



International Association of
Administrative Professionals®

Book Cliff Chapter

BOOK CLIFF CHAPTER

March 2011
Volume XVII Issue VII



What Is Emotional Intelligence?

March 16, 2011



According to the dictionary it is the understanding of feelings: personal attributes that enable people to succeed in life, including self awareness, empathy, self-confidence, and self control.

Mark Simpson, PH.D. Director of Quality and Clinical Excellence for Colorado West is well qualified to present our program this evening. He received his Doctorate of Philosophy and Master of Arts from the University of Montana; Bachelors from Grinnell College, Iowa, where he graduated with Honors in Psychology. You don't want to miss this program! Invite a coworker who is interested in enhancing their career and knowledge base.

Location: Colorado West, Inc.
515 28 3/4 Road, Building A,
Behind Texas Roadhouse, Main Entrance, Southside.
Take the elevator to the second floor,
Training Room #236 - Dinner will be catered!

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 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

2010-2011 Officers

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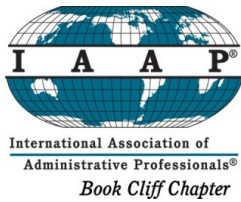
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International Association
of
Administrative Professionals

PRESIDENT'S MESSAGE



Book Cliff Chapter,

Spring is in the air and with the change of weather we are preparing ourselves for the change of leadership roles. Next month our nominating committee (which will be appointed at the March meeting) will be contacting members to fill our Board for the 2011-2012 year. There are many benefits of becoming one of our future leaders, the ones I find most beneficial are listed below.

<u>Personally</u>	<u>Professionally</u>
Gain self confidence	Gain skills to use in the workplace
Stretch your limits	Develop a professional network outside your company
Learn team work	Take advantage of inexpensive quality training
Learn the skill of motivation	Continuing your education
Improve your public speaking skills	Connect with other Administrative professionals in your area
Be a mentor	Keep current on the ever-changing technology

I hope that you all are thinking about the benefits that are offered to you by becoming a leader in our Chapter. If you have any questions in regards to the board member roles please ask your current officers for more information.

We are also looking forward to our APD program that is coming up April 27, 2011 at Two Rivers Convention Center. Keynote speaker Bill Beusay will be returning for the day and presenting "Conquering Obstacles with Passion & Purpose." With APD right around the corner it is time to start thinking about ways to promote our special day and what you as a member can do to help make our day a success. Keep in mind, if you have any ideas or would like to contribute to the APD event, please see Pearl Hasson CAP and Kyle Sheldon-Chandler to see where they can use your help!

We have a lot to look forward to in the upcoming months and programs, I'm excited to see our Chapter to continue to grow as we start to wind down the 2010-2011 year and prepare ourselves for the New Year to come.

Sincerely,

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

Admins' secrets for tracking assignments

By [Business Management Daily](#)

• 3/1/2011 - 12:00pm

[Office Technology](#) , [Office Management](#)

A reader writes on our Admin Pro Forum: “We have tasks assigned to us via e-mail, the phone, in-person, in passing, etc. I carry my notebook and keep it on my desk to jot down assignments and then transfer some tasks to Outlook, but I’m wondering if there is a better, more efficient way to keep track of everything. What are your secrets to staying organized and on top of all your assignments?”

- **Use Outlook to trap tasks and create a visual reminder,** says fellow admin Deb. “It is easy in the craziness of a typical workday to put something aside and have it get lost in the shuffle. This way, the project itself may be lost in my paperwork, but Outlook will remind me that it’s there.”
- **Ensure all tasks are captured in Outlook’s Tasks section** by responding to people’s requests for help by asking that they send it to you by e-mail, says admin Victoria. “Then I drag it to the Task folder,” she says.

First, she categorizes the task—purchasing, personnel, facilities, etc. For each task, she adds a table with three columns, labeled “date,” “description” and “attachment.” Each time she communicates with someone about the task, she puts a summary of the discussion or a copy of the e-mail in the Task section.

Victoria also uses Tasks to track her time spent on each project.

When you understand the ins and outs of calendar and task items, you can use them to more effectively control how you spend your time ... report your time ... and track team member tasks to ensure on-time performance on projects.

[Learn More...](#)

- **Utilize start dates and priority rankings to sort tasks,** advises admin Katy. “I also color-code my tasks, depending on what they are about—fleet management, travel, admin, etc. I find that this helps me keep track of who asked for what,” she says.

Review tasks at the end of each day, so you can prioritize to-dos for the next day. That way, when someone adds a new priority to your workload, you’ll always know what can be moved around.

- **High-tech tracking isn’t the only method, though.** Admin Lisa writes down to-dos in a notepad, along with the day’s date. Before turning the page to add new tasks, she flags any unfinished tasks on the current page. Once she completes everything on a page, she adds a check mark in the margin at the bottom of the page. All notepads go in a box, each with a start and end date written on the front.



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**

March 2011

Kristin Hoaglund
3.1.2007

Dee Dee Crawford
3.1.2009

Pamela Lair
3.1.2009

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"]**

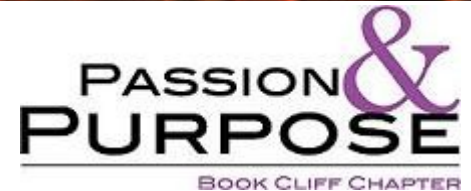
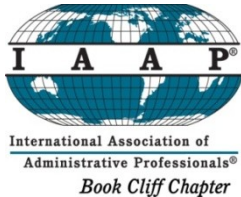
**Denver's purpose rises to the occasion
When challenge and opportunity give us cause.
For passion truly is our vision
No matter what, no matter when, without a pause.
[Denver Chapter]**

**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]**

**Book Cliff Chapter continues to work on ideas, both new and old.
Sixty plus years in the making our Chapter is strong and will not fold.
Working together on common values and goals,
Building our network and growing, we are passionate souls.
[Book Cliff Chapter]**



SAVE THE DATE!!

Administrative Professionals Day

Wednesday, April 27, 2011

11:00 AM

Two Rivers Convention Center - Grand Junction, CO

BACK BY POPULAR DEMAND!



BILL BEAUSAY

Don't miss this highly interactive workshop - "Conquering Obstacles With Passion & Purpose", from 11:00 - 4:00 p.m. at the Two Rivers Convention Center, Wednesday, April 27, 2011.

Bill Beausay is a nationally known best-selling author, speaker, and seminar producer. He was a clinical psychotherapist for twelve years and served as vice president of research and development for the Academy of Sports Psychology. This workshop is for personal motivation and team building during stressful times and creating an atmosphere of vision, focus and opportunity finding.

"I have found it to be a good idea to keep a running list of your fears so that you may attack them effectively, systematically and often. Another reason for the list is that you tend to forget things you know. For example you might know that you fear embarrassing circumstances, but forget about it and wander off in life avoiding all potential embarrassments, when in fact you need some of them for success. In this way fears begin to easily operate unseen in your life, robbing you without you knowing it. Having a list reminds you of what is running unseen in you and allows you to be on your toes to attack them immediately. Kill them off, or they will rule you". – Bill Beausay

EARLY BIRD REGISTRATION – RECEIVE A FREE GIFT

Register before April 15th and receive a free gift! More savings if you join IAAP Book Cliff Chapter and receive the member discount! We are proud to announce that the cost has not gone up in two years for our Administrative Professional's Day program!

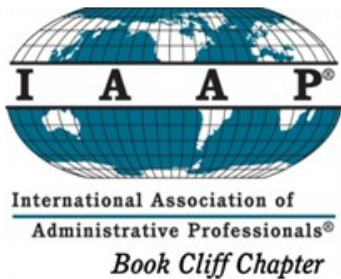
Non-members - Lunch/Seminar \$35.00

Non-members - Lunch/Seminar and Workshop \$70.00

Members - Lunch/Seminar and Workshop \$35.00

Vendor booths will be providing demos, product sales and great prizes!

419-215-5055 • bill@beausay.com • www.beausay.com



“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.

March 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

Month	Program	Speaker
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.



IAAP Book Cliff Chapter



@BookcliffIAAP



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.*



Taken from Loma looking towards Colorado National Monument.



Photos by
Louise Davidson



International Association
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Administrative Professionals

CERTIFICATION INFORMATION

THE CAREER ADVANTAGE

If you're looking for ways to help you get ahead in the workplace, stop here. We at IAAP offer two professional ratings for office professionals. The Certified Professional Secretary and Certified Administrative Professional ratings are the industry recognized standards of proficiency.

You'll improve your professional qualifications, increase your skills and knowledge and raise your self-esteem by taking and passing the exams. You may also obtain college credit and, according to the latest survey from OfficeTeam, get up to a 7 percent increase in salary.

The CPS and CAP exams are based on the premise that an administrative professional should have basic knowledge of office systems, technology, office administration, and management, and know how to apply the principles of good human relations and communications. Some of the examinations are based on knowledge acquired by the office professional through formal education and informal reading. Employers also expect their admin to be thoroughly familiar with current techniques in office practice and procedures and aware of developments in office systems and technology.

Why wait? Do something for yourself and your career today. **Get certified!**

EXAM INFORMATION

The CPS and CAP exams are administered on the first consecutive Friday and Saturday every May and November.

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

Note: Certain international centers have been approved to administer the CPS and CAP exams on days other than Friday and Saturday. Refer to the Exam Centers Listing for exam days.



Below are links for applying to take the exams, forms to be submitted and information for review materials and courses.

[Certification Application Packet](#) (PDF)

[Certification Review Guide](#) (PDF)

[Exam Centers Listing](#) (PDF)

[Job Function & Employer's Statement](#) (PDF)

COLORADO-WYOMING-MONTANA DIVISION

www.iaap-co-wy-mt.org

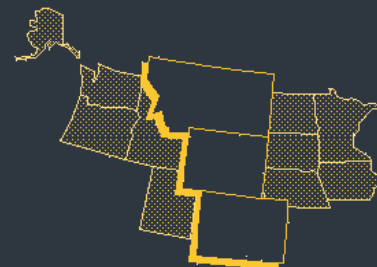
2011 CWM Division Annual Meeting

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.

IAAP Podcasts

[Creating A Customer Service Culture](#)

By: [Heather Chatlos](#) Mar 02, 2011 5:35 PM

Posted in: [IAAP Podcasts](#)

Learn how TradeWinds Resort in St. Pete Beach FL not only created a dynamic customer service culture, but has sustained it over the years and through the economic downturn. It's a best-practice story you'll definitely want to hear.



[Peer Advisory Groups](#)

By: [Susan Fenner](#) Feb 22, 2011 3:13 PM

Posted in: [IAAP Podcasts](#)

Ever wish you had your own personal consultant to help you make career and life choices? Well, you do! Learn how a peer advisory group has influenced Jeff Curtis and his family-owned business over the years. It's a good model for all of us!



[Perfect Phrases | Ask the Experts Podcast Serie...](#)

By: [Susan Fenner](#) Feb 15, 2011 2:55 PM

Posted in: [IAAP Podcasts](#)

Hear about a new book written just for admins – filled with Perfect Phrases for every office encounter. Learn how the admin role is changing and why collaboration is so important today.



Free Weekly Podcast Series

IAAP members can also access free weekly podcasts from The Office Professional. To access the podcasts, make sure you are logged in and use the link below.

[\[Listen to Podcasts from The Office Professional\]](#)

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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 E-mail mary.ramsay-drow@harley-davidson.com</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>Karlana 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 E-mail krannals@iaap-hq.org</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 E-mail jyannarelli@iaap-hq.org*</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 E-mail sbuttler@iaap-hq.org</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 E-mail wmelby@iaap-hq.org</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 E-mail bconstance@iaap-hq.org</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>		

