

Chippewa Valley Chapter

International Association of Administrative Professionals

June 2008

Chapter Meeting Monday, June 23 RCU Corporate Center

5 p.m.

- Networking
- Dinner: Mancino's 1/2 grinder, \$5
www.mancinoseauclaire.com

5:30 p.m.

- Business Meeting

6:30 p.m.

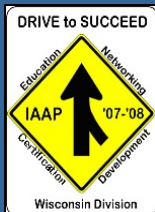
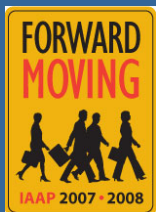
- Good of the Order/Elections

RSVP (yes/no with meal choice)

by Thursday, June 19, to Kimberly Woerner, 552-3067 or kimberly.woerner@rcu.org.

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Chapter Officers

President Kathy Dean	Vice President Kathy Briggs
Treasurer Heidi Wold	Secretary Kim Yeager

We Need Your Vote!

Elections for the wonderful slate of officers for the 2008-2009 Chippewa Valley Chapter are in need of a quorum to be elected to their offices. **We need you** at the **June 23 chapter meeting** for your vote and support of the officers.

Slate of officers for the 2008-2009 Chippewa Valley Chapter:

- President: Kathy Dean, CPS
- Vice President: Kathy Briggs
- Secretary: Kim Yeager
- Treasurer: Pauline Spiegel



Are You Ready for Future Labor Shortages?

According to the Census Bureau, 43% of the U.S. civilian labor force will be eligible to retire in the next 11 years. Yet, according to a recent survey by Manpower, 80% of American companies have no recruitment strategy and 72% have no retention plans.

Organizations need to investigate their own workforce's demographics and develop an understanding of the immediacy of the baby boom exit. To help you think through strategies for your company, ask the following questions:

- **What are your company's demographics?** Examine the age, gender and years in position and anniversary dates of all employees. What talent is needed in 10 years?
- **What are your company's retirement policies?** Is early retirement encouraged or discouraged? Are there opportunities for part-time employment after retirement age?
- **What programs do you have in place now to capture key competencies and critical work knowledge of employees who will be retiring?** Is there a mentor program to develop employees?
- **What is the gender breakdown?** What programs are in place to correct gender imbalances? Are there programs that address the needs of women in the workforce?
- **Will your organization need to address global concerns due to off-shoring or immigrant labor?** As the aging trend is worldwide, there will be labor shortages for all skilled positions, especially in the areas of skilled trades, technology and healthcare.
- **Is your organization prepared to meet the needs of the over-65 customer segment?** Smart employers are preparing for this large customer base with specialized programs and services. The boomers have discretionary money and the time to spend it.

There are four key recruitment and retention strategies that every business must consider to prepare for the future.

1. **Have a plan to address retiring boomers.** Don't let critical knowledge and experience walk out the door. Have them mentor employees and participate in training efforts.
2. **Offer choice, flexibility and responsiveness to today's lifestyles.** Younger employees gravitate to firms who can define a career path, not just a job. They will seek jobs that have personal meaning and are peer recommended.
3. **Utilize the Internet and technology to reach Gen X and Gen Y employees.** Corporate websites should include podcasts to interact with potential candidates. Online applications need to be addressed promptly, ideally within 24 hours.
4. **Mentor, develop and train to grow your own.** Build employee loyalty by investing in training and development, including a customized leadership development program.

Companies who make investments in people talent will be rewarded with a solid employee base for the future. The goal is to have the best talent available.

Source: Barbara Bartlein, CSP, The People Pro®, <http://www.thepeoplepro.com>

2008

Convention & Education Forum

July 27 – 30
New Orleans, La.

Certification Conference

October 19 – 22
Denver, Colo.

CAP/CPS Exam

November 7 & 8



2009

Spring Educ. Conference

March 9 – 11
Nashville, Tenn.

CAP/CPS 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

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.

How to Be a Terrible Leader

Leading a team poorly is at least as difficult as leading a team well. After all, you don't become a failure overnight — it takes hard work and practice. You have to really *try* to be at the worst you can be.

So, if you want to alienate your team members and stall your career, follow these rules:

- **Never take risks.** What could you possibly gain by rocking the boat? People who take risks put everything on the line as they strive to reach new heights. Why bother? If you go the extra mile with a teammate or customer, you only increase your chances of making an error.
- **Don't let emotions show**

— **particularly your enthusiasm.** Don't let your work get to you. After all, it's only a job. It's not supposed to be fun. Avoid showing your concern for your work or your teammates at all costs.

- **Always have an excuse ready.** At first, you may find yourself taking responsibility when things go wrong. But with practice, you can avoid taking blame for anything.
- **Point out team members' faults.** Only by criticizing others can you maintain your status. Study how your team members perform and analyze their flaws. Be as scathing and biting as possible when you do.



- **Avoid professional development.** Let's face it. You've come this far on your own merit. Why strive to learn more? Beware of reading materials and workshops that could make you more productive.

Certainly, you can probably think of more ways to be a horrible team leader. But it's guaranteed that if you follow these simple rules, you'll be a complete failure before you know it.

Source: *Team Management Briefings Preview Issue*

Dr. Grammar Answers Your Questions

How do I abbreviate states and use punctuation?

The AP Stylebook says the following: "Use the two-letter Postal Service abbreviations only with full addresses, including ZIP code. Place a comma between the city and the state name, and another comma after the state name, unless ending a sentence or indicating a dateline. Use no punctuation and all caps when addressing envelopes.

How do I use spacing after concluding marks of punctuation?

The MLA website says the following: "Because it is increasingly common for papers and manuscripts to be prepared with a single space after all punctuation marks, this spacing is shown in the examples in the MLA Handbook and the MLA Style Manual. As a practical matter, however, there is nothing wrong with using two spaces after concluding punctuation marks unless an instructor or editor requests that you do otherwise."

Lie or Lay?

The verb lay means "to place or set down." It always takes a direct object, the thing that is placed or set down. Examples: "Lay the magazine on the table." "Lay the bike under the tree." The verb lie means "to recline." It does not take a direct object. Examples: "I will lie down around noon." "Let's go lie out on the grass."

i.e. or e.g.?

The Latin *id est* (i.e.), "that is," is used when you wish to repeat in different words what you've just finished saying — "I like to play cards, i.e., bridge and crazy eights." That means I like only those two games. The Latin *exempli gratia* (e.g.), "for example," is used to introduce an example — "I like card games, e.g., bridge and crazy eights.." That means I like those two games among others. Both require a comma after the second period.

Source: <http://www.drgrammar.org/faqs/> and <http://grammar.quickanddirtytips.com/ie-eg-oh-my.aspx>

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

Do's and Don'ts of Password Management

Passwords — It seems you need a new one every day, and the requirements for creating them are increasingly complex. Remembering all those numbers and letters can present an enormous challenge. Fortunately, there are a number of ways to help keep track of your ever-growing list of passwords. Here's a list of methods to try — and some to avoid.

DO use password management software. It offers a variety of helpful functions: automating website log-ons, capturing existing passwords or generating strong random passwords, and storing passwords with their respective user names in a secure, encrypted file. Check the Web for free downloadable password managers. Password management features are also built into several software utility and security packages.

DON'T rely on your browser. Most newer versions of the major browsers offer ways of storing your username or passwords for different sites. Be aware of the drawbacks: it's not secure and not particularly reliable either. If your hard drive crashes, you will lose all the saved password data in your browser.

DON'T use the same password for everything. As tempting as it may seem, don't use the same password for every site you visit. Not only is this becoming less feasible since websites have varying password requirements, it's practically an open invitation to hackers.

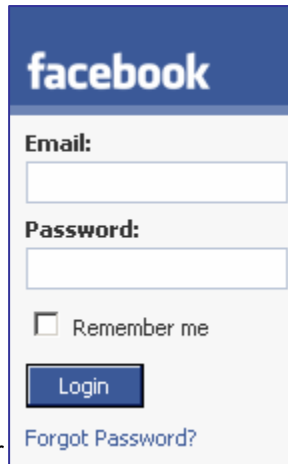
DO have a system for generating memorable passwords. Remembering strong passwords might be as simple as coming up with a standard algorithm for creating them. First, create a base password, perhaps using a combination of your mother's initials and the date you graduated. Then, add a variation of the name of the website you're logging in to.

It's not likely that the need for passwords is going to lessen anytime soon, so it's important to have a consistent method for keeping them organized. With a bit of foresight and some helpful tools, you'll never be left racking your brain for those eight characters ever again.

10 most common passwords according to PC Magazine (don't use these!):

- password
- 123456
- qwerty
- abc123
- letmein
- monkey
- mspace1
- password1
- link182
- [yourfirstname]

Source: Hewlett-Packard Development Company, L.P., <http://welcome.hp.com> and Mayo Today, May/June 2008



Chapter Chairpersons

CPS Services

Kim Yeager

Executive Event

On hold

Goals & Priorities

Executive Board & Committee Chairs

Membership

MaryEdna Hagen

Newsletter

Michele Halterman

Publicity

Cynthia Welch

Office Personnel Seminar

Donna Weidman

Professional Development

Kim Woerner

Scholarship/Mini-Grants

Kim Yeager

Ways & Means

Pauline Spiegel

Web Master

Heidi Wold



Happy Birthday!

- July 10: Beth Munson
- July 14: Mary Felton-Kolstad
- Aug. 8: Jeanine Weise
- Aug. 12: Ruth Nichols
- Aug. 18: Ellen Mickelson

Sun Safety Tips



- Protect yourself and your family year-round. Use a sunscreen with an SPF of 15 or higher every day. When you're on snow or ice, your face and eyes are at almost twice the risk of UV damage because of reflected glare.
- Apply sunscreen 30 minutes before going outside. Reapply every two hours or after swimming or excessive sweating.
- Seek the shade, especially between 10 a.m. and 4 p.m.
- Avoid tanning and UV tanning booths.
- Examine your skin from head to toe every month.
- See your doctor every year for a professional skin exam.
- Keep newborns out of the sun. Sunscreens should be used on babies over the age of six months.
- Cover up with clothing, including a broad-brimmed hat and UV-blocking sunglasses. The sun's harmful UV rays can penetrate many types of clothes. It can also go through car and residential windows. It can damage your eyes, contributing to cataracts, macular degeneration and eyelid cancers.

Source: www.skincancer.org



International Headquarters

www.iaap-hq.org

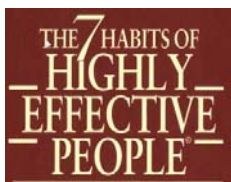
Wisconsin Division

www.iaap-wisconsin.org

Chippewa Valley Chapter

www.iaapwisconsin.com/cv

1. At lunch time, sit in your parked car with sunglasses on and point a hairdryer at passing cars. See if they slow down.
2. Page yourself over the intercom. Don't disguise your voice.
3. Every time someone asks you to do something, ask if they want fries with that.
4. Put your garbage can on your desk and label it "In."
5. Finish all your sentences with "...in accordance with the prophecy."
6. Don't use any punctuation.
7. As often as possible, skip rather than walk.
8. Order diet water whenever you go out to eat — with a serious face.
9. Specify that your drive-through order is "to go."
10. Sing along at the opera.
11. Go to a poetry recital and ask why the poems don't rhyme.
12. Put mosquito netting around your work area and play tropical sounds all day.
13. Five days in advance, tell your friends you can't attend their party because you're not in the mood.
14. Have your co-workers address you by your wrestling name — Rock Bottom.
15. When the money comes out of the ATM, scream "I Won! I Won!"



One of the most important ways to manifest integrity is to be loyal to those who are not present. In doing so, we build the trust of those who are present. —Stephen Covey

What Do You Value More — Your Space Or Your Stuff?

By **Chere Bork**, MS, RD, LN, Life Coach who puts **LIFE** in your lifestyle!

Chere Bork was the keynote speaker at a past Office Personnel Seminar that the Chippewa Valley Chapter sponsored, and I found her talk captivating — so much so that I (Michele, newsletter editor) signed up for her e-zine. Here's one of the articles:

Ahh spring! I know it is here when I hang Gary's bike jerseys on the outdoor clothesline to dry. He waits all winter to bike outdoors, and I wait to hang wash on the outdoor clothesline. Maybe it makes me really feel like a mom and wife...what I always wanted! Spring also brings the declutter mode. This weekend I spent time decluttering the office bookcase. I use what I call the "dumpTEN." I took a grocery bag and stood in front of my office bookcase and tried to get rid of 10 books. I did this three times — got rid of 30 books. That is a huge deal for me as each of these books were my friends at one time (key words: one time). When I have used the "dumpTEN" in the past, the white space of the bookcase gave me more energy than the words in the books I got rid of.



Dina Deb can't believe it either!

For my February birthday, I asked my college roommates to help me declutter my clothes closet. They were fast and deliberate and knew exactly what no longer belonged in my closet. They disposed of 33 pieces of clothing. After they left I thought, why not get rid of 50?! I did. It was almost a high — although I will say the last 5 pieces were difficult to get rid of. A green sweater that I wore when I was 9 years old was one of the last things to go. Years ago I found this sweater in my mom's basement. I wore it on the day we found Grandpa Nick laying on his living room floor dead from a stroke. Forty-six years later when I saw this sweater in my closet, I could almost hear the ambulance sirens. For years I would say a prayer when I heard ambulance sirens. I realized I never had a happy thought when I looked at this sweater.

Many of my clients feel stuck and tired out by their physical clutter. There are two types of clutter: mental and physical. An ancient Chinese proverb says, "A cluttered space = a cluttered mind." If one is cluttered, often the other is an issue too.

The easiest way to get unstuck is to clean out your closet, desk or files. Want a new client, account or to lose weight? Clean off your desk. Really! I believe we are all holding onto things that serve no purpose except to remind us of someone, something or some important event.

Clutter is really a space issue. Physical clutter, I believe, is the result of valuing our stuff, but not valuing it enough to find a home for it. Mental clutter, like worry, guilt, shame or resentment, really impacts our relationships and our ability to feel happy and satisfied at the end of the day. What do you value more, your space or your stuff? Don't forget about your precious "brain space."

Be intentional with your stuff. When you get rid of stuff, watch your energy, wallet and relationships soar. Maybe that's why on my 53rd birthday my college roomies and I celebrated my 35th birthday...Now that's intentional living!!

Questions to Help You Get Rid of Your Stuff

- What meaning does it hold for me? (Remember the stuff is NOT the person who gave it to you.)
- Does it give me a sense of lightness or heaviness?
- What do I value more? My space or my stuff?