

# Chippewa Valley Chapter

International Association of Administrative Professionals

February 2008

## Chapter Meeting Monday, Feb. 25

RCU Corporate Center  
200 Riverfront Terrace  
Eau Claire

5:15 p.m.

- **Impact Meeting**  
(refreshments provided)  
See page 6 for more information.

## RSVP

by Thursday, Feb. 21 to  
[MaryEdna Hagen](mailto:MaryEdna.Hagen@uwec.edu) (836-5984).

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### Chapter Officers

<b>President</b> <a href="#">Kathy Dean</a>	<b>Vice President</b> <a href="#">Kathy Briggs</a>
<b>Treasurer</b> <a href="#">Heidi Wold</a>	<b>Secretary</b> <a href="#">Kim Yeager</a>

## Enter This Month's Know Your Chapter & Win!

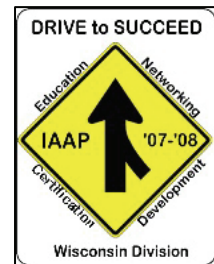
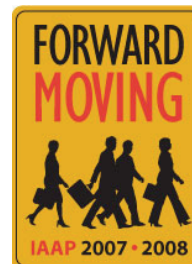
This is the third installment of questions about the life and structure of the Chippewa Valley Chapter. The answers can be found in your Chippewa Valley Chapter Orientation Manual **or** past newsletters. Find the answers, and e-mail them to MaryEdna Hagen at [hagenme@uwec.edu](mailto:hagenme@uwec.edu). Your submission must be received prior to the meeting.

Each correct entry will be put in "a hat," and the winner will be randomly drawn at the monthly meeting. You need not be present to win the magnificent prize, but we will not be mailing it to you! The winner's name will be printed in the next month's newsletter. Pauline Spiegel was the January winner and received a cool silver tin with a pottery piece inside.

Have fun with this!

1. Name the Wisconsin IAAP chapter that is closest in proximity to the Chippewa Valley Chapter. \_\_\_\_\_
2. The Wisconsin Division is a member of the Great Lakes District. Who are the other division members?  
\_\_\_\_\_  
\_\_\_\_\_
3. The international newsletter published quarterly is named: \_\_\_\_\_
4. Who is the current editor of the Chippewa Valley Chapter newsletter?  
\_\_\_\_\_
5. A student member may not serve as a \_\_\_\_\_ or \_\_\_\_\_ at the Chapter Level.
6. \_\_\_\_\_ members constitute a quorum for any regular or special meeting of the chapter.
7. The next Chippewa Valley Chapter Impact meeting is being held on \_\_\_\_\_.
8. ICE is an acronym for: \_\_\_\_\_.

*MaryEdna Hagen*  
Membership Chair





## Web Wanderings

**International Headquarters**  
[www.iaap-hq.org](http://www.iaap-hq.org)

**Wisconsin Division**  
<http://www.iaap-wisconsin.org/>

**Chippewa Valley Chapter**  
[www.iaapwisconsin.com/cv](http://www.iaapwisconsin.com/cv)

People say, "What is the sense of our small effort?" They cannot see that we must lay one brick at a time, take one step at a time.

—Doris Day  
 Actress/Presidential Medal of Freedom Recipient



Article or information submission deadline for the March newsletter is March 10.

## Chapter Officer Spotlight

**Kathy Briggs, Vice President, Chippewa Valley Chapter, IAAP**

Driving the tractor and picking rocks got me out of a one-room classroom with six grades for a day or two each year while growing up on the farm. At the age of 10, I moved to Merrill with my parents and twin sister. In high school, I took business classes and was placed in an office by an instructor. After that experience, I knew I wanted to either work in an office or teach in a business program. After graduation from Merrill High School, I graduated from UW-Stevens Point with a Bachelor of Science in Business Education.

The summer I graduated my fiancée, Bill, returned from Vietnam, and we were married. We moved to Wausau where I started my career teaching accounting, shorthand and placing students in office co-op work experiences. Three years later, we moved to Eau Claire where Bill had a new job; I attended UW-Eau Claire and acquired a Master of Science degree plus 20 graduate credits.

After my master's, I taught business and industry workshops at the Technical College for a few years. I then accepted a teaching position in the Business Education Department at UW-Eau Claire. Working with a great team of professors for five years at UWEC gave me the opportunity to write and publish educational material as well as do "ghost writing" for professors who published textbooks. Another opportunity I enjoyed was speaking in Grand Forks, N.D., at the World Institute on the Teaching of Business Education with Dr. William Mitchell who was a well-known UWEC professor, publisher and international lecturer. I must have done okay, because one evening some department members called me at home to meet them at the hospital as Dr. Mitchell had developed a blood clot. They agreed I should get ready to board a plane out of Eau Claire to Chicago and into St. Louis that week to give Dr. Mitchell's speech at the National Business Education Association Convention relating to research studies. I got a very detailed presentation plan and flight instructions. Needless to say, I was more afraid of flying than giving the presentation!

At this time, I became involved with the Office Personnel Seminar and IAAP. Dr. Missling, UWEC professor, handed the seminar planning over to me, which involved expanding on what was a noon luncheon and speaker. Dr. Mitchell, Dean of the Institute for Certifying Secretaries, initiated chartering our local chapter with his administrative assistant and a determined team of supporters. Those five years were more fantastic and rewarding than I could have ever imagined while being a member of a fun, caring and energetic team.

After 13 years of marriage and a rewarding career, Bill and I were happy to start a family with the birth of our daughter, Jacquie. I was a stay-at-home mom for 1½ years and then realized Jacquie needed to be with other children, and I needed to get back to work!

I started teaching at Chippewa Valley Technical College in the Medical Office Specialist, Office Assistant and Administrative Assistant programs. Throughout my teaching career, delivery methods expanded from traditional classrooms to ITV, Centra and Internet classes. Highlights of my CVTC teaching career were providing business skills to a diversified student population and working closely with businesses placing office internship students from Woodbury, Stillwater, Hudson, River Falls, Menomonie, Chippewa Falls, Ladysmith, Stanley, Neillsville, Black River, Durand and Eau Claire.

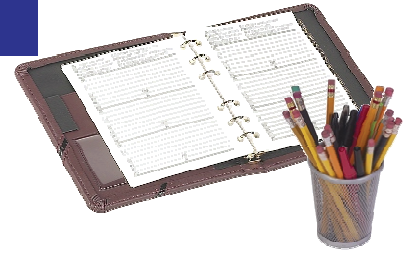
Teaching 37 years allowed me to fulfill my lifelong dream. Combining teaching and networking with IAAP professionals allowed me to enrich the career goals of my students; and in return, those students enriched my life. I loved teaching and networking.

Throughout my personal life, I have traveled throughout the United States, Europe, Israel, Egypt, Spain and Portugal with family and friends. I would visit administrative and medical offices to share global employment opportunities with my students.

My favorite pastimes include visiting with friends, cross-country skiing, bicycling and walking. Bill and I especially enjoy traveling to Phoenix visiting Jacquie, friends and family.

Looking forward, I plan to remain an active member of IAAP and continue to promote the mission of IAAP and the vision of the administrative professional.

## Technology Tip: Dot Leaders – Microsoft Word 2000-2004



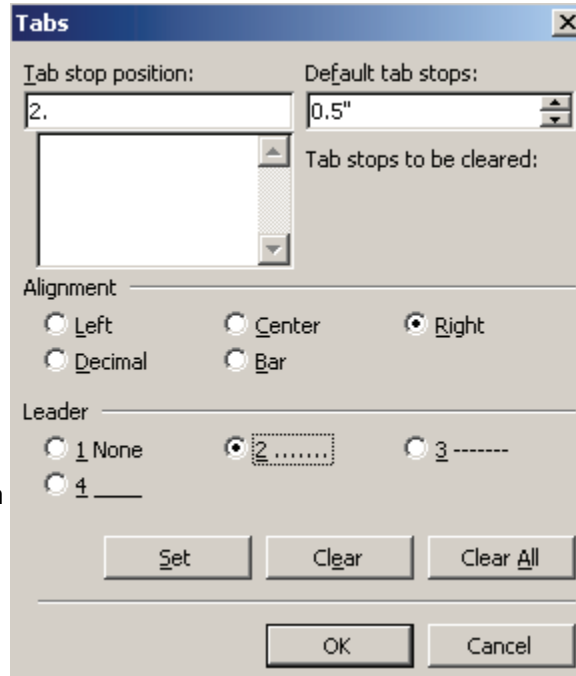
A dot leader is a dotted line that connects two columns of text. This row of periods helps readers to scan across a line easily without the risk of misreading the information. Word also allows solid-line and dashed-line leaders, if you prefer a different look.

Are you guilty of creating a dot leader by using periods instead of a tab stop? If so, you probably figured out that you usually get unevenly spaced lines.

Setting a dot leader is easier using the Tabs dialog box than trying to use the ruler, so this will be explained using the dialog box method.

### To set a dot leader tab:

1. Select the paragraph(s) you want affected.
2. Look at the selected area to decide where you want to place the tab stop. In this example, we'll create a right-aligned tab at 2".
3. Chose Format/Tabs to access the Tabs dialog box.
4. Enter the desired alignment position, 2", in the Tab Stop Position text box, as show in **Figure A**.
5. Select the Right option button in the Alignment area, and select the second option button in the Leader area, then click Set and click OK.



Adapted from *Inside Microsoft Office*

**A:** The Tabs dialog box allows you to set all the ruler, alignment and leader options in one convenient area.

## Mark your calendar for these upcoming events in 2008!

**Professional Education Conference**  
March 2 – 5  
Charleston, S.C.

**Office Personnel Seminar**  
April 16  
Eau Claire, Wis.

**Administrative Professionals Week**  
April 20 – 26

**CPS/CAP Exam**  
May 2 – 3

**Wisconsin Division Annual Meeting**  
May 16 – 18  
Appleton, Wis.

**International Convention and Education Forum**  
July 27 – 30  
New Orleans, La.

**Certification Conference**  
October 19 – 22  
Denver, Co.

## Urgent/Express Care vs. Emergency Room

Patients entrust their lives to health care professionals, seeking medical help when they don't feel quite right. That's why it's very important to seek help from the right place depending on symptoms and healthcare needs.

Urgent or express care isn't the appropriate place for patients to go during time-sensitive, life-threatening situations. These patients should be going to the emergency room. There is often a misunderstanding as to what urgent care offers.

Urgent/express care provides treatment for minor health concerns that require same-day treatment, often when a patient can't get in to see their regular physician. Chronic health problems should be seen by the patient's primary care physician.

Common conditions treated at urgent care include colds, flu, sprains, strains and simple fractures, minor burns, skin rashes and urinary tract infections. Patients should visit the ER if they are having chest pains, shortness of breath, severe abdominal pains or other severe, life-threatening symptoms. There are certain time-sensitive conditions that are better seen in the ER. If patients come to urgent care with time-sensitive issues, they may end up going to the ER in an ambulance.

Patients sometimes confuse urgent care with the ER in the first place, but urgent care is not for major emergency situations — it's for minor health concerns.

Adapted from "Network News," Luther Midelfort's employee newsletter



## Special Dates for February/March

### IAAP Anniversaries

- Vicki Danielson, 3/06
- Beth Munson, 3/04
- Glenda Nelson, 3/07
- Ruth Nichols, 3/06
- Kim Seehaver, 2/07
- Cynthia Welch, 2/81
- Kimberly Woerner, 3/07

### Birthdays

- Teresa Miller, 2/02
- Carmen Tiffany, 2/17
- Linda Bockin, 2/21
- Joyce Orth, 3/01
- Michele Halterman, 3/11
- Krista Bethke-Peterson, 3/13
- Barb Solfest, 3/25

## Bylaw Amendments

Each IAAP chapter has been invited to submit amendments to the Wisconsin Division bylaws for consideration at the annual meeting in May. This invitation is your chance to learn more about IAAP in greater depth. Please take time to review both the chapter and division bylaws.

Find the chapter bylaws on page 26 of the CVC Orientation Manual; division bylaws are on page 38). The manual is available from [MaryEdna Hagen](#) and bylaws from [Cynthia Welch](#).

Amendment recommendations should include the following:

- Article, section and paragraph number
- Suggested changes, rewording or additions
- Supportive explanation for the change

Please let Kathy Dean, CVC President, know your suggestions for amendments or concerns about wording. Remember, this is YOUR organization, and everyone is encouraged to provide input.

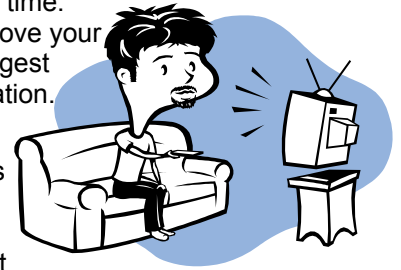
Submitted amendments must first be proposed for Chapter review, then forwarded to the Bylaws Committee no later than March 30. This deadline is to allow for consideration by all chapters before our delegates votes on them at the annual meeting.



© 2008 Laura Stack. Laura Stack is a personal productivity expert, author, and professional speaker who helps busy workers Leave the Office Earlier® with Maximum Results in Minimum Time™. She is the president of The Productivity Pro®, Inc., a time management training firm specializing in productivity improvement in high-stress organizations. Since 1992, Laura has presented keynotes and seminars on improving output, lowering stress, and saving time in today's workplaces. She is the bestselling author of the books Find More Time (2006) and Leave the Office Earlier (2004). Her newest productivity book, The Exhaustion Cure (Broadway Books), hits bookstores in May 2008. To have Laura speak at your next event, call 303-471-7401. Visit [www.TheProductivityPro.com](http://www.TheProductivityPro.com) to sign up for her free monthly productivity newsletter.

## Go On a Low-Information Diet — by Laura Stack

Almost anyone you ask will tell you they're pressed for time. So we prioritize, streamline and simplify. You can improve your efficiency, but you still aren't addressing one of the biggest time and energy wasters in your day: incoming information.



If the 21st century has brought us anything, it is WAY too much information. You can watch several channels full of cable news 24 hours a day, surf the Internet on any topic for hours or heat your house with the junk mail you receive. Imagine the time and productivity lost just sorting through it all!

So why not join me in 2008 and put yourself on a low-information diet? Make this the year that you say "NO MORE!" to the endless onslaught of time-wasting, productivity-eating, stress-inducing STUFF coming at you.

Here are a few ideas to get you started:

**Skip the news.** Some people are shocked when they hear how long it's been since I've watched the news. But I'm shocked when people confess how much time they waste each day reading their latest blog postings. To be honest, most of the news out there just isn't the kind of thing that really impacts my family, my business or me. And quite frankly, a big chunk of what gets reported will do little more than make me feel angry or depressed. So if your job or your natural sense of curiosity don't prohibit it, consider a very low-news diet.

**Never meet in person to give information.** What's the number one complaint most people have when it comes to office productivity? Meetings! Do we really leave with the decisions that made spending the time worthwhile? Create a pact with your team to never again have an in-person meeting or phone conference where you are simply conveying low-value information. Put it on the intranet or into a single e-mail.

**Use the phone strategically.** If you have a 30-minute meeting with vendors or clients that requires an hour's worth of driving, decide if the time would be better spent with a phone call. Are you really getting better information in person? Skip the commute, keep the gas money and save yourself a ton of time. You may even find that your clients view your respect for THEIR time as refreshing and will appreciate it to no end.

**The mailman knocks 100 times.** The U.S Postal Service does not come to your home, ring your bell and hand you one piece of mail at a time, multiple times a day. It's batched and delivered once. If only we could follow the same principle with electronic mail. I process my e-mail just a handful of times each day. After the 50 to 200 e-mails you receive each day, just think how many times per hour your productive activities must come to a grinding halt.

**Make the decision NOW.** Many decisions are put off because people are waiting for more information. Gather enough information and make the best decision you can with the information you have. Things can always change. Sometimes it is much more efficient to go with the information you have, make the WRONG decision, and make adjustments if necessary, than to waste time being indecisive.

**Empower your people.** Eric Hoffer, the late American social philosopher, once said, "Far more crucial than what we know or do not know is what we do not want to know." Give your people the authority they need to make decisions and get things done.

**Cut, cut, cut.** Don't lose your focus as the year goes on. Cut, streamline, and reduce. Cancel magazine subscriptions. Get rid of the junk you haven't used in a year. Let all calls you don't recognize go to voicemail. Unsubscribe from all newsletters you haven't specifically requested.

These are just a few examples about how you can deal with less information. Hope you lose lots of weight on your low-information diet and make 2008...GREAT!

## Hot Chocolate

A group of graduates, well established in their careers, were talking at a reunion and decided to go visit their old university professor, now retired. During their visit, the conversation turned to complaints about stress in their work and lives.

Offering his guests hot chocolate, the professor went into the kitchen and returned with a large pot of hot chocolate and an assortment of cups — porcelain, glass, crystal, some plain-looking, some expensive, some exquisite — telling them to help themselves to the hot chocolate.

When they all had a cup of hot chocolate in hand,



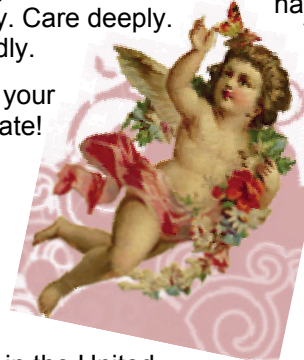
the professor said, "Notice that all the nice-looking expensive cups were taken, leaving behind the plain and cheap ones. While it is normal for you to want only the best for yourselves, that is the source of your problems and stress. The cup that you're drinking from adds nothing to the quality of the hot chocolate. In most cases, it is just more expensive and in some cases, even hides what we drink. What all of you really wanted was hot chocolate, not the cup; but you consciously went for the best cups...and then you began eyeing each other's cups.

Now consider this: Life is the hot chocolate; your job, money and position in society are the cups. They are just tools to hold and contain life. The cup you have does not define, nor change the quality of life you have. Sometimes, by concentrating only on the cup, we fail to enjoy the hot chocolate God has provided us. God makes the hot chocolate, man chooses the cups.

The happiest people don't have the best of everything. They just make the best of everything that they have.

Live simply. Love generously. Care deeply. Speak kindly.

And enjoy your hot chocolate!



## St. Valentine's Day

Every February, across the country, candy, flowers, and gifts are exchanged between loved ones, all in the name of St. Valentine. Although the truth behind the Valentine legend is murky, the stories certainly emphasize his appeal as a sympathetic, heroic, and, most importantly, romantic figure. It's no surprise that by the Middle Ages, Valentine was one of the most popular saints in England and France.

While some believe that Valentine's Day is celebrated in the middle of February to commemorate the anniversary of Valentine's death or burial — which probably occurred around 270 A.D — others claim that the Christian church may have decided to celebrate

Valentine's feast day in the middle of February in an effort to "Christianize" celebrations of the pagan Lupercalia festival. In ancient Rome, February was the official beginning of spring and was considered a time for purification.

Pope Gelasius declared February 14 St. Valentine's Day around 498 A.D. The Roman 'lottery' system for romantic pairing was deemed un-Christian and outlawed.

Valentine greetings were popular as far back as the Middle Ages (written Valentine's didn't begin to appear until after 1400).

In Great Britain, Valentine's Day began to be popularly celebrated around the 17th century. By the middle of the 18th century, it was common for friends and lovers in all social classes to exchange small tokens of affection or handwritten notes.

[www.history.com](http://www.history.com)

## Colon Cancer Prevention Month

By Tammy A. Jackson, R.N., Luther Midelfort Digestive Health

Colorectal cancer is the second leading cause of cancer-related death in the United States and is expected to cause more than 50,000 deaths in 2008.

Prevention is not a word we hear very often when discussing cancer. Many people do not believe it is possible to prevent cancer, only treat it once it occurs. But colorectal cancer is unique. It is currently one of the few cancers in which screening cannot only detect disease early — it can actually prevent the disease from ever developing.

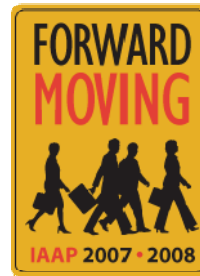
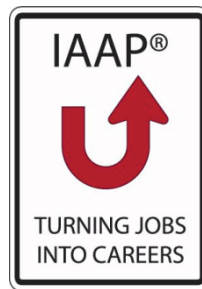
Small growths in the colon, called polyps, can become cancerous over time. But by undergoing a simple procedure called a colonoscopy, polyps can be removed, and colon cancer can be prevented.

Although there is now general agreement that average-risk adults aged 50 and older should be screened for colorectal cancer, national survey data shows less than half of eligible adults have ever been screened for this disease. People with a direct family history of colon cancer have a higher risk and may need earlier and more frequent screening. Over one-third of Americans polled are unfamiliar with the most important risk reduction measures for the disease, such as regular screening, exercise and a healthy diet.



Screening colonoscopy is a "covered" outpatient procedure by Medicare and most insurance companies. Deductibles and co-pays may apply.

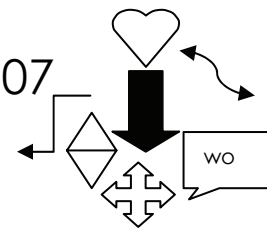
Take the first step in colon cancer prevention. "March" to see your doctor and get a screening colonoscopy.



## You and your colleagues are invited to take a peek at . . .

Drawing Tools — Word 2003 & 2007

*Beth Kranz & MaryEdna Hagen, UW-Eau Claire*



Monday, Feb. 25, 2008

5:15 – 7:30 p.m.

RCU Corporate Center

200 Riverfront Terrace, Eau Claire



Refreshments Provided

Please RSVP before Friday, Feb. 22, 2008, to MaryEdna Hagen.

[hagenme@uwec.edu](mailto:hagenme@uwec.edu)

715-836-5984