



October 2010

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Chippewa Valley Chapter

# Newsletter

## Special Meeting Invitation Membership Drive

October 25  
Luther Midelfort  
1221 Whipple St., Eau Claire  
5:30 to 7:30 p.m.

Refreshments (pizza, soda, bars) Provided



- Welcome
- IAAP Overview
- Introductions
- Guest Speaker  
**Teresa Ritzinger**, Hutchinson Technology  
"How to Bounce Back After a Negative  
Performance Review"
- Wrap Up

Please support our chapter by attending and inviting administrative professionals to this Membership Drive meeting. The Membership Committee has planned a short membership program introducing our chapter to visitors followed by an interesting educational program. 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:  
Pauline Spiegel (715-726-7816, [jpspie210@yahoo.com](mailto:jpspie210@yahoo.com)) or  
Nikki Coss (715-235-1839 or [ncoss@auroraservices.com](mailto:ncoss@auroraservices.com)).

View our website at [www.iaap-chippewavalley.org](http://www.iaap-chippewavalley.org).

PASSION &  
PURPOSE

*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.*

# Member Spotlight: Nikki Coss



I have been a member with the Chippewa Valley Chapter of IAAP

for a little over two years now. Gosh, time sure flies by fast when you're enjoying something. In those two years, I have experienced incredible training topics, networking, friendship and being involved with a couple committees.

My first introduction to IAAP was from my supervisor. She had asked me and another co-worker from Wausau to join the local chapters and see what we could learn from the monthly meetings and then report to our administrative department here at Aurora.

The funniest thing I have reported to the group was a few months ago when we had a meeting/training at Lakeland College. I am terrible with names, but the gal's topic was about conflicts. Towards the end of the training, she spoke of the word "vesuvius." The word just stuck with me. She explained that a vesuvius is a controlled explosion—the blow of steam. I'm pretty sure I have regular vesuvius' with my supervisor, and I don't think I am the only one

in my department. I have been employed with Aurora Community Services now for almost nine years. I started out as an administrative assistant and then moved into the scheduling department. After much soul searching, I left Aurora a year into it and looked at other opportunities. As the opportunities came and went, I knew I had made a mistake and missed Aurora terribly. I wasn't finding a company that made me feel satisfied at the end of the day—a company that made me feel like jumping out of bed and racing to work because I loved it. Well, Aurora took me back and here I am now, a senior administrative specialist.

I have been married for 18 years to my husband, Brent, and we share the love of our 17-year-old son, Jake. I still haven't understood where that time has gone, but it has been a wonderful journey.

In our spare time, when we have it, we love to camp on our 15-acre Chippewa River property in Meridean. We also share my son's passion (and my wallet) for go-cart racing on Saturday nights at Thunder Hill Speedway. It's a family affair—my nephews, Kalien and Keegan, also race and soon their sister, Kirston, will be by their side.

Fun fact: My sister, Jill, and

I married brothers—on the same day. It's a good thing. If one brother forgets the anniversary, the other one remembers. Together, they haven't missed one yet.

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## October Professional Development

**"How to Bounce Back After a Negative Performance Review" by Teresa J. Ritzinger**

Please join us for our October recruitment meeting, bring along a guest and enjoy our evening's program. All of us have, at some point and time, received negative comments regarding our job performance. Teresa will set the stage and review best practices for a performance evaluation, give pointers on how to react to the negative feedback and provide an outline of a plan to correct the situation.

Teresa is a human resource/training/safety/security/inventory control manager at Hutchinson Technology, Inc., and holds a bachelor's degree in business management from Silver Lake College, Manitowoc, Wis. She was a presenter at our 2010 Office Personnel Seminar.

# 2010 Education Forum & Annual Meeting

By Donna Weidman

On Saturday, July 17, 2010, around 11:45 a.m., Kim Yeager, Kathy Briggs, Pauline Spiegel and I began our journey to EFAM, leaving from the Chippewa Valley Regional Airport. We landed in Chicago and proceeded to jog through the terminals to catch our next flight, which was scheduled to leave in about 20 minutes. Fortunately, it was delayed, but unfortunately, this did not help us as we were to board another flight in Washington, DC. We had about the same 20 minutes, but we were stranded on the plane for 15 of them, and then we really had to jog down the terminal to catch the last leg of the flight. As Kim and Kathy boarded the flight, they shut the door and away we flew to Boston.

It was our lucky day as our luggage made the flights with us, and we proceeded to our hotel room in the Back Bay area of Boston, Mass., only three blocks and a walk through a mall to the Hynes Convention Center. After unpacking briefly, it was time to explore this area of Boston and figure out our route for the next day. After we confirmed our route, it was time for dinner at a seafood bar/restaurant nearby. Their air conditioning was not func-

tioning, so our delicious meal was hurried a bit to return to our air-conditioned room. Sunday morning came quickly as the four of us managed our schedules in the bathroom to arrive at 8 and 9 a.m. for the opening delegate and business sessions. Again, a very impressive parade of nations opened the session and EFAM officially convened for 2010.

Pauline and I began the afternoon with a visit to the Office Expo where we discovered the latest and greatest in the office world. Avery Dennison, 3M, Smead and other vendors outdid themselves in displaying their products and services.

After a brief power rest, it was time to explore Boston on a very humid 92-degree Sunday afternoon. Many of the locals were out and about as we explored the streets to the Boston Commons Park, Copley Square, Boston Library, South Church and strolled back via the Commonwealth Boule-

vard lined with impressive statues of famous Bostonians.



Left to right: Kathy, Kim, Donna and Pauline participated in the Evening of Welcome.

We joined many of the other attendees at the Evening of Welcome with a baseball theme, as Kathy and I proudly wore our Eau Claire Cavaliers T-shirt and cap. The disc jockey spun CDs, and the dancing began.

Pauline was our star performer on the dance floor, rocking and rolling the night away.

The next two days, all of us attended various educational workshops emphasizing technology, administrative and management skills, business communications, interpersonal relations, business trends and issues, and managing yourself and your career.

The best workshop I attended was presented by a professor from Cambridge University and was entitled "Creating the High Velocity Organization." He lectured on good management techniques and best practices of various corporations. When management involves their employees with the decision-making process and shares information with them, an organization will be more



Left to right: Donna and Kathy enjoy local landmarks.

*Continued on page 5*

# Money Can't Always Buy Job Satisfaction

*Submitted By Cynthia Welch*

We've all heard that money can't buy love; it can't buy "job satisfaction" either. I've met lots of people in my work who make lots of money. There's no correlation between how much money we make and how much we like our jobs. In fact, sometimes making lots of money ties us to a job we can't stand. You've probably heard of the golden handcuff phenomena.

Life is short. We spend our highest energy hours at work. Our families get what is left of us after we have given the best of ourselves away all day. I don't know about you, but I know if I ever stop loving teaching and writing...I'll do something else.

Survey after survey show that people are not primarily motivated by money. In fact, it is 14th on the list of motivating factors. The Harvard studies state that people are motivated by 1) having a sense of purpose, 2) having a sense of belonging with other people and 3) having a sense of power over your own destiny. Purpose, people and power are the three primary motivators. An employer can help motivate an employee if they take the time to know what motivates him/her. That means we need to have more than a cursory understanding of who we work with and for. People know that it's a lot easier and less expensive to sit down and talk to a current employee about problems than it is to train a new employee.

In our current workplaces, attitude is everything. Most bosses appreciate it when an employee wants to know how to do a better job. No matter who is the cause of the problem, asking for suggestions on how to improve communication, work flow, performance, etc., dramatically helps our job satisfaction.

Each of us has a responsibility. We need to stop complaining about our jobs and be willing to suggest solutions to add to our own and our employer's success. This is the true essence of a high-performance work team and is part of the answer on how to achieve job satisfaction.

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## Chapter Meetings

### Executive Committee

November 1

December 6

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

### Chapter

October 25, 2010

- *How to Bounce Back After a Negative Performance Review*

November 15, 2010

- *New Member Orientation/Member Refresher*

January 24, 2011

- *Keeping Motivated in the Workplace*

March 28, 2011

- *Women's Leadership Styles—Challenges & Opportunities*

May 23, 2011

- *Utilizing Outlook*
- *Strategic Planning*

June 27, 2011

- *Installation of Officers*
- *Member Recognition*

Topics are subject to change.

### Office Personnel

#### Seminar

April 20, 2011





# Talent Has No Boundaries

## October is National Disability Employment Awareness Month

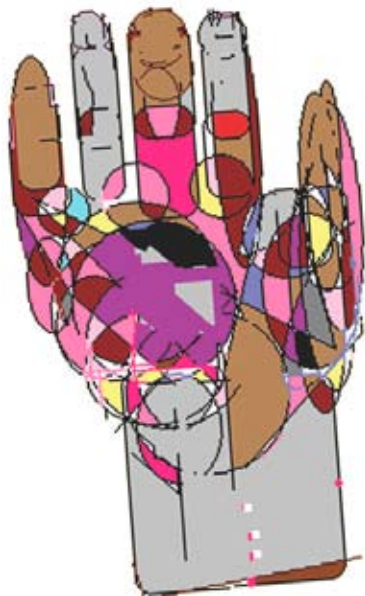
By Cynthia Welch

The mission of my office is to enable students with disabilities to access their education. However, I often ask the question, "For what are we educating our students if they are unable to find employment once they graduate?" In September 2010, the percentage of people with disabilities in the labor force was 21.6. By comparison, the percentage of persons with no disability in the labor force was 69.9. The unemployment rate for those with disabilities was 14.8 percent, compared with 9 percent for persons with no disability, not seasonally adjusted.

A person with a disability has at least one of the following conditions: is deaf or has serious difficulty hearing; is blind or has serious difficulty seeing even when wearing glasses; has serious difficulty concentrating, remembering, or making decisions because of a physical, mental, or emotional condition; has serious difficulty walking or climbing stairs; has difficulty dressing or bathing; or has

difficulty doing errands alone such as visiting a doctor's office or shopping because of a physical, mental, or emotional condition.

Congress designated each October as National Disability Employment Awareness Month (NDEAM) to educate



the American public about issues related to disability and employment. The Office of Disability Employment Policy (ODEP) was authorized by Congress in the Department of Labor's FY 2001 appropriation, creating a national policy to ensure that

people with disabilities are fully integrated into the 21st Century workforce ([www.dol.gov/odep](http://www.dol.gov/odep)).

Following are some additional resources for diversifying and creating an inclusive workplace:

**Campaign for Disability Employment**  
([www.whatcanyoudocampaign.org](http://www.whatcanyoudocampaign.org))

In business, the investment that drives innovation is talent. The knowledge, skills and abilities employees bring to work each day are by far

the assets that yield the most output over the long term. Whether good economic times or bad, it's the organizations that know how to identify and recognize talent that are most likely to succeed.

To access the widest pool of talent, employers must foster an inclusive and flexible work culture that considers the needs of all employees and potential employees, including those with disabilities. When it comes to doing business, being inclusive of people with disabilities—in recruitment, retention and advancement—can offer companies a competitive edge. People with disabilities are experienced problem solvers with a proven ability to adapt. What's more, they mirror an important and increasingly expanding customer base.

**Enable America**

[www.enableamerica.org/index.html](http://www.enableamerica.org/index.html)

This nonprofit organization is dedicated to helping people with disabilities find employment and live independently. It is the first organization dedicated solely to reducing unemployment among people with disabilities.

**Return-to-Work Toolkit**

[www.dol.gov/odep/return-to-work](http://www.dol.gov/odep/return-to-work)

*Continued on page 7*

# Attitude of Gratitude

## Part I

Research has shown that when people count their blessings they get a measurable boost in energy and happiness. But counting your blessings, or practicing an attitude of gratitude, is easier said than done when times are tough. It seems more natural to worry and complain.

**Find the positive in every situation.** There's always one or more positives in EVERY situation, no matter how difficult, challenging or unfair your situation might be. So look, and if you have to, really really look for the positive. It's there somewhere.

One of the American hostages of the Iran hostage crisis told me the positive part of his experience was the fact he learned to appreciate every day.

I challenge you to do the same thing. It's easy to find things to gripe about. It takes a bit of discipline to find the positive in every situation, but once you make it a habit, you'll be much more productive on the job and much happier at home.

Here's a list of what one person put together.

### I AM THANKFUL:

- For the wife who says it's hot dogs tonight, because she is home with me and not out with someone else.
- For the husband who is on the sofa being a couch potato, because he is home with me and not out at the bars.
- For the teenager who is complaining about doing dishes, because it means she is at home, not on the streets.
- For my huge heating bill because it means I am warm.

Again, there's always something positive to be found in every situation. The trouble is, according to some research, 85 percent of people are addicted to the negative. They tend to see the negative and talk about the negative more often than they do the positive. So you may need to practice "The Gratitude Principle" until it becomes a natural part of your personality.

Watch next month for Part II.

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*Continued from page 6*

While we may initially think of the new hires within our organization, what about those employees who are returning to work following a disabling illness or accident? To aid employers in recouping their assets, a new online toolkit is available through the Office of Disability Employment. This toolkit helps employers understand the return-to-work process and provides resources to help them get employees back to work quickly and smoothly, to the benefit of employer and employee alike. Effective return-to-work approaches can help employees work while still recuperating, protecting their earning power and boosting an organization's output.

For free, confidential guidance on workplace accommodations to assist employees in returning to work after injury or illness, contact Jan at [AskJAN.org](http://AskJAN.org) or toll free 1-800-526-7234 (voice), 877-781-9403 (TTY) or visit [www.dol.gov/odep/bsense/bsense0910.htm](http://www.dol.gov/odep/bsense/bsense0910.htm).



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**Chippewa Valley Chapter**  
[www.iaap-chippewavalley.org](http://www.iaap-chippewavalley.org)

## Sponsor Spotlight: Avon

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*See our sponsor pages for this and other great sponsors!*

## November 15 Chapter Meeting

The November meeting will be held one week earlier than usual. We will gear the Chippewa Valley Chapter orientation for new members and members who never had the opportunity to attend orientation due to schedule conflicts, weather/snow storms, driving distance, etc. For the general membership, this will be a review, but we will also emphasize our Chippewa Valley Chapter, Wisconsin Division and HQ’s membership and leadership opportunities.

The new IAAP Resource and Information Handbook also will be distributed at this meeting. All members are welcome and encouraged to attend!

## e-Tip from Upwrite Press Word Pair: Fewer and Less

Two words constantly confused are **fewer** and **less**. While both refer to a diminished amount, they should not be used interchangeably. Here are ways to tell when to use each.

- **Fewer** refers to a number of things that can be counted separately. Example: Because of the new robotic welders, we need fewer people on that line.
- **Less** refers to an uncountable value, degree or collective whole. Example: We need less water in that tank, or it will overflow when we add the material to be washed.

If an item can be broken into units, use **fewer**.

If it is considered as a whole, use **less**.

- **Less** money, but **fewer** dollars
- **Less** rain, but **fewer** raindrops
- **Less** laughter, but **fewer** laughs
- **Less** work, but **fewer** assignments



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# Tips for Using Facebook Events

If you're creating a participatory project, such as a meeting, on Facebook, consider creating an event.

- Invite and invite again. Message the people you've invited (but who haven't replied) to encourage them to join in.
- Plan and promote your event well in advance. At minimum, people need one week's notice to make plans to attend your event.
- Be sure to create your event listing through your organization or cause's fan page. It's a little odd, but event listings are under "Edit Page" on your fan page. Given the limited time span of an event, fans should have a fan page to reference after the event is over and also during the event to "legitimize" it.
- Complete the full address and city for the event so people will then be able to click on the address to see a map on the event listing (you want potential attendees to have all the information they can!).
- Hide the people who aren't coming. Who wants to go to an event where lots of people are saying "No thanks"? You can edit the guest list after you invite people. Once people click "not attending," you can "Edit the Guest List" under the event image in righthand column and delete them from the event.

## Pros

- You can invite people to attend an event, but you can only "suggest" a page to friends, which is less friendly than an invitation.
- Anything that happens within an event's page pops up in the news feed of anyone who is "attending" (compared to group activity, which won't show up in feeds).
- Organizations have more direct access to push information to their audiences through messages. On fan pages, admins can't send messages to each of the fans as they can to event invitees.

## Newsletter Deadline

The submission deadline for the November newsletter is Monday, Nov. 1. This is an early deadline due to the November meeting being held a week earlier than usual.

## Division News

Remember to visit the Division website for the latest newsletter.

## National/Division IAAP Events

### Wisconsin Division Fall Education Conference

October 22 & 23  
Green Lake, Wis.

**CPS/CAP Exam**  
November 5 & 6

**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.

### Education Forum and Annual Meeting

July 24-27  
Montreal Quebec

## Special Dates for Oct./Nov.

### IAAP Anniversaries

Joyce Orth, 1991  
Donna Weidman, 1998  
Sandy Hume, 2005  
Kim Yeager, 2005  
Pauline Spiegel, 2006  
Krista Bethke-Peterson, 2007  
Penny Johnston, 2009

*Happy Birthday!*

Lisa Kraszewski, Oct. 17



# Recipe Corner

## Black Bean and Corn Salad

By Pauline Spiegel



2 cups fresh cooked corn (cut off the cob) or one 16-oz. bag of frozen corn

2 medium tomatoes, chopped

1 can black beans, drained and rinsed

½ purple onion, chopped

¼ cup chopped cilantro

1 avocado, chopped

Dressing:

1 tablespoon red wine vinegar

2 tablespoons olive oil

3 tablespoons fresh lime juice

1 teaspoon salt

½ teaspoon pepper

Mix dressing ingredients; set aside. Mix all veggies except avocado. Pour dressing on veggies and stir. Add avocado right before serving (they will get mushy if stirred too much).

## 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

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### Special Committees

#### Annual Report

Kathy Briggs

#### Audit

Ellen Mickelson

#### Avery Great Results

Cynthia Welch

#### Bylaws

Executive Board

#### Nominations

Ellen Mickelson

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#### Student Chapter

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#### Wisconsin Division

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## Wisconsin Division Board of Directors

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### Great Lakes District Director

Wendy Melby, CAP

## CPS/CAP Answers from page 5

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

### *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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