



March 2010

Chippewa Valley Chapter

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Office Personnel Seminar Publicity

News releases announcing the Office Personnel Seminar and acknowledging Administrative Professionals Week are being sent to various newspapers, television and radio stations. We hope to gain some air time to discuss our profession. Volunteer speakers and suggestions for contacts are welcome. Following is the seminar news release:

* * * * *

The 45th Annual Office Personnel Seminar, "Power of Commitment," is being sponsored by the Chippewa Valley Chapter of the International Association of Administrative Professionals (IAAP) on Wednesday, April 14, 2010, at the Plaza Conference Center, 1202 W. Clairemont Avenue, Eau Claire, Wis. Anyone who works in an office environment will gain valuable knowledge from this information-packed seminar. Julia Raehpour, staff development coordinator at Chippewa Valley Technical College, will give the keynote address, speaking on "Generations in the Workplace."

Registration opens at 8 a.m., with speakers beginning at 9 a.m. and breakout sessions following.

The seminar includes a continental breakfast, keynote speaker, lunch and four breakout sessions with the choice of eight topics. Executives, managers and supervisors are especially invited to join their admins for the keynote and continental breakfast. A special registration fee is available.

Early bird registration deadline is March 29 or no later than April 5.

A complete listing of the breakout sessions and registration materials is available from the Chippewa Valley IAAP website at www.iaap-chippewavalley.org, or by calling 715-838-3349.

Continued on page 2.

Chapter Meeting

Monday, March 22

Luther Midelfort

727 W. Clairemont Ave., Eau Claire

(727 Building across from the clinic)

5 p.m.—Dinner Jimmy John's

5:30 p.m.—Program Change in the Workplace

6:30 p.m.—Business Meeting

RSVP no later than Friday, March 19, to Pauline Spiegel at pspiegel@co.chippewa.wi.us or 715-726-7816.

CPS/CAP Quiz

1. An activity which involves the selection and management of resources that will be used to develop, produce and sell goods and services is:
 - a. investing
 - b. financing
 - c. crediting
 - d. operating
2. Which one of the following is a key pointer for dealing with sexual harassment?
 - a. verbally object to the behavior, and if that doesn't help the situation, write a letter to the harasser
 - b. threaten to resign your position if something is not done to alleviate the situation
 - c. ignore suggestive words and actions
 - d. make an issue of each incident
3. The willingness to exert significant effort toward a company goal conditioned by the ability of that exertion to satisfy some individual requirement is called:
 - a. motivation
 - b. hygiene
 - c. incentive
 - d. self-actualization
4. Which one of the following would offer a satisfactory closing to a negative news message?
 - a. We hope the enclosed materials will explain policy.
 - b. He became a member of the U.S.M.C. after he graduated from high school.
 - c. I trust you will continue to let us help you with your maintenance products in the future.
 - d. We look forward to working with your staff on a future project.
5. In which one the following sentences is an abbreviation used correctly?
 - a. We used a mixture of 25 lb of cement to a lb of gravel.
 - b. He became a member of the U.S.M.C.
 - c. My first class meets at 8 a.m. every day.
 - d. George received a BS degree in chemistry last year.

Answers may be found on page 4.

OPS

Continued from page 1.

* * * *

Founded in 1942, IAAP® is a nonprofit professional association with approximately 40,000 members and affiliates and nearly 600 chapters worldwide. Members are united in a common professional bond. Chippewa Valley Chapter was chartered in 1971 and meets the fourth Monday of the month to promote professionalism through education and personal development. For more information, call 715-836-3962.

* * * *

*Cynthia Welch
Carmen Tiffany*

Publicity Committee

Division News

The Wisconsin Division Annual Meeting (WDAM) registration brochure is now posted on the Division website at <http://www.iaap-wisconsin.org/IAAPHQ/WIDivision/Home/>.

Also, remember to visit the Division website, and click on "Download our latest newsletter here!!!" in the red Wisconsin Division News box.

Office Personnel Seminar

The Office Personnel Seminar on Wednesday, April 14, is less than a month away, and we encourage as many Chippewa Valley IAAP members as possible to join us for the day at a cost of \$25.

For those of you attending, there are opportunities to volunteer your services to assist with registration, selling raffle tickets, facilitating breakout sessions and more. The following list indicates areas where we will need your help. Please let Donna Weidman know what you're signing up for at the next meeting or via e-mail at donna.weidman@gmail.com.

Tasks	Time
Tuesday Setup	4:30 – 7:30 p.m.
Registration.....	7:15 a.m. 7:30 a.m. 7:45 a.m. 8 a.m.
Selling Raffle Tickets	7:30 a.m. 8 a.m. 8:30 a.m.
Session 1	10 a.m. Chuck Nagle Beverly Hansberry Teresa Ritzinger Jeanie Hepfler
Session 2	11:05 a.m. Chuck Nagle Beverly Hansberry Teresa Ritzinger Jeanie Hepfler
Lunch – Selling Raffle Tickets	
Session 3	1:30 p.m. Jeremy Jensen Linda Foster Joyce Philen Ruth Kilness & Bobbi Fleming
Session 4	2:40 p.m. Jeremy Jensen Linda Foster Joyce Philen Ruth Kilness & Bobbi Fleming
Closing/Prizes/Raffle.....	3:45 p.m.
Clean Up.....	4:20 p.m.

Volunteers Needed

We need members to serve on the Audit and Nominating committees. Please contact Kathy Briggs at khbriggs@yahoo.com if you are interested in serving on these committees.

OPS Basket Raffle

By Pauline Spiegel CPS

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



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.

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.

Technology Tip

Save time with quick computer shortcuts

Submitted by Ellen Mickelson

If you're looking to work more efficiently in Microsoft Excel, the key is using programmed shortcuts.

To...	Use this shortcut
Move right to left, cell by cell	Tab
Move up and down, cell by cell	Enter
Erase data in current cell	Backspace
Return to the beginning of the row	Home
Enter the date	Ctrl + ; (semicolon)
Enter the time	Ctrl + Shift + : (colon)
Start a formula	= (equal sign)
Check the spelling of titles or words within the cells	F7
Find out about the style within the cell	Alt + ' (apostrophe)
Display the Format Cells dialog box	Ctrl + 1
Apply the general number format	Ctrl + Shift + ~
Turn numbers into dollars	Ctrl + Shift + \$
Make numbers a percentage	Ctrl + Shift + %
Apply a border	Ctrl + Shift + &

Chapter Meetings & Events

Executive Committee Meetings

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

Chapter Meetings

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

March 22

April 26

May 24

June 28

CPS/CAP Answers from page 2

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

Historical Chapter Files

Historical chapter files have been taken to the Special Collections area of the UWEC McIntyre Library. We had approximately five boxes of records that include scrapbooks dating back to the 1970s, and perhaps earlier, along with financial records and probably secretarial reports. If you are holding any historical files from your current office or committee that could be transferred to the archives, please contact Cynthia Welch at welchch@uwec.edu, or bring them to a chapter meeting.

If you are wondering why transfer files to McIntyre, visit <http://www.uwec.edu/Library/archives/index.htm>. Special Collections serves as a Wisconsin Historical Society Area Research Center (ARC). Special Collections & Archives also holds local government records and manuscripts pertaining to the following counties: Buffalo, Chippewa, Clark, Eau Claire, Rusk and Taylor.

Our files will be sorted by Director Colleen McFarland, and files inappropriate for the collection would be returned to us. Colleen is excited to have a historical record of the development of a local professional organization, especially in terms of the history of professional women in the area.

Sponsor Spotlight: Tina Bann Prudential Benrud Realty

By Pauline Spiegel CPS

Tina Bann, with Prudential Benrud Realty, is one of our new sponsors, but she also holds a special place in my heart, because she is my little sister.

Tina has been a realtor for five years, with two and a half at Benrud. She has a marketing degree and worked in various office jobs previous to this profession, with a majority of these in the home improvement market.

About five years ago, she felt “called” to use her marketing skills to work for herself in the real estate profession. Since real estate is 100-percent commission, her income is not steady. Tina states she had no income for the first six months, but worked hard and has achieved many successes.

She has earned CRS (certified residential specialist) and ABR (accredited buyers representative) designations. She has been a multimillion dollar producer for four years. She was Benrud’s top producing agent in November and December 2009.

She has also earned many other honors and awards. She was recently asked to serve on the realtors board of directors to replace a member who

left real estate. The board decides matters such as advertising, budget, grievances, education, ethics violations, public relations and more. It is a big commitment of time and responsibility. She likes being a part of this team and plans to run for re-election when her appointed term ends. She would be voted in or out by all the realtors.

Tina states real estate is a



profession where you get out what you put into it. Her success is due to her hard work and top-notch customer service, which has sustained her through recent challenging economic times. Her focus is on developing the best marketing plan for selling a home.

She is also an expert at finding the right home for first-time buyers. She especially enjoys working with first-time home buyers because they are so excited and anxious to own their first home. Tina states this is a good time to be a first-time buyer.

I asked Tina to tell us about her best and worst experiences.

She states, “There have been many bests. I think my ‘best’ was a couple years ago when a seller had me over to check out her house. It was a mess! Clutter, smelled like cat pee, and 10 years of stuff saved in bedrooms and basements. We filled two dumpsters, repainted her entire house, shampooed the carpets, stored some of her furniture in my garage and brought in a home stager. We received an excellent offer on her house in four days after all the work was done. That was just a great feeling! The “worst” time was when I worked

really hard a couple years ago to help a young couple buy a house that I had listed. They lived in the house for a few months, and then one night when they weren’t home, the house was struck by lightning and burned down. It was a horrible thing to have happen to them.”

Tina plans a long and successful career in the Chippewa Valley. Please consult her for real estate services and also recommend her to friends and family that are looking for a dedicated real estate agent that will provide excellent customer service.



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www.iaap-hq.org

Wisconsin Division
www.iaap-wisconsin.org

Chippewa Valley Chapter
www.iaap-chippewavalley.org

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National/Division IAAP Events

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.



Happy Birthday!

Michele Halterman, Mar. 11

Joyce Orth, Mar. 11

Anne Madison, Apr. 4

Kathy Dean, Apr. 17

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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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ABR, CRS

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