



September 2009

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# Newsletter

## Pathways to Excellence

### The Power of Commitment



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; fiscal responsibility; leadership development and roles; 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. 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.

Log in on the International website, then go to Member Resources/Pathways to Excellence to access more information and application forms.

## Chapter Meeting Monday, Sept. 28 Luther Midelfort

727 W. Clairemont Ave., Eau Claire  
(727 Building across from the clinic)

5 p.m. — Dinner: Mancinos

5:30 p.m. — Program: "Getting along with co-workers of every generation" by Julia Raehpour

6:30 p.m. — Business Meeting

RSVP no later than Friday, Sept. 25, to Pauline Spiegel at [pspiegel@co.chippewa.wi.us](mailto:pspiegel@co.chippewa.wi.us) or 715-726-7816.

# The Journey By Pauline Spiegel CPS

Eight people were on a journey of personal and professional growth attending IAAP's 2009 International Education Forum & Annual Meeting (EFAM) (see photo below). We were able to attend because of special fundraising efforts by our chapter and the fact that this year, it was only a few short hours away in Minneapolis. Five of us were first-timers, and six of us were volunteering about 12 hours of our time at EFAM to earn half of our registration fee.

We were all excited to participate in this big event. I did not know what to expect but had acquired some information from Cynthia, Linda, and Kathy (who had attended before). I rode with Linda on Saturday, and we



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

checked into Comfort Suites, which is seven blocks from the Minneapolis Convention Center where EFAM was held. Luckily, the weather was great so we could walk to and from the convention center by way of the street instead of the skyway, which was longer and could be a

little confusing. Saturday evening, the "first-timers" attended a First Timer's orientation that introduced us to EFAM's events and activities. Those that were volunteers also had a meeting that evening to learn more about that.

On Sunday, we all attended the opening business session. This official opening of EFAM was quite inspirational with VIP introductions and the Parade of Nations to the beat of energizing music. The session proved to be quite interesting and was well led under the leadership of Barb Horton, International Board President. I completed one of my volunteer commitments in the afternoon at the Hospitality Room. Sunday evening was The Evening

of Welcome with a Minnesota State Fair compacted into the convention center's ballroom. It was a lot of fun, and we each received a mud cloth bag hand-made in Mali, South Africa, from the evening's sponsor — Hallmark ([www.hallmark.com/RED](http://www.hallmark.com/RED)).

After a volunteer shift on Monday morning, we all attended the second part of the business session. This proved to be quite interesting as delegates were voting on the very controversial issue of a membership dues increase. Numerous pros and cons were shared by the many delegates. It failed to pass by



a very narrow margin, but was then reintroduced by a delegate who had initially voted no but now wished to change that vote to a yes. A lengthy and somewhat complex process followed, and it did finally pass. Monday evening we had dinner at a restaurant with fellow Wisconsin Division members.

Tuesday focused on professional development with an excellent keynote speaker in the morning — Warren Evans CSP, HoF; followed by a panel discussion on business trends and issues. I attended two education workshops in the afternoon. The Evening of Entertainment featured a cirque-style performance. Socializing and dancing followed, with Cynthia, Linda, Ellen and I "dancing up a storm."

Wednesday was the final day with more education workshops and an Awards Banquet in the evening. (There were additional education workshops available on Thursday for those staying.) We ate at some great restaurants, walked and shopped Nicollet Mall, shared fun and camaraderie with each other and many new acquaintances, and I consider EFAM an absolutely awesome and wonderful experience.

I would love to attend the 2010 EFAM in Boston and will make every effort to achieve this goal!

## Chapter Officers

### President

Kathy Briggs

### Vice President

Kim Yeager CAP

### Treasurer

Pauline Spiegel CPS

### Secretary

Debbie Paulson

## Chapter Chairs

### CPS Services

Kim Yeager CAP

### Executive Event

Ellen Mickelson

### Membership

Donna Weidman

### Newsletter

Michele Halterman

### Office Personnel Seminar

Donna Weidman

Kathy Briggs

### Professional Development

Beth Munson

### Publicity

Cynthia Welch CPS

### Scholarship & Mini-Grant

Ellen Mickelson

### Ways and Means

Pauline Spiegel CPS

### Webmaster

Heidi Wold CPS

Angela Sieg-Bruhn

## 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 for the Committee Reports section.

## Know IAAP & Win! Did you know?



Learn about the life and structure of IAAP with "Know Your IAAP & Win!" Answers for this round can be found in the most recent *OfficePro*, Chippewa Valley Chapter Orientation Manual and newsletter, and IAAP websites.

Submit your answers to Pauline Spiegel at pspiegel@co.chippewa.wi.us by noon Monday, Sept. 28. The winner will be randomly drawn at the monthly meeting. The winner's name will be printed in the next month's newsletter.

1. Name the Chippewa Valley Chapter 2009-2010 officers.
2. What committee(s) did you volunteer to serve on for 2009-2010?
3. Name the Wisconsin Division President.
4. Name the new 2009-2011 Great Lakes Director.
5. What year will EFAM be located in Milwaukee?

Last month's winners were Cynthia Welch and Ellen Mickelson.

## September's Program

### "Getting along with co-workers of every generation," presented by Julia Raehpour

Do you enjoy your job? How about your co-workers, your boss, your customers? Sometimes we connect immediately with people, and sometimes we just don't "click." With a modern workplace filled with workers from all age groups, it can be difficult to appreciate everyone's point of view. On the job, it is especially important to find ways to communicate and just plain get along with others no matter what age. Julia's "Generations in the Workplace" presentation has tips and information on getting along with people of all ages in the workplace!

Julia Raehpour is staff development coordinator at CVTC. Through teaching, research and speaking engagements, Julia continues to perfect strategies for working with all generations with tips and approaches from psychology and her own experiences to help us cope with an ever-changing workplace.

Sneak preview of October's program: "People Reading: The Vital Role Active Listening Plays in Effective Communication"

## Cherie Carter-Scott's Rules of Life

**Rule 1:** You will receive a body. Whether you love or hate it, it's yours for life, so accept it.

**Rule 2:** You will be presented with lessons. Learning them is the key to discovering and fulfilling the meaning and relevance of your own life.

**Rule 3:** There are no mistakes, only lessons. Behaving ethically, with integrity and humor, are central to the perspective that "mistakes" are simply lessons we must learn.

**Rule 4:** The lesson is repeated until learned. You, yourself, are responsible for you and what happens to you. Patience is required.

**Rule 5:** Learning does not end. Commit to the process of constant learning and change, because rigidity will deny you the freedom of new possibilities.

**Rule 6:** "There" is no better than "here." Appreciate the abundance of what's good in your life, rather than measure and amass things that don't lead to happiness.

**Rule 7:** Others are only mirrors of you. Be tolerant; accept others as they are, and strive for clarity of self-awareness.

**Rule 8:** What you make of your life is up to you. You have all the tools and resources you need. What you do with them is up to you. Take responsibility for yourself.

**Rule 9:** Your answers lie inside of you. Trust your instincts and you innermost feelings, whether you hear them as a little voice or flash of inspiration.

**Rule 10:** You will forget all this at birth. We are all born with all these capabilities. Our early experiences lead us into a physical world, away from our spiritual selves.

Aspire to be wise — wisdom is the ultimate path of your life, and it knows no limits other than those you impose on yourself.

## Technology Tip

### Create Outlines from Lists

Word 2007 adds a handy outline list to the standard bullet and numbered lists available on Word 2003's Formatting toolbar (the Paragraphs section under the Home tab of Word 2007's ribbon). You can create an outline from an existing list in either version by placing the cursor in the line you want to indent (or outdent, as the case may be) and clicking the Increase Indent or Decrease Indent buttons just to the right.

## Chapter Website

Please note that our new website is up and running, but is still a work-in-progress.

## National/Division IAAP Events

### Fall Education Conference

October 16 - 17, 2009  
Wisconsin Dells, Wis.

### Certification Conference

October 18 - 21, 2009  
Portland, Ore.

### 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.

## CPS/CAP Quiz

1. When speaking to a group of 15 people, the most engaging seating arrangement would be:
  - a. classroom
  - b. theatre
  - c. circular
  - d. u-shaped
2. Which one of the following countries would be considered to be low-context culture?
  - a. Greece
  - b. Korea
  - c. United States
  - d. Vietnam
3. In a high context culture, the most important aspect of a business transaction is the:
  - a. amount of profit
  - b. business relationship
  - c. power balance
  - d. written agreement
4. As a general rule, acceptance is effective upon:
  - a. dispatch by the specified means of communication
  - b. receipt by the specified means of communication
  - c. reformation of the offer
  - d. revocation of the offer
5. The exclusive legal right that prohibits reproduction of a published work is called a:
  - a. copyright
  - b. patent
  - c. franchise agreement
  - d. trademark

Answers may be found on page 6.

## Women's Night Out Thursday, Oct. 1, 2009

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

- 5 p.m. — **Registration and Box Dinner (optional)**
- 5:30 p.m. — **Concurrent Sessions (4 to choose from)**
- 7 p.m. — **"Savor Your Life" with Chere Bork**

Program fee is \$5 per participant. A box dinner is available for an additional \$7 (deadline for orders is September 23).

Contact [semcinfo@ministryhealth.org](mailto:semcinfo@ministryhealth.org) for more information.

## Certification News

### Examination preparation

It is recommended that the Certification Review Guide be used to direct any course of study for the CPS and CAP exams. This guide includes examination content outlines, sample questions, bibliography of recommended study materials, and suggestions for exam review. The Certification Review Guide is available on the web (<http://www.iaap-hq.org/prodev/certification/exam-revw.pdf>).

The college textbooks listed under each exam part in the Certification Review Guide are the actual references used to write the exams.

Several review materials are also available from which to study for Parts 1-3 of the exams. Please keep in mind, these are review materials intended to help candidates review information they already know. They should be used in conjunction with the outline references listed in the guide. The CPS and CAP exams are not written from the review materials. Keep in mind that no one source is intended to provide all materials tested.

If you have questions on certification matters, contact the Certification Department at [certification@iaap-hq.org](mailto:certification@iaap-hq.org).

## Important Notice for Civil Service Exams

Preregistration for Wisconsin State Civil Service Exam Centers is now required. Applicants are required to preregister online for the Office Support exam.

Applicants may register at [www.Wisc.Jobs](http://www.Wisc.Jobs) or by calling 608-266-1536 and will receive confirmation after they have registered. The deadline for preregistration will be posted in the job announcement.

Only preregistered applicants are guaranteed an exam booklet. Walk-in applicants may be allowed to take the exam if extra exam booklets and room is available.

Applicants are encouraged to carefully read the "How to Apply" section in the job announcement on [Wisc.Jobs](http://Wisc.Jobs) to find out which exams will require preregistration in the future.

## Chapter Meetings & Events

### Executive Committee Meetings

First Mondays. All members are invited to attend. RSVP with Kathy Briggs at [khbriggs@yahoo.com](mailto:khbriggs@yahoo.com).

### Chapter Meetings

Fourth Mondays. See the meeting notice on the front page for location, topic and dinner information, or view on the chapter website.

**September 28**

**October 26**

**November 23**

**January 25**

**February 22**

**March 22**

**April 26**

**May 24**

**June 28**

## CPS/CAP Answers from page 5

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

## Wisconsin Division Board of Directors

### President

Pat Falkenhagen CPS

### President - Elect

Julie Thomas CPS/CAP

### Vice President

Nancy Arnold CPS/CAP

### Secretary

Lynette Hieronimus CPS

### Treasurer

Kathi Princeton CAP

### Great Lakes District Director

Wendy Melby CPS/CAP



### 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.iaap-chippewavalley.org](http://www.iaap-chippewavalley.org)

## Special Dates for September/October

### IAAP Anniversaries

Leslie Bates, 10/00

Joyce Orth, 10/91

Donna Weidman, 10/98

Kim Yeager, 10/05

*Happy Birthday!*

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](mailto:halterman.michele@mayo.edu).

*Michele Halterman, Editor*

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