



International Association of
Administrative Professionals®

October 2009

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Special Meeting Invitation

IMPACT Membership Drive

October 26

Luther Midelfort

727 Kenney Ave., Eau Claire

5:30 – 7:30 p.m.

Refreshments (pizza, soda, bars) Provided

- **Introductions**
- **Guest Speaker**
Lynette Hieronimus CPS, Wisconsin Division Secretary
“People Reading: The Vital Role Active Listening Plays in
Effective Communication”
- **Wrap Up**

Please support our chapter by attending and inviting administrative professionals to this Membership Drive meeting. The Membership Committee has planned an interesting educational program with our Wisconsin Division Secretary presenting, followed by a short membership program introducing our chapter to visitors. This is an opportunity to network with professionals in our career. (Remember, points are available for Member of Excellence for sponsoring a member.)

To RSVP for you and your guest(s), contact Donna Weidman
at donna.weidman@gmail.com.

View our website at
www.iaap-chippewavalley.org.

*One of the hardest decisions in life is to
invest in oneself, even though economic
climates have determined the best
investments are always in oneself.*



Thank You Chippewa Valley Chapter Members

The 2009 EFAM (International Convention) group (see photo at right) would like to extend a "Thank You" to the Chippewa Valley Chapter members for your encouragement and support in attending the 2009 EFAM. We greatly appreciate the efforts of our members to raise money to cover the registration fees and other convention expenses.



Pictured left to right: Pauline Spiegel, Deb Paulson, Kim Yeager, Linda Bockin, Kathy Briggs, Ellen Mickelson, Donna Weidman and Cynthia Welch

Pauline Spiegel's message last month gave you a "first-timers" insight. Those of us who previously attended EFAM conventions found the 2009 convention another overwhelming opportunity to experiences such as networking globally, attending super training sessions and socializing with our own group. We certainly got to know our team members better; however, we also split up at times to join members from other parts of the nation and world.

Kathy Briggs, President
Chippewa Valley Chapter

Technology Tip

Hide the Office 2007 Ribbon

Office 2007's new ribbon interface may look more appealing, but it also takes more space away from your work area than the earlier versions' menus.



Fortunately, you can temporarily get back that lost space. Just double-click on the active tab on your ribbon, and Office temporarily hides the ribbon. You can get a peek at any of your tabs by clicking on one of them, but the ribbon won't display permanently again until you double-click on the tab to toggle it back into view.

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.

October 26
November 23
January 25
February 22
March 22
April 26
May 24
June 28

Exam Prep Tips

By Kim Yeager CAP

Here are just a few tips to help you get ready to take the CPS/CAP exam. This can be a daunting endeavor, but one that is well worth it. If you study, you will do fine. I studied with a partner, which really made a difference. It gave us the opportunity to discuss questions that we got different answers for.

The CAP exam is a one-part test and is given on Friday afternoon. CAP encompasses Advanced Organizational Management. The CPS exam is taken on Saturday and lasts all day. There will be three different parts, and you have limited time for each one. The parts include Office Systems and Technology, Office Administration and Management.

You will be allowed a bottle of water and pencils on the table; everything else must be underneath the table.

Make sure you get a good night's sleep the night before, so you are refreshed and ready to test all day. Also, make sure you give yourself enough time to get to the test location. You do not want to be stressed before you even start.

You feel a sense of accomplishment after you have completed the test. The six weeks seem to drag until you

CPS/CAP Quiz

1. Individuals from low-context cultures rely on:
 - a. implicit nonverbal actions
 - b. environmental stimuli
 - c. written communication
 - d. building relationships
2. To make a successful presentation, one should:
 - a. rely on Internet sources
 - b. only distribute handouts after the presentation
 - c. carefully sequence the presentation
 - d. make sure every speaking point is bulleted
3. The most important consideration in planning a successful presentation is:
 - a. selecting the proper attire
 - b. meeting the audience needs and interests
 - c. including humor throughout
 - d. providing detailed statistical information
4. One of the most important attributes of a top manager is:
 - a. long-term focus
 - b. team building
 - c. motivational ability
 - d. decision-making skill
5. A manager should conduct a disciplinary interview in private because:
 - a. employees prefer to be criticized in front of peers
 - b. criticism in public has better response rates
 - c. employees react best to criticism in private
 - d. public criticism is favored by corporate trainers

Answers may be found on page 6.

get your results, but it is well worth the wait.

I know that everybody in our chapter can pass not only the CPS, but also the CAP. Good luck to those that are taking the CPS and CAP exams in November. I know you will do well!



EFAM Workshops

By Kathy Briggs

Two workshops I attended that I would like to share a few notes with you are:

Lessons from the Grammar Guru: Correcting the Most Common Grammar Mistakes

This workshop covered all forms of punctuation as well as establishing tone and being concise. There were lively discussions on punctuation rules and communication!



The Nonverbal Advantage: Reading Body Language at Work — Five Mistakes People Make Reading Body Language at Work

1. They forget to consider the context.
2. They try to find meaning in a single gesture.
3. They are too focused on what's being said.
4. They don't know a person's baseline.
5. They judge body language through the bias of their own culture.

The presenter said to look for the truth in feet, hands and space.

5 Tips to Prevent the Spread of H1N1

The Department of Health and Human Services ask that you forward these five tips to at least 10 of your family members and friends, and ask them to forward it too. It is the easiest way to prevent illness this fall.

1. **Make prevention the first line of defense.** Wash your hands with soap and water. Cough into your sleeves or a tissue, not into your hands. This only will work if every member of your family participates.
2. **Make sure you and your entire family are vaccinated.** The Department of Health and Human Services feels that vaccines are the best means of protection.
3. **Stay home if you are sick.** Look for these symptoms: Fever, cough, sore throat, stuffy nose, achiness, headache, chills and fatigue. Sometimes H1N1 causes diarrhea and vomiting. Both H1N1 and seasonal flu can be severe and occasionally, deadly.
4. **Start planning now.** Ask yourself: If you work and your child becomes sick, have you made arrangements for child care? Have you talked to your employer about what to do in case you need to be out?
5. **Go to www.flu.gov.** This is the one-stop government resource to plan to get a jumpstart on the 2009 flu season. You can also visit the Centers for Disease Control website at <http://www.cdc.gov/h1n1flu/qa.htm> for more H1N1 information.

Source: Department of Health and Human Services

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That Little Extra

Notebook computers are getting ever smaller, making them terrific accessories for work on the run, but convenience comes with a price.

Yes, keyboards are shrinking, but our fingers aren't, and it's even easier now to mistype or hit two keys at once. That means proofreading is critical before printing or sending files. Always double-check every sentence for errors.

Stress & Diabetes

By Lynn Severson, MSN, FNP, CDE

People with diabetes know many factors affect the management of their blood sugar control. Influences include dietary habits, activity, medications, stress and motivation. It's quite a balancing act and is very time consuming.

Being newly diagnosed with diabetes is a major stressor. Other contributors include family and financial stress, illness or surgery, and personal stress. During times of stress, hormones including glucagon, epinephrine or adrenaline, cortisol and growth hormones may be produced. These cause insulin to be less effective and alter carbohydrate, protein and fat metabolism, causing blood sugar levels to rise.

How can stress be controlled?

Think self-management. Identify problem areas. Practice skills of frequent blood sugar testing and recording, medication administration, hypoglycemia prevention and treatment, and timely professional care. Learn from your healthcare provider, endocrinology specialist, and diabetes nurse educator and dietitian.

Think daily activity. What might you enjoy? Try new things. Aim for 30 minutes of daily exercise. Individualize your plan. You may need to start with five minutes, and increase intensity as you can.

Set practical goals to manage stress. Make space for daily personal, quiet time such as listening to music, taking a warm bath or spending time

with a relaxing hobby. Think about breathing for five to 10 minutes. Laugh with the comics, a good book, a TV show or a funny friend. Tell someone your troubles, or write down your concerns. Gather positive support from family or friends.



Start small with clear, specific, short-term goals:

- Select a convenient place to exercise
- Put away tempting, unhealthy snacks
- Consider family meals without distractions, start with smaller portions
- Promote a stress-free sleep environment
- Talk with a friend daily
- Keep medications and blood sugar testing supplies in an easy-to-see area

Discuss American Diabetes Association standards of care with your healthcare provider to help you reduce your risk of complications. These include:

- Hemoglobin A1C blood test very three to six months
- Yearly dilated eye exams and lipid and kidney tests
- Smoking cessation

- Frequent foot exams
- Evaluation of daily aspirin use
- Annual appointment with a diabetes educator

Measure your diabetes care success in a realistic manner. You can never be perfect. Don't let blood sugar readings determine your self-esteem. These results are neither good nor bad — they're just information. Address your fears with knowledge and self-management. Defeat denial by learning about your diabetes. Get a good night's sleep and spend time with supportive family and friends, pets, spiritual pursuits and activities you enjoy. Watch for warning signs of depression, such as feeling "down" or hopeless. Seek professional help if feeling "stuck" or experiencing depression or anxiety.

Improving your stress can improve your mood so you have the energy to control your diabetes. Gathering support from friends, family and healthcare providers can assist you with improving your self-management skills and allow you to participate in healthy activities. That can help you enjoy life!

Severson is a family nurse practitioner and certified diabetes educator in the Endocrinology Department at Luther Midelfort. Luther Midelfort offers a team approach to diabetes care including diabetes nurse educators, dietitians and endocrinology specialists, and free monthly diabetes support groups. Appointments can be made at 715-838-6594.

September Meeting Professional Development Recap

By Beth Munson

“Getting Along with Co-Workers of Every Generation” was the topic at the September meeting of the Chippewa Valley IAAP. Our speaker was Julia Raehpour, a former psychology instructor, who now serves as staff development coordinator at CVTC in Eau Claire.

Some of the main points Julia made in her presentation follow.

- “Generations” does not explain everything involved with getting along with others. Many other factors such as personality, gender, upbringing, education, experiences, culture, interests, traumas, learning/leading/parenting/attachment styles, achievements, health...even whether or not we’re hungry can play a part in our sense of connection or clash with others. Generation or our age is just one factor.
- The age span of the generations varies somewhat, but some characteristics are generally agreed upon.
- Understanding how your generation is part of who you are will help you understand others, even though their experiences may be very different.
- Generational differences affect how we approach people, work, fun. Noticing and recognizing this can make a big and positive difference.
- Think about generations, and notice generational cues BEFORE you address a co-worker or customer, and adjust your approach when necessary.
- Our generation becomes a FILTER for what we hear and what we do.
 - The way we phrase a request
 - How we frame constructive criticism
 - The length of time involved
- Most differences occur with those in the generation immediately before or after yours.



Copies of a table relating to this subject will be available at the October meeting.

Julia can be reached at JRaehpour@cvtc.edu.

Know IAAP & Win! Did you know?

Learn about life and structure of IAAP!



Answers for this round can be found in the most recent *OfficePro*, Chippewa Valley Chapter Orientation Manual, our newsletter and IAAP websites. Submit your answers to Krista Bethke-Peterson at krista017@centurytel.net by noon October 26. The winner will be randomly drawn at the monthly meeting. The winner’s name will be printed in next month’s newsletter.

1. Who is the 2009-2010 International President of IAAP?
2. What is the main purpose of an IM-PACT meeting?
3. What is the address of our national headquarters?
4. Name at least three of the sponsors of our newsletter.
5. When is Administrative Professionals Week in 2010?

Last month’s winners were Cynthia Welch and Della Schindler.

National Disability Employment Awareness Month

By Cynthia Welch CPS

The Americans with Disabilities Act (ADA) is a federal law that protects the rights of people with disabilities by eliminating barriers to their participation in many aspects of living and working in America. In particular, the ADA prohibits covered employers from discriminating against people with disabilities in the full range of employment-related activities, from recruitment to advancement, to pay and benefits. Being inclusive of people with disabilities — in recruitment, retention, promotion, and in providing an accessible environment — gives businesses a competitive edge.

Congress designated each October as National Disability Employment Awareness Month (NDEAM). This effort to educate the American public about issues related to disability and employment actually began in 1945, when Congress enacted a law declaring the first week in October each year “National Employ the Physically Handicapped Week.” In 1988, Congress expanded the week to a month and changed the name to “National Disability Employment Awareness Month.”

All of us at some time will interact with an individual with a disability. I have listed some communication tips for working with persons who are deaf or hard of hearing, a common disability:

- Each person has their own unique approach to communication. Ask the individual to let you know their communication preferences. Not every deaf and hard-of-hearing individual communicates in the same way.
- Speak clearly and naturally. Do not over-enunciate, talk loudly or with exaggerated mouth movements, which make speech reading more difficult.
- When communicating with a person using an ASL interpreter, speak directly to him/her, not to the interpreter.
- Refrain from blocking your mouth with your hands or other objects. Body language, facial expressions, gestures and writing things out may help get your message across effectively.
- Face the individual while you speak.
- Don't talk down to an individual — their hearing

is impaired, not their intelligence. Do not assume a developmental disability from a speech pattern.

Far better to assume that hearing impairment has affected a person's speech.

- Deaf and hard-of-hearing individuals expect to be treated like any other person without a disability.
- Know how to locate an American Sign Language interpreter (<http://dhs.wisconsin.gov/sensory/Interpreting/InterpreterDirectory.htm>).

Visit the U.S. Department of Labor Office of Disability Employment Policy website at <http://www.dol.gov/odep/programs/ndeam.htm#fedag> for more information on employing persons with disability and about the Americans with Disabilities Act.



Halloween

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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 as a committee report.

National/Division IAAP Events

CPS/CAP Exam

November 6 - 7, 2009

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.



International Headquarters
www.iaap-hq.org

Wisconsin Division
www.iaap-wisconsin.org

Chippewa Valley Chapter
www.iaap-chippewavalley.org

Special Dates for October/November

IAAP Anniversaries

Leslie Bates, 10/00

Krista Bethke-Peterson, 10/07

Sandy Hume, 11/05

Pauline Spiegel, 11-06

Donna Weidman, 10/98

Jeanine Weise, 11/06

Kim Yeager, 11/05

Happy Birthday!

Della Schindler, 10/12



CPS/CAP Answers from page 5

1. c; 2. c; 3. b; 4. b; 5. c

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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