

CHIPPEWA VALLEY CHAPTER

Chippewa Valley Chapter

October 2008

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Pathways to Excellence

The IAAP Pathways to Excellence Recognition Program is designed to raise our value as career-minded administrative professionals by becoming Members of Excellence, Chapters of Excellence and a Division of Excellence. The program is based on 10 principles: certification; commitment; communication; education and training; marketing, research and community outreach; programs and participation; recruitment and retention; and strategic planning.

You can participate individually by working to become a Member of Excellence. As Julie Thomas, Division vice president, explained at the September meeting, a Member of Excellence will attain a minimum of eight of the following 11 criteria:

1. Be a current CPS and/or CAP holder.
2. Sign the online Member of Excellence Commitment agreement.
3. Actively participate in the IAAP web community forum discussions or submit an article for an IAAP publication (chapter, division or international level).
4. Attend non-IAAP professional educational workshops, seminars and conferences.
5. Hold a degree, certificate or equivalent (a minimum one year in length) from an accredited college or earn a Microsoft certification.
6. Pay membership dues on or before anniversary date.
7. Serve as a chapter, division, or international officer, committee chair, or committee member; or serve as an RTF Trustee; or serve on a Student Chapter advisory board or the school's advisory board for the office administration program.
8. Conduct a public presentation, program or training.

9. Attend a minimum of eight chapter, division or international sponsored meetings, programs or events (any combination).
10. Recruit at least one new member.
11. Integrate IAAP membership and involvement into annual performance plan or review.

Completed criteria will be submitted through an online process.

Visit the Members' Place on the International website, then go to Intl. Member's Place/Pathways to Excellence to learn more.



Chapter Meeting Monday, Oct. 27 RCU Corporate Center

5:30 p.m.

- Networking/Dinner: Mancino's, \$6 menu: http://mancinoseauclaire.com/mancinos_grinders.htm
- A paper shredder will be given away. You must be present to win.

5:30 p.m.

- Business Meeting

6:30 p.m.

- Program: Identity Theft

RSVP by Thursday, Oct. 23, to Kimberly Woerner, 552-3067 or kimberly.woerner@rcu.org. Please reply if you will or will not be attending the meeting. If you will be getting a meal, place your order when RSVPing.

Seven Career Tips

According to the IAAP, today's administrative professionals can be expected to do anything from preparing spreadsheets to purchasing office equipment and participating on project teams.



And, while some may still be called secretaries, others doing this work

sport such titles as administrative specialist, office coordinator, executive assistant and office manager. In total, more than 4.2 million people worked as administrative professionals in 2006, with more expected to join their ranks over the coming years.

Following are seven tips for career and job management:

1. Keep up with technology.

In most departments, the administrative professional is the hub of all activity. Information flows through this important post, but not always in the same form. Hence, the admin must be a master of everything from office software to design programs to web languages and intranet technologies.

In a small company, this person will also research and purchase the computer equipment, and may even network the workstations. If you're an administrative professional who is not comfortable with technology, the writing is on the wall:

You may need to consider a career change sooner rather than later.

2. Manage your own training. Your company may offer tuition reimbursement, but that doesn't mean someone is looking out for your training needs. Admins, in particular, can be overlooked when it's time to send people off to conferences or classes. The solution is to watch for training opportunities and present the information to your boss yourself — maybe during Administrative Professionals Week.

3. Commit to doing only 80 percent on some tasks.

Admins are known to be great perfectionists and even control freaks. While those qualities are strengths in this job, things can get out of hand. On a regular basis, review your assignments and look for things you can do less comprehensively.

For example, do the handwritten notes you took from yesterday's meeting really need to be typed and then e-mailed to everyone? Per-

haps you could type a quick summary, with a message that the full notes will be photocopied for anyone making the request. Chances are that no one will ask — which may indicate that perhaps the notes themselves aren't necessary.

4. Learn to say yes. When invited to work on high-profile projects and committees or to join a cross-disciplinary team, the proper answer is "Yes, thank you." These are career- and skill-building opportunities that put you in contact with key people in the company.

5. Learn to say no to whiners, time wasters and energy sappers. In some offices, the admin's desk is located right in the flow of traffic, which means he or she couldn't run fast enough to escape all the passersby who want to chat a minute. This is a special social challenge, but one that you can overcome. Find a way to communicate that you're too busy to talk,

Continued on page 4.

Technology Tip

Your Digital Footprint

There was a time when what you said and posted online disappeared into the digital ether. However, now that archive.org has released its records of websites going back 10 years or more and Google caches many websites, your digital life can follow you for years.

MSNBC has tips on how to check out (and clean up!) your digital dirt: <http://www.msnbc.msn.com/id/26904049/>.

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.

Test your knowledge below with a few test questions from Part III, Management. Answers can be found on page 4.

CPS/CAP Quiz

1. Evaluation and feedback are part of which phase of the planned-change process?
A) anticipation
B) freezing
C) refreezing
D) unfreezing
2. Increasing the number and variety of tasks included in a job is known as job:
A) enlargement
B) expansion
C) domain
D) amplification
3. Protocols, unstructured formats and situational frameworks are used in:
A) interviews
B) evaluations
C) simulations
D) training
4. Gains and losses are reported on the:
A) balance sheet
B) equity statement
C) income statement
D) sales budget
5. Which one of the following facial expressions is universally understood?
A) anxiety
B) eagerness
C) anticipation
D) joy

Submit your articles, ideas and accomplishments to Michele Halterman at halterman.michele@mayo.edu by November 10.

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www.iaap-hq.org

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www.iaap-wisconsin.org

Chippewa Valley Chapter

www.iaapwisconsin.com/cv

Know Your Chapter & Win!

Learn about the life and structure of the Chippewa Valley Chapter with "Know Your Chapter & Win!" Answers



to questions can be found on Division or Chapter websites, in the monthly newsletter and in the orientation manual. 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.

September's winner was Kim Yeager. She received a UWEC pocket planner and a Home & Garden candle.

1. Name one of the speaker/presenters taking part in the Wisconsin Fall Education Conference (FEC).
2. Name the vice president of the Wisconsin Division who spoke to us at our September chapter meeting.
3. Two members of the Chippewa Valley Chapter are serving as Wisconsin Division committee chairs. Who are they?
4. The Sheboygan area hosts the Wisconsin Division's newest chapter. The name of the chapter is?
5. The movie *Public Enemies* may feature Pauline Spiegel's 1931 what?

Career Tips

Continued from page 2

or that you'd rather chat later when you both have more free time. Just don't let the situation continue, or you'll be exhausted before the day even gets started.

6. Request your reviews. For whatever reason, administrative professionals are often overlooked for job reviews. Perhaps they work so closely with their supervisors that the review seems redundant, or maybe the lack of upward mobility makes the exercise seem pointless. Even if these arguments are sound, the review is still an important meeting where both parties can clear up misunderstandings and refresh themselves on commonly held goals for the position.

7. Ask for your raises. In most offices, the admin's role is so essential that the group couldn't function without him or her. Talk about a blank check! Of course, the budget may not hold the money for a raise, but you'll never know unless you ask, right?

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CPS/CAP Answers

from page 2

1. C, refreezing
2. A, enlargement
3. A, interviews
4. C, income statement
5. D, joy

Member Spotlight

Krista Bethke-Peterson



After graduation from New Richmond high school, I went to UW-Stout, where I graduated cum laude and earned my Bachelor of Science degree in Apparel Design and Manufacturing with a Business Administration minor. While at Stout, I was the treasurer of Tri Sigma Sorority. I was president of the University Dance Club and did acting and costumes for the University Theater. I was also awarded the Chancellor's Award for Outstanding Academic Achievement and a scholarship to study abroad

for a semester in London, England, and had the chance to travel in Europe. This was a great experience, and it was amazing to visit parts of Switzerland, Germany, France and Belgium.

I put my fashion degree to work in Minneapolis as an assistant production manager at a children's wear manufacturer. Needing a change, I was offered a position in Duluth to work as a pattern maker at a motorcycle suit manufacturer. While working full time, I took computer-aided design classes in the Twin Cities to update my pattern-making skills and was invited to go on a fashion tour. We were fortunate to see the sights of New York and the showroom of Tommy Hilfiger. In Paris, we toured the Louvre, Eiffel Tower and the house of Louis Vuitton. After too many winters in Duluth, I took a job as technical designer for a sportswear manufacturer in Wisconsin. After being in this great job for a couple of years, I was laid off due to outsourcing.

To explore new career options and to find something to complement my detail-oriented nature, I recently went back to school at WITC-Rice Lake where I earned my Administrative Assistant Associate Degree. My first year at WITC, I had accomplished a 4.0 GPA. I have graduated with honors and earned a Business Graphics certificate to fulfill my creative side as well.

At WITC, I was the treasurer of the student senate, and an officer of Business Professionals of America (BPA). I went to the BPA state competition and took first place for Advanced Office Systems & Procedures, second in Integrated Office Applications and third in Advanced Word Processing Skills. I qualified to go to the BPA national competition in Reno, where I was a top-ten finalist for Integrated Office Applications. I also joined the International Association of Administrative Professionals to grow both personally and professionally in my new career.

After I graduated from WITC, I was the secretary of the Barron County Forest & Recreation Department. I was recently offered

Continued on page 7.

Mark Your Calendar for These Upcoming National IAAP Events

2008

Fall Education Conference

October 24-25
Green Lake, Wis.

CPS/CAP Exam

November 7-8

2009

Spring Education Conf.

March 9-11
Nashville, Tenn.

Administrative Professionals Day

April 22

CPS/CAP Exam

May 1-2

Convention & Education Forum

July 26-29
Minneapolis, Minn.

Certification Conference

October 18-21
Portland, Ore.

CAP/CPS Exam

November 6-7

*Please remember in your
thoughts and prayers
member Ella Huttner
and family, whose
niece's infant son is bat-
tling meningitis.*

Top 10 Reasons To Communicate in Your Marriage

10. Saves You Money.

There's no doubt about it, poor communication can be costly. Flowers, candy, gifts large and small are regularly offered by a spouse who said the "wrong thing" or failed to say the "right thing." When you look at costly mistakes in a marriage, the majority of them are a result of poor communication.

9. Saves Time. Sooner or later an unresolved issue must be discussed. So taking time the first time your spouse wants to talk with you will ultimately prove to be a time saver. You won't have to go back to the beginning and start again, because you communicated clearly and honestly the first time around.

8. Earns Points For The Future. Every time you and your spouse have a satisfying conversation you build credit toward future communication.

Both of you know and expect that you will be able to share because you have a record of success.

7. It's Good For Your Health.

Good communication in marriage reduces stress for two reasons. First, it allows you to resolve the tension between you, and second, it allows you to "vent" some of your anxieties from other areas of your life. Many couples report that their partner is the first person they could fully trust. "I can tell him anything", one wife said recently. "I know

he will listen and understand how I feel."

6. Allows You To Concentrate On Other Things.

Have you ever found yourself continuing a discussion you had earlier while you were at work? Perhaps you're so upset about an unfinished conversation earlier in the day that you call your spouse to either apologize or get one more point across. Listening and talking effectively resolves the issue and frees your mind to concentrate on other tasks.



5. Builds Up Your Relationship.

Couples who don't communicate are in danger of losing love and affection for one another. All relationships are nourished by communication. If you don't communicate with others, you lose touch with them and your relationship withers.

4. You Learn More About Yourself.

Have you ever tried to explain your thoughts or feelings to someone else and during the conversation you end up in a different place from where

you began? Putting your thoughts into words forces you to clarify them. Talking and listening also allows you to fine tune your ideas.

3. Less Hassle. "Why won't you talk to me?" Be honest. Avoiding communication is as much work as communicating. So why not just talk, or do you like being pursued? Does being silent give you more control over the situation? While it may seem that way, ultimately you'll have a spouse who will trust you less. Giving your partner the gift of your time to talk things through will make your life simpler in the long run.

2. You Might Learn Something New.

The person you are married to is not the person you first met. Neither are you the same. Every day brings new experiences, thoughts, dreams, plans. It's a guarantee that if you work at communicating you will discover new things about each other.

These new discoveries stretch out in two directions from where you are now. You will discover experiences from your spouse's childhood that you never knew. You don't know them because the person you love has them hidden away in their memory. They don't remember until some new experience triggers a recollection.

1. It's Fun!

Adapted from FOUNDATIONS Newsletter

2009 Office Personnel Seminar



The date has been set! Plan on attending the 2009 Office Personnel Seminar (OPS) on **Wednesday, April 15**, 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.

Continue to watch the newsletter for more information.



Special Dates for October/November

IAAP Anniversaries

Leslie Bates, 2000
Krista Bethke-Peterson, 2007
Robyn Lake, 2007
Joyce Orth, 1991
Pauline Spiegel, 2006
Donna Weidman, 1998
Jeanine Weise, 2006
Kim Yeager, 2005

Birthdays

Della Schindler, 10/12
Gail Charlesworth, 11/6
Loretta Leable, 11/30

Chippewa Valley Chapter Members Secure Positions

Two Chippewa Valley Chapter IAAP members who attended WITC in Rice Lake have now found positions.

Krista Bethke-Peterson is the administrative assistant for the VP of Human Resources and Community Relations at Memorial Health Center in Medford, Wis. Krista says, "I am very excited about this new opportunity! I really like my new job! The people are great, and I am still learning something new and work really hard to meet each new challenge of the day."

Robyn Lake is the administrative assistant to the VP/COO and the VP/CFO of Lakeview Medical Center in Rice Lake. She says, "I love my job. I keep very busy with scheduling meetings and revising hospital policies for the directors who report to my superiors. I enjoy the people here. We have superior corporate compliance in the area of treating others with respect and portraying a supportive and friendly staff atmosphere. I feel very blessed to find a job that challenges me."

Quote of the Month

From *Lord of the Rings*: Frodo: "I wish none of this had happened." Gandalf: "So do all who live to see such times, but that is not for them to decide. All we have to decide is what to do with the time that is given us."

Member Spotlight

Continued from page 5.

the administrative assistant position for the vice president of Human Resources and Community Relations at Memorial Health Center in Medford, Wis. I am so grateful for this new career to be able to help people, work in a great team, and be able to rise to a different challenge every day.

In 2005, I married my husband, Ed Peterson, who is a graphic designer, and originally from Duluth. We went on a honeymoon cruise to Mexico and enjoy travel opportunities when they arise. My hobbies are sewing, photography and gardening. We recently adopted a new kitten, Kira, and are enjoying life as it happens in the small town of Sheldon, Wis.

Chippewa Valley Chapter Meetings & Events

2008/2009

Executive Committee

(Hallie Heckel's)
November 3
December 1
January 5

Chapter Meetings

October 27, RCU
Topic: Identity Theft
November 24, CESA-10
Topic: Behavioral Interviewing
December 7
Social Gathering
January 26, RCU
Business Etiquette

A paper shredder will be given away at the October meeting. You must be present to win.

WOMEN ROCK
in the fight against breast cancer

Breast Cancer Awareness Event

Saturday, Oct. 25

Women Rock!

Ramada Convention Center

www.charterwomenrock.com

Join other women for a jam-packed day of great events, displays and entertainment, all for a GREAT cause, capped off with a performance by Grammy Award winner Shawn Colvin at the State Theatre! Clear Channel Radio has also brought back Karaoke for a Reason for 2008, with more chances for you to sing, win and SHINE!

My Cup Has Overflowed



I've never made a fortune, and it's probably too late now. But I don't worry about that much, I'm happy anyhow.

And as I go along life's way, I'm reaping better than I sowed. I'm drinking from my saucer, 'cause my cup has overflowed.

Haven't got a lot of riches, and sometimes the going's tough. But I've got loving ones all around me, and that makes me rich enough.

I thank God for his blessings, and the mercies He's bestowed. I'm drinking from my saucer, 'cause my cup has overflowed.

I remember times when things went wrong, my faith wore somewhat thin. But all at once the dark clouds broke, and the sun peeped through again.

So Lord, help me not to gripe, about the tough rows I have hoed. I'm drinking from my saucer, 'cause my cup has overflowed.

If God gives me strength and courage, when the way grows steep and rough, I'll not ask for other blessings. I'm already blessed enough.

And may I never be too busy, to help others bear their loads. Then I'll keep drinking from my saucer, 'cause my cup has overflowed.

When I think of how many people in this world have it worse than I do. I realize just how lucky most of us really are.

God bless you, everyone!

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