



International Association of  
Administrative Professionals  
Book Cliff Chapter

# BOOK CLIFF CHAPTER

February 2011  
Volume XVII Issue IV



## Public Speaking - GULP! Tips from the Professionals



### Toastmasters to the rescue!

Perhaps you are asked to give a toast, speak at a memorial service or make a sales pitch to a potential client or corporate board. Speeches like these are important to your life and career, and you must perform them well. Toastmasters International has spent the last 85 years helping people with their public speaking needs, and we can help you too!

February 16, 2011

Location: Two Rivers Convention Center  
159 Main Street, Grand Junction, CO

Networking/Dinner: 5:30 - 6:00

Chapter Business: 6:00 - 6:30

Program: 6:30 - 7:30

The Book Cliff Chapter meets the third Wednesday of each month, September thru June, at the Two Rivers Convention Center, unless otherwise noted. 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) no later than 9:00 p.m. the Thursday prior to the Wednesday meeting.

Members: \$20.00 \* Students: \$10.00 \* 1st Time Guests: no charge

#### 2010-2011 Officers

President:  
Kristin Hoaglund  
970.261.2424  
[khoaglund@gmail.com](mailto:khoaglund@gmail.com)

Vice President:  
Pam Lair  
970.858.4352  
[ladyfoxlair@msn.com](mailto:ladyfoxlair@msn.com)

Treasurer:  
Melissa Medina  
970.523.7646  
[mmedina@cwrmmc.org](mailto:mmedina@cwrmmc.org)

Recording Secretary:  
Bernice Stogsdill  
970.986.1029  
[Bernice.Stogsdill@mesacounty.us](mailto:Bernice.Stogsdill@mesacounty.us)

#### Book Cliff Chapter contact information:

PO Box 1381  
Grand Junction,  
Colorado  
81502

970.639.0838  
[Bookcliffchapter@gmail.com](mailto:Bookcliffchapter@gmail.com)

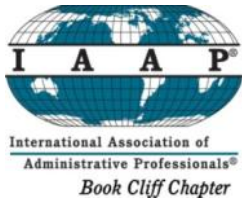
Facebook:  
IAAP Book Cliff Chapter

Twitter:  
[@BookcliffIAAP](https://twitter.com/BookcliffIAAP)



International Association  
of  
Administrative Professionals

# PRESIDENT'S MESSAGE



Book Cliff Chapter,

With an early spring on the way, let's see what it has in store for the Book Cliff Chapter. The Spring Conference in Tampa is coming up March 6-9, to register see the advertisement within the newsletter for more information. If you are planning to take your CAP Exam on May 6-7, 2011 the registration deadline is February 15, 2011. Our Administrative Professionals Day is scheduled for April 27 with special guest speaker Bill Beusay. Finally yet importantly, we will be appointing our Nomination committee at March's meeting, voting on the new officers at our May meeting, and holding instillation of new officers in June to wrap up the year. It looks like the next few months are going to fly by!

With nominations coming up I would like to encourage all members that have an interest in becoming an officer to start talking to the current officers about their roles. The more knowledge you have about the positions the more comfortable you will be with making a commitment and participating within the Chapter. I encourage you all to look into becoming an officer; it is truly the best way to get the most out of your membership. You will learn so much by becoming an officer and have a whole new respect for the hard work everyone puts into making our Chapter successful. It can be a scary leap, but I assure you that anyone in an officer position can succeed. We have amazing mentors within our Chapter that will not let anyone fail when taking one of these positions. If you have any questions, or would like more information, please talk to me or any other officer and we will get you the proper information. Now is the time to start thinking about where you will fit into the Chapter next year, and what you have to offer. The Chapter needs all of our support to succeed, every member is a key player to our team.

Sincerely,

Kristin Hoaglund  
Book Cliff Chapter President 2010-2011



# 30 Tips on Meeting Etiquette

by Alethea Kovach

1. Be punctual or even better turn up a bit earlier. If this is not possible, arrive at the scheduled time at the latest. But don't be late! If you turn up late, step in quickly and quietly while taking your seat. The less interruption you create the better.
2. When invited to a business meeting, be sure to reply if a reply is requested.
3. Don't expect others to fill you in during or after the meeting.
4. Come prepared with pen and paper.
5. If you need to hold a presentation, make sure that handouts, PowerPoint slides etc. are ready and organized. Handouts should have been sent at least three days prior to the meeting.
6. Don't interrupt the speaker unless he/she has encouraged open discourse throughout the meeting. Don't interrupt the other attendees either.
7. Don't talk during a meeting with other colleagues. This is disruptive to other attendees and inconsiderate of the speaker.
8. Silence your electronics, e.g. cell phones, pagers etc. You can either activate a voice mail or forward messages to another phone. If you have forgotten to turn off your phone during the meeting, don't answer it in the middle of the meeting.
9. When asking a question, raise your hand; don't just blurt out your question. Hold them until the end of the meeting or other specified time.
10. Don't ask long questions. Break them into several questions and make sure you only ask one question at a time.
11. Listen carefully what the speaker is addressing, the attendees' questions and the answers provided. You surely don't want to ask a question that has already been asked.
12. Stay calm. Don't fidget, tap your pen, play with your fingers, read materials not concerning the meeting or any other act that might distract other attendees. Regardless of how heated the meeting may become, remain always calm.
13. Attend the entire meeting. Unless it is absolutely necessary or you have prior permission, you can leave earlier. Bear in mind, that leaving earlier is disruptive to other attendees



- and inconsiderate to the speaker.
14. Dress professionally for the meeting.
15. If there is an established seating pattern, accept it. If you are unsure, ask.
16. In discussions allow more senior figures to contribute first.
17. Be brief when speaking and make sure what you say is relevant.
18. Don't divulge information to others about a meeting. What has been discussed should be considered as confidential.
19. Set a time limit for the meeting and end on time!
20. Follow the agenda. Create an agenda and make sure you distribute it to all participants beforehand. Stick to only what is on the agenda.
21. Conduct yourself professionally. Demonstrate your knowledge and understanding.
22. Thank the chairperson for organizing the meeting. It is a sign of respect.
23. If meeting goes off topic, remind the attendees of the agenda at hand and suggest that unrelated matters be addressed at another time.
24. Respond to the wishes of the chair who is conducting the meeting.
25. If the meeting is likely to discuss problems, make sure you thought about some solutions to offer.
26. If someone cannot attend the meeting, provide them with all details as to what has been discussed.
27. Be poised, polite and polished. Don't curse and don't use slang.
28. Give full attention to the meeting, don't text messages, check your emails, apply makeup, comb your hair, clip your nails, etc. This is not the right place for it.
29. Keep eye contact 80 - 90 % of the time.
30. Once the meeting is over, follow up with all participants. Circulate a list of action items, resolutions and issues that remain open. Don't forget to thank people for attending the meeting and request feedback.

*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.*



Member  
Anniversaries

February 2011

Jalane Glasgow  
2.1.1998

Sue Mueller  
2.1.1998

Elizabeth Pfeffer  
2.1.2006



# DIVISION POEM

## 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 enthusiastic 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"]**

**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]**

**Boulder Chapter has a passion for education  
to join with all chapters with zest  
for sharing techniques and imagination  
its purpose to make our Division the best!  
[Boulder Chapter - "You are cautious in showing your true self to others."]**

**We are small but mighty but we get 'er done Just like the  
legends, that's how the west was won.  
With purpose true; our profession our passion, We will carry  
out our IAAP mission in true Old West fashion.  
[Old West Chapter]**

**Found near the foothills, 'tween the Rockies and the Plains  
Mountain View Chapter coaches and trains  
Administrative Professionals with Passion & Purpose  
Developing others is always in fashion.  
[Mountain View Chapter]**



*What was the most embarrassing blunder you ever made at work?*

## **Was it putting your foot in your mouth in front of higher-ups? Mishandling introductions between two clients? Saying something inappropriate at a meeting?**

Dear Professional,

We've all made blunders, but the fact is, your organization's success depends on the skillful use of business etiquette and protocol. "91% of unhappy customers will not buy again" from the business at fault, says the White House Office of Consumer Affairs.

No matter how many embarrassing social mistakes you've made in the past, from now on you can feel completely sure of yourself in any business situation – if you follow the simple rules in the slender handbook, *Mastering Business Etiquette & Protocol*. This practical report reveals the critical connection between protocol and profit.

With *Mastering Business Etiquette*, you'll know instantly what to do or say when greeting important guests ... attending meetings ... conversing with top executives ... and handling almost any other situation you get into. You'll discover:

- **How to introduce people** so that new connections grow
- **How to turn down invitations** smoothly so no feelings are hurt
- **Conversational taboos** between the generations
- **How to conduct yourself** at a business dinner
- **How to win back** disgruntled customers
- **New global business rules** that get past the differences and lead to a handshake
- **Tips on tipping** and gratuities in unusual situations

You can put the techniques in *Mastering Business Etiquette* to work for you immediately. No one will know you're using them. You will simply look and feel more confident – more at ease. Just think how your calm savoir-faire will boost your self-confidence! Your handbook will make it easy to:

- **Speak easily and naturally** with important business visitors without being the least bit self-conscious.
- **Attend meetings** and business functions with total self-assurance.
- **Handle new assignments** and move up the ladder with complete confidence.

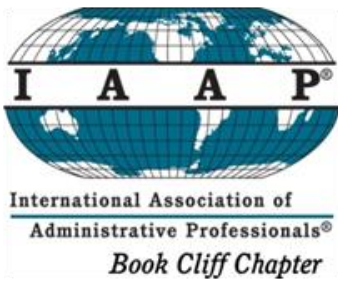
You'll be amazed at how effective business etiquette is at getting you out of sticky situations. *Mastering Business Etiquette* helps you eliminate doubt and uncertainty by explaining what is expected of you in practically every situation. For example, you'll see:

- **How to handle any challenge with calm poise** .... whether you're greeting important visitors, handling special projects, even interviewing for a big promotion.
- **The proper way to introduce yourself.** (Should you stand or sit? Offer to shake hands or wait for the other person to do so?)
- **A crucial point** you must not forget when receiving important guests for your boss.
- **How to handle introductions** between groups ... the right way to acknowledge an introduction when you are being introduced ... 3 things you should never say when making an introduction.

By showing you how to act in almost every business situation – by giving you new ease and grace – *Mastering Business Etiquette* will help you be more confident with others ... less likely to feel unnerved or embarrassed.

## **Arrange and Attend Meetings with Professional Calm**

A top trouble spot in a professional's life is dealing with meetings. Depending on the attendees, you can find yourself in a new landscape that needs careful defining.



## “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.

February 16, 2011  
Agenda

5:30—6:00 p.m.  
Networking/Dinner

6:00—6:30 p.m.  
Chapter Business

6:30—7:30 p.m.  
Program

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



IAAP Book Cliff Chapter



@BookcliffIAAP

Month	Program	Speaker
February 16, 2011	<i>Public Speaking – GULP! Tips from the Professionals.</i>	Toastmasters International
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

### 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.



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.

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

# Leadership Swot

Presented by Kyle Sheldon-Chandler  
January 19, 2011





International Association  
of  
Administrative Professionals

(Continued from page 5)

What if you must attend a meeting with your boss? Do you know the proper way to conduct yourself if you must travel to the meeting together? Do you know what to do at the meeting, how to proceed into the room, when to take a seat, how to start small talk? Your new handbook shows exactly what to say and do, plus:

- **When it's OK** to interrupt a meeting.
- **How to call your boss out of a meeting** should an emergency arise.
- **How to excuse yourself** from a meeting that's still in progress.

This kind of know-how makes you invaluable to your boss. Every time a delicate office problem or uncomfortable circumstance arises, your special knowledge will make you an invaluable ally. You will become the office expert in areas such as:

**Navigating the turbulent waters of office rumor and innuendo.** You'll learn how to tell the difference between irresponsible rumors and vital "grapevine" information that you or your boss must know. You'll also discover how to protect your boss's vital interests from prying eyes and ears ... and the 3 biggest mistakes you can make when handling sensitive or confidential information.

**Writing social letters and notes with polish and poise.** Here's a neglected area that can add luster to a professional's image. You'll learn the correct way to word social invitations, notes of sympathy, apologies, thank-you notes ... and even the most graceful way to decline an invitation.

**Attending work-related social functions.** Your handbook provides focused guidance on handling the most common work-related social functions – holiday parties, summer picnics, weddings ... even funerals and memorial services. You'll get point-by-point guidance on handling introductions with ease, selecting presents ... and lending help subtly and appropriately when your boss is the host.

## How Your New Confidence Will Win You the Admiration of Others

It's a snowball effect: The more poised and confident you are, the more people will like and admire you, which in turn will boost your confidence even more, and so on.

The fact is, people are naturally drawn to a self-confident person. By showing you what to say and do in almost every business situation, by giving you new ease and dignity, *Mastering Business Etiquette* gives you an assurance that others will notice and envy.

So arm yourself with the proven strategies in *Mastering Business Etiquette & Protocol*.

Do it today – before another awkward situation has the chance to ruin your sleep!

Sincerely,

Pat DiDomenico  
Editorial Director

**P.S.** Remember, there's absolutely no risk. If after a quick read of *Mastering Business Etiquette & Protocol* you don't immediately see how you'll confidently interact with co-workers, bosses and customers in ways that make you and your whole organization look good, we'll refund your entire purchase price – no questions asked – and you'll have no further obligation. **P.P.S.** You do NOT have to wait for the next time your face is burning, your stomach is churning, and you're trying to think of how to repair a situation. Armed with *Mastering Business Etiquette & Protocol*, you'll have all the power you need to succeed in social interactions. Get your copy now!

## COLORADO-WYOMING- MONTANA DIVISION

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

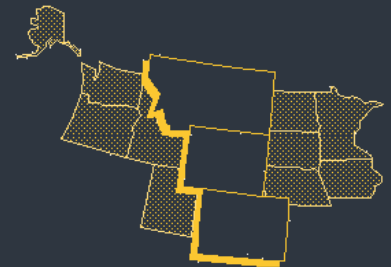
## 2011 CWM Division Annual Meeting

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

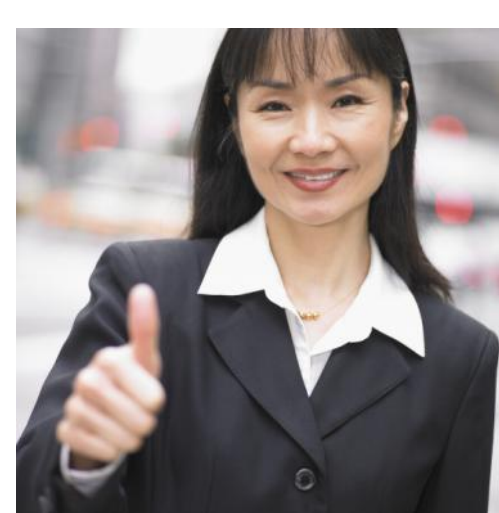
**Eileen Verosko, CPS - President-elect**  
Pikes Peak Chapter, Colorado Springs, CO

**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



## 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

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.



## IAAP International Mission:

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



### Bounce Back—Bounce Higher

March 7-9, 2011, Tampa, Fla.

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. 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.

[Click here to register online.](#)

Online registration is only available using a credit card. If you have already faxed a registration form to Headquarters, you cannot register online.

NOTE: Online registration is optional—you may register by sending the [registration form](#) and payment to headquarters via mail or fax. IAAP headquarters fax number: 816-891-9118. If you have any questions, contact the education and meetings department, e-mail [education@iaap-hq.org](mailto:education@iaap-hq.org) or call 816-891-6600 ext. 2245.



Meet your  
2010-2011 IAAP International Association  
**Board of Directors**

	<p><b>Mary Ramsay-Drow, CPS/CAP</b> <b>President</b> 921 E Park Blvd. Oak Creek, WI 53154-3925 Work 414-343-4608 Fax 414-343-4089 Home 414-571-1252 E-mail <a href="mailto:mrdrow@iaap-hq.org">mrdrow@iaap-hq.org</a> E-mail <a href="mailto:mary.ramsay-drow@harley-davidson.com">mary.ramsay-drow@harley-davidson.com</a></p>		<p><b>Tamra Goodall, CPS/CAP</b> <b>President-Elect</b> 106 Laurel Dr. Hurricane, WV 25526 Home 304-757-9216 Work 304-344-9744 Home E-mail <a href="mailto:tamragoodall@comcast.net">tamragoodall@comcast.net</a> Work E-mail <a href="mailto:tgoodall@wvha.org">tgoodall@wvha.org</a></p>
	<p><b>Karlana Rannals, CPS/CAP</b> <b>Vice President</b> 313 Calle Fiesta San Clemente, CA 92672-2114 Home 949-498-8037 Work 858-756-6014 Cell 619-990-1005 E-mail <a href="mailto:krannals@iaap-hq.org">krannals@iaap-hq.org</a></p>		<p><b>Antoinette Smith, CPS/CAP</b> <b>Secretary</b> 862 Liberty Village Dr. Florissant, MO 63031 Work 314-233-8054 Fax 314-545-8579 E-mail <a href="mailto:asmith@iaap-hq.org">asmith@iaap-hq.org</a></p>
	<p><b>Judith Yannarelli, CPS/CAP</b> <b>Treasurer</b> 281 Cloverleaf Dr. Longs, SC 29568 Home/Work 843-734-0120 Cell 973-449-8446 Fax 843-734-0120 E-mail <a href="mailto: jyannarelli@iaap-hq.org">jyannarelli@iaap-hq.org</a>*</p>		<p><b>Sharron Buttler, CPS/CAP</b> <b>Director, Canada District (11)</b> 53 Willow Glen Dr. Kanata, ON CANADA K2M 1K9 Work 613-596-7180 Fax 613-596-7763 E-mail <a href="mailto:sbuttler@iaap-hq.org">sbuttler@iaap-hq.org</a></p>
	<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>
<p>*=Preferred</p>	<p>(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</p>		

