

CHIPPEWA VALLEY CHAPTER

Chippewa Valley Chapter

September 2008

Inside

- 2 Member Spotlight
- 3 Controlling Damage Technology Tip
- 4 Know Your Chapter
- 5 CPS/CAP
- 6 Workplace Generational Differences
- 7 Social Networking
- 8 Scholarship Received Women's Night Out

A Message from the Treasurer

Although I have only been a member since 2006, I am deeply committed to this wonderful organization and consider being chapter treasurer an excellent opportunity to utilize my financial skills and experience. Best of all — I get to spend someone else's money! I follow in Heidi Wold's awesome footsteps and express thanks for her assistance and mentoring as I learn the ropes of this new position.

Serving as treasurer provides leadership and teamwork skill building, as I am part of the Executive Board that involves input and decision-making. I also serve as chair of the Ways and Means Committee (fundraising) that directly ties into the fiscal aspect of our organization. In both these roles, I have learned that we need EVERYONE'S participation and ideas as "money makes the world go 'round'" and supports the activities of IAAP and its members.

Due to lack of participation to make a substantial profit, the Chanhassen Theatre trip is no longer one of our fundraisers. The Office Personnel Seminar (OPS) in April remains our greatest fundraiser and involves a lot of work. A BIG thanks to all who helped make it a success! The 2008 OPS featured a new idea — a basket raffle with proceeds to be used for mini-grants to assist IAAP members in attending the 2009 International Convention in Minneapolis. It was a huge success, earning \$941. All items were donated by area businesses and IAAP members. We will do this again next year (to add to this year's mini-grant fund) and will ask all members to help in soliciting donations. Our budget is in need of income, so we are looking for other fundraising projects. Please share any ideas you have. Many organizations

work at the Cadott Music Festivals, and we will be checking into that as one possibility.

This will be a busy year for me (read the "Member Spotlight" in this issue), but I embrace the challenge and look forward to a rewarding year as I continue on my administrative professional path.

Pauline Spiegel, CPS
Treasurer



Chapter Meeting Monday, Sept. 22 RCU Corporate Center

- 5 p.m. — Networking and Dinner (pizza, \$4)
- 5:30 p.m. — Business Meeting
- 6:30 p.m. — Program: Julie Thomas, Division Vice President

RSVP by Thursday, Sept. 18, 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.

Member Spotlight

Pauline Spiegel, CPS

“Life is what happens when we’re busy making other plans!”

I planned to go to college when I completed high school (many years ago). Life happened...I worked part time in an office of a local business



during high school and in the summer following graduation. I liked working and making money, so postponed college. A year later I moved to the Twin Cities and worked there and also started evening classes at a community college. Life happened... in my early twenties I became a wife and mother. I was mainly a stay-at-home mom but also worked part time as a secretary and bookkeeper for our church. I have worked full time as an administrative professional for the Chippewa County Department of Human Services for 15 years.

In 2003, I enrolled in the Administrative Assistant Career-Connect Program at Chippewa Valley Technical College. This was an accelerated program with evening and online classes to earn an associate degree. I wanted to enhance and increase my skills (knowledge is power). It was scary going back to school after so many years. Could I successfully balance school, a full-time job, family, volunteer work, community service, hobbies and all my other interests? It was the best decision I ever made! I loved school, and I loved learning! It wasn’t easy, but I am so proud of my accomplishments! Now I am on to my next education adventure — Lakeland College — to accomplish my dream and goal of obtaining a bachelor’s degree.

On the personal side, I have been married for 31 years, have four children (all living on their own at this time) and three grandchildren. We live on 40 acres north of Jim Falls (which is north of Chippewa Falls) just off Hwy 178 along the Chippewa River. We don’t have riverfront but do have a beautiful river view. We collect and restore antique/classic cars. We were local celebrities (Chippewa Herald and TV-13) in March with our 1931 Model A and the filming of *Public Enemies* in Columbus, Wis. The cars are mainly my husband’s projects, but I wanted my own classic car so bought a 1984 Ford Mustang convertible from my uncle in Washington state, which we drove 2,000 miles to Wisconsin from Washington about two months ago. It was quite an adventure, especially getting over the Bighorn Mountains! I also love to read, garden, dance (country and line), and I am a health and fitness advocate, serving on the Wellness Committee at work and voluntarily lead strength training exercise class after work.

Continued on page 4.

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International Headquarters

www.iaap-hq.org

Wisconsin Division

www.iaap-wisconsin.org

Chippewa Valley Chapter

www.iaapwisconsin.com/cv

Controlling the Damage of Mistakes

When you're an admin, there are countless ways to make mistakes that can embarrass or even damage you or your boss. Just a few examples: In a hurry, you do the math in your head and get it wrong. You misplace a document or lose track of a critical order for office supplies. You botch arrangements for a meeting or for your boss's client visit. You insert last year's data into that critical PowerPoint projection for next year.

So it's not a question of if you will err, but when. How you react, what you do about it and how you reduce the chances of repeating the mistake will help determine your success at work. Here's a four-step plan for making the best of these difficult situations.

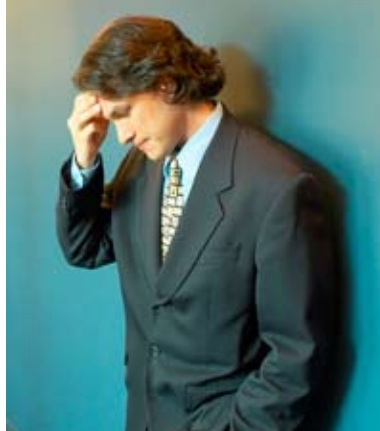
First: Calm Yourself

For anyone, making a substantial, visible error can be upsetting. But if you're going to resolve the situation successfully, you need to keep your cool. "Don't psyche yourself out," advises Helen Cooke, an organizational development consultant. "You're human, and mistakes will happen from time to time."

Blaming yourself doesn't help you move toward an acceptable resolution. And remember, unless your boss is toxic, she should understand your situation and react proportionally. "Executives expect professionalism, not perfection," says Rachelle Canter, an organizational development consultant and author.

Second: Decide How Much to Say About the Error and to Whom

Especially in the case of errors that crop up during presentations or other meetings, administrative professionals can face split-second decisions about how much to say about the problem, when to say it and to whom.



Suppose a PowerPoint slide you prepared pops up with an error obvious to you but perhaps not to others. How do you decide whether to point out and correct the error immediately or wait to speak with your boss after the meeting? If the error is damaging to the company, a client or a peer, speak up.

Third: Don't Overdo Your Apology

Some miscues, though they may loom large for the

admin who has put a lot of planning into a meeting, are clearly better left unmentioned. "No one will notice that the menu changed from gazpacho to lobster bisque," says Gottsman. "They will notice a frazzled and frustrated admin."

In any case, acknowledgement of the mistake should be brief but direct, paving the way for the best possible resolution. "The most productive handling is to swiftly transition from mea culpa to corrective action so that it's a nonissue as soon as possible," says Cooke.

If you do apologize, keep it simple and don't repeat yourself. Instead, say how you will correct the error, and show you're ready to move on.

Finally: Analyze the Situation to Avoid Repeating It

One of the key qualities that makes an admin a professional is the ability to capitalize on errors by learning from them, as well as leveraging that learning for the

Continued on page 4.

Technology Tip

Internet Explorer

Tired of typing the full URL to access pages on the Internet? Try this tip:

Instead of typing `http://www.google.com <Enter>`, Type `google <Ctrl+Enter>`, and Internet Explorer will add the `www` and `.com` automatically.

This will work with any website that has a `www.domain-name.com` address.

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 IAAP websites. 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.

August’s winner was Donna Weidman. She received a pocket planner and items from Luther Midelfort including a mechanical pencil, anti-bacterial spray and a bandage container.

1. What two months are CPS/CAP exams held?
2. What is the cost of annual IAAP membership dues for a Professional?
3. When is the next Executive Committee meeting?
4. Under what link on the Division website would you find information about a webinar for webmasters?
5. Where are the World Headquarters of IAAP located?

Wisconsin Division Board of Directors

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Controlling Damage

Continued from page 3.

good of the boss and organization.

Ask why the mistake was made. Did someone come to you with changes at the last minute? Was there no final review?

When faced with bosses who don’t always keep quality control in mind, administrative professionals sometimes must push back. “The admin should say, ‘We’re on in an hour, so I’d like you to decide what is important,’” advises Gottsman.

by John Rossheim, Monster Senior Contributing Writer, <http://career-advice.monster.com>

Member Spotlight

Continued from page 2.

I am an active member of IAAP and also serve as treasurer (see front page). I joined in fall 2006, another “best decision.” The members of this organization have become my professional support group, providing encouragement and compliments for my career and IAAP achievements. One of my greatest achievements is passing the CPS exam in May 2008. This organization has increased my passion for my administrative professional career and helped me realize it is not just a job — it is a career. I don’t believe in doing things halfway, and when I am part of something, I commit and give 100 percent. In this case, I get more than that in return!

Workplace Generational Differences



The results of a study of generational differences in the workplace, completed by four UW-Eau Claire senior marketing research students in collaboration with UWEC Continuing Education, will be shared at the upcoming “Gen-Con 2008: Build the Vibe” conference **October 23** at The Florian Gardens in Eau Claire.

The students were participants in an upper-level, hands-on course designed to allow students to apply concepts as they learn them, said Dr. Robert Sutton, UWEC professor of management and marketing. Students in the course work in groups of four on a wide variety of research projects, many of which are completed for area businesses and local organizations, he said.

“These projects benefit both the students and the local community,” Sutton said. “The students have the opportunity to see how marketing research is applied and used in the real world, and the local community receives the benefit of the marketing research.”

Students conducted focus groups and an e-mail/Web survey of UWEC alumni and

regional employees from a variety of businesses to gather information about generational attitudes and perceptions.

More than half of the survey responders feel there is a generational gap in the workplace, and only one-third feel their company is effectively addressing the gap. The study suggests that companies should take action by encouraging, or even requiring, employees to participate in a training program that focuses on bridging the generational gap. It also suggests utilizing cross-generational work teams whenever possible.

Some results of the survey include:

- 48 percent said their company’s image was one reason they chose to apply with the company.
- 71 percent feel their company’s image influences their job satisfaction.
- 91 percent feel the physical layout in their workplace affects productivity.
- 56 percent feel there is a generational gap in the workplace.
- 32 percent felt their organization effectively addresses generational differences in the workplace.

The generational distribution of responders was as follows:

- 35 percent are Baby Boomers (born between 1946 and 1964).
- 35 percent belong to Generation X (born between 1965 and the late 1970s).

- 27 percent belong to Generation Y (born in the late 1970s or later).

The Gen-Con “Build the Vibe” conference will address how employers and employees can learn to create a positive workplace culture for all generations. Four speakers will discuss topic areas critical for creating an inclusive, engaging culture: image, people and space. The results and recommendations from the UWEC student research project also will be presented.

To register or obtain additional program information, please call Continuing Education at 715-836-3636 or toll-free 866-893-2423.

CPS/CAP Answers from page 2

1. C, numeric
2. C, indexing
3. C, cross cut
4. A, active
5. C, 02-81-17

Chippewa Valley Chapter Meetings

2008

Executive Committee
September 29
Hallie Heckel’s

Chapter
October 27, RCU
Topic: Identity Theft

November 24, CESA-10
Topic: Behavioral
Interviewing

Social Networking

Social Networking — perhaps you've heard of it before, but are not quite sure what it means.

Social networking is the grouping of individuals into specific groups, like small rural communities or a neighborhood subdivision, if you will. Although social networking is possible in person, especially in schools or in the workplace, it is most popular online. This is because unlike most high schools, colleges, or workplaces, the Internet is filled with millions of individuals who are looking to meet other users to develop friendships and business relationships, too.

When it comes to online social networking, websites are commonly used. These websites are known as social sites. Social networking websites function like an online community of internet users. Depending on the website, many of these online community members share a common interest such as hobbies, religion or politics. Once you are granted access to a social networking website you can begin to socialize. This socialization may include reading the profile pages of other members and possibly even contacting them.

The friends that you can make are just one of the many benefits to social networking online. Another one of those benefits includes diversity because the Internet gives individuals from all around the world access to social networking sites.

Not only will you make new friends, but you just might learn a thing or two about new cultures or new languages, and learning is always a good thing.



As mentioned, social networking often involves grouping specific individuals or organizations together. While there are a number of social networking websites that focus on particular interests, there are others that do not. The websites without a main focus are often referred to as “traditional” social networking websites and usually have open memberships. This means that anyone can become a member, no matter what their hobbies, beliefs, or views are. However, once you are inside this online community, you can begin to create your own network of friends and eliminate members that do not share common interests or goals.

There are dangers associated with social networking. The dangers often involve online predators or individuals who claim to be someone that they are not. Just like you're advised when meeting strangers at clubs and bars, school or work — you are also advised to proceed with caution online. By being aware of your surroundings

and who you are talking to, you should be able to safely enjoy social networking online. Just use common sense and listen to your inner voice; it will tell you when something doesn't feel right.

Once you've convinced yourself that you are sufficiently informed, you can begin to search for networking communities to join. This can easily be done by performing a standard Internet search. Your search will likely return a number of results, including MySpace, FriendWise, FriendFinder, Yahoo! 360, Facebook, Match.com and Classmates.

When it comes to finding social networking websites, you have a number of different options. You may want to search with the words “social networking” or “social networking websites.” The focus of your search should be your main interest or topic. If you are a veteran, look for military social networking; a christian, search for religious social networking sites; love animals, search for pet lovers social networking. Place the main word in front of the search phrase or at the end. Either will return many results.

Although it is nice to receive recommendations from those that you know the rule of thumb is to review each one carefully to see if it meets your expectations. With social networking websites, its location, location, location. Happy Browsing!

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IAAP Member Receives Scholarship



Four classified staff members at the University of Wisconsin-Eau Claire recently received scholarships from the Classified Staff Grant Fund. Those receiving \$250 awards included Chippewa Valley Chapter IAAP member Cynthia Welch, university services program associate serving as office manager for Student Support Services and Services for Students with Disabilities.

Welch refers to her pursuit of a degree as her retirement plan. She is working toward a comprehensive English education certification at UWEC. She'd like to teach at-risk teens after she retires from UWEC.

Welch handles phone calls, appointment scheduling, budget issues, and hiring and supervising student assistants. She also serves as a testing supervisor for students with disabilities who are entitled to test accommodation and helps facilitate accommodations for students with disabilities. She has been employed with the UW System for 33 years, 18 years at UWEC.

"I have found that many of my classes complement my university responsibilities and enable me to better understand our students' issues and needs," Welch said.

Congratulations Cynthia!

Women's Night Out Tuesday, Oct. 7, 2008

Wabasha-Kellogg High School Auditorium
2113 E. Hiawatha Drive
Wabasha, MN

Featuring health information, give-aways, refreshments and door prizes!

- 5 p.m. — Registration, health promotion exhibits and refreshments
- 6:15 p.m. — "New Technologies in Women's Health" with Dr. Kristina McCaughtry
- 7 p.m. — "Extreme Makeover" with Jill Krieger Swanson

Program fee is \$5 per participant. Please make checks payable to Saint Elizabeth's Medical Center. Advanced registration is encouraged.

You may register with Carmen Tiffany at the September IAAP meeting; by sending your name, address, phone number and e-mail address with your payment to Saint Elizabeth's Medical Center, Community Relations, 1200 Grant Blvd. West, Wabasha, MN 55981; or e-mail Carmen Tiffany (carmen.tiffany@ministryhealth.org) with questions.

Sponsored by Saint Elizabeth's Medical Center with support from AAUW-Wabasha Chapter and Wabasha Clinic — part of Lake City Medical Center - Mayo Health System

Special Dates September/October

IAAP Anniversaries

Leslie Bates, 10/00
MaryEdna Hagen, 9/97
Joyce Orth, 10/91
Donna Weidman, 10/98
Kim Yeager, 10/05

Birthdays

Krista Bethke-Peterson, 9/13
Jessica Johnson, 9/13
Becky Olson, 9/22
Robyn Lake, 9/28
Della Schindler, 10/12



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