



International Association of
Administrative Professionals®

Book Cliff Chapter

BOOK CLIFF CHAPTER

January 2011
Volume XVII Issue V



January 19th Meeting/Program at the DoubleTree Hotel



Conveniently located off I-70 on Horizon Drive.
We plan to have a brief tour of their facilities at 5:30 sharp!

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"Leadership S.W.O.T."

Presented by: Kyle Sheldon-Chandler, Virtual Assistant and Business Owner

What is Leadership S.W.O.T? Don't miss our first program of the New Year! Chapter member, Kyle Sheldon-Chandler, will walk us through the meaning of S.W.O.T.! Kyle knows a great deal about leadership! She has been IAAP Book Cliff Chapter Vice President, President Elect, and Colorado/Wyoming/Montana (CWM) Division President 2007-09. She received the Distinguished President's Recognition Award for 2007-08, and started the Cutting Edge Virtual Chapter. Kyle is a very active member of our chapter and is currently serving on several chapter and division committees.

Join us for a great evening at the DoubleTree Hotel, and don't forget to invite a co-worker. Arrive early and check out the Bistro 743 lounge.

Networking/Tour of DoubleTree Facilities/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 not later than 9:00 p.m. the Thursday prior to the Wednesday meeting.

Members: \$20.00

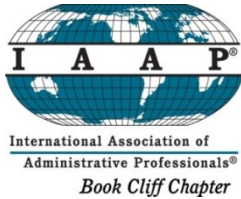
Students: \$10.00

1st Time Guests: no charge



International Association
of
Administrative Professionals

PRESIDENT'S MESSAGE



Book Cliff Chapter,

Welcome 2011!! I hope that everyone had a wonderful New Year's!

I'm very excited to see where the New Year takes our Chapter. We are making moves and trying new things this year. Our January meeting will be held at the DoubleTree Hotel. With our efforts to build our budget this year our Vice President, Pam Lair CPS, has been looking into new locations to hold our meetings. She has been doing an amazing job of negotiating with venues to find us a new, more reasonably priced, location. Your feedback on these new locations we are trying is very important as we are also looking into contracts to sign for next year's meeting location.

We are also looking for feedback from the Chapter with the Member Survey that was passed out at the December meeting. We would like these returned to the Board by our January meeting. If you missed the December meeting, or have misplaced your survey, I have also sent out an email with the survey attached and will have them available at the January meeting. This survey asks for a little more detail than our normal monthly survey so please take your time as we appreciate all the feedback we can get to improve our Chapter.

We have had a great start to the 2010-2011 term. Many members have voiced their ideas and opinions, and the board and I have been doing our best to make positive changes to improve our Chapter. As always, all members are welcomed to join us at the Board meetings to share your input. I am very pleased with the participation of our members this year; I want to thank you for attending our monthly meetings and giving us your feedback and ideas by filling out our meeting surveys. I also would like to give a special thank you to the Board members as well as Committee members for the hard work that has been taking place to make our Chapter successful

An inspiring message that I would like to leave you with for the New Year comes from our guest speaker for APD, Bill Beausay.

“Make 2011 the year of thinking less about your limitations and more about your possibilities.”

Think where this mind set can take you as you start your new year. We've had a great start to our year and I can't wait to see what the next six months have in store for us.

Cheers to 2011!
Kristin Hoaglund
Book Cliff Chapter President 2010-2011

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.

Adding value, no matter where you sit

By [Business Management Daily](#)

• 12/23/2010 - 12:00pm

[Career Management](#) , [Office Communication](#)

Business Management Daily



Driven to help organizations and individuals succeed.

Administrative assistant Eileen Behr recently won the 2010 OfficeTeam Administrative Excellence Award. When nominating her, a colleague described Behr as being an effective communicator and workflow manager, being willing to take on any task, solving problems before they occur and having technological prowess.

In short, she adds value to her team at SRI International in Menlo Park, Calif.

We caught up with Behr to ask her about how admins bring value to their roles.

“The overriding feeling I have is that it’s my job to allow the staff to stay on task at their highest levels,” she says. “They’re capable of making copies or organizing things. But it’s in my best interest and the organization’s best interest to have them working at their specialty.”

[Hear more from your peers on how they succeed...](#)

Here’s how she brings a “value-added” focus to her role:

1. Start by opening others’ eyes to the value you bring. When Behr started the job four years ago, the 25 people in her office—many of whom hold doctorate degrees—didn’t give her a lot of work.

She says, “I told each of them, ‘Every time you mark your billable time as overhead, you might be doing my job.’ It opened their eyes to the ways I could help them. Now they know that they can give me a task and it will be taken care of.”

2. Focus on keeping your team on task. Before coming to the research and development firm, she ran her own secretarial service. “It was in my best interest to keep my own staff on task, so I took care of everything else,” she says. “And I do the same thing here.”

For example, when the firm switched from Microsoft Office 2003 to Microsoft Office 2007, Behr anticipated the huge hit on productivity. So she asked to be trained two months before the rest of the staff, then made a suggestion to the IT manager:

“I said, ‘These guys are not going to go to an all-day session for training. We need an hour-and-a-half training session, so they can tuck into this. I’ll take care of all the bits and pieces, like formatting—that’s *my* job.’ That turned out to be really

(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."]**



IAAP Book Cliff Chapter



@BookcliffIAAP

(Continued from page 3)

beneficial for the team.”

Don't reinvent the wheel! Use other admins' successful techniques to supercharge your own career. [Here's the best of the best...](#)

3. Visualize projects to the end, so you can spot problems. “Over time, I’ve developed a habit of mentally going through a project until the end. I’ll look beyond,” she says. “I’ll think, if it goes well, this is what will happen. Or, here’s where the bumps will be, now how will we mitigate that?”

4. Remember, you can make a difference from where you sit right now. As the president of her International Association of Administrative Professionals (IAAP) chapter, Behr often hears other admins talk about their goals. Most often, they are striving for the executive assistant seat.

What they don’t realize, says Behr, is what they can accomplish in any administrative role.

“You’re an administrative professional; it’s your job to make a difference. Your job isn’t just to make copies or truck something from one building to another. Your *real* job is to give others confidence that they can give you a job that needs to be done, and not worry about it. That’s highly valuable.

“We need to get past the ‘just an admin’ attitude,” she continues. “You can see a difference in an organization where people trust their administrative professionals.”

Not long ago, an admin professional was someone who answered phones or typed letters. Times have certainly changed! Now you may find yourself handling the responsibilities of an IT pro, a marketer or a public relations expert. With information and technology speeding toward you, you’re being hit with more tasks than ever before. Other admins have the same obstacles and struggles. And they are eager to share their secrets of success to help you get ahead in your career!

[Supercharge Your Career](#) contains dozens of helpful tips from the one source that’s guaranteed to be useful to you: your peers in the administrative professional world. In this Special Report you’ll find ideas from admins across the United States and Canada. We bring you their best advice, tips and strategies on some of the most vexing challenges you’ve faced. [Get your instantly downloadable copy now!](#)



December 15, 2010 IAAP Bookcliff Holiday Social
More pictures on page 7



Member Anniversaries

January 2011

Pearl Hasson
1.1.2004



“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.

January 19, 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

Month	Program	Speaker
January 19, 2011	Leadership S.W.O.T. Double Tree Hotel	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



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



**December 15,
2010
Bookcliff IAAP
Holiday Social**

What fun!





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.



COLORADO-WYOMING-MONTANA DIVISION

www.iaap-co-wy-mt.org

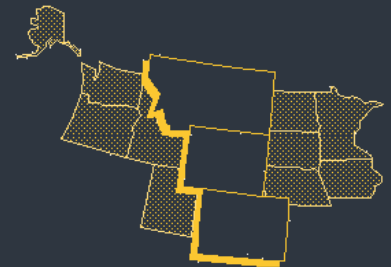
2011 CWM Division Annual Meeting

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



2011 Spring Conference

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.

Spring Conference Registration



[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 or call 816-891-6600 ext. 2245.



Meet your
2010-2011 IAAP International Association
Board of Directors

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	<p>Wendy Melby, CPS/CAP Director, Great Lakes District (11) Manpower Inc. 100 Manpowr Place, 4th Floor Milwaukee, WI 53212 Work 414-906-7197 Home 262-391-9611</p>		<p>Bianca M. Constance Director, Northeast District (12) SIFMA 120 Broadway, 35th Floor New York, NY 10271 Work 212-313-1152 Fax 212-313-1028</p>
	<p>Kristi Rotvold, CPS/CAP Director, Northwest District (12) 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 krotvold@iaap-hq.org E-mail (emergency only) kristi.rotvold@sanfordhealth.org</p>		<p>Virginia Boyd, CPS/CAP Director, Southeast District (11) Ascend Performance Materials 1515 Hwy 246 S (29646) PO Box 1057 Greenwood, SC 29646 Work 864-942-4219 Fax 864-942-4726 E-mail vboyd@iaap-hq.org</p>
	<p>Dortha Gray, CPS/CAP Director, Southwest District (12) 7626 Millshire Way Houston, TX 77095 Work 713-651-6302 Home 281-856-2726 E-mail dgray@iaap-hq.org</p>		<p>Leanne Fisher, GradCert Bus, JP Affiliate Representative (11) PO Box 4229 Melbourne University Victoria 3052 AUSTRALIA Work 61 3 8344 4721 Home 61 3 9744 6976 E-mail lfisher@iaap-hq.org</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>		



- 6) Would you feel confident in bringing a guest to one of our chapter meetings? Yes / No
Why do you feel this way?

- 7) Would you bring your boss to one of our chapter meetings? Yes / No
Why do you feel this way?

- 8) What things do you feel we could do to help keep membership up?

- 9) Do you have any ideas of how to market our professional group?

- 10) What are your fundraising ideas for our chapter?

- 11) Do you feel there are ways to help keep our costs down but still keep our current projects going?

- 12) During our October meeting the process of having an “elect” for each of the board positions not just the President was broached, what is your thought about this?

- 13) Are you interested in taking the C.A.P.?