Chapter
iaap-chippewavalley.org

IAAP Mission Statement & Core Values

Mission Statement

Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building, and leadership development.

Core Values

- **Integrity:** We demonstrate this cornerstone of our profession through honesty, accountability and high ethical standards.
- **Respect:** We create respect within our profession and association through listening, understanding and acknowledging member feedback.
- **Adaptability:** We ensure the success of our association by embracing positive change and by nurturing diversity, creativity and visionary thinking.
- **Communication:** We cultivate and maintain excellence by remaining approachable at all levels, communicating openly and building strong relationships.
- **Commitment:** We are steadfast in our goals to develop learning opportunities for career-minded administrative professionals and to strengthen efficiency and effectiveness.

Research and Educational Foundation Fundraiser

By Audra Knowlton

Our Chippewa Valley Chapter is holding a fundraiser to make a donation to the Research and Educational 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 2011 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 *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. All money will must be turned in at the May meeting (or before), and a check will be mailed to the Research and Educational Foundation as a donation from our chapter. If you would like to make a one-time donation toward the foundation instead of participating in the fundraiser, you can certainly do that. 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 for us to gain knowledge and help others gain knowledge at the same time? Thank you for your support.

Chapter Officers

President

Kim Yeager, CAP-OM

Vice President

Pauline Spiegel, CAP

Treasurer

Beth Munson

Secretary

Lisa Kraszewski



Dr. Zimmerman's Tuesday Tip

How to keep a positive attitude when you don't feel like it

Attitude, positive attitude or positive thinking — there seems to be a general feeling that these concepts have a lot to do with success in life and success at work.

If you're not a positive thinker, you're in trouble.

Without this quality or passion, life and work become quite drab. Most everything becomes a "have to" instead of a "get to." For example, the person who doesn't have a positive attitude says such things as: "I have to work today, I have to clean the house or I have to pay my taxes."

There simply is no substitute for a positive attitude. It keeps you going when others quit. It releases an abundance of energy, an energy you don't even know you have and gets you through the toughest times.

Keep your attitude stimulated.

You may know some people who say they've lost their interest in life. Not much, if anything, turns them on anymore. It's just another day and another dollar. Chances are they're doing very little to stimulate their attitude.

Other people think they've grown past the enthusiasms of their youth. They're too old to maintain a positive attitude. Or they just don't feel all that well. But chances are, once again, they're doing very little to stimulate their attitude.

To keep your attitude positive, keep on learning about the world, the people and things outside of yourself. Get in the habit of looking forward to each day, wondering what new adventure will come your way.

Let your attitude play make-believe.

I know. It sounds childish. But the most successful people use and swear by this technique.

Muhammad Ali says, "To be a great champion, you must believe you are the best. If you're not, pretend you are."

And Donald Trump tells people, "Even if you haven't encountered great success yet, there is no reason you can't bluff a little and act like you have."

Picture yourself as being competent, effective and successful. Hold that image firmly in your mind, and do not let any self-doubt erase it. Soon, your mental picture will become your new reality.

Tie your attitude to a long-term value rather than a short-term emotion.

When I'm speaking to salespeople, I often tell them to "act" their way through a tough situation.

Of course, someone will say, "Are you asking us to fake it? You just told us to be honest, sincere and genuine in all our dealings with our

customers. And now you're telling us to 'act' enthusiastic whether or not we feel that way. I don't get it. There's seems to some kind of contradiction going on here."

No there isn't. There's no contradiction whatsoever if you tie your attitude to a deeply-held commitment rather than a passing emotion.

Tie your attitude to doing what is right and good, no matter what job you have. That way you can "act" genuinely enthusiastic and "be" thoroughly positive no matter what you're feeling.

Cancel any negative thoughts that interfere with your attitude.

Getting and keeping a positive attitude takes daily practice, but less practice as you master these skills.

You still need to deal with the negative thoughts that come into your mind. Don't give them too much attention. And don't put yourself down as being too small or too weak to do it.

Action: Select two long-term values that are deeply held by you, and tie your attitude to them.

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Recipe Corner

By Pauline Spiegel, CAP

March brings St. Patrick's Day with corned beef and cabbage; however, if this March favorite doesn't happen to be your favorite, here is an alternate suggestion.

Chinese cabbage and shrimp stir-fry



Heat 1 tablespoon olive oil in a wok over medium heat. Add 1 pound peeled large shrimp and cook through, about 3 minutes. Transfer to a plate. Add 1 pound sliced baby bok choy, 1 sliced bell pepper, 4 ounces sliced snow peas, 2 tablespoons seasoned rice vinegar and an 8.5-ounce package of ready-to heat whole grain and rice blend. Stir-fry until vegetables are tender. Stir in shrimp and 1½ teaspoons sesame oil.



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

Website

Michele Halterman

Special Committees

Annual Report

Kim Yeager, CAP-OM

Audit

Donna Weidman/Ellen Mickelson

Avery Great Results

Vacant

Bylaws

Executive Board

Nominations

Linda Bockin, CAP/
Pat Keller

Pathways to Excellence

Kathy Briggs

Retirement Trust

Audra Knowlton

Student Chapter

Cynthia Welch, CAP

Wisconsin Division

Cert. Chair: Heidi Wold,
CAP-OM

Cert. Member: Kim Yeager,
CAP-OM

Special Dates for March & April

Happy Birthday!

Michele Halterman, Mar. 11

Joyce Orth, Mar. 11

Pamela Newell, Apr. 1

Kathy Dean, Apr. 17

Happy Anniversary!

Carmen Tiffany, 2001

Beth Munson, 2004

Deb Paulson, 2008

Ellen Mickelson, 2008

Anne Madison, 2009

Bonnie Perrenoud, 2011



CAP Answers from page 3

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

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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 fax: 715.723.6293
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 www.colorpath.com