



August 2009

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Chippewa Valley Chapter

Newsletter

From the President

The Power of Commitment



As IAAP continues the Pathways to Excellence Recognition Program, I encourage each of you to review the Member of Excellence criteria, and set professional goals as we begin the year — **Power of Commitment**.

In the first year of Pathways to Excellence, over 50 Wisconsin Division members earned Member of Excellence recognition, the Chapter of Excellence was awarded to eight Wisconsin Division Chapters and the Wisconsin Division met the requirements to be a Division of Excellence.

I was honored as President of the Chippewa Valley Chapter to receive a very attractive banner we will display at our meetings in recognition of our Chapter of Excellence award along with \$150 toward the Web Community cost and \$50 from the Wisconsin Division.

A short presentation will be shared at the August meeting to give you an overview of our convention opportunities, along with our exceptionally rewarding volunteer work experiences. Also, we have some surprises from the convention exhibitors to share with you. Pictures of the convention will be coming next month, along with more convention insight.

As we all experience the **Power of Commitment**, I look forward to the 2009 - 2010 year and hope this year will be exciting, challenging and rewarding for all of you. Your **Power of Commitment** will strengthen our Chippewa Valley Chapter, as well as your career opportunities.

Kathy Briggs, President

Chippewa Valley Chapter

Chapter Meeting

Monday, Aug. 24

Luther Midelfort

727 W. Clairemont Ave., Eau Claire
(building across from the clinic)

5 p.m. — Mancinos sandwiches

5:30 p.m. — Program: Report from the July Education Forum & Annual Meeting

6:30 p.m. — Business Meeting

RSVP no later than Friday, Aug. 21, to Pauline Spiegel at pspiegel@co.chippewa.wi.us or 715-726-7816.

Wisconsin Division Annual Meeting

by Donna Weidman

On a cold, windy, but sunny day, Kathy Briggs and I departed from Eau Claire very early on Friday, May 15, 2009, to attend and participate in the Wisconsin Division Annual Meeting. We were joined by 50 other IAAP members from 12 chapters throughout Wisconsin.

Our conference began promptly at 9 a.m. with a presentation by Kalynn Pempke CPS/CAP, North-central Technical College, updating members on a professional portfolio for the 21st century.

Ann Dahlke, IAAP Wausau chapter member, conducted an excellent and informative workshop on business etiquette for the business professional. The workshop prepared us for the occasions when we are asked to conduct business in social settings outside the office environment, as well as the 12 commandments of cubicle etiquette. A quiz on business etiquette tested our current knowledge and will be shared with our own chapter members at future meetings.

The Friday afternoon session was a panel of four individuals representing various businesses and agencies dispensing advice for surviving downsizing. Some of the areas covered included resources available for the dislocated worker, services from employment agencies such

as Manpower, and various employee assistance programs available to cope and recover from losing your job.

The Division Business Meeting was first on the agenda for Saturday morning, and the business of the division was conducted during that three-hour session. Cynthia Welch is the state Bylaws chair and was very busy presenting and updating the division's bylaws, while Kathy Briggs was our chapter delegate.

Pat Falkenhagen, incoming Division President, enlightened us with a presentation outlining steps to advance in your career and to realize and become an effective leader.

Upon returning from our city tour of downtown Wausau on a very cold and windy afternoon, I discovered I had won one of the major raffle prizes from the Wausau chapter. A very nice storage box with delicious drinks and food from local restaurants and businesses from central Wisconsin was my gift, which we could not even carry out without a luggage cart! (See photo above.)

The highlight of the Saturday night banquet was an excellent keynote speaker, Shari



Peace, whose motivational and inspirational speech was titled "Unleash Your Potential!: How to Be the One Administrative Professional Your Organization Can't Live Without." Shari's mother was an administrative assistant, so she related well to our organization with real-life examples on reaching your potential in your office careers.

Thanks again for allowing me to represent our chapter at this annual meeting.

Donna Weidman



International Headquarters
www.iaap-hq.org

Wisconsin Division
www.iaap-wisconsin.org

Chippewa Valley Chapter
www.iaapwisconsin.com/cv

Committee Reports

CPS Services

- Be sure to test your knowledge with the sample CPS/CAP questions on page 5.

Membership

- Retention is one of our main goals this year, and don't be surprised to hear from us when your membership anniversary date comes around. An Impact meeting is being planned for October. We are creating a one-page document describing our chapter and its benefits to be distributed by chapter members at their offices as an invitation to the meeting. Members, start thinking of an individual(s) from your workplace who might want to learn more about us and possibly become a member of our chapter. Enjoy the rest of the summer, and we look forward to working with all of you.

Newsletter

- Please send articles to help make our newsletter special for everyone. We all need to take time to share good news, tips/tricks, administrative updates or whatever you find interesting.
- The deadline for submission for the newsletter is two weeks prior to the chapter meeting.

Professional Development

- We are working on getting the list of monthly programs ready to send to members by September 1.

Publicity

- Monthly meeting notices are sent to area newspapers via e-mail and posted online. Please let us know of additional publications in which to publicize our organization.
- Announcements of special events are faxed to a few local media outlets including Clear Channel radio stations. If you are chairing one of our special events, please forward details to our committee as early as possible.
- We would appreciate copies or reports from members if they see an announcement, as unpaid notices may or may not be published.
- Committee members and chairs for the 2009-2010 year: if you would like a letter of acknowledgement regarding your participation in IAAP sent to your supervisor, please contact Cynthia Welch. (Anyone who qualified as an IAAP Member of Excellence is praiseworthy, as well.) Please send the name and address of your supervisor, and we will be happy to highlight your continuing efforts.

Continued on page 5.

Certification Conference

To keep your educational momentum going, attend the 2009 Certification Conference. Sharp Skills in Tough Times offers 2½ days of in-depth education with these sessions:

- Success Skills for Highly Demanding Times
- Effective, Efficient and Bottom-Line Oriented
- Building Your Skills to Accomplish More with Office 2007
- Sharpening Your Skills Regardless of Your Training Budget
- Chasing Porcupines: How to Work with Prickly People

Top-notch presenters will provide solutions to many problems you may be facing. Back by popular demand is technology guru, Gini Courter. You won't go away empty-handed from one of Gini's sessions. And if you attended the Leadership Luncheon at EFAM, you will be happy to know that Steven Iwersen will present the closing session. These speakers will help you keep your skills sharp, and marketable in tough times.

Registration is currently open to both certified and noncertified members and nonmembers. Visit this link for more information: <http://www.iaap-hq.org/events/certification/index.html>.

2009 - 2010 Board Members Installed

Chippewa Valley Chapter officers were installed at the June meeting.



Pictured from left to right: Kathy Briggs, President; Kim Yeager, Vice President; Debbie Paulson, Secretary; and Pauline Spiegel, Treasurer

The Mayonnaise Jar and the Coffee

When things in your life seem almost too much to handle, when 24 hours in a day are not enough, remember the mayonnaise jar...and the coffee....

A professor stood before his philosophy class and had some items in front of him. When the class began, wordlessly, he picked up a very large and empty mayonnaise jar and proceeded to fill it with golf balls. He then asked the students if the jar was full. They agreed that it was.

The professor then picked up a box of pebbles and poured them into the jar. He shook the jar lightly. The pebbles rolled into the open areas between the golf balls. He then asked the students again if the jar was full. They agreed it was.

The professor next picked up a box of sand and poured it into the jar. Of course, the sand filled up everything else. He asked once more if the jar was full. The students responded with a unanimous "yes." The professor then produced two cups of coffee from under the table and poured the entire contents into the jar, effectively filling the empty space between the sand. The students laughed.

"Now," said the professor, as the laughter subsided, "I want you to recognize that this jar represents your life. The golf balls are the important things — your faith, family, children, health, friends, and favorite passions — things that if everything else was lost and only they remained, your life would still be full. The pebbles are the other things that matter like your job, house and car. The sand is everything else — the small stuff. If

Continued on page 5.

National/Division IAAP Events

Fall Education Conference

October 16 - 17
Wisconsin Dells, Wis.

Certification Conference

October 18 - 21
Portland, Ore.

CPS/CAP Exam

November 6 - 7

Professional Education Conference

March 8 - 10
Reno, Nev.

Incoming Division President's Conference

April 16 - 17
Kansas City, Mo.

Administrative Professionals Week

April 17 - 24

Administrative Professionals Day

April 21

CPS/CAP Exam

May 7 - 8

Wisconsin Division Annual Meeting

May 14 - 15
Neenah, Wis.

Education Forum and Annual Meeting

July 18 - 21
Boston, Ma.



CPS/CAP Quiz

1. The cohesiveness of groups is:
 - a. always helpful in increasing productivity
 - b. conducive to productivity if that is the group goal
 - c. never conducive to increasing productivity
 - d. reduced under external threats
2. The method of appraising employee performance on only two characteristics, job performance and promotability is:
 - a. paired comparison
 - b. factor comparison
 - c. forced distribution
 - d. simple ranking or grading
3. Written essays, critical incidents, and behaviorally anchored rating scales are methods of:
 - a. defining job satisfaction
 - b. identifying task outcomes
 - c. conducting performance evaluations
 - d. empowering employees
4. Using an off-site setting to develop technical skills of an employee is called:
 - a. vestibule training
 - b. distance learning
 - c. mentoring
 - d. transfer training
5. In a fast-paced environment, tolls to relive stress and anger are:
 - a. time management skills
 - b. creative thinking skills
 - c. critical thinking skills
 - d. decision-making skills

Answers may be found on page 6.

Mayonnaise

Continued from page 4.

you put the sand into the jar first," he continued, "there is no room for the pebbles or the golf balls. The same goes for life. If you spend all your time and energy on the small stuff, you will never have room for the things that are important to you. Pay attention to the things that are critical to your happiness. Play with your children. Take time to get medical checkups. Take your partner out to dinner. Play another 18. There will always be time to clean the house and fix the disposal. Take care of the golf balls first, the things that really matter. Set your priorities. The rest is just sand." One of the students raised her hand and inquired what the coffee represented.

The professor smiled. "I'm glad you asked. It just goes to show you that no matter how full your life may seem, there's always room for a couple of cups of coffee with a friend."



Reports

Continued from page 3.

Ways and Means

- Remember to watch for discounted/inexpensive baskets at thrift sales, secondhand stores, Goodwill, etc. for the OPS basket raffle.
- The Sunshine Fund is running low. If you can help replenish, please give your donation to Pauline Spiegel.

Know IAAP & Win! Did you know?

Learn about the life and structure of IAAP with "Know Your IAAP & Win!" Answers for this round can be found in the June/July OfficePRO magazine. Submit your answers to Pauline Spiegel at pspiegel@co.chippewa.wi.us by noon Monday, Aug. 24. The winner will be randomly drawn at the monthly meeting. The winner's name will be printed in the next month's newsletter.



1. The 2009 International EFAM was held in Minneapolis. What does EFAM stand for?
2. What were the dates of the International EFAM?
3. Who was the 2008 - 2009 International IAAP President?
4. What is the deadline for applying for the November 6 - 7, 2009, CPS and CAP exams?
5. Who received the 2009 Office Team Administrative Excellence Award?

Special Dates for August/September

Happy Birthday!

- 08/07: Patricia Keller
08/08: Jeanine Weise
08/18: Ellen Mickelson
08/20: Gina Kildahl
09/04: Marilyn Motzer
09/13: Krista Bethke-Peterson
09/13: Jessica Johnson



Chapter Meetings & Events

Executive Committee Meetings

First Mondays. All members are invited to attend. RSVP with Kathy Briggs at khbriggs@yahoo.com.

Chapter Meetings

Fourth Mondays. See the meeting notice on the front page for location, topic and dinner information, or view on the chapter website.

August 24
September 28
October 26
November 23
January 25
February 22
March 22
April 26
May 24
June 28

Wisconsin Division Board of Directors

President

Pat Falkenhagen CPS

President - Elect

Julie Thomas CPS/CAP

Vice President

Nancy Arnold CPS/CAP

Secretary

Lynette Hieronimus CPS

Treasurer

Kathi Princeton CAP

Great Lakes District Director

Wendy Melby CPS/CAP

CPS/CAP Answers from page 5

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

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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