

International Association of
Administrative Professionals®
Book Cliff Chapter

BOOK CLIFF CHAPTER

September 2010
Volume XVII Issue I



“Living With Intention, Passion and Purpose”

Book Cliff Chapter IAAP
September 15, 2010

Program: Introduction to the four main Universal Laws: The Law of Attraction, Relativity, Prosperity and the law of Cause and Effect. How to use the principles contained within these laws for goal setting, objectives and inspired action. Also, an introduction to the four spiritual chambers of the heart; how knowledge of these can be beneficial in goal setting and inspired action.

Speaker: Catherine Fenske, Ph.D. Candidate, B.A. in Counseling Psychology and Criminal Justice, M.A. in Marriage and Family Counseling, Certified Life Coach and a member of the International Association of Women in Business Coaching. For more info go to www.livewithintentioncoaching.com.

Networking/Dinner: 5:30 – 6:00
Chapter Business: 6:00 – 6:30
Program: 6:30 – 7:30

Members: \$20.00
Students: \$10.00
First Time Guests: no charge

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 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.

2010-2011 Officers

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khoaglund@gmail.com

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International Association
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PRESIDENT'S MESSAGE

Book Cliff Chapter,

Welcome to the 2010-2011 year of Passion & Purpose! After last year's success with the Power of Commitment, I am looking forward to a year of discovering leadership. I believe all members of our Chapter have the opportunity to become leaders; my goal is to help all of you tap into that potential and help you ignite the leader within.

"Passion and Purpose go hand in hand. When you discover your purpose, you will normally find it's something you're tremendously passionate about." – Steve Pavlina.

I would like to start out by recapping what the Power of Commitment brought to our Chapter last year. We were one of the 199 Chapters that received the honor of Chapter of Excellence, and many of our members were able to include themselves in the 1,488 members that became Members of Excellence. At the Division meeting last spring, the Book Cliff Chapter won 1st place for the website receiving \$60, 3rd place for the Newsletter receiving \$40, and 3rd place for membership receiving \$25. Melissa Medina was awarded Book Cliff Chapter member of the year as well as received her CAP certification and Pam Lair received her CPS certification. I would like to congratulate the Book Cliff Chapter in our success and would like to continue that success this year with Passion and Purpose. We are kicking off the year by obtaining 3 out of 14 necessary goals towards the Chapter of Excellence; I will be updating the Chapter with our success with the Goals vision board every meeting. This will help us track the Chapter of Excellence as a group this year, and all members please remember to keep track of you Member of Excellence

Sheets, Member of the year sheets, as well as pesos throughout the year. There are many rewards in store for those who participate!

There are still many opportunities available for you to become an active leader in our Chapter. We are still looking for committee chairs in the following areas:

- ⇒ Hospitality/Sunshine Fund
- ⇒ Marketing/Publicity/Promotion
- ⇒ Ways & Means
- ⇒ Yearbook

Over the summer we had some members step up to the plate and decide to take active roles for the 2010-2011 year.

- Janice McDonald signed up to Chair the Newsletter Committee
- Louise Davidson signed up to Chair the Historian/Scrapbook Committee
- Kyle Sheldon-Chandler signed up to Chair the Education/Certification Committee

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. Ladies, start brainstorming now for our submission to the Division poem! So far, this is what the poem looks like;

PASSION & PURPOSE Ignite the Leader with 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"]*



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

October and April are our Membership drive months. These also are the two months we are advertising programs to the public. October we are having guest speaker Bill Beausay come and give a presentation on Personal Power and Creating Miracles When You're Done In, Fed Up and Stressed Out. In April we are hosting Administrative Professionals Day; our guest speaker for this event has not been decided. For the months of October 2010 and April 2011 the CWM Division Board has voted to waive the division dues on all NEW member enrollments. This is a \$9.00 saving on membership fees for the first year. In today's economic times, this can help save someone money! *Remember this opportunity can only be applicable for NEW memberships generated, and NOT for already established members who will be renewing a membership.

There is another huge bonus offered when we conduct our membership drive in October, if we are one of the top five IAAP chapters that sustains the highest percentage of net growth from the drive, our chapter will receive a \$150.00 IAAP Gift Certificate. Ladies, let this be an incentive to spread the word about our October program featuring Bill Beausay!!!

There is more news to come as we begin our year, I look forward to the 2010-2011 year and am honored to have the chance to grow and learn with you all. As leaders, we are helping to shape the future leaders of IAAP with Passion & Purpose. I wish you all the very best as we ignite the leader within and make this a year to remember for the Book Cliff Chapter!

Sincerely,

Kristin Hoaglund

Book Cliff Chapter President 2010-2011

<i>2010-11 Committees</i>	
Administrative Professionals Day	Chair: Pearl Hasson Members: Maria Pinder, Kyle Sheldon-Chandler, Karen Loughman, Pam Lair
Audit Committee	Pearl Hasson, Cheri Pederson, Patty Lambert
Bylaws & Standing Rules	Chair: Kym Bevan Members: Laney Wooster
Certification & Education	Chair: Kyle Sheldon-Chandler Members: Sue Mueller, Karen Loughman
Historian/Scrapbook	Chair: Louise Davidson
Hospitality/Sunshine Fund	Chair: Open
Marketing/Publicity/Promotion	Chair: Open Members: Pam Lair
Membership	Chair: Sally Lowrey Members: Kyle Sheldon-Chandler
Nominating	Open until March meeting
Program	Chair: Pam Lair
Retirement Trust Fund (RTF)	Chair: Melissa Medina
Ways & Means	Chair: Open Members: Pearl Hasson, Patty Lambert
Webmaster	Chair: Karen Loughman
Yearbook	Chair: Open Members: Pearl Hasson, Cheri Pederson
Student Chapter	Chair: Laney Wooster
Newsletter	Chair: Janice McDonald

Member
Anniversaries
August &
September
2010

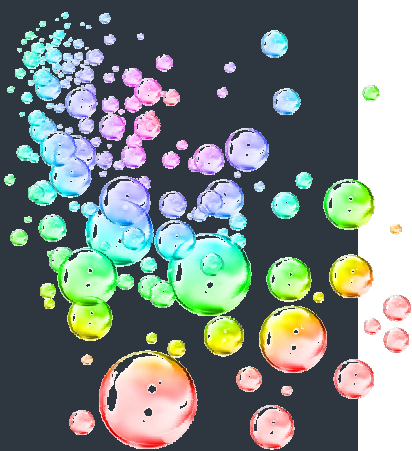
Kyle Sheldon Chandler
August 1, 2001

Van Bomgardner
August 1, 2009

Olive Hopeck
August 1, 2009

Lara Swanson
August 1, 2009

Chris Church
September 1, 2000



How to be Assertive at Work

Standing up for Yourself in a
Professional Way

By Chrissy Scivicque

People are often scared of being too assertive at work, afraid they will be seen as aggressive or rude. Learn how to be strong in a respectful, professional way.

Office politics can be brutal. Many professionals get taken advantage of simply because they are afraid of standing up for themselves. It can be intimidating to confront difficult situations at work. Most people don't want to be considered rude or disrespectful, so they accept things that happen and don't speak up when they're frustrated. Eventually, they end up quitting and moving on without ever having tried to be assertive.

Of course, there are ways to be both assertive and professional. It is a delicate balance but one that is well worth the effort.

First off, being assertive does not mean being pushy. It doesn't have to be confrontational or rude. It simply means being straight-forward and strong. If you have an idea, opinion or problem to address, being assertive tells others you mean business. Here are a few tips to help you be more assertive without upsetting others or harming your reputation at the office.

Don't Make Demands

Being assertive doesn't mean you will always get your way. You must still make reasonable requests and expect that sometimes you'll get exactly what you want and sometimes you won't.

Being a professional is all about compromise. You must be willing to negotiate. Unless you are the top boss, making demands won't get you very far.

Address Issues Directly

If you have a problem with someone or something, don't beat around the bush. Don't gossip with others, complain to co-workers or write mean things on your blog. Confront the situation head on by speaking with the people directly involved. For more on this topic, check out [How to Handle Conflict at Work](#).

Project Confidence

It is much easier to take advantage of someone who seems meek and submissive than someone who appears poised and self-confident. Don't allow yourself to be intimidated by those in authority. Maintain a self-assured image even when in doubt. Always be professional but stand your ground. [Set appropriate limits](#) and learn how to say "no" when necessary.

Control Emotions

Don't let frustration or anger get the better of you. In a professional environment, being emotional is a sign of weakness. If you're feeling stressed, take a few minutes in private to breathe deep and re-focus yourself. Be cautious of sharing your feelings with co-workers as it may come back and bite you in the future.

Remember Your Value

It's much easier to be assertive when you remember that you are a valuable member of the organization you work for. Your presence and contribution are important. They didn't hire you to blend into the background. Let your voice be heard, show your personality and be strong. Don't be afraid of being assertive. It is definitely possible to do it without upsetting others or looking aggressive. If done in the correct way, being assertive will help you build a powerful reputation in any business.

Chrissy Scivicque is a writer, nutritionist and career coach. She trains others to manage their career path with a holistic point-of-view. You can find her at www.EatYourCareer.com, a blog dedicated to helping you create a nourishing professional life. Stop by and pick up your [FREE mini-workbook](#) to find out just how nourishing your career really is and how you can make it even more so.

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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.



"Passion & Purpose" Commemorative Pins can now be purchased for \$5.00 each plus S&H through IAAP HQ's. This is another tool you have the option to

use as a way to show the spirit of our 2010-2011 theme. Order forms are available at the IAAP headquarters website or Kristin will be happy to forward one on to you.

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

“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.

Date	Program	Speaker
September 15, 2010	Living With Intention, Passion and Purpose	Catherine Fenske, PhD (Candidate), Certified Life Coach, Weekly column in the Free Press “Joy To You”, Member International Association of Women in Business Coaching. Website: www.livewithintentioncoaching.com
October 20, 2010	Personal Power and Creating Miracles When You’re Done In, Fed Up and Stressed Out	Bill Beausay, Author – including three national best sellers, Professional Speaker, and Trainer. Website: www.beausay.com
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 <u>Funniest Office Blunder!</u>
January 19, 2011	Leadership	Kyle Sheldon Chandler, CAP, Virtual Assistant
February 16, 2011	Public Speaking – <i>GULP!</i> <i>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

Agenda

5:30—6:00 p.m.
Networking/Dinner

6:00—6:30 p.m.
Charter Business

6:30—7:30 p.m.
Program

Members: \$20.00
Students: \$10.00
First time guests:
No charge



International Association
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UPCOMING CONFERENCES

Don't Miss Upcoming Fall Conferences

Mark your calendars for the upcoming conferences:

2010: Louisville, Ky., Oct. 17-20, The Seelbach Hotel

2011: San Diego, Calif., Oct. 9-12 Sheraton San Diego Hotel & Marina

The Fall Conference is held each October in various locations in North America. This 2½ day conference provides opportunities to network, share ideas, problems and solutions with other admins. You will have the opportunity to hear three to four top-notch presenters and return to your job with renewed energy and vitality. You will also receive recertification points if you are an active CPS and/or CAP holder.

Don't Miss Upcoming Spring Conferences

Mark your calendars for the upcoming conference:

2011: Tampa, Fla., March 6-9, Hyatt Regency Hotel

The Spring Conference is held each March. It is a 2½ day conference held in North America providing opportunities to network, share ideas, problems and solutions with other admins. You will have the opportunity to hear three to four top-notch presenters and return to your job with renewed enthusiasm and ideas. You will also receive recertification points if you are an active CPS and/or CAP holder. CEU is available as an alternative to recertification points.

WWW.IAAP-HQ.ORG

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

<u>Exam Dates</u>	<u>Deadline Dates</u>
November 5-6, 2010	August 15, 2010
May 6-7, 2011	February 15, 2011
November 4-5, 2011	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

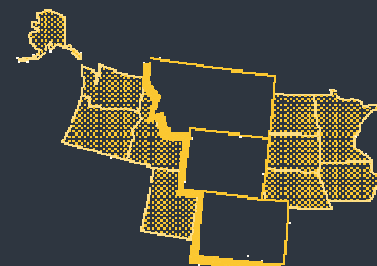
2011 CWM Division Annual Meeting

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



Meet your
2010-2011 IAAP International Association
Board of Directors

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