



Chippewa Valley Chapter

International Association of Administrative Professionals

March 2008

Chapter Meeting Monday, March 24

RCU Corporate Center
200 Riverfront Terrace
Eau Claire

5 p.m.

- Networking
- Dinner – Erbert & Gerbert's (www.erbertandgerberts.com) \$6 (specify white or wheat)

5:30 p.m.

- Business Meeting

6:30 p.m.

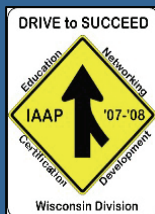
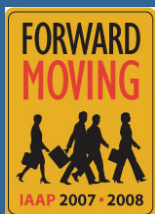
- Program: Self-Defense — Preventive and Interventional

RSVP (yes OR no)

before Thursday, March 20, to Kim Woerner at 552-3073 or kimberly.woerner@rcu.org.

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Chapter Officers

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

Enter This Month's Know Your Chapter & Win!

This is the fourth installment of questions about the life and structure of the Chippewa Valley Chapter. The answers can be found in your Chippewa Valley Chapter Orientation Manual or past newsletters. Find the answers, and e-mail them to MaryEdna Hagen at hagenme@uwec.edu prior to the next meeting.

Each correct entry will be put in "a hat," and 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. Cynthia Welch was the February winner and received a fabric, veggie-design wine bag with bubble bath inside.

Have fun with this!

1. The Chippewa Valley Chapter-sponsored Office Personnel Seminar is being held on _____.
2. If you cut off your finger slicing that watermelon, you should always go to Urgent Care first! True or False
3. A geographically proportioned group of states which when put together form the International Association, is known as a _____.
4. A Ways and Means project that invites the community to jump on a bus and travel to Southdale for shopping and a theatre luncheon performance is known as the _____.
5. SWD stands for the _____.
6. According to the responsibilities of the Newsletter Committee prospective members should receive a newsletter for a minimum of _____.
7. The Wisconsin Division theme is titled "Drive _____."
8. Once you have attained your personal goal of a CPS or CAP rating, you have _____ years to recertify.

MaryEdna Hagen

Membership Chair

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.

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

Welcome New Members!

- Ellen Mickelson
- Debbie Paulson



Web Wanderings

**International
Headquarters**
www.iaap-hq.org

Wisconsin Division
<http://www.iaap-wisconsin.org/>

Chippewa Valley Chapter
www.iaapwisconsin.com/cv

Cherie Carter-Scott's Rules of Life

Adapted from "If Life Is a Game, These Are the Rules"

Rule One — You will receive a body. Whether you love it or hate it, it's yours for life, so accept it. What counts is what's inside.

Rule Two — You will be presented with lessons. Life is a constant learning experience, which every day provides opportunities for you to learn more. These lessons specific to you, and learning them "is the key to discovering and fulfilling the meaning and relevance of your own life."

Rule Three — There are no mistakes, only lessons. Your development towards wisdom is a process of experimentation, trial and error, so it's inevitable things will not always go to plan or turn out how you'd want. Compassion is the remedy for harsh judgment - of ourselves and others. Forgiveness is not only divine - it's also 'the act of erasing an emotional debt'.

Rule Four — The lesson is repeated until learned. Lessons repeat until learned. What manifests as problems and challenges, irritations and frustrations are more lessons - they will repeat until you see them as such and learn from them. Your own awareness and your ability to change are requisites of executing this rule. To blame anyone or anything else for your misfortunes is an escape and a denial; you yourself are responsible for you, and what happens to you. Patience is required - change doesn't happen overnight, so give change time to happen.

Rule Five — Learning does not end. While you are alive there are always lessons to be learned. Surrender to the 'rhythm of life', don't struggle against it. Commit to the process of constant learning and change - be humble enough to always acknowledge your own weaknesses, and be flexible enough to adapt from what you may be accustomed to, because rigidity will deny you the freedom of new possibilities.

Rule Six — "There" is no better than "here." The other side of the hill may be greener than your own, but being there is not the key to endless happiness. Be grateful for and enjoy what you have, and where you are on your journey. Appreciate the abundance of what's good in your life, rather than measure and amass things that do not actually lead to happiness. Living in the present helps you attain peace.

Rule Seven — Others are only mirrors of you. You love or hate something about another person according to what love or hate about yourself. Be tolerant; accept others as they are, and strive for clarity of self-awareness; strive to truly understand and have an objective perception of your own self, your thoughts and feelings.

Rule Eight — 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. Learn to let go when you cannot change things. Don't get angry about things - bitter memories clutter your mind.

Rule Nine — Your answers lie inside of you. Trust your instincts and your innermost feelings, whether you hear them as a little voice or a flash of inspiration. Listen to feelings as well as sounds. Look, listen, and trust. Draw on your natural inspiration.

Rule Ten — You will forget all this at birth. We are all born with all of these capabilities. Our early experiences lead us into a physical world, away from our spiritual selves, so that we become doubtful, cynical and lacking belief and confidence. The ten Rules are not Commandments; they are universal truths that apply to us all. When you lose your way, call upon them. Have faith in the strength of your spirit.

Life is a succession of lessons which must be lived to be understood. — Helen Keller

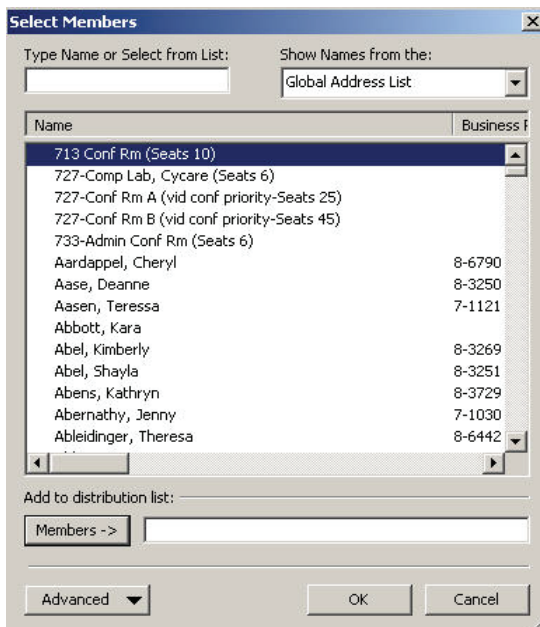
What articles or information interests you? Submit your articles or ideas to Michele Halterman at halterman.michele@mayo.edu by April 14 for the April newsletter.

Technology Tip: Outlook Distribution List Copy

Have you ever wanted to copy a distribution list from an e-mail you received for your own use? Here's how:

1. In the e-mail message you want to copy the names from, select the names in the To or Cc box.
2. On the **Edit** menu, click **Copy**.
3. On the **File** menu, point to **New**, and then click **Distribution List**.
4. In the **Name** box, type a name for the distribution list.
5. Click **Select Members**.
6. Right-click in the **Members** box, then click **Paste**.

7. Click **OK**, then **Save and Close**.



Mark your calendar for these 2008 events!

Office Personnel Seminar
April 16
Eau Claire, Wis.
Only \$25 for IAAP members!

Administrative Professionals Week
April 20 – 26

CPS/CAP Exam
May 2 – 3

Wisconsin Division Annual Meeting
May 16 – 18
Green Bay, Wis.

International Convention and Education Forum
July 27 – 30
New Orleans, La.

Certification Conference
October 19 – 22
Denver, Co.

Special Dates for March/April

IAAP Anniversaries

- Jean Wysocky, 1997
- Carmen Tiffany, 2001
- Beth Munson, 2004
- Danielle Caspersen, 2004
- Rachel Ouimet, 2005
- Vicki Danielson, 2006
- Ruth Nichols, 2006
- Loretta Leable, 2006
- Amy Rickheim, 2006
- Glenda Nelson, 2007
- Kimberly Woerner, 2007

Birthdays

- Joyce Orth, March 1
- Michele Halterman, March 11
- Barb Solfest, March 25
- MaryEdna Hagen, April 3
- Danielle Caspersen, April 13
- Kathy Dean, April 17



Stop the Spread of Norovirus

Recent outbreaks of norovirus, also known as stomach flu, indicate the highly contagious, fast-moving virus is again a public health concern. The Association for Professionals in Infection Control and Epidemiology (APIC) has six simple steps to protect families against noroviruses.

1. Practice proper hand hygiene. Frequent hand hygiene is always the best defense. This includes washing hands for at least 15 to 20 seconds (sing the Happy Birthday song twice).

2. Clean with bleach. If you've had the bug, use a bleach-containing cleaner to disinfect all surfaces. Wear disposable gloves, and don't forget "frequent touch" surfaces like door knobs and light switches. After cleaning, dispose of or sanitize rags in hot water and bleach.

3. Food and water safety. Avoid joining an estimated 9.2 million cases of food-borne norovirus infections each year by preventing food contamination. Always wash raw food before eating, and don't eat food prepared by someone who is ill until two to three days after symptoms have cleared. Do not share drinking glasses or bottles.

4. Don't air your dirty laundry. Direct contact with a sick person is not required to contaminate soft surfaces. The norovirus can spread from a contaminated pillowcase to a clean towel in a pile of laundry. To disinfect laundry, wash with hot water, bleach and dry on "high." Discard solid waste (vomit/stool) in the toilet. Close the lid when flushing.

5. Contain outbreaks. Immediately quarantine those who are sick. Don't forget to disinfect everything from the washing machine to the bleach bottle, and wear protective gloves while cleaning.

6. Prevent outbreaks. Don't wait for an outbreak to occur to clean up. Ward off norovirus by maintaining a clean household and regularly disinfecting surfaces.

Source: Association for Professionals in Infection Control and Epidemiology (APIC)



Glazed Carrots with Orange and Cranberries

Submitted by member Carmen Tiffany

Ingredients:

1/8 cup dried cranberries
1 pound baby carrots
1/4 cup low sodium chicken broth
1/4 cup orange juice
1/2 teaspoon grated orange zest
Ground black pepper

Bring cranberries, carrots, chicken broth, orange zest and orange juice to a boil, covered in 12-inch nonstick skillet over medium high heat; reduce heat to medium and simmer, stirring occasionally, until carrots are almost tender when poked with tip of paring knife — about 5 minutes. Uncover, increase heat to high and simmer rapidly, stirring occasionally, until liquid is reduced to about 2 tablespoons — 1 to 2 minutes.

Transfer carrots to serving dish, scraping the glaze from the pan into the dish. Season to taste with pepper and serve immediately.

Nutritional Info: 67 Calories, .35 gm Fat, .06 gm Saturated Fat, 0 gm Cholesterol, 83 mg Sodium, 3.5 gm Fiber, 16 gm Carbohydrate



When you get to the end of your rope — tie a knot and hang on.

—Eleanor Roosevelt

How to be P.R.O.D.U.C.T.I.V.E.

Preparation. Plan for your daily activities. Be PROACTIVE rather than REACTIVE. The goals you set will provide direction for your life and focus your activities. You must translate your lofty, long-term goals into actionable tasks you can work on today.

Reduction. Eliminate time wasters. Be ASSERTIVE rather than PASSIVE in allowing people to dictate your schedule. You must eliminate “speed bumps” — things that waste your time. You must eliminate time wasters to accomplish the important.

Order. Get organized. Learn to think in SYSTEMS rather than PILES. Learn to sort, filter and process information effectively. You must find the time and self-control to create order through proper systems if you want to better control your time.

Discipline. Practice self-control and maintain consistent, productive behavior. Work on what you SHOULD be doing, rather than what you WANT to do. You must focus on the highest value output for your time and learn to stop procrastinating.

Unease. Handle stress well, so it doesn't impact your performance and productivity. Focus on VALUE rather than VELOCITY. Don't run around in a harried frenzy all the time. You must learn stress-reduction strategies so you can recover when pushed to the limit.

Concentration. Stay on target and focus on the task at hand. Be PURPOSEFUL rather than DISTRACTED. Don't allow the environment to win your attention. You must be able to achieve a state of “flow” and work without breaking focus.

Time Mastery. Manage your activities effectively throughout the day. Focus on the QUALITY of your activities rather than the QUANTITY. Good time management gives you more control over your day. You must run your life rather than letting it run you.

Information Management. Use technology to help you keep up. Become DECISIVE rather than TENTATIVE when handling information. You must use the latest technologies to your advantage without letting technology take advantage of you.

Vitality. Focus on your wellness. Practice SELF-CARE rather than IGNORING your physiological needs. You can't be productive if you're not healthy! You must practice proper self-care so that you are physically able of performing at your matchless best.

Equilibrium. Maintain the proper mix of activities in your life. Stay BALANCED rather than UNBALANCED. You must practice lifestyle activities and make the proper choices that help you to work at a realistic level.

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St. Patrick's Day — March 17

St. Patrick is believed to have driven the snakes from Ireland. Once a pagan himself, St. Patrick is one of Christianity's most widely known figures.

In 1737, Irish immigrants to the United States began observing the holiday publicly in Boston and held the first St. Patrick's Day Parade in New York City in 1766.

Today, the tradition continues with people from all walks and heritages by wearing green, eating Irish food and attending parades.

St. Patrick's Day is bursting with folklore from the shamrock to the leprechaun and to pinching those not wearing green.



Source: www.history.com

44th ANNUAL
**OFFICE PERSONNEL
SEMINAR**

FORWARD MOVING

Wednesday
April 16, 2008

The Plaza Conference Center
1202 W. Clairemont Ave., Eau Claire, Wis.

Presented by:

*International Association of
Administrative Professionals® (IAAP®)
Chippewa Valley Chapter
and
Chippewa Valley Technical College*



All-Day Seminar

Continental Breakfast and Lunch Included

WHO SHOULD ATTEND THIS SEMINAR

All personnel who work in an office environment will gain valuable knowledge from this information-packed seminar.

SEMINAR AGENDA

- 8 a.m. **Registration/Continental Breakfast/Networking**
- 9 a.m. **Welcome/Introduction:** *Kathy Dean, CPS*, President, Chippewa Valley Chapter IAAP
- 9:10 a.m. **KEYNOTE:** *Sandi Knudson*
Jest for You: Humor Strategies on the Job
- 9:50 a.m. **Break**
- 10 a.m. **Concurrent Sessions** (Choose One)
1. Facebook/MySpace*Jodi Stevens*
 2. Harassment in the Workplace.....*Sally Lane*
 3. Tongue Fu![®]: Martial Arts for the Mind and Mouth..... *Sandi Knudson*
 4. Making Wellness Work for You.....*Tracy Fry*
- 11 a.m. **Concurrent Sessions** (Choose One)
1. Word 2007*Jodi Stevens*
 2. Harassment in the Workplace.....*Sally Lane*
 3. Make It Easy on Yourself.....*Roger Ader*
 4. Making Wellness Work for You.....*Tracy Fry*

- 12 p.m. **Lunch: What's Going on Downtown?"**
Mike Schatz, Economic Development Director, City of Eau Claire
Dagmar Beckel-Machyckova, Business Associate Specialist for Downtown Eau Claire & the City of Eau Claire Economic Development Division
- 1:15 p.m. **Concurrent Sessions** (Choose One)
1. Office Yoga..... *Linda Foster*
 2. Facebook/MySpace..... *Jodi Stevens*
 3. Nonverbal Communication.....*Larry Honl*
 4. Estate Planning.....*Laurie Klinkhammer*
- 2:15 p.m. **Concurrent Sessions** (Choose One)
1. Nonverbal Communication.....*Larry Honl*
 2. Estate Planning.....*Laurie Klinkhammer*
 3. Excel 2007 *Jodi Stevens*
 4. Office Yoga..... *Linda Foster*
- 3:15 p.m. **KEYNOTE:** *Sandi Knudson*
Connecting with Colors: How Communication Styles Work Together...or NOT!
- 4 p.m. **Adjourn/Door Prizes**

KEYNOTE PRESENTATIONS

Jest for You: Humor Strategies on the Job. Why leave your good humor to chance? Would you like to know how you can be in better control of your moods? Put your stress on the backburner while you laugh and learn Sandi's proactive techniques to tickle your own funny bone.

Connecting with Colors: How Communication Styles Work Together...or NOT! Ever wonder why you instantly "click" with some people and some people you'd rather just "click off" like a channel on the TV? Discover what personality you have and how to deal with people who have different personality styles than yours — an eye-opening experience for everyone.



Sandi Knudson, President of Fast-Forward Communications, is a Certified Laughter Leader for World Laughter Tours, a mediator for the Mediation Center of Greater Green Bay, a member of the American Society of Training and Development, and the Wisconsin Professional Speakers Association. She's also a high school forensics speaking coach and co-founder, actress, and technical director with the Crivitz Community Theatre. Sandi has been helping people for the past nine years with her communications, attitudes, and leadership programs. Her courses are known for being fun, fast-paced, and full of ideas that can be put to use immediately at work and home.

A special thank you to our sponsors below who provided printing and mailing services:

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International Association of Administrative Professionals® (IAAP®)

Founded in 1942, IAAP is the leading organization of administrative professionals in the world. Members are united in a common professional bond. The Chippewa Valley Chapter meets monthly to promote professionalism through education and personal development.

WORKSHOP DESCRIPTIONS

FACEBOOK/MYSPACE. Two of the most popular social networking websites are Facebook and MySpace. Get an orientation to these technologies, as well as tips to integrate them into the workplace in the form of interoffice collaboration and advertising. **Jodi Stevens** has been an Information Technology Trainer at Chippewa Valley Technical College for three years. Her areas of expertise range from Microsoft Office to web page creation and design. Her love of technology started while working at a help desk throughout college and has given her a broad technology skill set.

HARASSMENT IN THE WORKPLACE. This presentation will provide a refresher on the topic of harassment, as it applies to the workplace. We'll explore what constitutes harassment, how to respond to it, and what an employer is expected to do about harassment in the workplace. **Sally Lane** has worked in Human Resources for 22 years. She is a graduate of Lakeland College with a bachelor's degree in Business. She has worked in the HR field in many categories from benefits/compensation to staffing and now in a generalist role where she covers two buildings in Eau Claire for Nestle Nutrition. Discussing harassment in the workplace is a very interesting topic, and Sally will always have many stories to tell.

TONGUE FU![®]: MARTIAL ARTS FOR THE MIND AND MOUTH. Would you like to know what to say when you don't know what to say? Would you like to learn how to keep your cool under fire and quickly resolve conflicts? Tongue Fu![®], a trademarked program by internationally acclaimed author/speaker Sam Horn, shares exactly what to say and do in dozens of real-life, difficult situations. **Sandi Knudson** (see bio under Keynote Presentations)

MAKING WELLNESS WORK FOR YOU. Participants will receive information on starting a personal wellness program, including tips on nutrition and exercise, office ergonomics, and workplace stretching. **Tracy Fry** is a Certified Occupational Health Nurse with 25 years of nursing experience and the founder of Wellness Innovations & Nursing Services, LLC (WINS). WINS provides wellness services to employees at the worksite for clients throughout Minnesota and Wisconsin. WINS' unique approach to health and lifestyle management is very successful helping participants decrease their risk for cardiovascular disease, diabetes, and other chronic illnesses.

WORD 2007. Get an overview of some features of Word 2007 including navigating in the new Ribbon, track changes, breaks, mail merge, changing the style of documents, and manipulating headers and footers. **Jodi Stevens** (see bio under **Facebook/MySpace** above.)

MAKE IT EASY ON YOURSELF. You'll learn how to organize your desk/workspace, paper, and computer files with ideas from Avery. Plus — see how Avery Wizard software and Avery custom templates can make formatting your printable products a breeze. **Roger Ader** has been in the office products industry for 34 years and has represented Avery Dennison for 15 of those years. He attended Mankato State University, is married, and has three adult children. His enthusiasm and smile are infectious.

OFFICE YOGA. Come and learn how to de-stress, decompress, and re-energize throughout your workday! We will creatively explore ways to handle everyday stress and relieve tension through simple movement, breathing, and awareness. **Linda Foster** has had a lifelong interest in fitness and wellness. She is a certified yoga instructor and is registered with the Yoga Alliance. Linda currently teaches at Gold's Gym, Peace Lutheran Church, and First Lutheran Church, all in Eau Claire.

NONVERBAL COMMUNICATION — "I KNOW WHAT YOU SAID BUT IT SEEMED LIKE YOU WERE SAYING." Employers, employees, parents, and others speak the "unspoken dialogue" called nonverbal communication. Some say 90 percent of communication meaning is done through nonverbal means. This session will talk about various components of nonverbal communication from kinesic behavior (body language) to chronemics (use of time). We are amazed of what we say without words and what people believe we are saying without uttering a word. **Dr. Larry R. Honl** is a faculty member of the University of Wisconsin-Eau Claire. He teaches courses in Business Writing, Business Presentations, and Advanced Business Presentations. He has worked with the Small Business Consulting Office through UWEC and just finished a two-year contract with the Advising Office where he had 225 undeclared students as his advisees. He is now the College of Business Pre-Business Advisor along with teaching full time. Larry is presently in his 32nd year of teaching.

ESTATE PLANNING. Topics to be covered include preparing a last will and testament, durable power of attorney, power of attorney for health care and living wills, marital property agreement, revocable living trusts, irrevocable trusts, tax issues in estate planning, and Medicaid planning issues. **Attorney Laurie Klinkhammer** practices in the areas of estate planning, probate, and real estate with the firm of Weld, Riley, Prens & Ricci, S.C. She is a graduate of the University of Minnesota (B.A.), University of Wisconsin (M.S.E.) and William Mitchell College of Law (J.D.) Laurie is a member of the State Bar of Wisconsin and Eau Claire County Bar Association.

EXCEL 2007. Learn how to create charts and graphs in Excel, and get an overview of the table feature which is used to easily compile and sort data. **Jodi Stevens** (see bio under **Facebook/MySpace** above.)

WHAT'S GOING ON DOWNTOWN? Find out the latest and greatest updates on special events, everyday happenings, future development, and where to find information about downtown Eau Claire from **Mike Schatz**, Economic Development Director, City of Eau Claire, and **Dagmar Beckel-Machyckova**, Business Assistance Specialist for Downtown Eau Claire, Inc., and the City of Eau Claire.

REGISTRATION INFORMATION

Registration Fee: Includes registration, continental breakfast, lunch, materials, and a certificate of participation upon request.

- **Early Bird: \$75 per person** — MUST be postmarked no later than March 28.
- **After March 28: \$80 per person; Federal I.D. #39-1357260**

To Register: Please complete the registration form, and return with a check for \$75 or \$80 per person made **payable to IAAP**. **Registration fees are transferable but not refundable.** Mail registration form and check by **March 28 (Early Bird) or no later than April 11, to:**

Raeann Hutchinson • Chippewa Valley Technical College • 620 W. Clairemont Ave. • Eau Claire, WI 54701
For more information, call 715-833-6341.

CEUs: There are .6 continuing education units earned through CVTC.

Please duplicate this registration form in order to retain important seminar information on the opposite side.

Social Security Number:		Last Name:		First Name:		MI:	
Street Address:						Sex: <input type="checkbox"/> Male <input type="checkbox"/> Female	
City:		State:	Zip Code:		Date of Birth: ___/___/___	I am 62 yrs or older <input type="checkbox"/> Yes	
Home Phone Number:			Work/Cell Phone Number:			U.S. Citizen <input type="checkbox"/> Yes <input type="checkbox"/> No	
I am a legal resident of <input type="checkbox"/> Town <input type="checkbox"/> Village <input type="checkbox"/> City		County:		Have you attended this college before? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, last year and semester attended _____			
Name on education records if different:		Name of high school district you now reside in:		Last high school attended _____ City _____ State _____			
Highest Grade of School Completed: 8 9 10 11 12 13 14 15 16 over				<input type="checkbox"/> High school graduate <input type="checkbox"/> GED <input type="checkbox"/> HSED Date completed _____			
Employer:		Ethnic group: <input type="checkbox"/> American Indian/Alaskan Native <input type="checkbox"/> Asian or Pacific Islander <input type="checkbox"/> Other <input type="checkbox"/> Black, not of Hispanic origin <input type="checkbox"/> Hispanic <input type="checkbox"/> White, not of Hispanic origin					
Course Number	CRN Number	Course Title	Day Meets	Time	Room	Total Fees Due	
106-452-901	90805	Office Personnel Seminar (IAAP)	Wed., April 16	8 a.m.	Plaza	\$75 by March 28; \$80 after March 28	

■ Please circle session number, for each time, you plan to attend: 10 a.m.: 1 2 3 4 1:15 p.m.: 1 2 3 4
 (See Seminar Agenda) 11 a.m.: 1 2 3 4 2:15 p.m.: 1 2 3 4

■ **Lunch—Special Dietary Needs:** If you have any special requirements, please contact Raeann Hutchinson at 715-833-6341.

620 West Clairemont Avenue
 Eau Claire, WI 54701-6162

