



International Association of  
Administrative Professionals®

January 2010

Chippewa Valley Chapter

# Newsletter

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## Happy New Year!

**The Chippewa Valley Chapter (CVC) is off to a Great 2010 Year!**

Our chapter looks forward to your suggestions/comments for new initiatives that will make our chapter meaningful professionally and socially to each of you. Your ideas are always welcome, and your participation on committees, at monthly meetings and on CVC activities will contribute to the value of our organization and what you gain from the organization.

The RCU board of directors asked us to officially count their ballots. This RCU project not only offers us the opportunity to earn \$1,000, but also network with each other as we volunteer our time in mid-February and March.

The OPS Committee is lining up interesting and educational speakers. Mark your calendars for the April 14 seminar.

Ways and Means is facing a big challenge, but looking forward to renewing present sponsors and gaining new advertising sponsors with business contacts through you, our members. New ideas/suggestions for earning income are always welcome.

The Avery Great Results Chapter Achievement application is in the process of being created for our January meeting and the February International due date.

In 2009, much was accomplished thanks to the leadership and commitment of our members.

Members attended Wisconsin Division and International conferences. The CVC was awarded Chapter of Excellence, allowing us \$150 towards our website along with other benefits.

*Continued on page 3.*

## Chapter Meeting

**Monday, Jan. 25**

**Luther Midelfort**

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

**5 p.m.** — Dinner: Camille's

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

**6:30 p.m.** — Business Meeting

**RSVP no later than Friday, Jan.**

**22,** to Pauline Spiegel at [pspiegel@co.chippewa.wi.us](mailto:pspiegel@co.chippewa.wi.us) or 715-726-7816.

# 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. Linda Bockin CPS can personally attest to that; see her testimony below.

Last year, many of our chapter members either purchased items and put together a basket or obtained donations for a basket. We are very appreciative of all donations and especially like the idea of each member putting together a basket (just the items is okay, as we have many baskets on hand — thanks Michele) to financially support your chapter.

Therefore, we kindly request an individual or team partnership donation to the OPS raffle basket fundraiser. 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.



November 23, 2009

IAAP  
Chippewa Valley Chapter

Dear Fellow IAAP Members,

Thank you for your support this past summer as I attended the IAAP Education Forum in Minneapolis, Minnesota, with the other lovely ladies from our Chapter.

You've heard about the excitement and fun we had at the Forum from those of us who attended, and I'm sure next year's Forum will be just as exciting. I hope at some time if you're interested, you will each get an opportunity to experience this event, if not in Boston, perhaps in Milwaukee in a few years.

Your financial assistance is truly remarkable and very well appreciated! One way I want to express my appreciation is to help with the basket fundraiser you'll be having at the Office Personnel Seminar in the Spring. As you begin to plan for the fundraiser, please let me know if you would like me to assemble a couple of baskets for which individuals can bid on, purchase items you would like to place with other baskets or simply donate about \$100 to this fundraising event.

Sincerely,

Handwritten signature of Linda Bockin

Linda Bockin, CPS  
IAAP  
Chippewa Valley Chapter Member

## Office Personnel Seminar

The Office Personnel Seminar (OPS) Committee of Michele Halterman, Kim Yeager, Ellen Mickelson, Nikki Coss, Anne Madison, Debbie Paulson, and co-chairs Kathy Briggs and Donna Weidman have been busy the past two months organizing and planning the 46th Annual Office Personnel Seminar on April 14, 2010.

Julia Raehpour, CVTC administrator, is our keynote speaker presenting another fantastic address on getting along with co-workers of every generation. Julia presented at last year's seminar and was suggested by many to be a keynoter.

Breakout sessions being planned include Giving and Accepting Respect, Updating your Resumes/Portfolios, Office Yoga, Outlook Tricks & Tips and more.

Please be thinking of any individuals from your workplace who would be interested in attending our seminar. We will add their names to our current mailing list so they could receive their own copy of the brochure.

Keep in mind that we are again combining the executive event with the seminar, so be considering inviting your executives to attend the continental breakfast and keynote presentation on April 14.

*Donna M. Weidman*  
OPS Co-Chair



## Welcome New Members

Please welcome three new members to our Chippewa Valley IAAP Chapter. They are Penny Johnson, CVTC administrative assistant student; Audra Knowlton, Administrative Assistant-Human Resources-Chippewa County; and Kathleen Brown, Community Foundation – Menomonie.

An up-to-date roster of all our current IAAP members will be electronically distributed this month.

## Happy New Year

*Continued from page 1.*

The CVC International Community website was created in July and August by a very devoted and knowledgeable team, was published online in August and presented in a demo to our members at the September meeting.

A very educational and interesting membership drive was held in October followed by a very weather-challenged CVC orientation in November. A bookmark calendar with chapter, division, and international dates was created and presented to members.

The strategic plan was reviewed at our November meeting along with a CVC meal certificate created for membership use as a gift, award, etc.

Professional Development offered very interesting and educational programs at monthly meetings with certificates for members wanting certification points.

Each month we looked forward to a very informative CVC newsletter.

Thanks to you, we are a Chapter of Excellence.

*Kathy Briggs*  
CVC President

# 2009-2010 Power of Commitment Commemorative Pin

The 2009-2010 Power of Commitment Commemorative Pin is not just an Administrative Professionals Week pin — it is a pin for all seasons and all reasons! Be among the first to wear the Power of Commitment pin!

Aside from celebrating Administrative Professionals Week, here are some of the ways you can use the pin:

- You have made a personal commitment to work towards the Member of Excellence
- Welcome a new chapter member
- Present to members who have recruited a new member
- Present to a member who has earned a certification
- Present to members who attend a chapter workshop
- Present to members who have obtained Member of Excellence
- Present to outgoing and incoming committee chairs



Remember, there will not be an International Board theme pin for this year. The Power of Commitment Pin is being used to commemorate all of the 2009-2010 IAAP year.

All proceeds go to the 2010 Education Forum and Annual Meeting Host Committee.

Pauline Spiegel will be taking orders at the January 25 meeting, or contact her **by January 31** at 715-726-7816 or e-mail [pspiegel@co.chippewa.wi.us](mailto:pspiegel@co.chippewa.wi.us). Cost will be determined by the amount of pins ordered (\$5.50 - \$6.50).

Thank you for supporting the host committee's efforts to host the best EFAM ever. See you in Boston!

## 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).

## Technology Tip

### Straighten out a curly quote with one keystroke (2000/2002/2003/2004/2007)

By default, Word creates curly, or "smart" quotation marks (") and apostrophes (') while you type. But, if you need a straight version, such as for measurements (5'), you don't need to rely on the Symbol dialog box (Insert | Symbol).

Instead, just type a normal quotation mark or apostrophe, and then immediately press [Ctrl]Z. Word undoes an auto formatting step, and leaves you with a straight quotation mark or apostrophe.

To turn off the smart quote conversion altogether:

1. Select Tools-AutoCorrect Options. (In Word 2007, click the Office button and click the Word Options button. In the Proofing section, click the AutoCorrect Options button.)
2. Click the AutoFormat As You Type tab.
3. Deselect the option to replace straight quotes with smart quotes.
4. Repeat on the AutoFormat tab and close the dialog box.

# Why I Have the Perfect Job

## Reflections of a Program Assistant by Default

By Cynthia Welch CPS



When I graduated from college in December 1972, the career opportunities in Menomonee were pretty limited for a Hotel and Restaurant major! Lodging chains were only beginning to move into the Chippewa Valley, and there were very few hotels with attached restaurants and event space. I had a broad field degree with Business Administration and English-Writing minors. I had worked as a student library assistant in college, and I had limited experience as a clerical assistant, using my one semester of high school Personal Typing, all before the advent of personal desktop computers.

My first job out of college was as the secretary for the Menomonee Housing Authority and de facto housing manager for 60 family units and a 60-apartment high rise for senior citizens. I loved it.

Looking for better pay and more responsibility, I tested for and received a job back in my university library as the clerical assistant for Public Services (Circulation and Reference) and supervisor for Interlibrary Loan and Film Rental. I loved it. Through the course of 34 years with the UW System, first with UW-Stout (15 years) and now

UW-Eau Claire (19 years), I have transferred and been promoted between offices to align my career and personal goals with my family needs.

I have worked in great offices. I have worked in dysfunctional offices. But I have never regretted becoming “just a secretary,” as too many people used to say to me. “With your degree and intelligence, why are you content to be just a secretary?” I tell them I am not just a secretary—I am a great secretary and use my degrees every day. I play a vital role in my office, keeping things running smoothly, providing continuity, assisting and, yes, advising the directors in office procedures, offering suggestions and mentioning concerns that I have noticed.

IAAP has played a large role in developing my career. I have gained confidence and expanded my knowledge base about my profession and its possibilities and technologies. I have been able to defend my career choice (just a secretary?) by being able to say I am a professional—we have a certification and education path—and IAAP is written into my performance standards.

My sister, a retired first grade teacher who has had to re-enter the workforce, summed it up last night when she said she could enjoy being a full-time administrative assistant. She currently works limited hours in an insurance

office making phone calls to set up appointments but has gradually been expanding her responsibilities. She likes the setting and the organizational skills she employs. She feels she is a vital asset to the office.

People have been asking me lately when I plan to retire (must be my gray hair), and the reply is always, “When I find a reason to retire. I am doing exactly what I want to do.”

I play a key role in students’ success, connecting them with services that will assist them in course work and personal relations, providing support and encouragement by being another person who listens. I serve as a liaison between academic departments and administration, our staff and our students. I provide student assistants with common sense job skills that everyone will apply when they graduate and enter the work force. I am a friend and a parent away from home. I tell people that I am a teacher when I proofread essays and research papers, explaining suggested changes, and share my experiences with test-taking difficulties. I am a counselor when I screen concerns and connect students with counseling and tutoring services.

One of the best parts of my perfect job? I LOVE my carpool. That’s right, I LOVE my carpool. We are a group of five people squeezed into

*Continued on page 7.*

# Sponsor Spotlight: Pak Mail

By Beth Munson

“We Ship Anything Anywhere” is the slogan of the company called Pak Mail, the world’s premiere packing and shipping company for commercial and residential customers.

Owned and operated by Michael Mantik since 1994, our area’s Pak Mail store is located on the south side of Eau Claire at 2809 E. Hamilton Ave., in the strip mall behind Sharp Photo.

Pak Mail coordinates the shipping of packages, providing service of packing expertise, comprehensive estimates, follow-through and tracking, all at one location. The network of carriers they utilize includes: UPS, FedEx, USPS, DHL, UPS Supply Chain Solutions, FedEx Freight, Estes, Freight, YRC Freight, R&L Freight, A. Allen moving vans, and many other national and international surface and air freight lines.

Did you know that Pak Mail is more than just a shipping business?

- You can bring an unwrapped item to be shipped, and they can do the packaging or crating for you, even creating custom-made boxes, if necessary.

- A variety of packaging supplies (e.g., padded envelopes, boxes, containers) are available for purchase.
- Mailboxes are available for rent at Pak Mail. Some of the users of this service are people moving, snowbirds, truckers and small businesses. Advantages of renting one of



their mailboxes are that you have a street address rather than a P.O. box number (which allows you to receive packages needing signature), your mail is in a secure location, and the options of customized mail forwarding and a call-in service.

- Office-type services, such as copies, faxing and notary also are available.

When asked about the largest items he’s handled, Mike pointed out that not including cars, the largest single item was a display module for a business that measured about 7 feet high by 8 feet wide. Another large project was making arrangements for lab equipment to be dismantled and moved out of state.

Unusual items Mike has encountered include a gas-fired toilet, high-value artwork, a large mounted fish, huge looms and live plants.

A fun anecdote Mike shared was that of an older customer who was told to package their item in peanuts. You guessed it. The customer brought a box loaded with peanuts in the shell — not enough to complete the job, but they had been told that Pak Mail would add enough to fill it. Just goes to show that we need to be careful with terminology!

If you have questions about packing or shipping, contact Mike at Pak Mail at 715-831-8808.

*See additional information about Pak Mail on the sponsor pages at the end of this newsletter.*

## Publicity Committee

By Cynthia Welch CPS

Meeting notices are sent to Leader-Telegram, Chippewa Herald and Dunn County News as soon as meeting information is available. Carmen Tiffany has been contacting her local papers—Buffalo County Journal and Durand—with our meeting notices, but we are often missing their deadlines—Friday and Monday for Wednesday and Thursday publication.

We will be happy to work with any committee to provide publicity for your event. The sooner you forward information to the Publicity Committee, the better the chance we have in meeting the deadlines!



## 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

## 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.

January 25

February 22

March 22

April 26

May 24

June 28

## 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.

## Perfect Job

*Continued from page 5.*

a small car barely big enough to hold five, definitely not enough room for five briefcases, backpacks and lunch bags. (Thank heavens for stations wagons and car trunks.) We share family concerns and frustrations, compare notes on the campus happenings, tell jokes and share family events. We are flexible and supportive, understanding and caring.

Yes, I love my job from the time I leave home in the morning to the time I return home at night.



**International Headquarters**  
www.iaap-hq.org

**Wisconsin Division**  
www.iaap-wisconsin.org

**Chippewa Valley Chapter**  
www.iaap-chippewavalley.org

## 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.

## Chapter Officers

**President**  
Kathy Briggs

**Vice President**  
Kim Yeager CAP

**Treasurer**  
Pauline Spiegel CPS

**Secretary**  
Debbie Paulson

## Chapter Chairs

**CPS Services**  
Kim Yeager CAP

**Executive Event**  
Ellen Mickelson

**Membership**  
Donna Weidman

**Newsletter**  
Michele Halterman

**Office Personnel Seminar**  
Donna Weidman  
Kathy Briggs

**Professional Development**  
Beth Munson

**Publicity**  
Cynthia Welch CPS

**Scholarship & Mini-Grant**  
Ellen Mickelson

**Ways and Means**  
Pauline Spiegel CPS

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

## Meeting Agenda

If your committee would like to give a verbal report at our monthly meeting, please submit your topic to Debbie Paulson (paulson.deborah@mayo.edu) so it can be added to the agenda. The other option is to submit it to the newsletter for reporting.

## Special Dates for January/February

### IAAP Anniversaries

Kathy Briggs, 1975  
Cynthia Welch, 1981  
Kathy Dean, 2002  
Angela Sieg-Brun, 2009

*Happy Birthday!*

Angela Sieg-Brun, 02/02  
Carmen Tiffany, 02/17  
Linda Bockin, 02/21  
Nikki Coss, 02/26



### *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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Schedule a no-obligation meeting with one of our on-site counselors soon, and find out how you can earn your degree at Lakeland without tying your life in knots.

#### CENTER LOCATIONS

**Chippewa Falls**  
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800-522-9473

**Neenah**  
888-942-4444

**Madison**  
608-244-2725

**Wisconsin Rapids**  
800-522-9473

**Sheboygan**  
800-569-2166

#### BACHELOR'S DEGREES

- Accounting
- Business Management
- Computer Science
- Criminal Justice
- Education (PK-6, 1-8)
- Hospitality Management
- Marketing
- Specialized Administration

#### MASTER'S DEGREES

- Business Administration  
(Traditional, Accounting, Finance, Health Care Management, Project Management)
- Counseling  
(School, Community, Higher Education)
- Education
- Theology

#### NOTE:

*All degrees are not offered at all centers. Please contact the center nearest you to confirm program availability.*

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