



International Association of  
Administrative Professionals®  
Book Cliff Chapter

# BOOK CLIFF CHAPTER

November 2010  
Volume XVII Issue III



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## Succession Planning by Pam Lair, CPS Succession Planning by Pam Lair, CPS

**Wednesday November 17, 2010**

Networking/Dinner: 5:30-6:00pm

Chapter Business: 6:00-6:30pm

Program: 6:30-7:30pm

Members: \$20 Students: \$10 First Time Guests: No Charge

*We look forward to seeing you on November 17, 2010. Please feel free to invite your co-workers to join us.*

**Program:** Presentation will provide an overview of the indispensable qualities of leaders and what individuals can do to cultivate those qualities. Analyze succession planning steps to lay the foundation for the future of our chapter and division. Discuss mentoring as a tool for leaders to use as part of the succession planning process.

**Speaker:** Pam Lair, CPS, Book Cliff Chapter Vice President 2010-11, Chapter Webmaster and Hospitality chair. She joined IAAP in February 2009. She has served as webmaster chair and won 1st place in the CO/WY/MT website contest for 2009-10. Pam was recently laid off as a Project Assistant to the VP of Architecture at the Blythe Group + co; an Architectural firm that provides both Architectural and Interior design in Grand Junction, Colorado. Before coming to the Blythe Group + co, Pam was executive assistant and office manager to the president of a \$250M Premier Commercial Construction Company, with locations in Denver and Grand Junction, CO and Wyoming. She also was Office Manager and Building Manager of the 40,000 sf office space for three years. Pam has started two successful businesses: Pam's Particulars and Outwest Hardwood Flooring Specialists. Prior to moving to Grand Junction, Pam started her administrative career in a small commercial construction company in Colorado Springs. She was employed there for five years as a receptionist and administrative assistant.

The Book Cliff Chapter meets the third Wednesday of each month, September through June, at the Two Rivers Convention Center. Note: All members are on a standing RSVP list and will be expected to attend our monthly meetings. Regrets only are to be sent to Melissa Medina, Treasurer at [bookcliffchapter@gmail.com](mailto:bookcliffchapter@gmail.com) not later than 9:00 pm the Thursday prior to the Wednesday meeting. Please contact the Chapter @ 970-639-0838 if you have questions.



International Association  
of  
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# PRESIDENT'S MESSAGE

Book Cliff Chapter,

The Holiday's are approaching at a fast pace this year. This time of year we can lose track of ourselves in the rush of it all. Let's take the time this November to reflect on what we are truly thankful for. As we move into this month of thanks, I have been taking my time reflecting on the many things I have in my life to be thankful for. There are things to be thankful for in both my personal and professional life. In my professional life, I am very grateful to have a job in this tough economic time. I am thankful for the support of my co-workers as I continually grow within my department. I am also thankful for the opportunities and education that IAAP has brought into my life. There are days that it is overwhelming to be President of our Chapter, but when I sit back and reflect on all the things our Chapter is accomplishing on a month-to-month basis the time it takes seems worth it. You never realize what it takes to put something together, until you are the one doing it. With the position I am in now, I would like to thank all previous Chapter President's for the hard work they put into our Chapter. These leaders have paved the way for our Chapter, and I hope to continue the success that they have created. I would like to thank all of my board members and committee members for the extra time they take to make this Chapter successful. I would also like to thank all members for participating in our monthly meetings and giving feedback on how the meetings are run, I appreciate each one of you and your suggestions. Although it is hard to accommodate everyone's suggestions, please remember that we consider them all as we prepare for the next meeting.



## **ARE YOU STRONG?**

Kristin Hoaglund, 2010-11 Book Cliff IAAP Chapter President (left) and Bill Beausay, guest speaker (right) at the October 20, 2010, Book Cliff IAAP Chapter Meeting.

With our Holiday Expo happening in the month of November we are hoping to get everyone's holiday shopping started and get everyone in the mood of giving. This will be a great event to get our Chapter into the public, and hopefully bring in some money for our Chapter. Please remember to invite anyone you know to this event as we hope to make it a success!

While we are talking about giving, we all know that it is often hard to find the perfect gift for your friends, family, and sometimes-even co-workers. If you are looking for a gift to give this year, you can give the Gift of Membership or a gift certificate to IAAP. The Gift of Membership is a great way to introduce your friends and co-workers to IAAP. You can either mail/fax in the Gift of Membership form or call headquarters with your information, including payment, and the name and contact information of the recipient. After the membership department gets the information, they will send out an e-mail informing the recipient of his or her Gift of Membership.

Take the time this month to think what IAAP has done for you. What are you thankful for; the education, confidence, and friendship it has brought you? Share with your co-workers what it is that IAAP has done for you and invite them to join. We would love to affect others lives in great ways and make them thankful for IAAP as well.

Have a Happy Thanksgiving,

Kristin Hoaglund  
Book Cliff Chapter President 2010-2011

# Increasing Productivity: My Top Five Rules for a To-Do List that REALLY works

By: [Sara Caputo](#)

People often ask me what tool I rely on most to stay on track, focused and productive. Hands down, it is my to-do list, AKA my "second brain". I call it a second brain because it literally houses information for me that I can't and don't want to hold in the brain inside my head. It holds the minutiae, the details, the doodles, the little things that help my world stay balanced. It's important to get these things out of our heads so our minds can be free to do the REAL work, like think and solve problems. When our minds are bogged down with the minutiae, it can't get to the "good" stuff!

I have become very passionate about this area of my business and I offer "to-do list/task management" coaching. While many smile and look at me as though I'm crazy, once we get into talking about their space, time and tasks, this piece of their puzzle quickly becomes the most important part to get clear about. Why? Because we have a million things coming at us every day. It's impossible to hold all of this in our heads and still be calm, collected and, most importantly, focused on the task in front of us without trying to remember that we have to return that phone call or pick up the dry cleaning.

## Here are my top 5 to-do list tips:

### 1. Understand the different lists you might need.

Your to-do list should not be a mish-mash of everything you need to do in the next 6 months. For this, you need a MASTER to-do list. To break tasks down and not feel overwhelmed, most people need a daily to-do list and a master to-do list. Can you quickly identify items that would go on each? Often what I see is people using their MASTER to-do list as their daily, which immediately leads to frustration and limited productivity. So, tip #1 is to break apart your current to-do list and create a master project list.

### 2. Be specific.

A large reason that most people don't get through their daily to-do list is because the items they have listed are too big and not specific enough. The steps to a project are what constitute as to-do items, not the project title itself. The project title belongs on your master project list, while the steps involved in accomplishing that project are what belong on your daily list. For example: Sales Management Team Meeting is the title of the project and the steps are: calls you need to make, rooms you need to reserve, delegations to others involved, agendas that need to be created, catering, etc... These would be broken down and on your daily list.

### 3. Cross things off when you are done.

One of the biggest culprits to not feeling successful at the end of the day is when we don't take time to cross things off as we go. When we do this, we are able to look back on our day and feel like we made some progress, even if it was only a small amount. Ultimately, when there are many things left on your list and the end of the day is approaching, crossing off what you have done is a good practice and helps you make decisions about what else you have time to accomplish.

*(Continued on page 5)*



## Member Anniversaries

November  
2010

Bernice Stogsdill  
November, 2006

Clydi Evans  
November, 2009

Janice McDonald  
November, 2009

Celebrating her  
55th year with  
the CWM Division  
Member:

Marlyce Harris

WOW!



# DIVISION POEM

*As a member of the CWM Division we have been included in the participation of building a Division Poem based on Passion and Purpose. Every month a Chapter has been selected to add a stanza to the poem, February has been selected for the Book Cliff Chapter to contribute. The poem is available to read at any time by visiting the Division website.*

## Passion & Purpose- Ignite the Leader within You!!!

We have the passion within us all,  
And a purpose that will go the distance.  
We will lead and stand up tall.  
The Division is here for your assistance.

Union Colony is a great chapter of IAAP accountability  
Increased enthusiasm, commitment, and a shared vision,  
Encouraging teamwork, growth, and possibility  
Of professional opportunities as our mission.  
[Union Colony - "Versatility is one of your outstanding traits"]

With Passion and Purpose since 1944,  
Our commitment is our vision for the future.  
The Pikes Peak Chapter does constantly explore,  
New ways to continue on this wonderful adventure!  
[Pikes Peak Chapter - "Avoid senseless contradictions with others"]

HP Northern Colorado Chapter, we're in the West  
Learning together to be our best.  
At Hewlett-Packard, monthly we meet;  
Our outstandingenthusiastic network can't be beat.  
[HP Northern Colorado Chapter - "The love of your life will appear in  
front of you unexpectedly."]

Denver's purpose rises to the occasion  
When challenge and opportunity give us cause.  
For passion truly is our vision  
No matter what, no matter when, without a pause.  
[Denver Chapter]

(Continued from page 3)

#### 4. Review and process all lists on a daily, weekly or monthly basis.

Just as our email inbox needs to be processed and dealt with on a daily basis, so do our task lists. I personally re-create my daily list every single day. At the end of the day, I start the next page with the date at the top and rip out the current day. This forces me to move things forward and process where I'm at with my tasks. If something didn't get done, it goes back on the master list. If I have time the next day, it goes on that day. The same goes for master project lists. Let them stack up for a month and then re-write them. Whether you do this on an excel spreadsheet, using Microsoft One Note or a plain old notebook, lists need to be processed and thus constantly move in a forward direction. A huge value in re-writing and re-processing lists is that, once you write it down and it's out of your head, your brain actually starts working on that task in subtle ways, which means you're getting ahead before you even start!

#### 5. Take your to-do list with you everywhere you go. (And do the same for your home/personal life).

Many people make great lists, but don't have them when they need them most. If you are going to invest time and effort into the creation of lists, then by all means, take them with you! This way, you can be constantly assessing and moving things around based on where you are with your day. This allows you to be in total control of what you have done, need to do and plan to do. You wouldn't leave home without your first brain, so why leave home without your second brain?

*Sara Caputo, MA is a productivity and organizing consultant who has been streamlining environments and simplifying lives for years through consulting, coaching and training. She believes that by creating more order in our lives and eliminating unnecessary chaos, we can participate more fully in all levels of life. Sara is the owner of Radiant Organizing, a professional organizing and consulting company, based in Santa Barbara, California.*



Would you like to have a classified section in your newsletter? Let us know what you think? Email [jemcdonald@bresnan.net](mailto:jemcdonald@bresnan.net)

IAAP International Mission:

Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development



IAAP Book Cliff Chapter



@BookcliffIAAP



2010-11 IAAP Book Cliff Chapter Officers from left to right: Bernice Stogsdill, Melissa Medina, Pam Lair, Kristin Hoaglund

### November 17, 2010 Agenda

5:30—6:00 p.m.  
Networking/Dinner

6:00—7:30 p.m.  
Program

Members: \$20.00  
Students: \$10.00  
First-Time Guests:  
No Charge

## “Passion and Purpose, Igniting the Leader Within You!” 2010 -2011 Program/Meeting Schedule

All programs except the December meeting are being submitted for recertification points.  
Programs are subject to change.

Month	Program	Speaker
November 17, 2010	Retirement Trust Fund Benefit Succession Planning	Melissa Medina, CAP, Colorado West Mental Health Exec Assistant Pam Lair, CPS, Project Assistant, Blythe Group + co.
December 15, 2010	Holiday Social	Lots of networking and fun! Be prepared to tell your <b>Funniest Office Blunder!</b>
January 19, 2011	Leadership	Kyle Sheldon Chandler, CAP, Virtual Assistant
February 16, 2011	<i>Public Speaking – GULP! Tips from the Professionals.</i>	Dale Carnegie Association Member - TBD
March 16, 2011	What Is Emotional Intelligence?	Mark Simpson, PhD., Director of Utilization Management and Outcomes, Colorado West Mental Health
April 27, 2011	Administrative Professional’s Day	Two River’s Convention Center
May 18, 2011	Financial Planning (401k, Retirement, Insurance, Wills and Estate Planning, etc.) Officer Elections	TBD
June 15, 2011	Awards and Installation of Officer’s for 2011 – 12 Year	Kristin Hoaglund, President
July – August 2011	Summer vacation and Strategic Planning for 2011 - 12	All members and guests, location TBD

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**\*Note: Due to an increase in monthly dinner and meeting space costs have increased this year.**



**Book Cliff Chapter Mission Statement**

The Book Cliff Chapter is committed to unite individuals in the administrative profession, by encouraging personal and professional growth, through education, mentoring and leadership.



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Administrative Professionals

## What IAAP Has Done For Me Video Contest

Has IAAP helped you land your dream job – given you needed work skills – helped you save the day through expert advice from another member?

If your answer is yes, then enter the **What IAAP Has Done For Me Video Contest**. All you need to do is make a 30-60 second video telling how IAAP has helped you. The scenarios listed above are just some examples to get you started.

**First prize is an IAAP membership for one year.**

**Second prize is \$50 in IAAP products.**

**Third prize is \$25 in IAAP products.**

Every member who submits a video will receive an IAAP address book and pen. **The video submission deadline is December 8, 2010.**

Click [here](#) to get started.

All submissions become the property of IAAP and may be used in future promotions.

### 2011 Spring Conference

March 7-9, 2011, Tampa, Fla.

#### Bounce Back—Bounce Higher

Tough economic times are easing. Business is getting back on its feet and consumers are starting to spend again. Although it looks like things are returning to normal, they're not. Today's business environment has shifted to a New Normal.

Companies are now operating with less staff, fewer resources and faster turnaround times. These changes have affected the role of the administrative professional. Admins continue to be given and take on more responsibilities beyond the scope of their original job positions and work experience, becoming the hub for collaborative endeavors. Today's office professional operates in a more casual environment with a less clear reporting structure. Priorities are always changing, requiring flexibility and the ability to quickly maneuver and recover. People are working longer and harder and are required to learn the skills they don't know to do the jobs they've never done before.



Don't miss the 2011 IAAP Spring Conference: **Bounce Back—Bounce Higher.**

## GET CERTIFIED!

IAAP oversees two highly respected certification programs - the **Certified Professional Secretary® (CPS®)** rating and the **Certified Administrative Professional® (CAP®)** rating.

Candidates may apply for either the three-part CPS® exam or the four-part CAP® exam. The CPS® and CAP® exams are administered the first consecutive Friday and Saturday of May and November at over 250 locations across the United States.

CPS® and CAP® Exams  
Part 1 - Office Systems & Technology  
Part 2 - Office Administration  
Part 3 - Management

CAP® Exam Only  
Part 4 - Advanced Organizational Management  
Dates and Deadlines for Future CPS and CAP Exam Administrations

Exam Date: May 6-7, 2011  
Registration Deadline: Feb 15, 2011

Exam Date: November 4-5, 2011  
Registration Deadline: August 15, 2011

Part 4 of the CAP exam is administered on the first consecutive Friday afternoon. Parts 1-3 of the CPS and CAP exams are administered on Saturday.

[WWW.IAAP-HQ.ORG](http://WWW.IAAP-HQ.ORG)

## COLORADO-WYOMING-MONTANA DIVISION

[www.iaap-co-wy-mt.org](http://www.iaap-co-wy-mt.org)

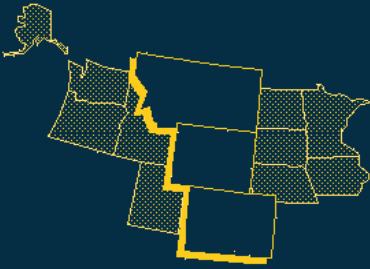
### 2011 CWM Division Annual Meeting

June 3-4, 2011

The Curtis Hotel  
Denver, Colorado

Host Chapter:  
Denver Downtown Chapter

**STAY TUNED FOR MORE INFORMATION**



### Colorado-Wyoming-Montana 2010-2011 Division Officers

**Leticia "Tish" Neff - President**

Book Cliff Chapter, Grand Junction, CO

**Eileen Verosko, CPS - President-elect**

Pikes Peak Chapter, Colorado Springs, CO

**Carol Hardin, CPS/CAP - Vice President**

Pikes Peak Chapter, Colorado Springs, CO

**Deanna Anthony, CAP - Secretary**

Rim Rock Chapter, Billings, MT

**Andrea Latine, CPS - Treasurer**

Denver Chapter, Denver, CO

**Sharon Hunvald, CPS - Parliamentarian**

Denver Chapter, Denver, CO

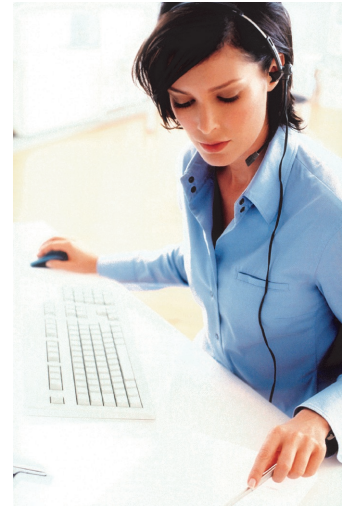
## IAAP PODCASTS

### [Becoming The SuperCompetent Admin | Ask the Experts...](#)

By: [Susan Fenner](#) Oct 27, 2010 3:04 PM

Posted in: [IAAP Podcasts](#)

Laura Stack, The Productivity Pro®, has just released a new book, SuperCompetent: The Six Keys To Perform At Your Productive Best. In this interview, she goes through each of the six keys and provides examples specific to admins. She also tells how to get a number of free tools - self assessments, a productivity newsletter, how-to articles, and more.



### [Meet A Human Billboard](#)

By: [Susan Fenner](#) Oct 04, 2010 4:50 PM

Posted in: [IAAP Podcasts](#)

Jason Sadler is an entrepreneur who started his own business, I Wear Your Shirt. Find out how he uses the social media to promote businesses (including his own) and has been doubling his sales each year. It's business of the future (actually it's business now).

### [More Time For You | Ask the Experts Podcast Ser...](#)

By: [Susan Fenner](#) Oct 04, 2010 4:15 PM

Posted in: [IAAP Podcasts](#)

We have information bombarding us today at a rate never seen before. We are accessible through work/home phones and e-mail, cell phones, instant messages, Facebook, blogs, Twitter, LinkedIn, postal mail...with more to surely come. Hear a couple of simple techniques that could change your life and improve your productivity.

# HOLIDAY GIFT EXPO

SATURDAY, NOVEMBER 13, 2010  
10:00 A.M. TO 2:00 P.M.

Invited vendors include:

Sensi by Aimee Arrieta

Tupperware

Miche Bags

The Pampered Chef

Silpada Jewelry

Tammie Richardson for  
Dove Chocolate  
Discoveries

Amber Reflections . . .  
mosaic mirrors by Debbie

With more to come.....



Have you started thinking  
about your holiday shopping  
yet?



*Here's the perfect  
opportunity to get started or finish  
up those hard to find gifts.*

*BRING YOUR FRIENDS  
AND FAMILY TO  
JOIN THE FUN!*

**Light refreshments will be available!**

Sponsored by:

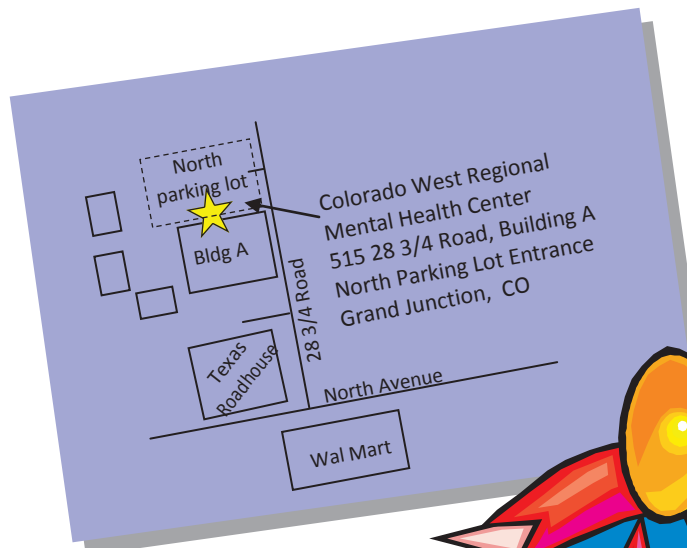


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International Association  
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Meet your  
2010-2011 IAAP International Association  
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	<p><b>Wendy Melby, CPS/CAP</b> <b>Director, Great Lakes District (11)</b> Manpower Inc. 100 Manpowr Place, 4th Floor Milwaukee, WI 53212 Work 414-906-7197 Home 262-391-9611 E-mail <a href="mailto:wmelby@iaap-hq.org">wmelby@iaap-hq.org</a></p>		<p><b>Bianca M. Constance</b> <b>Director, Northeast District (12)</b> SIFMA 120 Broadway, 35th Floor New York, NY 10271 Work 212-313-1152 Fax 212-313-1028 E-mail <a href="mailto:bconstance@iaap-hq.org">bconstance@iaap-hq.org</a></p>
	<p><b>Kristi Rotvold, CPS/CAP</b> <b>Director, Northwest District (12)</b> 3719 10th St. N. Fargo, ND 58102 Work 701-234-6091 Fax 701-234-4220 Home 701-235-1045 Cell 701-388-9626 E-mail <a href="mailto:krotvold@iaap-hq.org">krotvold@iaap-hq.org</a> E-mail (emergency only) <a href="mailto:kristi.rotvold@sanfordhealth.org">kristi.rotvold@sanfordhealth.org</a></p>		<p><b>Virginia Boyd, CPS/CAP</b> <b>Director, Southeast District (11)</b> Ascend Performance Materials 1515 Hwy 246 S (29646) PO Box 1057 Greenwood, SC 29646 Work 864-942-4219 Fax 864-942-4726 E-mail <a href="mailto:vboyd@iaap-hq.org">vboyd@iaap-hq.org</a></p>
	<p><b>Dortha Gray, CPS/CAP</b> <b>Director, Southwest District (12)</b> 7626 Millshire Way Houston, TX 77095 Work 713-651-6302 Home 281-856-2726 E-mail <a href="mailto:dgray@iaap-hq.org">dgray@iaap-hq.org</a></p>		<p><b>Leanne Fisher, GradCert Bus, JP</b> <b>Affiliate Representative (11)</b> PO Box 4229 Melbourne University Victoria 3052 AUSTRALIA Work 61 3 8344 4721 Home 61 3 9744 6976 E-mail <a href="mailto:lfisher@iaap-hq.org">lfisher@iaap-hq.org</a></p>
*Preferred	(11) or (12) designates term runs through that year (term ends upon that year's international annual meeting election); District Directors serve two-year terms		

