



February 2011

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Chippewa Valley Chapter

Newsletter

It's a Party!

Monday, Feb. 28

Luther Midelfort
727 Kenney Ave., Eau Claire

5 to 7 p.m.

Join your fellow Chippewa Valley Chapter IAAP members for an evening of food, fun, and free gifts and door prizes for everyone. Several of our sponsors—Pampered Chef, Tastefully Simple, and more—will be there demonstrating and showcasing their products.

Your executive board chefs have prepared an excellent array of appetizers, sandwiches and dessert. Please bring your beverage of choice.

So, shake off those winter blues, and come on over to party!

R.S.V.P. no later than 5 p.m. Friday, Feb. 25, to Donna Weidman at donna.weidman@gmail.com.



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 2011 OPS basket raffle fundraiser. A sample letter



and 2010 list were e-mailed last week. 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 or 715-726-7816.

Thank you for your continued support and dedication to IAAP!

Office Personnel Seminar

The 47th Office Personnel Seminar is shaping up quite nicely thanks to the efforts of our chairs and committee. Linda DeMoe, our keynote speaker, will headline the seminar with “I May Not be Perfect, but Parts of Me Are Excellent.” Linda is a retired child care services instructor at Chippewa Valley Technical College and has been a professional motivational speaker since 1987. Her presentation will give us the opportunity to laugh, to cry and perhaps to find peace within our daily lives.

Some of our breakout sessions include Getting Organized, Bullying in Workplace, Parliamentary Procedures, Identity Theft and Excel 2007.

Your assistance during the seminar will be greatly appreciated. Stay tuned for ways to volunteer at our next chapter meeting.

Valentine to an Administrative Professional

by Todd Hunt

She’s first one in and last to leave; her mark is everywhere. But like a watchful angel, we seldom know she’s there.



She guards the gate, protects the boss, efficient through and through. Those binders for this afternoon? All set in Boardroom 2.

Mind-reading is among her skills and putting fires out. She juggles tasks and jumps through hoops, yet never one to pout.

Three hands, you see, she does possess and intellect well bred. Plus humor, tact, diplomacy and eyes behind her head.

Computer tech and referee, yes, party planner too. Committee head, Excel sheet queen — there’s nothing she can’t do.

We’ve used the female pronoun, true, throughout this love decree, but sometimes (though it’s rather rare), that admin pro’s a he!

Business humorist Todd Hunt speaks for IAAP and other groups that want to add fun to their events and send members back to work smiling — with tips to improve communication and success. His world’s shortest email newsletter (30 seconds twice a month) is available free at www.ToddHuntSpeaker.com. And if learning through humor is a fit for your IAAP chapter, he’d love to visit with you!

Member Spotlight: Anne Madison



Birthplace: St. Joseph's Hospital, Chippewa Falls, Wis.

Current residence:

I grew up in Chippewa Falls and moved to the Stanley area as a freshman in high school. I've lived in Stanley since that time.

Family: I married my high school sweetheart, Tom Madison, in October 1981. We have two grown sons. Nathaniel, and his wife, Kris, live in Iron River with their children, Justin and Sydni. Thomas, and his wife, Alaina, live in Fall Creek with their puppy dog Bella. We hope they add to the grandchildren list someday. If I had known having grandchildren was so much fun, I would have had them first!

Education: After my kids were grown, I went to school to earn my associate degree from Chippewa Valley Technical College as an administrative assistant. Currently, I am working on my bachelor degree in Business Management at Lakeland College.

Current employer: I have been the education center coordinator with Lakeland College Chippewa Valley Center for the past four years. My last scheduled day was Nov, 30, 2010. I am relocating to Iron River. My future employ-

ment situation remains to be seen.

What was one of your best jobs, and why? My best job was raising our two sons. There is nothing like on-the-job experience! They are my best accomplishments. As far as my career, I've enjoyed my work over the years, but I believe the job at Lakeland is the best. The responsibilities in that position have put my skills to work and grown me as a person. Lakeland is a great place to work.

When did you become an IAAP member? I joined IAAP a couple of years ago.

What does IAAP mean to you? IAAP is a way for me to progress in my profession and to network with others who have similar interests. The camaraderie is uplifting, and the monthly presentations are thought-provoking and educational.

Favorite book(s): One of my favorite pastimes is reading. I enjoy uplifting books, especially true stories of hardship and triumph.

Favorite food/candy/dessert: My eating plan doesn't allow for candy and desserts, but if I could, I'd enjoy ice cream or popcorn. I eat a lot of beans, meat, vegetables and drink a lot of water. With the guidance of my nutritionist, I've lost 44 pounds since starting in July 2009. I have a long way to go, but this is the way I will eat for the rest of my life. I feel great, and I don't

ache and hurt anymore! My goal is to be able to keep up with my two-year-old granddaughter.

Favorite color: My favorite colors are the fall colors. I love the vibrant reds and golden tones.

Hobbies: When not spending time with my family, I enjoy scrapbooking, card making, quilting, and reading

Where was your most enjoyable vacation? My favorite memories of vacations all surround camping with our kids when they were small. Although it was a challenge with two boys, we had a great time exploring northern Wisconsin. Ironically, we are moving to an area near our favorite camping spot. If you are ever in the north woods of Wisconsin, give me a call or drop an e-mail. It would be great to have company (cell 715-456-5304 or mgranitehill@hotmail.com).

Other interesting facts: I'm the fourth living child, born on the fourth month, the fourth day at 4:02 a.m. My papa used to call me at four o'clock in the morning to sing happy birthday to me. I'm passing on that tradition by calling my children (sons and daughters-in-law) and grandchildren on their birthdays.



Minimize Tolerations and Maximize Happiness

Many people have already dumped their New Year's resolutions because they have probably found they don't have the time or the energy. What if before you created something new in your life, you looked at the "old" in your life or the things that are bugging you? How can you start a new project or enjoy a new activity when you have all these things hanging over your head? Tolerations is a coaching term for things that irritate us because they need to be done or removed or changed, but we have not done anything about. Tolerations are things we put up with in our lives, and they drain us of energy. They range from a garage door opener that does not work to a relationship where you feel stuck. Maybe you are tolerating long working hours with no enjoyment or satisfaction or you are being dragged down by people's behavior.

Helen is a coaching client and here is her list of her tolerations: dirty blinds, poor lighting in my office, book and magazine mess next to my bed, new camera and do not know how to use it, bored at my job, bumpy thighs, sitting next to my supervisor = yuck, always being late, need to paint my house, need to make my doctor appt. You can see from Helen's list that tolerations don't have to

be a big deal; in fact, it is the little things in life that take away our energy.

Tolerations: Waste your time. Waste your energy. Stop you in your tracks or make you



feel stuck. Make you feel like you can't start the "next thing." Make you feel incomplete or bad about yourself. Help you feel out of integrity. Keep you worrying about the past or future so that you can't enjoy the present.

Eliminate tolerations now. Set your timer for 30 minutes.

What are the top 10 things you are tolerating in these areas:

- Home
- Work/Office
- Health
- Relationships
- Money

Identify one item on each list that you can begin work-

ing on right away. Select the smallest one or the one that is easiest to eliminate first.

As you improve the situations and relationships in your life, you will naturally tolerate less. I am totally confident you will find the energy to take care of tolerations so you have MORE energy, freedom and confidence this year that will maximize your happiness. You only have one life to live...imagine if it was one you loved!

Call to Action: Pick one toleration, and take care of it in the next seven days. Then pick another and another. See what happens.

Top 10 Tolerations That People Put Up With as Normal/Acceptable

1. Being/feeling rushed
2. Having money dictate lifestyle choices
3. People who don't treat you extremely well
4. The buying/shopping experience: clerks, lines, quality, value, price
5. Errands
6. Being expected to do things, just because
7. Tradition or duty
8. Poor quality food and restaurant service
9. Machinery that breaks down when it shouldn't
10. Overpriced goods and services

What are you tolerating?

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Dr. Zimmerman's TUESDAY TIP

14-point plan for kicking stress out of your life

Stress management may be one of the most important challenges facing businesses in the 21st century. As an author, speaker, and consultant, I hear it all the time. My audience members repeatedly tell me, "I want to do a good job for my company. But I also want a life. I just don't know how to balance the two." The good news is you can learn to eliminate most of your stress and manage the rest of it. So let me give you "Dr. Zimmerman's 14-Point Plan for Kicking the Stress Out of Your Life."

1. Pay attention to your body.

Most of the time, your body will tell you when you've got too much stress or when you're off balance. If you notice changes in your weight, appetite or sleep patterns, pay attention. If you're experiencing more colds, headaches and upset stomachs, pay attention.

After all, if you don't pay attention to the "dis"-stress and do something about it, you're going to have disease. So get to know your body and the way it communicates with you. Listen to the signals your body is sending you; care for it appropriately, and your stress will be dramatically reduced.

2. Think about what you REALLY want out of life.

I see too many people who work too hard, live too fast,

and then feel somewhat empty instead of excited and fulfilled when they're successful. The reason is simple: they never took the time to figure out what they REALLY wanted out of life or work. All they ever did was think about their next project or what else they had to do.

Oh sure, your calendar may be filled with "good" things, but those good things may be crowding out the "better" things or the things you really, really want.

Maybe it's time for you to take an honest look at yourself. Are you living your life on purpose, using your priorities to create your life?

The more you know what you want, the more focus on getting what you want, the less stress you'll have.

3. Refuse to be proud of your busyness.

This will be a difficult rule for some of you to follow. I know it was for me.

Just remember, you're the one paying the price if your work and family life are out of balance. As Lee Iacocca, the former chairman of the Chrysler Corporation, said, "Over the years, I've had many executives come to me and say with pride: 'Last year I worked so hard that I didn't take any vacation.' It's nothing to be proud of. I always feel like respond-

ing: 'You dummy. You mean to tell me that you can take responsibility for an \$80 million project and you can't plan two weeks out of the year to go off with your family and have some fun?'"

4. Do only the most important things.

There isn't time for everything. So you'd better decide what's most important and do more of that.

And if you happen to be one of those people who doesn't know what's most important, just ask yourself one question: "If you had six months left to live, would you be living your life the way you're living it now?" If your answer is "Yes," you don't need to change anything. You're living a well-balanced life.

On the other hand, if you had only six months left to live and your life would change dramatically, that's a pretty good sign you're overstressed and off balance. You're spending too much time on things that won't make any difference 10 years from now.

5. Remind yourself "you'll never get it all done, and that's okay."

It wasn't a bad thing for my parents to say, "Get all your work done, and then you can play," and it isn't a bad thing for you to tell your kids. Af-

Continued on page 8

Sponsor Spotlight: 4 Seasons Floral

The month of February is one of the busiest months for floral shops. Eau Claire-based 4 Seasons Floral has been advertising with us for three years and was our first sponsor. We thank them for their continued sponsorship and encourage our readers to utilize their services for all floral needs!

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 at-

tended 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
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CPS/CAP Quiz

1. Which one of the following facial expressions is universally understood?
 - a. Anxiety
 - b. Eagerness
 - c. Anticipation
 - d. Joy
2. Individuals from low-context cultures rely on:
 - a. Implicit nonverbal actions
 - b. Environmental stimuli
 - c. Written communication
 - d. Building relationships
3. When is the best time to prepare your daily to-do list?
 - a. Each morning
 - b. Monday morning for a week
 - c. At the end of the day
 - d. Midday
4. In a fast-paced environment, tools to relieve stress and anger are:
 - a. Time management skills
 - b. Creative thinking skills
 - c. Critical thinking skills
 - d. Decision making skills
5. To make a successful presentation, one should:
 - a. Rely on internet sources
 - b. Only distribute handouts after the presentation
 - c. Carefully sequence the presentation
 - d. Make sure every speaking point is bulleted

Answers may be found on page 9.

Committee Members Needed

The Nominating Committee presents the slate of officers at the May meeting, and we vote for officers at the June meeting. The Audit Committee will audit the books after June 31 (before August).

Please e-mail Kathy Briggs (khbriggs@yahoo.com) before March 23 if you are interested in serving on either of these committees or have questions concerning the committees.

Committee Chairs

Regular Committees

Administrative Prof. Week

Donna Weidman, Kathy Briggs, Michele Halterman

By-laws

Kathy Briggs

Certification

Kim Yeager

Education and Program

Donna Weidman

Membership

Nikki Coss, Pauline Spiegel

Newsletter

Michele Halterman

Publicity

Cynthia Welch

Scholarship/Mini-Grants

Sandy Hume, Ellen Mickelson

Ways and Means

Pauline Spiegel

Webmaster

Ellen Mickelson

Special Committees

Annual Report

Kathy Briggs

Audit

Ellen Mickelson

Avery Great Results

Cynthia Welch

Bylaws

Executive Board

Nominations

Ellen Mickelson

Pathways to Excellence

Kathy Dean, Kim Yeager, Kathy Briggs

Retirement Trust

Audra Knowlton

Student Chapter

Anne Madison

Wisconsin Division

Cert. Chair: Heidi Wold

Cert. Member: Kim Yeager

Continued from page 5

ter all, most kids haven't been to a time management seminar.

The trouble is, if you take that advice literally, "get ALL your work done and then play," you'd never have time to play. There's always more work to do.

6. Look at how your career is affecting your family.

Not only now, but five years from now. Every project you take on and every commitment you make has a personal price tag. Are you aware of those costs?

In the early days of my speaking career, one of my daughters would often interrupt me while preparing a program. She'd say, "Dad? Dad?" and want me to come out and play with her. More often than not, I'd reply, "Not now. Later. I'm busy." Eventually she left me alone, and as a result we had a very stressful relationship for several years.

Time does pass more quickly than you think. You'll soon be facing the consequences of your present work decisions.

7. Balance your "get" goals with your "be" goals.

Too many people are unbalanced workaholics because they only have "get" goals. They want to "get" ahead, "get" that promotion, "get" that new boat, "get" that trip, and so on.

While goal setting is good and healthy, if you only have "get" goals, you're almost certain to burn out. Well-balanced individuals know they must have some "be" goals as well.

In other words, who do you want to "become?" Maybe you want to "be" happier or more confident. Maybe you want to "be" more effective in your job or with family members. You see, 10, 20 years from now, you will "be" a different person. Are you planning for it by setting your "be" goals? Or are you merely leaving your destiny up to whatever happens?

When you get to the bottom line, a stress-free life or a balanced life has a lot more to it than merely "getting" things. It's also about "becoming" the kind of person you want to "be."

You can't afford an overstressed life. But the good news is you can kick most of the stress out of your life if you follow my 14-point plan. You've just learned the first seven points. Next time, I'll give you the other seven.

"2010 Dr. Alan R. Zimmerman. Reprinted with permission from Dr. Alan Zimmerman's Internet newsletter, the 'Tuesday Tip.' For your own personal, free subscription to the 'Tuesday Tip' as well as information on Dr. Zimmerman's keynotes and seminars, go to <http://www.drzimmerman.com/> or call 800-621-7881.

National/Division IAAP Events

Spring Conference

March 6-9
Tampa, Fla.

Administrative Professionals Week

April 24-30

Administrative Professionals Day

April 27

CPS/CAP Exam

May 6 & 7

Wisconsin Division Annual Meeting

May 13 & 14
Brookfield, Wis.

Education Forum and Annual Meeting

July 24-27
Montreal Quebec

Special Dates for February & March

IAAP Anniversaries

Cynthia Welch, 1981
Beth Munson, 2004
Jesscia Johnson, 2006
Ellen Mickelson, 2008
Deborah Paulson, 2008
Tina Kortez, 2009
Anne Madison, 2009
Marilyn Motzer, 2009

Happy Birthday!



Audra Knowlton, Feb. 15
Carmen Tiffany, Feb. 17
Linda Bockin, Feb. 21
Michele Halterman, Mar. 11
Joyce Orth, Mar. 11

Chapter Meetings

Executive Committee

March 7 (tentative), April 4

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

Chapter

Feb. 28

- *Social Gathering*

March 28

- *Women's Leadership Styles—Challenges & Opportunities*

May 23

- *Utilizing Outlook*
- *Strategic Planning*

June 27

- *Installation of Officers*
- *Member Recognition*

Topics are subject to change.

Office Personnel Seminar

April 20

Chapter Officers

President

Kathy Briggs

Vice President

Kim Yeager, CAP

Treasurer

Beth Munson

Secretary

Pauline Spiegel, CPS

CPS/CAP Answers from page 5

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

One Space After a period. Period.

The double-space rule went out with the typewriter.

Should one or two spaces after a period be used? There has been much debate over the past few years regarding this.

In the days of typewriters with mono-type typefaces (i.e. an "m" takes up the same amount of space an "i" does), two spaces were used after periods, as it was believed that it was easier to tell where one sentence ended and where one began, especially if the period key didn't strike hard enough on the paper.



These days, with proportionally spaced fonts and more and more computer use, some believe it's not necessary and even ruins the look of the text.

The Associated Press (AP) Stylebook is as direct and simple as possible: "Use a single space after a period at the end of a sentence."

So, why doesn't everyone change to one space? Habit is one contributing factor, and resistance to change another.

Grammar Girl, a woman who writes, blogs and creates podcasts about grammar rules, echoes the AP Stylebook: One space after a period. She goes on to say, "I know it's a hard habit to break if you were trained to use two spaces, but if you can, give one space a try."

The bottom line is that professional typesetters, designers, desktop publishers and anyone who truly cares about fonts and typography should use only one space after a period or other ending punctuation. Save the double spaces, if you just can't give them up, for typewriting, casual e-mail, term papers (if prescribed by the style guide you are using) or personal correspondence.

Recipe Corner

Chicken and Arugula Lasagna

By Pauline Spiegel

Ingredients

1 tsp olive oil
1 pound ground white meat chicken (or canned chicken breast)
1 tsp red pepper flakes
Salt to taste
Pepper to taste
1 garlic glove, chopped
1 tbsp dried basil
2 eggs
2 containers (15 oz.) ricotta (or cottage cheese)
½ cup fresh grated Parmesan (or Asiago)
3½ cups marinara sauce
12 cooked lasagna noodles
1 bag baby arugula, steamed and drained (or 16 oz. bag collard greens, cooked and drained)



Preparation

Heat oil in skillet. Season chicken with red pepper, salt, and pepper. Add chicken and garlic to skillet and cook five minutes or until chicken is browned. Remove from heat and set aside. Combine basil, eggs, ricotta, and Parmesan in a bowl. Season with salt and pepper to taste.

Spray a 13 x 9 pan with cooking spray. Spread ½ cup of the marinara sauce on bottom of the pan. Arrange four noodles over sauce and top with half of the ricotta mixture and half of the arugula; top with 1 cup marinara. Repeat layers, ending with noodles and remaining marinara.

Cover and bake 45 minutes at 375. Let lasagna stand 10 minutes.

Alternate method: do not cook noodles but make it the day before so lasagna can sit overnight. You can also choose your own layering style. Also optional to sprinkle the top with a small amount of shredded cheese.

Delicious and healthy!

Wisconsin Division Board of Directors

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Newsletter Deadline

The submission deadline for the March newsletter is Monday, March 14.

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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