



May 2012

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Chippewa Valley Chapter

Newsletter

President's Message



President Kim Yeager, CAP-OM

Our May chapter meeting will be held Tuesday, May 29, at Mayo Clinic Health System in Eau Claire on Kenney Avenue. Our guest speaker is Linda Pophal, and she will be talking to us about strategic planning. I hope to see everyone there.

For those of you that are interested, you can attend our meetings via Skype. It's especially helpful for those who would have to drive a long distance to attend. You still get credit for attending the meeting, which also can be applied towards your Member of Excellence application. Pauline found a website that explains how to Skype: <http://howtoskype.net>. If you are interested in Skyping for the meeting, please let me know so I may send you the information that you need and so we can set it up prior to the meeting's start.

If you have any questions about it, please don't hesitate to contact me or one of the board members, and we will be happy to help in any way we can.

June 30 is the deadline for submitting your Member of Excellence application. If you are short a requirement or don't think you can make it, talk to one of the board members, and we can brainstorm on ways for you to be able to accomplish this. It's a great accomplishment to achieve, plus you receive a certificate you can copy and submit to your boss to show them what you have accomplished in IAAP this year. Again, if you have any questions, please don't hesitate to ask.

A huge thank you to everybody that helped with the Office Personnel Seminar. It was another successful year. Michele has written an article with some of the detail (see p. 2), and Donna and Kathy will have a report for us at our June meeting. We also will report on WDAM which is scheduled for May 18 and 19. We have a good number of people from the Chippewa Valley Chapter attending this year.

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 Tuesday, May 29

Mayo Clinic Health System
727 Kenney Ave., Eau Claire

5 to 5:30 p.m.

- Networking/Dinner (bring your own food)

5:30 p.m.

- Program: Strategic Planning

6:30 p.m.

- Business Meeting

2012 Office Personnel Seminar Recap

by Michele Halterman

The 48th annual Office Personnel Seminar celebrating Administrative Professional's Day was held Wednesday, April 25. We had a total of 95 attendees register from cities far and wide, such as Bloomer, Spring Valley, Menomonie, Osseo, Poynette, River Falls and Ellsworth. They came for a day filled with networking opportunities, a keynote speaker, information-packed breakout sessions, lunch and raffle baskets.

Participants were asked to complete a survey regarding the seminar at the conclusion of the day. Overall, the seminar went well with 86.5 percent of the 55 respondents saying it was very good to excellent. Ratings were from 5 to 1, with 5 being excellent and 1 being poor.

After arriving to register, attendees enjoyed a continental breakfast where they could network with other administrative professionals and several executives that attended for the keynote. They also had a chance to peruse the wonderful raffle baskets and purchase tickets for those.

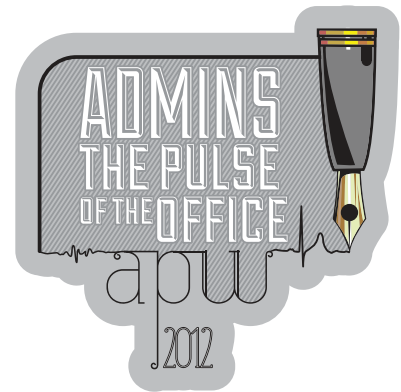
Chippewa Valley Chapter President Kim Yeager opened the seminar by welcoming seminar participants. Following Kim's welcome, the keynote speaker spoke about ethics in the workplace and how to use codes of

conduct to ground ourselves as business professionals. She also provided information on how we can create more positive and professional work experiences and relationships. The presentation was very good to excellent according to 66.7 percent of respondents.

Attendees then separated into breakout sessions, including Ethical Dilemmas, Freelance Business Design and Emotional Intelligence. According to the participants' survey results, Freelance Business Design was rated the highest with 84.2 percent saying it was very good to excellent.

Lunch included a chicken ranch wrap and chips. According to survey results, we may need to somewhat adjust what's served as 64.1 percent said it was good to very good, but 24.5 percent did say it was excellent. There were some suggestions on what to change, so we will review those in consideration of next year.

Once again, attendees had a chance to network and review/ruminate on the sessions they'd just attended during the lunch hour. Kathy Briggs took a few moments to talk about IAAP and comment on the luncheon PowerPoint presentation, which was updated from last year's presentation, emphasizing



chapter activities throughout the past year. Raffle tickets were available to purchase for the last time before departing for afternoon breakouts.

The afternoon commenced with more breakout sessions, including Financial Planning, Career Advancement Strategies and Leadership Development. Financial Planning was the runaway winner of satisfaction for attendees with a 100 percent saying it was very good to excellent.

During this time, several IAAP members completed the raffle basket drawing so everything would flow more quickly when participants came back for wrap-up. Door prizes were drawn and awarded first. The many beautiful flower arrangements donated by local florists were appreciated by the winners. Raffle basket winners were announced and shuttled by IAAP members to the winner's table. Raffle baskets continue to be a big hit with attendees. Although there isn't a survey question about the raffle, some did

Continued from page 2

note on the survey that they really enjoy the raffle.

Per Pauline, there were a total of 34 themed baskets with 94 area businesses and 16 chapter members donating items, gift certificates or monetary funds. A profit of just under \$1,000 was made—AWESOME!

The new location for this year was a hit. With a rating of 83 percent for very good to excellent, attendees commented on the “niceness” of the main room.

This year, we surveyed attendees on where they heard about the seminar. Direct mailing accounted for 38.3 percent of the respondents; 27.3 percent from other sources, mainly CVTC; 18.2 percent from IAAP members; and 16.4 percent from word of mouth.

We invite anyone who knows of speakers that may be willing to present at next year’s seminar to contact one of the OPS Committee chairs listed in this newsletter.

The OPS Committee would like to thank all those involved with planning and working in any capacity, and those who helped with the basket raffle in any way. Our combined effort made this year’s OPS another success!

Research and Educational Foundation Fundraiser

By Audra Knowlton

Our chapter fundraiser to make a donation to the Research and Educational Foundation has come to a close. For all members who participated or for those who would like to make a one-time donation, please bring your money with you to the May 29 meeting.

As a refresher, the fundraiser consisted of contributing \$1 for any new educational training you participated in or educational information you obtained beginning with the November monthly meeting and running through April 30, 2012. Some examples included:

- 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 received the most educational knowledge (raised the most money) will receive a prize.

I would personally like to thank everyone who has participated in this fundraiser. If you are NOT able to attend the meeting, please email Beth Munson and myself with your fundraising total and we will let you know where to send your money.

Officer Nominations

By Pat Keller & Linda Bockin

Nominations for the 2012-2013 slate of officers will be conducted at our chapter meeting on Tuesday, May 29. The current officers — President Kim Yeager, Vice President Pauline Spiegel and Secretary Lisa Kraszewski — have one more year of eligibility and are willing to serve in these capacities. The position of treasurer, now held by Beth Munson, will be vacant since she has served two years in that position.

This is a wonderful opportunity to become more involved in the chapter’s direction and to further your professional growth and experience. We encourage anyone who is interested in running for any officer position to contact Pat Keller (pkeller07@charter.net) or Linda Bockin (dlboken@wwt.net) to convey their intention. Please respond by May 23 to allow preparation for the chapter meeting.

Additionally, many committees are awaiting your experience as a member or chair. Lists will be circulated at the chapter meeting.

Voting and installation of new officers will occur at the June 25 chapter meeting. It is essential that a quorum be present for voting. Should you not be able to attend the meeting, please contact Pat or Linda by June 20 to vote electronically prior to the meeting.

We hope to see you all at the May 29 and June 25 meetings!

May Educational Program

While strategic planning is probably at the top of the list of things that most business professionals don't want to do, the reality is that when done well, strategic planning can not only help to save time, but can increase the odds of success. And, contrary to what many people believe, effective strategic planning doesn't have to take months of planning and result in a document that sits on a shelf or hard drive until the next planning session.

You don't have to be a big business, spend a fortune or hire expensive consultants to develop a plan that will achieve desired results. This program will tell you what you do need and will offer easy-to-follow steps and provide practical tips and advice that can be used for any planning effort—from developing a business plan to developing a communication plan (or even planning a vacation!)

Our presenter, Linda Pophal, is a communication consultant and the owner of Strategic Communications, LLC. She is the author of *The Complete Idiot's Guide to Strategic Planning* and has extensive experience in strategic planning activities as a participant, leader, facilitator and process owner. A strong proponent of planning, Pophal believes that establishing a clearly articulated desired outcome, involving the right people, focusing on measurable outcomes and keeping the plan alive will ensure success.

CAP Quiz

By Linda Bockin, CAP



1. e-Bay is a Web auction site providing an electronic platform to auction merchandise to the highest bidder; this is an example of:
 - a. Business-to-business commerce (B2B)
 - b. Business-to-consumer commerce (B2C)
 - c. Consumer-to-consumer commerce (C2C)
 - d. Mobile commerce (m-commerce)
2. Hardware and software allowing only authorized access from an external network to the organization's internal network(s) is a/an:
 - a. Extranet
 - b. Firewall
 - c. Gateway
 - d. Virtual private network (VPN)
3. Java is a Web programming language that requires the Java applet to be translated "on-the-fly" for fast Web processing. The Java applets are translated by a special purpose program called:
 - a. Command-driven interface
 - b. Compiler
 - c. Interpreter
 - d. System utility
4. A common network operating system for a small local area network (LAN) is:
 - a. IBM-CICS
 - b. Linux
 - c. Novell NetWare
 - d. Windows XP
5. How is the issue of different computing platforms (i.e. desktop PC client and mainframe database) addressed within an organization?
 - a. Application servers provide a middleware interface
 - b. Data marts are established
 - c. Online analytical processing (OLAP) is provided
 - d. Performance monitors are used

Answers may be found on page 6.

Dr. Zimmerman's Tuesday Tip

A sure path to change and personal development

- **Take an inventory of where you're at.** Good and meaningful change start with a personal inventory and an awareness that things are not the way you would like them to be.
- **Figure out what you want.** It's absolutely critical that you figure out your goals or where you're going. If you don't know, you'll probably end up somewhere else.
- **Visualize your goals.** All goals are mind-accomplished before they're actually accomplished. If you can't visualize your goals, chances are you'll never achieve them.
- **Talk to yourself.** A few minutes of positive affirmations, each day, will dramatically improve your life and career.
- **Apply diligent effort.** It would be nice to simply think positive thoughts to get everything you want in terms of change, goal achievement, or personal development. It takes a bit more than that. It takes some effort.

Action: To start the transformation process in your mind and in your life, think about and talk about what you want for the next 24 hours. Refuse to think, talk or dwell on things you don't want.

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5 Ways Science Says Will make You Happy

- **Making the Best of It**—When life gives you lemons ask yourself, "What can I learn from this?" instead of "Why me? Why questions are "fishing questions" and what questions result in positive actions. People that maintain a positive attitude when adversity strikes are happier.
- **Savor Everyday Moments**—Pause and use your senses to smell your coffee or listen to the wind or people watch. Studies show that people who took the time to savor ordinary events showed significant increases in happiness and less depression.
- **Treasure Family and Make Friends**—Happier people tend to have good families, friends and supportive relationships. Make closer relationships with people who care and understand you instead of shallow acquaintances.
- **Dump "Comparitis"**—Comparing yourself to others can damage your happiness and self-esteem. Focus on your own accomplishments.
- **Get Out and Exercise**—The magic pill for everything is exercise. Moving your body can be as effective as treating depression without any side effects. Get out there and release some "I love my life" endorphins.

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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

Philly-Style Cheesburgers

By Pauline Spiegel

- 1 lb. 90% lean ground beef, bison or buffalo
- 1 1/2 Tbsp reduced-sodium Worcestershire sauce
- 8 oz. mushrooms, trimmed and sliced
- 2 tsp olive oil
- 4 slices (1/4" thick) onion (optional)
- 4 whole-wheat hamburger buns, split
- 3 oz. reduced-fat cheddar, American or provolone cheese

1. Mix together beef, Worcestershire and 1/4 tsp each salt and black pepper. Gently form into four patties, pressing down to create a shallow well in the center of each.
2. Prepare lightly oiled grill for medium heat. Toss mushrooms with oil and cook in grill basket (or cast iron skillet), stirring, until golden brown, about 6 minutes. Remove from heat and keep warm.
3. Coat onion (if using) with olive oil spray. Grill, turning, until tender, 4 minutes. Grill buns cut side down until marked, 1 to 2 minutes. Grill burgers 4 minutes, flip and cook 3 minutes longer for medium or until desired doneness. Top with cheese and grill, covered, until melted, 30 seconds.
4. Serve burgers on buns, and top with onion and mushrooms.

Nutrition (per serving): 387 cal., 32 g pro, 25 g carb, 4 g fiber, 18.5 g fat, 7 g sat fat, 591 mg sodium



Special Dates for May & June

Happy Birthday!

- Heidi Wold, May 8
- Glynis Evans, May 20
- Donna Weidman, May 20
- Kathy Briggs, May 21
- Cynthia Welch, June 2
- Marla Gilman, June 16
- Deborah Paulson, June 22
- Kathleen Brown, June 24



Happy Anniversary!

- Linda Bockin, 1993
- Pat Keller, 1998
- Heidi Wold, 2003
- Lisa Kraszewski, 2010

CAP Answers from page 3

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

Chapter Officers

President

Kim Yeager, CAP-OM

Vice President

Pauline Spiegel, CAP

Treasurer

Beth Munson

Secretary

Lisa Kraszewski



International Headquarters

iaap-hq.org

Wisconsin Division

iaap-wisconsin.org

Chippewa Valley Chapter

iaap-chippewavalley.org



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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