



January 2011

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Chippewa Valley Chapter

# Newsletter

## From the President



Kathy Briggs, President

Happy New Year! Now that we are off to a new year, we can look back at our Chippewa Valley Chapter (CVC) accomplishments over the first half of the 2010-2011 IAAP year and look forward to even more CVC activities between now and June.

Check your CVC calendar for some very interesting and educational monthly programs between January and June. Be sure to note a social event in February with some “out-of-the-ordinary” activities being planned! For March, see the RCU note below. Then in April, our CVC members will offer the 47th Office Personnel Seminar (OPS) to community office professionals followed by office personnel being recognized internationally with Administrative Professionals Day/Week (APW). In May, I encourage you to look into the opportunity of attending the Wisconsin Division Annual Meeting. In May and June, our chapter will have a great deal of business to complete to end the year and be ready for the next IAAP year.

**RCU Project**—At the end of December, I received a welcomed phone call from Brenda at RCU offering our CVC the opportunity to count their board ballots, and the RCU board offered us a wonderful bonus increase this year. I think this says a lot for our members who volunteer for the detailed work on this project—we thank you! This is a very concentrated project for one month—it requires many hours of volunteer time to complete. The project starts March 1 and ends the first week in April. Ellen Mickelson is the project coordinator and will be communicating with you through the February newsletter, the CVC Website and individual e-mails you can respond to for volunteering work hours on this project.

**Professional Challenge**—Pathways to Excellence (P2E), Member of Excellence (MOE) and Chapter of Excellence (COE)

For our members who have not already committed to attaining their MOE award, I

### Chapter Meeting Monday, Jan. 24 Luther Midelfort Gold Conference Room 1221 Whipple St., Eau Claire

5 p.m.—Dinner: Jimmy John’s subs

5:30 p.m.—Program: “Keeping Motivated in the Workplace”

6:30 p.m.—Business Meeting

RSVP no later than 5 p.m. Friday, Jan. 21, to Beth Munson at [beth.munson@att.net](mailto:beth.munson@att.net) or 715-835-4254.

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encourage each of you to consider challenging yourself to this professional goal: Review the Member of Excellence criteria, then go one step further and commit to meeting as many of the eight out of 11 criteria as you can by June 30. CVC members who received their MOE award last year were Kim, Pauline, Cynthia, Michele, Beth and Kathy B. Please call on any one of us to mentor you in achieving this goal. You can ask for a form at our monthly meetings or at [www.iaap-wisconsin.org](http://www.iaap-wisconsin.org) (Home tab/IAAP Community News/Pathways to Excellence (2010-2011 P2E)). Also, check out the Wisconsin Division newsletter at this site.

Our CVC is committed to achieving the COE award. I am your chapter coordinator for this project; however, it is rewarding to know that our chapter members are devoted to acquiring the 14 of the 19 criteria for our chapter to gain this award.

Please bring a copy of the Strategic Plan Pauline sent you on Jan. 3 to our January meeting. We welcome all comments, thoughts, suggestions and questions (see "Strategic Planning" article to the right of this one).

*Kathy Briggs*  
President

## Strategic Planning

Points 2 through 5 of our 2010-2011 Strategic Plan will be reviewed at the Jan. 24 meeting. The limited time for the business portion of the meeting requires each of us to give some forethought to provide input toward achieving this year's goals.

Come to the meeting with ideas for the following:

**A mentoring program**—What we can do to help guests feel welcome when attending our meetings? How we can provide a comfort level for potential and new members?

**Chippewa Valley Chapter Website**—We've joined the international IAAP Website, and we're developing our own. Bring your ideas for making our Website eye-catching and user-friendly, and to generate a positive impression of our chapter. Consider content, layout, formatting, links, pictures, etc.

**Financial support for chapter business**—Ways we can ensure the success of our organization and support of our members. Give some thought to potential sponsors for our newsletter and Website, donors for the OPS basket raffle and new fund-raising activities.

## January's Program

### The Harder I Work, the Behinder I Get!

Presented by Jon Fields, Ph.D., The Growth Coach

Join us for an interactive program where Jon will guide us through activities to allow us to discover new work and personal strategies, focusing our energy on being more successful and happy. An overview of new management strategies will allow us to clarify our focus and to achieve more and do less.

You received a PDF of the evening's presentation when the meeting notice was e-mailed. In order to be more prepared for the program, please complete the hand-outs prior to the meeting.



**Marketing our presence and what we have to offer**—Which options and opportunities can we tap into for getting ourselves known? Share methods used by your employer, church, clubs and other organizations to which you belong.

# Member Spotlight: Audra Knowlton



**Birthplace:** I was born in Naperville, Ill.

**Current residence:** I live on County Hwy Q

just north of Chippewa Falls near Tilden. We've lived there for almost 20 years.

**Family:** My wonderful husband is Randy. We have two sons, Tharon, 22, and Justin, 17, along with a cat, Sheba, and a dog, Tasha. Tharon attends the University of Minnesota with a music education major. He will be studying abroad in Milan, Italy, for the spring semester. Justin is a senior at Chi Hi and has enrolled in the delayed entry program with the U.S. Marine Corps. My father lives in Bloomer (we're close as I am still Daddy's little girl), my mother passed away three years ago (I still miss her dearly), my sister lives in Shakopee, Minn., and I have one brother that lives in Ladysmith and the other lives in Powell, Wyo. I also have three nephews and one great-nephew (10½ months) on my side. Randy's family is a lot larger than mine.

**Education:** After graduating from Lake Holcombe High School, I attended the Wisconsin Indianhead Technical College in Rice Lake and graduated with an Administrative Assistant Associate Degree.

**Current employer:** I have worked for Chippewa County for almost 11 years. I started working as a limited-term clerical employee working between the Land Conservation Department, Register of Deeds, Treasurer and Human Resources. In September 2000, I accepted the human resources assistant position. My position has fluctuated between full time and part time throughout my employment. Currently my position is half time.

**Your first jobs?** My first job after graduating from college was working part time in the office at Mason Shoe in Chippewa Falls. My main duties consisted of opening mail orders and coding them for data entry along with being the relief receptionist.

**What was one of your best jobs, and why?** I would have to say my current job. This position consists of a multitude of tasks throughout the day and week. I love the variety. You can come to work with the notion of completing certain tasks and then priority projects come your way. This position has definitely given me the skills to multitask and the ability to prioritize and reprioritize as the day goes on. I enjoy interacting with the employees and the public by being a friendly voice and face. I had the great accomplishment last October of working with my co-worker to roll out our electronic application program. It was a

lot of hard work, but definitely worth it.

**When did you become an IAAP member?** Jan. 1, 2010.

**What does IAAP mean to you?** IAAP provides great opportunities for professional development, a chance to be a part of committees and community service, the ability to network with other members and a positive investment in yourself and your future.

**Favorite movie(s):** Grease, Pretty Woman, Mama Mia, Harry Potter, and Shirley Temple and Green Acres TV episodes.

**Favorite book(s):** My favorite author is Danielle Steel. I think I have almost all of her books. My favorite childhood books were Curious George and Bedtime for Frances.

**Favorite food/candy/dessert:** Angel food cake, shrimp, cabbage rolls, spinach dip, cheesecake and Ferrero Rocher.

**Favorite color:** It's hard to decide. However, when I look in my closet, the most dominant color is red.

**Hobbies:** I enjoy quilting in my spare time, reading books and camping. It is so peaceful to sit outside around a campfire, whether it is in our backyard or on a camping trip.

**Where was your most enjoyable vacation?** Yellowstone National Park and the Grand Teton National Park. In the Grand Teton National Park, we took a boat cruise to Elk Island for

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# Avery Great Results Achievement Award and the IAAP Research and Education Foundation

By Cynthia Welch, CPS

It's time to tell the world, well, at least tell IAAP and Avery, what a great chapter Chippewa Valley is. However, it is also time to do something for our own profession just by completing a relatively simple form.

Our Avery Great Results Chapter Achievement award application is due Feb. 1. This is an annual award, announced in conjunction with the International Education Forum and Annual Meeting. Avery Dennison will award five cash prizes to chapters and one cash prize to a division. The prize money is to be used for developing programs that focus on issues facing our profession.

Chapter awards include a Prestige award of \$3,000, two Distinction Awards of \$1,500—one to a chapter with fewer than 40 members and one to a chapter with 40 or more members—and two Honorable Mention Awards of \$500, again by chapter size. However, just by completing and submitting our application, a cash donation will be made by Avery Dennison to the IAAP Research and Education Foundation (<http://www.iaap-hq.org/about/refoundation>) on our behalf!

The Foundation was established in 1966 to advance the knowledge of the administrative profession and

provide educational services to admins. It is committed to advancing the careers of administrative professionals through research, education and publication initiatives that enhance our professional development.

Strategic Goals of the Foundation are to:

- Conduct, sponsor or promote targeted educational programs that meet the needs of the profession, align with the strategic priorities, and communicate the core values.
- Support scholarships for IAAP educational conferences and IAAP certification programs.
- Conduct content validity studies for the CPS and CAP exams.
- Participate in co-branded research studies germane to the profession.
- Publish and promote educational and research materials.

Not to worry, you do not have to fill out the form, but I would appreciate you helping by replying to the following questions:

- What do you see as the three most important issues affecting administrative professionals in the next five years?
- What can be done to better assist chapter leadership in annually presenting a

professionally run chapter and achieving excellence?

- Why should the Chippewa Valley Chapter be chosen as one of the recipients of the 2011 Avery Great Results Chapter and Division Achievement Awards?

Please help by sending your thoughts on these three questions to me, either at the chapter meeting on Jan. 24 or by e-mail ([welchch@uwec.edu](mailto:welchch@uwec.edu)) no later than Jan. 24.

## February Fun!

After two more months of cold and snow, join us for an evening of fun and camaraderie on Monday, Feb. 28.

Some of our sponsors will be available demonstrating and displaying their products along with great door prizes and food and drink.

So mark your calendars, as this will be an evening you will not want to miss.



# Dr. Zimmerman's TUESDAY TIP

## The formula for success: Conceive + Believe = Achieve

### 1. Realize you have the power to change.

You can change WHO you are, WHAT you are, and WHERE you are by changing what goes into your mind. Of all the creatures on the Earth, only humans have the ability to change their internal programming and thereby change their future. Don't dismiss or underestimate your awesome gift.

### 2. Define your goals.

To reprogram yourself for greater success, you've got to know what success means to you. What kinds of success do you want? And where do you want to see it?

You can start that process by defining your goals. Ask yourself, "What do you want to ADD to or SUBTRACT from your life?" Maybe you want to get better at certain activities, move up in your career, change a personality characteristic or drop a bad habit. Make a list of all your desired goals.

### 3. Write out your goals as affirmation statements.

Once you know your goals and what you want, it's critically important that you turn each one of them into an affirmation statement that you can tell yourself over and over again in the upcoming days and weeks.

So write out each goal as a separate affirmation. Write them using the following guidelines.

### Write out your affirmations using present-tense verbs.

Forget future-tense verbs like "I will lose 30 pounds." They encourage procrastination rather than action. Write out your affirmations as if they are already true, such as, "I AM filled with energy and vitality...I WEIGH a slim, trim 150 pounds."

### Phrase your affirmations positively.

Say what you want to achieve rather than what you are trying to avoid. Rather than tell yourself "I don't lose my temper," tell yourself, "I am cool and calm in difficult situations."

### Make them personal.

Start each affirmation with the word "I" or "My," such as "My energy level stays high throughout the day." Just remember to keep each of your affirmations focused on YOURSELF and what YOU are doing. You can't affirm, "My children will behave," but you could affirm, "I take time to discipline my children."

### Be specific.

The more specific your affirmations, the quicker you will reach your goals. It's too vague to say, "I am thin." If you want to weigh less, affirm a specific weight, such as "I am a slim, trim 155 pounds."

When you follow these guidelines, your goals become conceivable, and pow-

er enters your life. Thoughts are things! And powerful things at that, when mixed with definiteness of purpose and burning desire, can be translated into riches.

Once you've written out your affirmations...

### 4. Follow an embedding process.

It's critical that you write out your affirmations and that you write them appropriately. But it's just as critical that you use them in the right way. Follow this process.

### Say them often.

Once you've written your affirmations, you have to move them into your subconscious. You do that by repeating your affirmations over and over. Repeat each of your affirmations four or five times, three times a day. You must be persistent and consistent in your use of affirmations, or they won't work for you.

### Say them with feeling.

Even though you may not initially believe your affirmations will work, say them like you mean it. Better yet, put a feeling word into the affirmation itself. There's more power in an affirmation that says, "I am eagerly preparing and calmly delivering presentations at work" than "I am preparing and delivering presentations at work." Adding feeling words like "eagerly" and "calmly" makes a

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# Sponsor Spotlight: Pampered Chef

**About Us**—The Pampered Chef® is the premier direct seller of high-quality kitchen tools and part of Berkshire Hathaway. At in-home Cooking Shows, guests see and try products, prepare and sample recipes, learn quick and easy food preparation techniques and get tips on how to entertain with style and ease—transforming the everyday into the extraordinary.

The Pampered Chef is committed to developing multipurpose kitchen tools, providing expert cooking tips and creating simple recipes that enhance shared meal-time and suit busy lifestyles. With a product line that includes more than 300 offerings—from entertaining to cookware, cutlery to cookbooks, stoneware to pantry products, we have the simple and affordable solution to get your meal on the table.

**Our History**—For more than 30 years, The Pampered Chef and its sales force of independent consultants have been helping to gather families around the table for quick, delicious meals that are as much fun to prepare as they are to eat. The business was launched in 1980 by company founder and chairman Doris Christopher—an educator, home economist and mother who saw the need for professional-quality kitchen

tools in the everyday kitchen. Capitalizing on her knowledge of food preparation techniques and her natural talent for teaching, Christopher amassed an inventory of what she considered to be the essential home kitchen tools, promoted them under The



Pampered Chef name and began showcasing them at in-home cooking demonstrations called Cooking Shows.

**Our Shows**—Pampered Chef consultants share these high-quality kitchen tools and tips in the traditional cooking show/workshop, catalog show, bridal shower and recently added...an online wedding registry. We even have a fantastic fundraiser option to help you in reaching all your fundraising goals. And...if you are not invited to a show or not interested in hosting one of your own, you can shop online from the comforts of your home, 24/7! We truly have something for EVERYONE!

**Our Hosts**—When you host a Pampered Chef Cooking

Show, you and your friends will learn great recipes, techniques and tips. There are so many shows to choose from. You can learn anything from budget-friendly meals to impressive appetizer or dessert recipes that make entertaining easy. Plus, you and your guests will get hands-on with our tools. Hosting is fun and easy, too!

**Our Brides**—Everyone knows someone who's getting married! The Pampered Chef has a Bridal Shower and Wedding Registry that's second to none! Not only can the bride and groom choose the gifts they'd like to receive, but they also can get free and discounted products similar to those earned by our hosts.

Using the right kitchen tools can make prep work quick and easy. Our tools feature durable construction you can rely on time after time.

If you'd like to learn more about hosting your own Pampered Chef gathering, fundraising for your group or simply want to order

something new, call me today. I'd be happy to help with all your Pampered Chef needs.



*Tami Pieper  
Independent Sales Director*

## CPS/CAP Quiz

1. The exclusive legal right that prohibits reproduction of a published work is called a:
  - a. copyright
  - b. patent
  - c. franchise agreement
  - d. trademark
2. As a general rule, acceptance is effective upon:
  - a. dispatch by the specified mean of communication
  - b. receipt by the specified means of communication
  - c. reformation of the offer
  - d. revocation of the offer
3. In a high-context culture, the most important aspect of as business transaction is:
  - a. amount of profit
  - b. business relationship
  - c. power balance
  - d. written agreement
4. Which one of the following countries would be considered to be low-context culture?
  - a. Greece
  - b. Korea
  - c. United States
  - d. Vietnam
5. When speaking to a group of fifteen people, the most engaging seating arrangement would be:
  - a. classroom
  - b. theatre
  - c. circular
  - d. u-shaped

Answers may be found on page 10.

## Web Community Spotlight

IAAP International HQ features an IAAP member in the Member Spotlight each week in the online Web Community. They are currently running low on submissions and want to remind members about the Member Spotlight Submission Form (<http://asp.iaap-hq.org/wcmodules/wc-spotlight.html>). Fill out the form if you would like to be featured or if you know of another member that you believe would be worth featuring. The only requirement is that the member has to have a photo uploaded to their profile.

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breakfast and went on a river raft down the Snake River. It was so beautiful looking at the mountain range and wildlife. I love looking at the mountains in a distance; however, I don't like driving over them.

**Other interesting facts:** I belong to St. Monica's Circle at St. Peter's in Tilden. I served as the vice president and president of the Christian Mother's Society. I have volunteered to work at the Agnes Table in Chippewa Falls through our church and Chippewa County. I co-chair the Chippewa County Forget-Me-Nots team for the Chippewa Valley Alzheimer's Memory Walk. I walk in memory of my grandfather, Walter, who passed away with Alzheimers. I am planning on walking in Relay for Life in memory of my mother. My husband and I will become empty nesters in July, so Santa brought us a Wii to have some fun with in our spare time.

## Special Dates for January & February

### IAAP Anniversaries

Kathy Briggs, 1975  
Cynthia Welch, 1981  
Kathy Dean, 2002  
Audra Knowlton, 2010



*Happy Birthday!*

Audra Knowlton, Feb. 15  
Carmen Tiffany, Feb. 17  
Linda Bockin, Feb. 21

# International Committee Opportunity

Was your New Year's goal/resolution to volunteer, to get more involved or try something new? Have you ever thought about serving on an International Committee? Well, now is your chance! The RTF is currently accepting applications to serve on the 2011-2012 RTFC.

The forms are located on a link from the IAAP Web Community home page or in the document library, document #6651.

You do not have to have been a division officer or even a chapter officer! You do not need your chapter's approval to serve—in fact, you do not have to be a chapter member! We need to have a representative from each of the six districts—could that be you?

If you have questions please see the RTF Website <http://www.iaap-rtf.org>, or send an e-mail with your questions or concerns to [reggio@chartermi.net](mailto:reggio@chartermi.net).

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huge, motivating difference.

## **Say them whenever a negative thought comes to mind.**

It's called displacement. If you begin to think "I can't stand my job" and allow yourself to keep thinking that way, you'll end up hating your job more and more. Instead of letting that happen to you, displace the negative thought with a positive affirmation, such as, "I am glad to have my job, and I handle it with ease and effectiveness." When you do this with repetition, you eventually create a new way of thinking and performing.

## **Picture your affirmations.**

After you have verbalized each of your affirmations, take a few seconds to visualize each one of them as though they were already achieved. Just imagine each of them as having come true...because there is a strange but powerful force that works to create what you imagine. Formulate and stamp indelibly on your mind a mental picture of yourself as succeeding. Hold this picture tenaciously. Never permit it to fade. Your mind will seek to develop the picture.

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# 2011 Office Personnel Seminar

Planning is in full swing for the Office Personnel Seminar (OPS) scheduled for Wednesday, April 20, at The Plaza in Eau Claire. This all-day seminar includes a keynote speaker, break-out sessions, door prizes, raffles and more. Continental breakfast and lunch is included. All those who work in an office environment will gain valuable knowledge from this information-packed seminar.

Topics being considered for break-out sessions include conflict resolution, parliamentary procedures, bullying in the workplace, Outlook/Excel, identity theft, something Web related and more.

If you have any ideas for raffle items or would like to donate something to be raffled, please contact Pauline Spiegel, Ways & Means Committee.

New this year will be that door prizes are available only to non-IAAP members.

OPS Committee members are: Kathy Briggs, chair; Donna Weidman, chair; Michele Halterman; Ellen Mickelson; Pat Keller; Kathleen Brown; Debbie Paulson; Linda Bockin; Nikki Coss; and Kim Yeager.

## 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

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## 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.

# Box Tops for Education Challenge

By Cynthia Welch, CPS

Are you saving your box tops, labels and UPC codes for your children's or your grandchildren's schools? Our chapter can help. IAAP has partnered with Avery and the Box Tops for Education program.



Why am I encouraging our participation? First, to help our schools. Second, there are benefits for our chapter:

- Avery will provide an education grant in the amount of \$2,000 to the chapter (less than 40 members) and to the chapter (40 members and over) that collects the largest number of Box Tops coupons in support of the program. An education grant in the amount of \$500 will be provided by Avery to the chapter (less than 40 members) and to the chapter (40 members and over) collecting the second largest number of Box Top coupon. These four chapters will be recognized following the Avery Great Results awards program at EFAM.
- Avery will provide each participating IAAP chapter with a certificate of appreciation, and
- Will include an "honor roll" listing of those chapters participating in the Challenge at their Office Expo booth in upcoming years at the IAAP Education Forum and Annual Meeting.



Please let me know ([welchch@uwec.edu](mailto:welchch@uwec.edu)):

1. If you are interested in participating! Collect from office colleagues, as well as from home. My e-mail dated Dec. 22 included a "wrap" to be used on a collection box at work.
2. If you are already collecting for a school, the name of the school to be included in our program.

For a list of eligible products, see [www.boxtops4education.com](http://www.boxtops4education.com). We have until April 30 to collect.

# Recipe Corner

## Craisin Yogurt Muffins

By Pauline Spiegel



### Ingredients

1 cup oatmeal  
1 cup vanilla yogurt (can use low-fat or fat-free)  
½ cup vegetable oil (can substitute part or all with applesauce)  
¾ cup brown sugar (can substitute stevia for part/majority of the brown sugar)  
1 egg  
1 cup flour (can use half whole wheat)  
¾ teaspoon salt  
½ teaspoon baking soda  
1 teaspoon baking powder  
½ cup raisins (can substitute other fruit such as blueberries, chopped apples)

Optional additions: protein powder, milled flax seed

### Preparation

In large bowl, soak oatmeal in yogurt for 5 minutes. Add oil, sugar and egg; beat well. Add rest of ingredients. Put in greased muffin tins, and bake at 350 to 400 degrees (depending in how hot your oven is) for about 20 minutes.

Makes 12 small muffins or 6 large muffins

## Chapter Meetings

### Executive Committee

Feb. 7, March 7 (tentative), April 4

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

### Chapter

Jan. 24

- *Keeping Motivated in the Workplace*

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

## Wisconsin Division Board of Directors

### President

Julie Thomas, CPS/CAP

### President - Elect

Nancy Arnold, CPS/CAP

### Vice President

Kathy Princeton, CAP

### Secretary

Lynette Hieronimus, CPS

### Treasurer

Irene Scallon, CPS

### Great Lakes District Director

Wendy Melby, CAP

## Newsletter Deadline

The submission deadline for the February newsletter is Monday, Feb. 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

# Please Patronize Our Sponsors

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