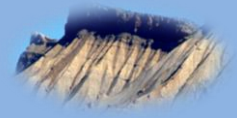


Book Cliff Echoes



October 2009

A Publication of Book Cliff Chapter IAAP

Volume XV • Number 2



Turning Jobs
Into Careers®

Welcome to IAAP

2009-2010 • Book Cliff Chapter • T.E.A.M Leaders

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BOOK CLIFF CHAPTER IAAP

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Grand Junction CO 81502

www.iaap-bookcliff.org

Book Cliff Chapter Committees

APW/ProgramDee Dee Crawford

Audit..... Melissa Medina/Bernice Stogsdill

Karen Loughman CAP

Bylaws & Standing Rules Juanita Cosslett CPS

Kym Bevins

Historian/ScrapbookMaria Pinder,CAP

Certification/Education Pearl Hasson, CAP

Hospitality/Sunshine Fund Pam Lair/Lea Imer/Meg Fritts

Marketing.....Melissa Medina

MembershipJalane Glasgow, CPS/CAP

RTF.....Sally Lowrey

Student ChapterAlane Wooster

Ways & Means Chris Church/Pearl Hanson, CAP

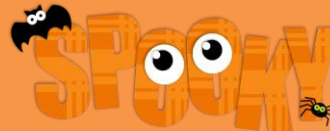
continued..... Maria Pinder/Kristina Gragg

Website/Newsletter..... Kyle-Sheldon Chandler/Pam Lair

continued..... Kristina Gragg /Louise Davidson

Yearbook Chris Church/Cherie Pedersen

Book Cliff Chapter IAAP



October Meeting

Date: October 21, 2009

Time: *Networking 5:30PM*

Dinner/ Program 6:00 to 7:00PM

Chapter Business 7:00 PM

Cost: Professional Members - \$18

Students - \$5, Guests (no charge)

Place: *Two Rivers Convention Center*

Book Cliff Chapter
Meets the 3rd
Wednesday
of each month
September through
June

October Program



GOBLINS in Your Computer? Zak will show us how to keep our computers secure.

MONSTROUS Tips and Information on Computer Usage and Maintenance.

E-GROUPS got you **SPOOKED?** Karen will show you why they are so much fun.

Don't be a **SCAREDITY CAT!** How to enjoy the IAAP Book Cliff Website

Guest Speaker: Zak Chandler and members Karen Loughman and Pam Lair.

EVERYONE will be on a standing RSVP list and will be expected to attend our monthly meetings. **REGRETS ONLY** are to be sent to sally@sallyonyourside.com not later than 9:00 p.m. the Thursday prior to the Wednesday meeting.

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www.iaap-co-wy-mt.org



**2009-2010 COLORADO-WYOMING-MONTANA
DIVISION BOARD OF DIRECTORS**

- President:** Margaret Hartl, Rim Rock Chapter
- President Elect:** Tish Neff, Book Cliff Chapter
- Vice President:** Eileen Verosko CPS, Pikes Peak Chapter
- Secretary:** Judy Smith CPS/CAP, Old West Chapter
- Treasurer:** Andrea Latine CPS, Denver Chapter
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CWM DIVISION COMMITTEES

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- Bylaws/Standing Rules Sharon Hunvald
- Certification Karen Loughman CAP
- Membership Aubree Lujan
- New Chapter Builder Tish Neff
- Website Nancy Upchurch CPS/CAP
- Nominating
- Retirement Trust Debbie Brown CPS/CAP/RP
- Futures Committee Kathy Watkins



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- PRESIDENT-ELECT** Mary Ramsay-Drow CPS/CAP
- VICE PRESIDENT** Tamra Goodall CPS/CAP
- SECRETARY** Janine Riemersma CPS/CAP
- TREASURER** Karena Rannals CPS/CAP

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CHAPTER PRESIDENTS MESSAGE



Sophie's Journey

Many of you know my little weiner dog, Sophie. She's a little plump, a little lazy, a little cute, and a **lot** lovey. I heard about the Weiner Dog races being held during the Oktoberfest street fair this year, so I signed her up. It could be fun and she just might win!

Sophie has never ran in a race before. What will she do? As we practiced, Sophie learned a new command: "RUN, Sophie, RUN!! Cool! Time for stage 2: racing against other dogs. I brought two of the other weiner dogs in my family over (Pearl and Ivan) so the three of them could practice together. They had a lot of fun playing, and they did get down to business and run a few heats. Sophie was really catching on. We no longer have the need for a treat at the end of each race. The running is becoming the pleasure.



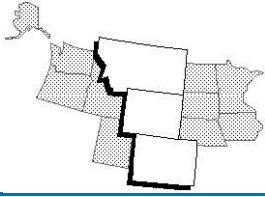
As race day neared, Sophie's practices became a part of her daily life. Her running had generalized into a good habit of daily exercise. She looked forward to the practice sessions with the other two dogs, but I also saw her running around the back yard for absolutely no reason except for the fun of it.

The day before the race there was a group practice at the park for all race participants. She was so happy to be there with all of the other weiner dogs, just like her. Sophie just played. She wouldn't listen and worst of all, she wouldn't run. I asked myself, 'What will happen tomorrow at the race??' Anxiety was creeping in. If you have ever been to a Weiner Dog race, you know that it is a completely silly event with totally unpredictable results. 'It's just a stupid weiner dog race!' I kept telling myself, as I envisioned the various scenarios that could play out at the race

(Continued on page 3)

Our Chapter Mission

To unite individuals in the administrative profession, by encouraging personal and professional growth, through education, mentoring, and leadership.



**COLORADO-
WYOMING-
MONTANA
DIVISION**

CWM Division Annual Meeting

June, 2010
Cheyenne WY

INTERNATIONAL CONVENTIONS

July 18-21, 2010
Hynes Convention Center
Boston MA
July 18-22, 2011
Montreal Convention Center
Montreal QC
July 22-25, 2012
Gaylord Texas Resort
Grapevine TX
July 28-31, 2013
Anaheim Convention Center
Anaheim CA
July 27-30, 2014
Milwaukee Convention Center
Milwaukee WI

CERTIFICATION CONFERENCE

October 18-21, 2009
Marriott Waterfront
Portland OR
October 17-20, 2010
Hilton Seelbach Hotel
Louisville KY
2011 – San Diego, CA
March 8-10, 2010
Grand Sierra Resort
Reno NV
2011 – Tampa, FL

POWER
of
Commitment

2009-2010

(Continued from page 2)

- Sophie could win! All the training will pay off.
- Sophie could finish but not in first place: All the training will pay off. She learned something new and is better off for it.
- Sophie could get too interested in the other dogs and not finish the race: All the training will pay off. She learned something new and is better off for it. So, she's a social little dog who doesn't care too much whether she wins or loses. She is more interested in the friends who are there, both old and new ones.

Finally, the day of the race came. Sophie acted like she knew something was happening. We went downtown and met up with Pearl and Ivan. She ran to the car and she pulled at her leash - she could not wait to get there! Finally, race time! After several heats, it was Sophie's turn. There was so much noise, there was no way she would hear me yell the command. She won't stay in the gate, and she's too distracted to look at me waiting at the finish line. Did she finish? Yes, she did - in third place, but she finished! I can't say that for some of the other dogs in the race.

How does the silly weiner dog race have anything to do with our chapter? I see some parallels between Sophie's journey and our chapter:

- Try something new as a chapter, asking "Why not?" instead of "Why?"
- Set a goal and work to achieve it. Even if we don't win, we'll get something out of it.
- Find others like yourself and share common interests. Everyone has a part to play in a group. Some of us are runners, and some are socialites. Although we are all different, we all belong.
- The journey can become as important as the goal. What are we learning?
- The teacher can become the student.
- Don't sweat the small stuff - after all, it's only a Weiner Dog Race!

Thanks for the lessons, Sophie!



CO-WY-MT Division and Educational Seminars

The Cutting Edge IAAP chapter (Virtual Chapter) invites you to "Get Organized with Avery Dennison" ! The chapter will host a webinar on Wednesday, **October 14th** at 7:00pm Mtn/8:00pm Central /9:00pm Eastern. **You must register for this meeting to attend.**

Discover valuable tips to:

- Manage incoming information overload
- Organize email and computer files
- Establish order in your workspace
- New and improved Avery Products
- Software and formatting demo

Guest speaker, **Karen Thomas**, has spent the majority of her career in Office Products representing Avery Dennison. Each attendee will receive a free sample pack and software CD!

We have applied for recertification points for this program and are awaiting approval from IAAP headquarters.

Reserve your seat now at: <https://cc.callinfo.com/cc/schedule/display.do?udc=1kvwgt94mbm1s>

CERTIFICATIONS

Certified Professional Secretary® (CPS®)

Certified Administrative Professional® (CAP®)



Certification is a valuable tool for both employers and administrative professionals.

For employers, it assures that a prospective or existing employee has the highest standard of professional understanding and technical skill.

For administrative professionals, certification opens doors to advancement opportunities and is a valuable learning experience.

Chapter News...

Be sure to check out our chapter website.

<http://community.iaaphq.org/IAAPHQ/BookCliff/Home/Default.aspx>

Membership Drive Month

In alignment with the 2009-2010 Growth Programs, October has been named Membership Drive Month. No longer called IMPACT, the Membership Drive is an opportunity to answer the potential member's question of "What's in it for **me**?" and a PowerPoint presentation and script have been developed to help you. You can download the 2009 Membership Recruitment PowerPoint and the 2009 Membership Recruitment Script from the IAAP International Library. Just log in at <http://community.iaap-hq.org> and click Professional Resources to access the document libraries.

Information concerning the 2009-2010 Growth Programs can be found in a separate article in the September issue of *Connections*.



We are so close to completing the "cookbook" project. Please continue to send recipes and handy tips to Chris Church.

Happy Birthday!

Member	Birthday
Jacque Malloy	11/08
Reba Johnson	11/11
Marie Petefish	11/12
Louise Davidson	11/21
Jaunita Cosslett CPS	12/3
Susan Habliston	12/18
Melissa Medina	12/19
Tish Neff	12/20
Kyle Sheldon-Chandler	12/26

Around the Water Cooler

Recent evidence indicates that spontaneous meetings are the germs of creativity in an office and help to build trust. But for this phenomenon to really work, the meetings must be in a neutral zone, or third space. So the next time you see a group gathered around the coffee machine or loitering around the copier, join the conversation. You never know what you'll learn and it could be good for your career as well as your company!



Leadership

Studies show that people who consistently go above and beyond the call of duty inspire others to give more, too. It may take a while for the behaviour to be adopted by others, but experiments consistently show that when one person in a group acts selflessly, others follow suit. The payoff can be huge for individuals and their companies. To encourage that behaviour, managers must identify those staff who consistently cooperate with others and publicly reward their efforts. If you want to advance your career or improve your performance appraisal, there is no better way than to cooperate with your peers. Always be alert and involved in team meetings, look for opportunities to ease a colleague's workload, and offer suggestions to improve policies and procedures around the office. Your efforts will be noticed and appreciated



I am Woman, Hear me Roar

Erica Pinsky, Erica Pinsky, Inc.

In March, I attended a breakfast hosted by the West Coast Legal Education and Action Fund (LEAF) in celebration of International Women's Day 2009. The mandate of this organization is to "achieve equality by changing historic patterns of systemic discrimination against women through BC-based equal rights litigation, law reform and public legal education."

West Coast LEAF was founded in 1985 when Canada adopted section 15, the Equality section, of the Canadian Charter of Rights and Freedoms. However, according to a United Nations poll on promoting gender equality, Canada slipped from 18th to 35th place in the world in 2008. And in Canada, women still make 66 cents for every dollar a man makes.

Did you know that women perform nearly two thirds of the world's work, yet receive less than 10% of the world's income and own less than 1% of the world's property. And women are the victims in 75% of all cases of workplace bullying. Why is that?

I believe it is because the cultural norm for women is that we don't speak up. I see this all the time in my work. It is easy to blame those in positions of power, the "establishment".

No doubt, our reluctance to bring attention to ourselves, combined with a willingness to accept the status quo, are huge factors. However, the way to stop disrespectful behaviour is to stand up for ourselves.

We need to believe that we are equal and deserve respect. We need to begin demanding nothing less for ourselves. This is not about being demure and polite. It is about finding our voice and respectfully manifesting our true power. If women want to make progress, we have to start roaring.



Visit www.ericapinskyinc.com for more information on Erica, to watch video clips or book a workshop, and to order her book **Road to Respect: Path to Profit**.

IAAP
Book Cliff Chapter
Meeting Minutes
September 16, 2009
For Approval October 21, 2009

Present: Members: Laney Wooster, Kym Bevan, Chris Church, DeeDee Crawford, Louise Davidson, Kristine Davis, Meg Fritts, Kristina Gragg, Pearl Hasson, Kristin Hoaglund, Ollie Hopeck, Pam Lair, Patti Lambert, Karen Loughman, Sally Lowrey, Sue Mueller, Cherie Pedersen, Kyle Sheldon-Chandler, and Lara Swanson. Guests: Rosalie Pinney, Stacy Tagert, Marcia Leguizamon, Toni Garmong, Katie Eason-Rolette, and Clydi Evans. (25)

Dinner began at 5:30, followed by the program of the evening which was an Overview of IAAP and How Things Work. Additionally, pinning of the 2009/2010 officers was conducted by Pearl Hasson, 2008/2009 Book Cliff Chapter President.

The program overview included the following: Structure of IAAP

- Mission of IAAP
- Chapters and Divisions
- Board of Directors
- International Districts
- CWM Division

Purpose of meetings and member privileges were also discussed.

Discussion regarding meeting reservations took place. All members will remain on the standing reservations list and will be individually responsible for canceling their reservations by sending an email to Sally Lowery at sally@sallyonyourside.com if they cannot attend a meeting. The deadline for canceling meeting reservations is 9 p.m. the Thursday before the scheduled meeting. Pearl Hasson made a motion to change the meeting reservation deadline to read by established deadline instead of by noon on the Friday before the meeting. The motion was seconded by Patty Lambert. There being no objection, the motion was passed.

The business meeting was called to order at 7:10 p.m.

Committee Reports

The Treasures report was presented by Sally Lowery and accepted as read.

Dedee Crawford reported on Programs and new memberships. New members who were to receive packets were not in attendance. Any new member should see either Jalane Glasgow or Dedee Crawford to ensure receiving their packets.

(Continued on page 6)

Integrity is: Doing what you said you would do, when you said you would do it, and how you said you would do it.

— BYRD BAGGETT

(Continued from page 5)

Upcoming programs include Fengshui for November and the Holiday Social for December. An October program is not yet booked. Suggested topics for future programs include: Personality Traits, Stress Management, Leadership, Social Media, E-records Management, and Professional Website Presentations. Dedee invited members to join her for dinner at WW Peppers on Wednesday, September 23, at

6:30 p.m. to meet a prospective speaker for 2010 APD.

Announcements

Kyle Sheldon-Chandler invited members to become active in monthly Webinar presentations that include speakers located throughout the United States and can be used in fulfillment of recertification points. The next Webinar is scheduled for September 29, and the topic is "Overcoming Adversity". In October, a Virtual Assistant will discuss Internet Marketing Strategies. Kyle will forward email announcements of upcoming Webinars to all members.

On July 10 and July 24, 2009, the 2008/2009 audit committee conducted an audit of the Book Cliff Chapter books. They reported that the record keeping was excellent and pointed out 2 slight discrepancies. Sally Lowery responded by confirming there had been an accidental transposition of numbers and the CD and Savings account statements had not yet been received.

Member of the Year forms were distributed. Points will be tallied following the May 2010 meeting and the award will be given in June 2010.

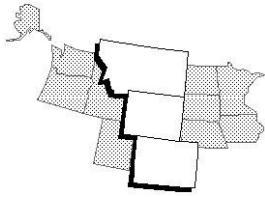
Kristen Houglund reported on the Member of Excellence being awarded by IAAP headquarters (HQ) Candidates must meet 8 out of 11 criteria. The 11 criteria are listed in the HQ website.

For the Chapter of Excellence Award, 14 out of 19 criteria must be met. The 19 criteria for Chapter of Excellence are also listed on the HQ website.

Karen Loughman asked for volunteers to serve on a task force and assist her in reducing her 50 goals for the year to fewer goals with manageable tasks. She estimates that the task force will need to meet approximately 2 -3 times for 1 hour to accomplish this task. A total of 8 members volunteered to serve on the task force.

Pam Lair announced that the chapter made a donation of \$40 to the Western Colorado Peace Officers Association in memory of Susan Habilston's husband Bob, who was killed in a tragic motorcycle accident. A card was sent to Irene Hapkin following her husband's admittance to a home for people afflicted with Alzheimer's disease. A phone call was also made to Irene to determine if she needed any support from Book Cliff IAAP membership.

There being no further business, the meeting was adjourned at 7:40 p.m.



**COLORADO-
WYOMING-
MONTANA
DIVISION**

Colorado-Wyoming-Montana Division

Registration is open for the 2009 Certification Conference. Registration fees are \$605 for IAAP members; nonmembers will pay \$725. You are not required to have the CPS or CAP rating to attend this conference.

The Conference will be held October 18-21, in Portland Ore. Hotel reservations can be made at the Marriott Waterfront; phone 800-228-9290. Identify yourself as an attendee of the IAAP Certification Conference to receive special room rates of \$159 single/double (plus taxes).



Complete conference details are available on the main IAAP website at <http://www.iaap-hq.org/events/certification/index.html>

Active CPS and CAP holders who attend the entire conference will receive 15 recertification points.

DON'T MISS THE UPCOMING C-W-M ANNUAL MEETING

CHEYENNE, WYOMING

JUNE 4-5, 2010

Janine Riemersma CPS/CAP, 2009-2010 International Secretary will be present at this event!

**EARLY REGISTRATION NOW AVAILABLE FOR 2010 EFAM IN BOSTON, MA
JULY 18-21, 2010**

**International Education Forum and Annual Meeting
2010 EFAM Registration and Hotel Package Deal**

For the first time in recent memory, IAAP is offering a special history making deal to help you attend the 2010 International EFAM in Boston. There is a secured number of packages offering 10% off your conference registration and 10% off your hotel stay at the Sheraton Boston when you prepay for both by **December 15, 2009**. Follow the link recently posted on the WEB Community to reserve your package deal today.

http://www.iaap-hq.org/events/convention/hotle_reg_package.html

The C-W-M Division Board has voted to **waive the division dues** on new member applications for your recruitment events in

October 2009 and in April 2010.

Applications must be received by IAAP Headquarters between October 1st and October 31st, 2009, and April 1st and April 30th 2010 in order to qualify for the discount benefit. Remember to indicate on the membership application in the appropriate area "waived". Please watch for instructions regarding online applications which will be posted soon.

Recruit! Recruit! Recruit!

Take advantage of this great perk!

Why Certification? Certification demonstrates that you are serious about your career. Candidates build skills while studying for the CPS and CAP Exams. Who can certify? To achieve certification, an office professional must meet administrative employment requirements and pass the exam.

The Certified Professional Secretary exam is a one day, three-part exam. The Certified Administrative Professional exam is a four-part exam spanning a day and a half. The exams are updated frequently ensuring that those taking the exams are being tested on the most current information available for administrative professionals.

Exams are offered every May and November at over 150 locations across the United States, Canada, and other countries.

Becoming certified is one criteria for obtaining Excellence as a Member, a Chapter, and as a Division. As a member of IAAP, study guides and study groups are easily available. Most C-W-M Chapters have a study group established to help you prepare for the exams.

Set a goal to obtain your certification today and start your journey to the test. Yes, You can!!!

For additional information about certification, contact Pearl Hasson CAP, C-W-M Division Certification Committee Chair, at phasson@vectrabank.com



International Association of
Administrative Professionals®

CO-WY-MT Division

Office Tips & Tricks

Pictures Are Worth A Thousand Words, Why Would You Type That Much?



Why are pictures so hard to work with in Word? They don't have to be. In fact, with a few expert tips, you'll find pictures much easier to use and work with in Word.

Picture File Formats - Pictures come in all sorts of formats. JPEG (.JPG) files are common, easy to work with and universally accepted by all platforms and versions. Your phone and digital camera take JPEG pictures. Generally speaking, a file with ".JPG" on the end of it, will work in any program desired.

Inserting Pictures - Start by placing the cursor in the general vicinity of where you want the picture to live. One Best Practice is to put the cursor at the beginning of the paragraph you want the picture associated with. Getting to the Insert Picture dialog box is different in 2003 and 2007 while the act of inserting the picture is the same. In Word 2003, click the *Insert Menu*, point to *Picture* and select *From File*. In Word 2007, click the *Insert Ribbon* and click *Picture*. In both versions, in the dialog box, navigate to the folder containing the picture you want and double click the filename.

In-Line vs. Wrapped Text - When a picture is first inserted, it appears "In-Line" as if it were a single character. This makes the text jumble and is rarely what you really want. Click the picture to begin to change it's behaviour. In Word 2003, when you click a picture, the *Picture Toolbar* appears. Find the *Wrap Text tool* and open the drop down list. In Word 2007, with the picture clicked, locate the *Text Wrapping tool* on the *Format Picture Ribbon*. In both versions, you may want Square wrapping or another option. Experiment with these options to discover what works best for your purpose.

Relocating Pictures - Moving a picture is simple if text wrapping is turned on. An In-Line picture moves as a single character would move and can be a little confusing. Click the picture and then drag it where you want it. If Text Wrapping is set to Square or Tight, the text wraps around the picture.

Sizing Pictures - When you click a picture, notice it has dots or handles all around. If you use the corner handles, the picture maintains its dimension. However, if you use a side handle, the picture will be distorted. Fun for pranks around the office!

Cropping Pictures - Pictures sometimes contain things that don't support the point. Crop, or cut, the part that is not needed to focus on what is. First, click the picture. In Word 2003, on the *Picture Toolbar*, click the *Crop Tool*. In Word 2007, find the *Crop tool* on the *Format Picture Ribbon*. In both versions, the handles around the picture change from dots to lines. Drag the lines to cut or crop the part you do not want. Dimension does not change here so use any handle you want. Then simply click away from the picture to see your work

A Letter from Our International President

POWER of Commitment

Mark your calendars for some upcoming important dates!

Power of Commitment – Leadership Challenge

Please take note of the following list of leadership call-to-action items and the dates these communications will be sent via email:

October 1, 2009: Call for Nominations for International Office and RTF Trustees. Instructions on the nomination process as well as the application forms will be sent to all Division and Chapter Officers and Affiliate Presidents by Kathy O'Connor CAP, Chairman of the International Committee on Nominations.

October 15, 2009: Procedures for Submitting Bylaws and Standing Rules Amendments. This item will include instructions for submitting proposed amendments to the International Bylaws and Standing Rules to be considered at the Boston Annual Meeting in July, 2010. This communication will be sent to all IAAP members by Dortha Gray CPS, Chairman of the International Bylaws & Standing Rules Committee.

November 1, 2009: Request for Committee Volunteers for the 2010-2011 IAAP Year. This item will include the necessary forms to apply for positions on the International Committee on Nominations and International Bylaws and Standing Rules Committee for IAAP; and for the Retirement Trust Foundation Committee. This communication will be sent to all IAAP members by President-Elect Mary Ramsay Drow CPS/CAP.

Detailed information on the above will be provided in future communications accompanying the individual forms.

Brooke Astor, an American philanthropist, said, "Power is the ability to do good things for others." By committing the power of your talents to IAAP related activities, you will do good things for every member of the association!

Susan Shamali CPS/CAP

Power of Commitment

2009-2010 International President



International Association of
Administrative Professionals®