



February 2010

Chippewa Valley Chapter

# Newsletter

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## The Power of Commitment



As IAAP continues the Pathways to Excellence Program, I encourage each of you to review the Member of Excellence criteria and complete a checklist. At each monthly meeting, Kim Yeager will have copies of the form to share with you, or you can get it from the IAAP website.

In the first year of Pathways to Excellence, about 50 Wisconsin Division members earned their Member of Excellence recognition; of the 50, four members were from the Chippewa Valley Chapter (CVC). Chapter of Excellence was awarded to eight Wisconsin Division Chapters, of which the CVC was one of, and the Wisconsin Division met the requirements to be a Division of Excellence. See the chart on page 2 regarding our current status in meeting Chapter of Excellence criteria.

These awards are truly a team effort. I encourage our members to use the criteria as a goal. Not every member will meet the criteria; however, your Power of Commitment can be used to further your career opportunities.

*Kathy Briggs, President*

Chippewa Valley Chapter

### Office Personnel Seminar

Please join us for the 46th Annual Office Personnel Seminar on Wednesday, April 14, at The Plaza Conference Center. As IAAP members, your cost to attend the seminar is \$25, and you are given the opportunity to provide assistance during the seminar.

Conference brochures will be sent within the next couple weeks, and please be sure to share them with your co-workers. Executives are again invited to attend the breakfast and opening keynote presentation for a mere cost of \$8.

### Chapter Meeting

**Monday, Feb. 22**

**Luther Midelfort**

**727 W. Clairemont Ave., Eau Claire**

**(727 Building across from the clinic)**

**5 p.m.** — Dinner: Mancino's

**5:30 p.m.** — Program: Robert's Rules of Order

**6:30 p.m.** — Business Meeting

**RSVP no later than Friday, Feb. 19,** to Pauline Spiegel at [pspiegel@co.chippewa.wi.us](mailto:pspiegel@co.chippewa.wi.us) or 715-726-7816.

Chippewa Valley Chapter Pathways to Excellence Status											
Chapter Criteria (need 14 of the 19)	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	MET!
60% of chapter meetings offer certification points		✓	✓		✓						
One member earn CPS and/or CAP			✓								✓
Sign Excellence Commitment agreement					✓						✓
Publish six newsletters or e-newsletters	✓	✓	✓		✓	✓					
Participate in IAAP web community											
Annual calendar & marketing plan published by 9/1	✓										✓
Annual budget & monthly statements, annual audit report to division treasurer	✓	✓	✓	✓	✓						
Maintain full slate of officers & chairs, submit new officers to HQ by 7/1	✓	✓	✓	✓	✓	✓					
Leadership/succession officers/chairs training											
Delegate to WDAM & delegate/proxy to International	✓ July										
Member on Division or International committee/officer	✓	✓	✓	✓	✓	✓					
Sponsor or cosponsor a seminar, APW/APD or Exec. Event								✓			
Apply for Avery or IAAP chapter award						✓					✓
Maintain minimum of 15 members and achieve 80% retention											
Conduct at least one IMPACT meeting		✓									✓
New member orientation			✓								
12% membership increase											
Sponsor new professional or student chapter											
Strategic plan by 12/31 and annual member survey	✓										

## Volunteers Needed

In the next month, we will be looking for members to serve on the Audit and Nominating Committees. Please contact Kathy Briggs at [khbriggs@yahoo.com](mailto:khbriggs@yahoo.com) if you are interested in serving on either of these committees.

## OPS Basket Raffle

By Pauline Spiegel CPS

The OPS basket raffle has been a tremendous success for raising funds for the Chippewa Valley Chapter.

One of the ways these funds are used to support chapter members is through mini-grants.

Mini-grants help cover event registration fees, for example, for the annual Education Forum.

All IAAP members are encouraged to assist in obtaining donations or putting together their own basket for the 2010 OPS basket raffle fundraiser. A sample letter and 2009 donation list were e-mailed a few weeks ago. Remember to make a request when you are out shopping at your favorite store or from a distributor such as Pampered Chef.

Please share your commitment and theme of a basket donation with Pauline Spiegel (Ways & Means chair) at [pspiegel@co.chippewa.wi.us](mailto:pspiegel@co.chippewa.wi.us) or 715-726-7816.

Thank you for your continued support and dedication to IAAP!



## 2009 Fall Education Conference

By Kim Yeager CAP

2009's Fall Education Conference was held on October 16 and 17 at the Great Wolf Lodge in Wisconsin Dells. We had three members from the Chippewa Valley IAAP Chapter attend: Kim Yeager CAP, Heidi Wold CPS and Cynthia Welch CPS. With only 50 members present, attendance was down. The Wisconsin Division did a great job planning the educational conference and had some really good speakers.

Robin Mueller gave a presentation on seminar and presentation techniques. He was explaining the should and shouldn't's of getting up and doing a presentation. It was really nice to have him reinforce the things that I have been telling my forensics students for the last 17 years. One thing that you really want to try to do when introducing a speaker is to not read the introduction without looking at the audience. You need to have the eye contact with your audience to get them involved in what the presenter is going to be speaking about.

Another session was on succession planning. This was presented by Pat Falkenhagen CPS. She did a great job of explaining what succession planning was and why it is important.

Some of the other sessions were International Update, Certification Update, The Power of Commitment, Resumes and Interviews, and Green Meeting Planning.

They also had a reception for International Officer President-Elect Mary Ramsey-Drow CPS/CAP and Great Lakes District Director Wendy Melby CPS/CAP. Unfortunately, Wendy Melby could not attend due to a death in the family.

## Sponsorships

As a member of the Chippewa Valley Chapter of IAAP, the Ways & Means Committee is requesting your assistance in obtaining sponsors for the newsletter and website. We kindly ask each of you to try to obtain two sponsors by approaching your own organization, a business that you frequently shop at or a self-owned business that you are acquainted with. An advertising agreement form and request letter you can customize was sent to members in November.

Call 715-726-7816 or e-mail [pspiegel@co.chippewa.wi.us](mailto:pspiegel@co.chippewa.wi.us) for more information or questions.

## Technology Tip

**Symbol Shortcuts**, Submitted by Cynthia Welch CPS

Try these keyboard shortcuts in Microsoft Word or Outlook to create symbols! Press the Alt key and the corresponding number below for the symbol shown.

for ☺ 1	for ◀ 17
for ☻ 2	for ↓ 18
for ♥ 3	for !! 19
for ♦ 4	for ¶ 20
for ♣ 5	for § 21
for ♠ 6	for — 22
for • 7	for ↑ 23
for □ 8	for ↑ 24
for ○ 9	for ↓ 25
for ◻ 10	for → 26
for ♂ 11	for ← 27
for ♀ 12	for ⊥ 28
for ♪ 13	for ↔ 29
for 🎵 14	for ▲ 30
for ☀ 15	for ▼ 31
for ▶ 16	

## Chapter Meetings & Events

### Executive Committee Meetings

First Mondays. All members are invited to attend.

RSVP with Kathy Briggs at [khbriggs@yahoo.com](mailto:khbriggs@yahoo.com).

### Chapter Meetings

Fourth Mondays.

See newsletter front page for more information, or view on the chapter website.

**February 22**

**March 22**

**April 26**

**May 24**

**June 28**

## IAAP Meal Gift Cards

IAAP meal gift cards now available for purchase. Give a fellow IAAP member the gift of a free meal at a future IAAP meeting — great for any occasion. The cost is \$7. Contact Pauline Spiegel, treasurer, for more information or to purchase Call 715-726-7816 or e-mail [pspiegel@co.chippewa.wi.us](mailto:pspiegel@co.chippewa.wi.us).

## Division Newsletter

Remember to visit the Wisconsin Division website and click on “Download our latest newsletter here!!” in the red Wisconsin Division News box.

## RCU Ballot Counting

Ellen Mickelson and Ella Huttner are co-managers of the 2010 RCU ballot counting fundraiser. Ballots go out March 1, and voting ends March 31. This will provide our chapter with \$1,000, so please help if at all possible when asked to help count ballots.

## Meeting Agenda

If your committee would like to give a verbal report at our monthly meeting, please submit your topic to Tina Kortés at [tkortes@auroraservices.com](mailto:tkortes@auroraservices.com) so it can be added to the agenda. The other option is to submit it to the newsletter.

## February Program

Dr. Susan Harrison, an associate professor in the Mathematics Department at the University of Wisconsin-Eau Claire, has served as the chair of the university’s senate for over 12 years. Through her experiences in working with the over-70-member senate, she has learned many techniques for running efficient and effective meetings following Robert’s Rules of Order.

In her interactive presentation at the chapter meeting at 5:30 p.m. Monday, Feb. 22, she will share many of these techniques as audience members participate in a mock meeting.

# Sponsor Spotlight: 4 Seasons Florists

By Cynthia Welch CPS

Tommi (pronounced Tommy) Godavish-Matson is a second-generation florist and manager of 4 Seasons. Her father, Frank Goodavish, bought the business in 1959 and changed its name to 4 Seasons. He raised seven kids and put them all through college through the florist shop.

Tommi joined the family business to continue her father's legacy. She had worked with her dad through high school and college. After graduating, she managed various retail stores but tired of working for big corporations and not seeing the returns for her 60-hour work week. When Tommi and her husband married in 1992, they decided Eau Claire would be a nice place to raise a family. She could work in retail, the same type of work, but working for herself and her family would be much more rewarding. Tommi attended Floral Design School in Chicago and worked for Forth Floral in Rhinelander for additional experience. Tommi and her husband moved to Eau Claire in 1996.

Along with Tommi's appreciation for the family legacy, she paid special tribute to longtime employee, Dale Erickson, who was like family. (Dale passed away five years ago.) He came with the shop when Frank purchased it 50 years ago and was a very large part of the business..

What Tommi enjoys the most about the floral business is that flowers can express so many things and make people smile, even on a sad occasion. Said Tommi, "I'll never forget the first time I sent flowers to my husband at work for his birthday. Our delivery person delivered them during the middle of



his work day. My husband called me shortly thereafter, thanked me and told me how special it made him feel to get the flowers at work (even though he was a guy). Everyone then knew it was his birthday and made his day even more special."

Tommi feels that their 50 years of experience sets 4 Seasons apart from other florists. "We know how to care for flowers so they are longer lasting for the customer. We know the importance of having flowers delivered on

time. We can do a multitude of styles of arrangements to create the floral gift you want to give. If you have a friend who likes carnations, we can do that, and if another likes orchids, willow and lots of different greens, we can do that, too.

Advice from Tommi when ordering flowers:

- Don't be afraid to tell us what you want.
- Give some lead time when ordering something special, so the freshest flowers are available for your order. Flowers are perishables. While 4 Seasons might not have everything on hand, they'll be happy to get it, and you know it will be fresh.
- It's usually never too late to get flowers delivered—that's the best thing about them. You can stay at home or work and do your shopping with one phone call.
- And PLEASE, if you are ever unhappy or disappointed with your purchase, give us a chance to make it right.

**4 Seasons Florist**  
**117 W. Grand Ave.**  
**Eau Claire, WI 54703**  
715-834-2017 or 800-657-4654  
[customerservice@e4seasons.com](mailto:customerservice@e4seasons.com)  
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www.iaap-hq.org

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www.iaap-wisconsin.org

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## Chapter Officers

**President**  
Kathy Briggs

**Vice President**  
Kim Yeager CAP

**Treasurer**  
Pauline Spiegel CPS

**Secretary**  
Tina Kortez

## Chapter Chairs

**CPS Services**  
Kim Yeager CAP

**Executive Event**  
Ellen Mickelson

**Membership**  
Donna Weidman

**Newsletter**  
Michele Halterman

**Office Personnel Seminar**  
Donna Weidman  
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**Professional Development**  
Beth Munson

**Publicity**  
Cynthia Welch CPS

**Scholarship & Mini-Grant**  
Ellen Mickelson

**Ways and Means**  
Pauline Spiegel CPS

**Webmaster**  
Heidi Wold CPS/CAP  
Angela Sieg-Bruhn

## National/Division IAAP Events

**Professional Education Conference**  
March 8 - 10, 2010  
Reno, Nev.

**Incoming Division President's Conference**  
April 16 - 17, 2010  
Kansas City, Mo.

**Administrative Professionals Week**  
April 17 - 24, 2010

**Administrative Professionals Day**  
April 21, 2010

**CPS/CAP Exam**  
May 7 - 8, 2010

**Wisconsin Division Annual Meeting**  
May 14 - 15, 2010  
Neenah, Wis.

**Education Forum and Annual Meeting**  
July 18 - 21, 2010  
Boston, Ma.

July 27 - 30, 2014  
Milwaukee, Wis.

## 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

## Special Dates for February/March

### IAAP Anniversaries

Angela Sieg-Brun, 2009  
Cynthia Welch, 1981  
Jessica Johnson, 2006  
Gina Kildahl, 2009  
Tina Kortez, 2009  
Anne Madison, 2009  
Ellen Mickelson, 2008  
Marilyn Motzer, 2009  
Beth Munson, 2004  
Deborah Paulson, 2008  
Della Schindler, 2008

*Happy Birthday!*

Angela Sieg-Brun, Feb. 2  
Carmen Tiffany, Feb. 17  
Linda Bockin, Feb. 21  
Nikki Coss, Feb. 26  
Michele Halterman, Mar. 11  
Joyce Orth, Mar. 11



## 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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