

# CHIPPEWA VALLEY CHAPTER

## Chippewa Valley Chapter

November 2008

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## 2009 Office Personnel Seminar

Planning is in full swing for the Office Personnel Seminar (OPS) scheduled for **Wednesday, April 15, 2009**, 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.

The OPS Committee met on October 23 to begin planning. Some of the topics being considered for break-out sessions include: event planning, software, generations in the workplace, grace under pressure, motivation techniques, protecting data, marketable resumes, productivity/power hour, Facebook and more. Speakers are being contacted for some of these sessions.

A significant change has been made in the registration process for 2009. OPS Committee members will now receive the registrations and payments, saving the Chippewa Valley Chapter at least \$1,300!

The raffle will again be available for 2009, as it was so popular in 2008. If you have any ideas for raffle items or would like to donate something to be raffled, please contact Pauline Spiegel, Ways & Means Committee.

OPS Committee members are: Kathy Briggs, Chair; Donna Weidman, Chair; Michele Halterman; Debbie Paulson; Della Schindler; and Kim Yeager. The

next planning meeting is 4:30 p.m. Wednesday, Nov. 19. The Executive Event Committee will join the OPS Committee to discuss opportunities of offerings that bosses could attend with their administrative assistants.



Keep watching the newsletter for more information and updates about the 2009 Office Personnel Seminar.

### Chapter Meeting Monday, Nov. 24 CESA 10, Chippewa Falls

5 p.m. — Dinner, \$6

- Choice #1: chicken salad on lettuce bed (additional toppings and dressing will be available)
- Choice #2: BBQ pulled pork sandwich with chips

5:30 p.m. — Program: Behavioral Interviewing

6:30 p.m. — Business Meeting

**RSVP by Thursday, Nov. 20**, to Beth Munson, 552-2841 or [beth.munson@us.nestle.com](mailto:beth.munson@us.nestle.com). Please reply if you will or will not be attending the meeting, and if you will be having the meal, which choice.

# Pathways to Excellence

The IAAP Pathways to Excellence Recognition Program is designed to raise your value as a career-minded administrative professional by becoming a Member of Excellence, a Chapter of Excellence and a Division of Excellence.

A Chapter of Excellence will attain a minimum of 14 of the following 19 criteria:



1. Sixty percent of the chapter meetings offer recertification points
2. At least one member of the chapter obtain their CPS and/or CAP certification during the current IAAP fiscal year
3. Sign the online Chapter of Excellence Commitment agreement
4. Publish at least six newsletters/e-newsletters
5. Participate in the IAAP Web Community
6. Publish annual meeting calendar with education and/or training topics by September 1 and establish marketing plan to encourage members to attend chapter, division, and international meetings and events
7. Create and maintain an annual budget; provide a monthly financial statement to the membership and submit annual audit report to the division treasurer
8. Maintain a full slate of officers (minimum four offices); maintain committee chairmen for the Bylaws, Certification, Education and Membership Committees; and submit new officers and committee chairmen listing to HQ by July 1 deadline
9. A minimum of four officers and chairmen of the Bylaws, Certification, Education and Membership Committees; participate in at least one IAAP Leadership/Succession Planning training event
10. Send a delegate to the division annual meeting and a delegate or submit a proxy to the International Convention and Education Forum
11. At least one member serve in a division office or committee; or serve on an international committee; or as an international officer or as an RTF Trustee
12. Sponsor or co-sponsor a professional development seminar or sponsor/co-sponsor an APW/APD and/or annual executives' event
13. Submit a completed application for the Avery Chapter/Division Achievement Awards Program and/or submit a nomination in the Award for Excellence program
14. Maintain a minimum of 15 members and achieve an annual retention rate of at least 80 percent
15. Conduct at least one IMPACT meeting
16. Conduct new member orientation program
17. Achieve a net membership increase of at least 12 percent (minimum required is a net three member increase)
18. Sponsor a new IAAP Professional Chapter or Student Chapter
19. Create an annual Business (Strategic) Plan; review/update annually; submit a copy to the Division President by December 31 and conduct an annual member interest/satisfaction survey

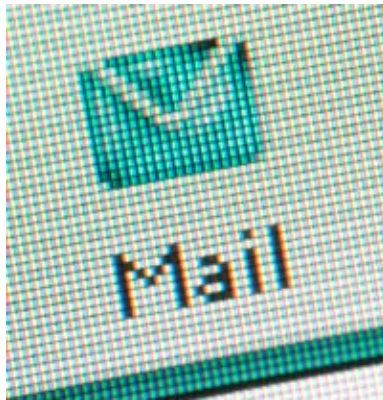
Completed criteria will be submitted through an online process. A Chapter of Excellence will receive a podium banner (first year), banner year patch, and either \$100 cash or \$150 credit toward a subscription to the IAAP Web Community.

# Using E-mail Effectively

There are many times when e-mail is preferable to a written letter, especially when you need a quick response. E-mail is also an effective way to maintain company involvement through electronic newsletters and updates, and it can be an efficient way to manage group projects.

Here are a few basic rules to remember about using e-mail in business.

- First, use appropriate language and never write anything you wouldn't want your supervisor to read. A business e-mail reflects your company and should reflect your professionalism.
- Send e-mails only to interested or involved persons. To avoid spamming the rest of the company, keep separate e-mail group lists, such as project team members who require frequent e-mail updates.
- Don't forward messages without the permission of the original sender.
- Understand and comply with your company's e-mail regulations, and don't use your office e-mail for personal messages.
- Check your e-mail each day when you start work and before you leave, as well as several times in between. Respond to any messages promptly, or, if you can't answer right away, send a quick return e-mail letting



the sender know that you received the message and will get back to him or her.

- One final note: If you will be gone for any length of

time, leave an automated response saying when you will return.

Remember that e-mail can be a great way to communicate, but don't fall into the trap of thinking that because it's easy, it can be casual. Electronic communication is still a business function, so always maintain your professionalism in your message.

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## Technology Tip

### Add a new dimension to custom crop illusions

Microsoft PowerPoint 2000/2002/2003/2004

You create the illusion of custom cropped images by using them as picture fills for AutoShapes. Now, you're searching for ways to further customize without investing a lot of time. Well, look no further! 3-D effects are a perfect addition.



To add shadows to an AutoShape:

1. Select your AutoShape and then, on the Drawing toolbar, click the 3-D Style button and choose 3-D Style Settings.
2. On the resulting 3-D Settings toolbar (shown above), click the 3-D On/Off button to instantly apply the default shadow.
3. Use the other buttons to change the shadow's color, depth, direction, lighting and surface, as desired.
4. For a truly unique look, use the Tilt buttons to tilt the entire image. When complete, your image might look something like the one at the right.



# Know Your Chapter & Win!



Learn about the life and structure of the Chippewa Valley Chapter with "Know Your Chapter & Win!" The answers can be found in your Chippewa Valley Chapter Orientation Manual, in the newsletter or on our or International's website. Find the answers, and e-mail them to MaryEdna Hagen at hagenme@uwec.edu. Your submission must be received prior to the meeting.

The winner will be randomly drawn at the monthly meeting. You need not be present to win the magnificent prize, but we will not be mailing it to you. The winner's name will be printed in the next month's newsletter.

October's winner was Kim Yeager.

1. The theme for the 2008-2009 IAAP year is?
2. What is the Great Lakes District director's name?
3. Name the next President of the United States.
4. One new thing you learned about Krista Bethke-Peterson is?
5. OPS stands for what?
6. OPS is usually held in the month of?

## Wisconsin Division Board of Directors

### President

Karen Strey, CPS  
(Fox Cities Chapter)

### President Elect

Pat Falkenhagen, CPS  
(Greater Green Bay Chapter)

### Vice President

Julie Thomas, CPS  
(Madison Chapter)

### Secretary

Pat LaBucki, CPS/CAP  
(SE Wisconsin Chapter)

### Treasurer

Kathy Princeton, CAP  
(Waukesha Chapter)

### Great Lakes District Director

Sam Gill, CPS  
(Michigan Division)

Submit your articles, ideas and accomplishments to Michele Halterman at halterman.michele@mayo.edu.

## Free Cardiovascular Screening

Luther Midelfort offers a free cardiovascular screening the second and fourth Thursday of each month to help determine your risk for a heart attack and vascular disease.

This screening includes: Total cholesterol and HDL (good cholesterol), glucose (blood sugar), blood pressure, ABI (circulation test of the legs), BMI (body mass index), waist/hip ratio and exercise evaluation. A healthcare provider will go over your screening results. A packet of educational information will be provided. If needed, follow-up care will be provided.

For an appointment, call 715-838-5672, no later than two days before the screening.



# CPS/CAP Certification

In today's ever-changing business environment, you need every advantage to stay on top. Professional certification shows employers, clients and associates that you are committed as a professional. Certification is a mark of excellence that you carry with you everywhere you go. IAAP offers the Certified Professional Secretary® (CPS®) rating and the Certified Administrative Professional (CAP) rating.

## Taking the Examination

The CPS examination is a one-day exam, with three

parts. The CAP exam is a one and one-half day exam, with four parts. The exams are administered each May and November. Applications must be postmarked by February 15 for the May exams; August 15 for the November exams.

Test your knowledge below with a few test questions. Answers can be found on page 8.



## CPS/CAP Quiz

1. Destructive programs loaded onto a computer and run without the user's knowledge are known as:  
A) viruses  
B) browsers  
C) utilities  
D) applications
2. One of the three major types of telecommunications transmission media is a:  
A) Cebtrex  
B) microcomputer  
C) IP telephony  
D) information
3. Of the four major resources available to successful managers, which one of the following is least developed?  
A) money  
B) materials  
C) people  
D) information
4. Which one of the following allows you to delete a program and update system file entries?  
A) uninstaller  
B) file manager  
C) personal firewall  
D) diagnostic utility
5. Which one of the following technologies automatically configures a new device as it is being installed?  
A) wizard program  
B) device driver  
C) spooling process  
D) plug and play

## Chapter Officers

### President

Kathy Dean, CPS

### Vice President

Kathy Briggs

### Treasurer

Pauline Spiegel, CPS

### Secretary

Kim Yeager

## Chapter Chairs

### CPS Services

Kim Yeager

### Executive Event

Teaming with OPS

### Membership

MaryEdna Hagen

### Newsletter

Michele Halterman

### Office Personnel Seminar

Donna Weidman

Kathy Briggs

### Professional Development

Beth Munson

### Publicity

Cynthia Welch, CPS

### Scholarship & Mini-Grant

Kim Yeager

### Ways and Means

Pauline Spiegel

### Webmaster

Heidi Wold



### International Headquarters

[www.iaap-hq.org](http://www.iaap-hq.org)

### Wisconsin Division

[www.iaap-wisconsin.org](http://www.iaap-wisconsin.org)

### Chippewa Valley Chapter

[www.iaapwisconsin.com/cv](http://www.iaapwisconsin.com/cv)

# Find Job Leads Through Networking

If you want a jump-start for your job search, attending a professional association meeting may deliver just the jolt you need. Depending on the format, these sessions can be networking meetings on steroids, with everyone in the room connected by an interest in the same industry.

You don't need to be employed to attend and aren't always required to become a member first. Also, you're not too low in your professional ranking to be welcome. Most associations serve people at all levels in their industry.

Following are some tips to help you make the most of this powerful job search tool:

**1. Cast a broad net to find the right group for you.** Check the business section of your newspaper, ask colleagues for suggestions or search websites.

**2. Mix things up.** If you're a bookkeeper, you do want to mingle with fellow bookkeepers to keep up with training, industry gossip and other items of interest in your field. You might also hear of good leads, or meet people who work in companies where you'd like to work.

On the other hand, you might not run into actual employers at this meeting. To do that, think a little harder. Do you have experience doing the books for manufacturers or printers? Then add meetings of manufacturing or printing managers to your list. That's where you'll meet folks who need your services.

**3. Plan to meet people.** When you attend a meeting, you need to be there in body, mind and spirit. Come with a game plan to meet at least three people and to follow up with at least one of them later. One way to make this easier is to jot down names and companies when people introduce themselves at the start of the meeting. Then make a point of introducing yourself later to the people whose backgrounds interest you.



**4. Bring the right tools.** Job seekers should bring resumes to the meetings, but not hand them out unless directly asked. Take them along "just in case." Business cards, however, are perfect to distribute. If you're currently employed, your company card will be fine. If you're seeking work, make a card that provides contact information and lists key strengths or the areas you'd like to work in.

**5. Learn.** Many associations offer certification programs,

special interest groups or monthly discussions on key industry topics. If you attend regularly, you will be more up-to-date in the field than the current employers at the companies you approach for work, which is good. Remember that one reason companies hire is to inject new ideas and fresh energy into a department.

**6. Give back.** You will learn even more by joining a committee or volunteering to help with meetings. These situations sharpen your project management, teamwork and organizational skills while also raising your visibility in the group.

**7. Start right away.** Fear of the unknown may hold you back. If it will make you go, rope a friend or co-worker into attending the first few meetings with you. And don't tell yourself that it's better to wait until after summer, or to skip the sessions that will be lightly attended. If your goal is networking, the smallest groups will be the most beneficial; those are the ones where everyone gets to talk with everyone.

**8. Attend regularly.** A common error is to attend one or two meetings and then declare, "I didn't get anything out of that." Careers aren't built in a day and neither are professional relationships. People will be more likely to refer you to job leads and networking contacts if they feel familiar with you. So keep showing up, keep talking and keep smiling.

By Amy Lindren, career consultant;  
alindgren@prototypereerservice.com.

# The Next Bailout—Your Kids?

As boomers are looking forward to retirement, many are realizing that their kids are broke. Many young adults get into severe credit traps while in college. Average student loans among the two-thirds of college under-



graduates who have borrowed rose an estimated 5 percent in the past year along, to \$22,000. Many college students also graduate with credit-card debt. What is a parent to do?

You don't want your kids to default on their loans or receive a poor credit rating, but should you be on the hook for it? Yet many parents are finding that is exactly the predicament they are in. They co-signed for school loans and now have to pay them if the kids can't.

Here are some steps you can take to get/keep your kids out of debt.

- Look at state/city schools. Limit the debt by utilizing local schools, especially for undergraduate work. The expensive, private, schools are not the best investment for a liberal arts degree.
- Limit borrowing. Try to have your kids earn as much of their college money as possible. Add what you have saved and try not to take loans.
- Teach kids to live frugally. Once out of college, they may need to live modestly so they can pay down their debt. Good jobs are hard to find these days, so they have to know how to live cheap.
- Avoid using credit cards. It is too easy to caught up in spending more than is coming in. Make sure your kids pay their balances in full so they are not paying interest.
- Set up a repayment plan. Help your kids set up a reasonable plan to repay the debt. They have to realize that it is their responsibility, not yours.

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# Economic Rollercoaster—How to Stay Calm

**Don't check your stocks every hour.** In fact, you may not want to check every day. Just hang on and see what happens. Things will settle down, and you certainly don't want to sell stocks at the bottom.

**Stay the course.** Keep saving, investing and watching your money. It is a great time to

buy and to look for "bottom feeders," those stocks that are presently undervalued.

**Use distractions.** It's football time, and it is so much more fun watching a few passes and touchdowns than watching the market go down. Put on your favorite team's colors and have a football party.

**Have a cocktail.** After a couple, you won't care what is happening with the market.



## Chippewa Valley Chapter Meetings & Events

### Executive Committee Meetings

(Hallie Heckel's)  
To be announced

### Chapter Meetings

November 24, CESA-10  
"Behavioral Interviewing"

December/January  
Social Gathering  
To be announced

January 26, RCU  
"Business Etiquette"

February 23, RCU  
Impact Meeting

March 23, RCU  
Open

April 15, The Plaza  
Office Personnel Seminar

April 27, Red Cedar  
Medical Center  
"Diabetes Education"

May 25, RCU  
Open

## Mark Your Calendar for These Upcoming National IAAP Events

2009

**Spring Education Conf.**  
March 9-11  
Nashville, Tenn.

**Administrative Professionals Day**  
April 22

**CPS/CAP Exam**  
May 1-2

**Wisconsin Division Annual Meeting**  
May 15-16  
Wausau, Wis.

**Convention & Education Forum**  
July 26-29  
Minneapolis, Minn.

**Certification Conference**  
October 18-21  
Portland, Ore.

**CAP/CPS Exam**  
November 6-7

**As there is no meeting in December, there will be no newsletter.**

### CPS/CAP Answers from page 2

1. A, viruses
2. C, IP telephony
3. D, information
4. A, uninstaller
5. D, plug and play

## Be Thankful

Be thankful that you don't already have everything you desire. If you did, what would there be to look forward to?

Be thankful when you don't know something, for it gives you the opportunity to learn.

Be thankful for the difficult times. During those times, you grow.

Be thankful for your limitations, because they give you opportunities for improvement.

Be thankful for your mistakes. They will teach you valuable lessons.

Be thankful when you're tired and weary, because it means you've made a difference.

It's easy to be thankful for the good things.

A life of rich fulfillment comes to those who are also thankful for setbacks.

Find a way to be thankful for your troubles, and they can become your blessings.



## Special Dates November & December



### IAAP

#### Anniversaries

Krista Bethke-Peterson, 2007  
Sandy Hume, 2005  
Robyn Lake, 2007  
Teresa Miller, 2006  
Becky Olson, 2007  
Pauline Spiegel, 2006  
Jeanine Weise, 2006

#### Birthdays

Gail Charlesworth, Nov. 6  
Kimberly Woerner, Nov. 11  
Loretta Leable, Nov. 30  
Sandy Hume, Dec. 1  
Kim Yeager, Dec. 2  
AmyRickheim, Dec. 29

### *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*