



International Association of  
Administrative Professionals®

Book Cliff Chapter

# BOOK CLIFF CHAPTER

December 2010  
Volume XVII Issue IV



## 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)

## Book Cliff Chapter Holiday Social

### The Wine Country Inn

located just off I-70 - take the Palisade exit

### The Orchard Room

[www.coloradowinecountryinn.com](http://www.coloradowinecountryinn.com)

Office Theme White Elephant Gift Exchange

*Bring a wrapped gift: previously owned or purchased for under \$10.00 with office theme!*

Best Office Blunder Stories

*Be humble and share your best office blunder!*

Networking Game

*Join us for a fun game to get to know your fellow Admin Professionals!*

Member Interest and Satisfaction Survey

*Feedback opportunity!*

CWM Division Poem

*Bring ideas for the Bookcliff Chapter portion of the poem!*

Sunshine Raffle and Pig Naming Prize

Networking/Dinner: 5:30 - 6:00

Chapter Business: 6:00 - 6:30

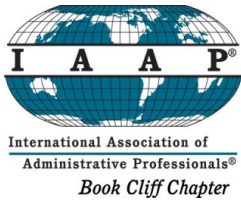
Holiday Social: 6:30 - 7:30

Members: \$20.00, Students: \$10.00 and 1st time guests: no charge. 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. The Book Cliff Chapter meets the third Wednesday of each month, September thru June, at the Two Rivers Convention Center unless otherwise noted.



International Association  
of  
Administrative Professionals

# PRESIDENT'S MESSAGE



Book Cliff Chapter,

Happy Holidays! I hope this message is finding you all in good health and spirits. As we are coming to the end of the 2010 year, many are beginning to make their goals for the New Year. This will give many of you an opportunity to evaluate your personal and professional goals and see where you can grow. We have many opportunities for growth and leadership within our Chapter, please ask your board members or committee chairs what you can do to get involved and take full advantage of these opportunities. I hope you all are remembering to track your Member of Excellence requirements for the 2010-2011 year. As a Chapter we are moving right along with meeting our Chapter of Excellence requirements; we are on track to accomplish two more in the month of December.

I look forward to seeing you all at the Holiday Social this month which will be held on December 15, 2010 from 5:30-7:30pm at the Wine Country Inn in Palisade. We will be having a wonderful meal and plenty of social opportunities for you to get to know your fellow members. Please remember that we are at a new location for this event and we will be having a traditional white elephant gift exchange with an office theme (limit \$10).

I hope you all have a safe and blessed Christmas & New Year.

Cheers,

Kristin Hoaglund

Book Cliff Chapter President 2010-2011



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

## 11 keyboard shortcuts: Work faster, smarter

Whether it's a speedy way to create a bar chart or a trick for switching from one window to the next, keyboard shortcuts can help even power users knock out work faster.

[77 exciting keyboard tricks are idly waiting for you to discover them...](#)

Here are a few of our readers' faves:

**1. Jump to the beginning of any Microsoft application** by pressing Ctrl + Home. "It's probably my most-used shortcut," says Karen R.

**2. Create a simple bar chart within a set of data** in Excel by pressing F11 in any cell.

**3. Switch from one window to the next** with Alt-Tab.

**4. Using F4 to repeat your last action** is definitely a time saver in Microsoft Word, says Brandy. "Say you're changing the font in certain areas of a document. Once you change the first section, you can highlight the next section and simply use your F4 command to copy the changes."

**5. Move to another page quickly** with the F5 key, which brings up the Go To box, recommends Judy.

**6. Take advantage of the shortcut power of macros.** "For example, I like only one space after the end of a sentence," says Sandy, "but many documents come to me with two spaces. I have a macro to take care of that."

Send your computer efficiency skyrocketing — without busting your budget: [77 Technology Tips to Boost Office Productivity](#)

**7. "Some of my favorite keyboard shortcuts** in Word are those that control the appearance of text," says Margaret. *Examples:* Control + [ to decrease font size one point at a time, and Control + ] to increase font size one point at a time.

**8. File away e-mails**, once you've read them, by pressing Shift + Enter + V to pull up your Folders, says Linda. Type in the first few letters of a folder name to call it up, then hit Enter.

**9. Make up your own shortcuts** with ShortKeys Lite, recommend Stephen and Brandy. (Other similar software recommended by admins: AutoHotkey and Keyboard Express.)

"Sometimes I have to enter the same paragraph or contract section in many documents," says Stephen. "By assigning a shortcut key to them, I can quickly move from one document to another."

**10. Lock your keyboard** with Windows Key + L, and minimize your screen with Windows Key + M, says Patty.

**11. Generate white space between paragraphs** (12 pt. of spacing) in Word and Outlook by pressing Ctrl + Shift + 0 (zero), says Nirma, a self-described "avid shortcut user."

She also uses Ctrl + M to increase an indent, and Ctrl + Shift + M to decrease an indent.

[Turn these 11 into 77...](#)

(Continued on page 5)



# 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!!!**

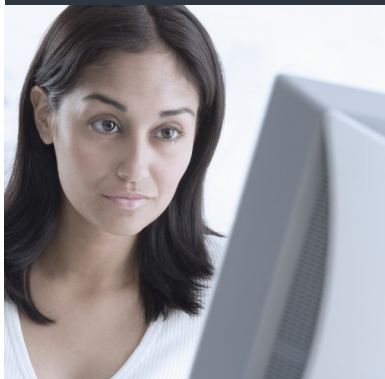
**We have the passion within us all,  
And a purpose that will go the distance.  
We will lead and stand up tall.  
The Division is here for your assistance.**

**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 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."]**



*(Continued from page 3)*

In today's fast-paced, downsized economy, we're all asked to do more with less. Office technology can help. But who's got the time (let alone the money) to learn a bunch of new programs?

Fortunately, there is an answer: advancing your skills on the programs you already use every day.

Learning new software programs takes countless hours. But using a few insiders' "tricks of the trade" on Word, Excel, PowerPoint and a few web-based applications can SAVE you hours every week. And you can pick them up not in hours, but minutes ... by reading **[77 Technology Tips to Boost Office Productivity](#)**. **[Get your copy today!](#)**



[About Us](#) | [Contact Us](#)

Copyright 2010 Capitol Information Group (CIG). All rights reserved.

### Book Cliff Chapter Mission Statement

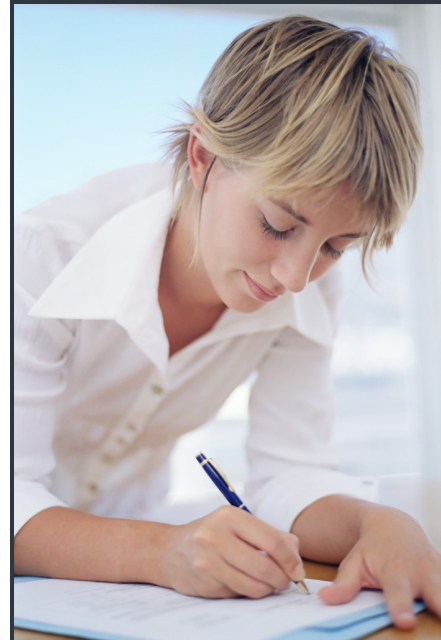
The Book Cliff Chapter is committed to unite individuals in the administrative profession, by encouraging personal and professional growth, through education, mentoring and leadership.



*IAAP Book Cliff Chapter*



*@BookcliffIAAP*



Member  
Anniversaries

December  
2010

Maria Pinder  
12/2002



## “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.



December 15, 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

Month	Program	Speaker
December 15, 2010	Holiday Social	Lots of networking and fun! Be prepared to tell your <u>Funniest Office Blunder!</u>
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



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.**



International Association  
of  
Administrative Professionals

## 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 15, 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.



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

## IAAP PODCASTS

### Creative Project Management | Ask the Experts Podcast...

By: [Susan Fenner](#)

Dec 07, 2010 11:34 AM

Posted in: [IAAP Podcasts](#)

Creative Project Management: Innovative Project Options To Solve Problems On Time And Under Budget is a new book by Michael Dobson. Let him tell you why many projects fail and what it takes to make them successful

### Cambridge Who's Who

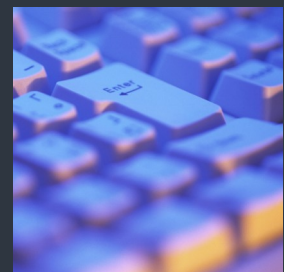
By: [Sara Wagner](#)

Dec 8, 2010 2:19 PM

### Profile/Manchester, NH

Has anyone heard of Cambridge Who's Who? This is supposed to be similar to linked in. Thank you Sara [More](#)

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



## 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.

## COLORADO-WYOMING-MONTANA DIVISION

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

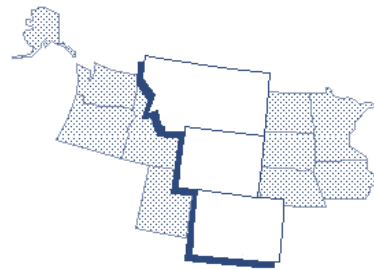
### 2011 CWM Division Annual Meeting

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



# Holiday Social Holiday Social

Join the Book Cliff Chapter

for Dinner & Fun

December 15, 2010 5:30-7:30 pm

The Wine Country Inn

Located just off I-70 - take the Palisade exit

The Orchard Room



Admin/Office Focused White Elephant Gift – Bring a wrapped gift: previously owned or purchased for under \$10.00 with office theme!



Office Blunder Stories – Be humble and share your best office blunder!



Networking Game – Join us for a fun game to get to know your fellow Admin Professionals!



Member Interest/Satisfaction Survey – Feedback opportunity!



CWM Division Poem – Bring ideas for the Book Cliff Chapter portion of the poem!



Sunshine Fund & Pig Naming Prize

There is a cozy lounge if people wish to have a glass of wine or cocktail at your own expense before or after the party.



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>		

