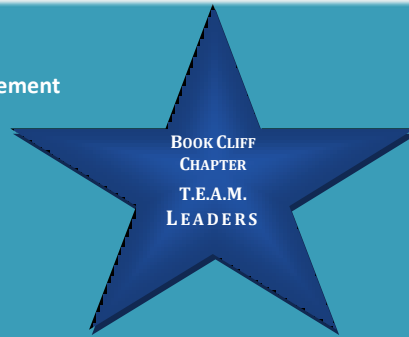




★ IN THIS ISSUE ★

- ❖ 2009-10 Chapter T.E.A.M Leaders & Meeting Announcement
- ❖ CWM Division and International Officers
- ❖ Chapter President's Message
- ❖ Meetings, Conventions, Conferences
- ❖ Tribute to Juanita Cosslett, CPS
- ❖ Chapter Meeting Minutes
- ❖ CWM Division
- ❖ Office Tips & Tricks



2009-2010

BOOK CLIFF CHAPTER
IAAP
P O Box 1381
Grand Junction CO 81502
www.iaap-bookcliff.org

Editor: Kristina Gragg

Book Cliff Echoes

Please join us in 2010 to find out more!

January

A PUBLICATION OF BOOK CLIFF CHAPTER IAAP

VOLUME XV • NUMBER 5

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Karen Loughman CAP
Bylaws & Standing Rules.....Kym Bevins
Historian/Scrapbook.....Maria Pinder,CAP
Certification/Education.....Pearl Hasson, CAP
Hospitality/Sunshine Fund.....Pam Lair/Lea Imer
continued.....Meg Fritts
Marketing.....Melissa Medina
Membership.....Jalane Glasgow, CPS/CAP
RTF.....Sally Lowrey
Student Chapter.....Alane Wooster
Ways & Means.....Chris Church/Pearl Hanson, CAP
continued.....Maria Pinder/Kristina Gragg
Website/Newsletter ..Kyle-Sheldon Chandler/Pam Lair
continued.....Kristina Gragg /Louise Davidson
Yearbook.....Chris Church/Cherie Pedersen

If you're like most administrative professionals, you spend 120% of your time taking care of everyone else's problems. The phone never stops ringing, you're continually responding to office emergencies and you spend half your time juggling one hot priority after the next. These days, when you're doing the jobs of at least three other people (or more!), you rarely find time to give yourself the kind of rejuvenating lift that every business pro needs from time to time.

So this year make a commitment — to yourself and your organization — to give yourself the one thing that can have the biggest impact on your success and productivity in the year ahead...

GET OUT OF THE OFFICE AND SPEND SOME TIME ON YOU!

BOOK CLIFF CHAPTER MEETING

DATE: January 20, 2010

TIME: Networking ▶ 5:30 pm
Dinner/Program ▶ 6:00 - 7:00
Chapter Business ▶ 7:00

COST: Professional Members ▶ \$18
Students ▶ \$5, Guests ▶ (no charge)

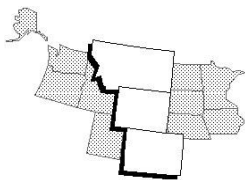
PLACE: *Two Rivers Convention Center*

EVERYONE will be on a standing RSVP list and will be expected to attend our monthly meetings. REGRETS ONLY are to be sent to [\[sally@sallyonyourside.com\]](mailto:sally@sallyonyourside.com) not later than 9:00 p.m. the Thursday prior to the Wednesday meeting.

MONTHLY PROGRAM: ▶ Video presentation by
Joan King, Master Certified Coach

You Don't Need to "DO" More, Just "BE" More

Book Cliff Chapter
Meets the 3rd
Wednesday
of each month



**COLORADO-
WYOMING-
MONTANA**

www.iaap-co-wy-mt.org



**2009-2010 COLORADO-WYOMING-MONTANA
DIVISION BOARD OF DIRECTORS**

- President:** Margaret Hartl, Rim Rock Chapter
- President Elect:** Tish Neff, Book Cliff Chapter
- Vice President:** Eileen Verosko CPS, Pikes Peak Chapter
- Secretary:** Judy Smith CPS/CAP, Old West Chapter
- Treasurer:** Andrea Latine CPS, Denver Chapter
- Parliamentarian:** Debbie Brown CPS/CAP/RP

CWM DIVISION COMMITTEES

- Annual Meeting Angie Guerrero CPS
- Bylaws/Standing Rules Sharon Hunvald
- Certification Karen Loughman CAP
- Membership Aubree Lujan
- New Chapter Builder Tish Neff
- Website Nancy Upchurch CPS/CAP
- Nominating
- Retirement Trust Debbie Brown CPS/CAP/RP
- Futures Committee Kathy Watkins



2009-2010

INTERNATIONAL BOARD OF DIRECTORS

- PRESIDENT** Susan Shamali CPS/CAP
- PRESIDENT-ELECT** Mary Ramsay-Drow CPS/CAP
- VICE PRESIDENT** Tamra Goodall CPS/CAP
- SECRETARY** Janine Riemersma CPS/CAP
- TREASURER** Karenna Rannals CPS/CAP

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Karen Loughman, CAP

Book Cliff Chapter

President's Message

What does it mean to be a Chapter of Excellence?



As we reflect on the past year and look forward to the upcoming year, I reflect on all we have done and what we still have to do to support each other in our quest for the designation of *Chapter of Excellence*.

Let's take a look at how our work from last year has benefitted us since we attained the designation several months ago. The bar was raised through participation in the Chapter of Excellence program. Not only do we have to be good at things, but we are measuring our struggles and successes. Some of what we did right includes:

- Increased educational opportunities at meetings
- More opportunities to practice individual goals, such as giving presentations and public speaking
- Increased leadership opportunities
- Our new members brought new opportunities for networking and new ways of doing things
- Several members achieved Member of Excellence
- A member attained the CAP designation

Of course, we didn't do everything right. There is still room for improvement. Our Strategic Plan, submitted recently to the CWM Division President Margaret Hartl, is the living document that shapes our efforts in improving the Chapter. We have lofty goals and high expectations of ourselves and each other. The criteria for achievement of the Chapter of Excellence Award were carefully thought out so that chapters gain experience in the areas of advanced management skills of planning, goal setting and operations that are used to create opportunities for growth at the committee level for all members. *cont. page 4...*



**Turning Jobs
Into Careers®**

CERTIFICATION CONFERENCE

October 17-20, 2010
Hilton Seelbach Hotel
Louisville KY

2011 – San Diego, CA

March 8-10, 2010
Grand Sierra Resort
Reno NV

2011 – Tampa, FL

INTERNATIONAL CONVENTIONS

July 18-21, 2010
Hynes Convention Center
Boston MA

July 18-22, 2011
Montreal Convention Center
Montreal QC

July 22-25, 2012
Gaylord Texas Resort
Grapevine TX

July 28-31, 2013
Anaheim Convention Center
Anaheim CA

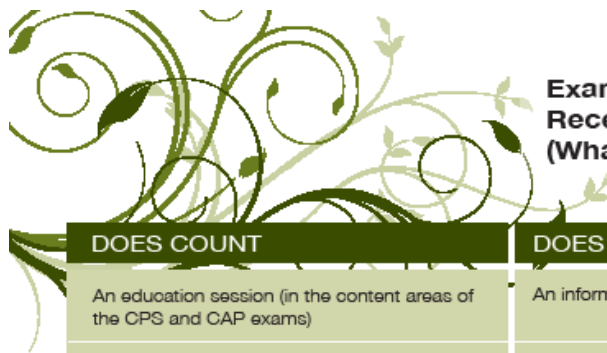
July 27-30, 2014
Milwaukee Convention Center
Milwaukee WI

**Colorado-Wyoming-
Montana Division**

**DON'T MISS THE UPCOMING
C-W-M ANNUAL MEETING
CHEYENNE, WYOMING
JUNE 4-5, 2010**

Janine Riemersma CPS/CAP,

2009-2010 International Secretary will
be present at this eve



**Examples of
Recertification Topics
(What counts/What does not)**

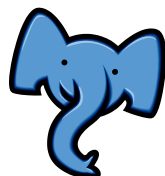
DOES COUNT	DOES NOT COUNT
An education session (in the content areas of the CPS and CAP exams)	An information session
Program on workplace violence using critical thinking skills to diffuse a situation	Self-defense class such as judo; program on domestic abuse
Principles of marketing	Marketing yourself and your part-time job selling Avon or other sales
Stress management education	Healthy heart Breathing techniques Meditation or yoga
Paralegal courses legal research warranty deeds	Being a notary
Real estate courses if specific to your job (would be an elective)	Personal real estate license
Insurance courses if specific to your job (would be an elective)	Personal insurance agent
Emergency preparedness; establishing a plan to move people and things in an emergency, etc.	Medical techniques CPR training
Ergonomics education proper placement of office equipment proper lighting in an office, etc.	Massage therapy Aromatherapy Feng Shui
Using digital images in presentations or PowerPoint	Basic photography
Official PowerPoint and script on IAAP certification	How to establish a review course; or how to continue your education or earn college credits
Professional dress code explanation of	Style and grooming tips Fashion show Wardrobe building

In the book "Naming Elephants: How to Surface Undiscussables for Greater Organizational Success" I enjoyed this excerpt from the conclusion of the book....

"We truly believe that organizational change begins with you. If you don't have the authority to make the decisions, you certainly have the authority to challenge the decisions. If you are a member of an organization, you have the responsibility to be mindful, push back, to name elephants, and to add your "sense" to the group" (Hammond, p.90).

Some questions around 'naming elephants'...

- Have you taken on the challenge to identify the 'elephant in the room'?
- Have you, your work group or your organization challenged existing assumptions?
- How did you go about surfacing those assumptions?
- Where you able to have a constructive dialogue with everyone from all levels?
 - Did you execute a resolution -- did you do the walk after you talked the talk?



As administrative professionals, do you think it is your place to name elephants .. are you comfortable challenging decisions why not?

CERTIFICATIONS



Certified Professional Secretary® (CPS®)

Certified Administrative Professional® (CAP®)

Certification is a valuable tool for both employers and administrative professionals.

For employers, it assures that a prospective or existing employee has the highest standard of professional understanding and technical skill.

For administrative professionals, certification opens doors to advancement opportunities and is a valuable learning experience.

For information about certification

Contact

Pearl Hasson CAP, C-W-M
Division Certification
Committee Chair, at
phasson@vectrabank.com



President's address continued...

Your involvement in the chapter committees is crucial as we move forward and strive to achieve the Chapter of Excellence Award for the 2009/2010 year. Thank you for your participation as we move towards becoming a Chapter of Excellence for another year.

360 ° Business Relationship Building for Admins

IAAP Spring Conference

March 8-10, 2010

Grand Sierra Resort
Reno NV

We're living and working in crazy times. Cut-backs in staff, money and resources are the new norm that we must accept and live with. So, how do you get everything done, maintain your sanity, and meet your organization's goals? The answer is through forming, building, nurturing and growing business relationships.

Join us for this 2½-day IAAP conference to prepare you to become the polished professional who masters every relationship required in this challenging economy. Discover what it takes to become the office hero by understanding where to find the courage to stretch yourself and courageously face uncertainty head on.

The admin is at the center of this 360° innovative solution that requires new knowledge, skills, and attitudes that most of us have to learn on the fly or through trial and error.

DOES COUNT

How to be a leader, supervisor, team leader

Basics of Roberts Rules (would be an elective)

Official IAAP PowerPoint presentations (approved in the elective only if the official presentations are used)

Strategic planning (how to)

Presentation skills

DOES NOT COUNT

How to be a chapter officer (job descriptions)
How IAAP does business

Chapter bylaws

How to become a member, chapter or division of excellence
IAAP - What's in it for me?
RTF or Vista Grande description
CPS and CAP exam descriptions

Chapter creating a strategic plan (this is how IAAP does business)

History of Toastmasters

Health issues:
Cancer awareness
Heart
Menopause
Diabetes
Organ donation
Nutrition
High blood pressure

All programs must provide at least one hour of education.

Most technology courses count for recertification; however, there are stipulations. General technology courses count in the Education category; company specific courses count in the Elective category.

There are a wide variety of 60-Minute books that have been approved for recertification; these are all available through the IAAP website bookstore. Reading books other than the approved 60-Minute books does not qualify for recertification.

Online courses must meet other recertification guidelines; the course must be at least one hour in length and the content must fall within the CPS and CAP content outline. In addition, online courses must have an exit exam and specific documentation of time.

Program Content must fall within the outline categories of the CPS and CAP exams:

- Computer hardware, systems and configuration
- Document layout, design, reproduction software
- Managing physical resources
- Records management
- Communication
- Human resources
- Accounting procedures and analysis
- Time management
- Organizational planning
- Advanced administration
- Team skills
- Advanced communication

Complete listing of CPS and CAP exam content is found in the Certification Review Guide.

For additional assistance contact certification@iaap-hq.org.

7/09





**IAAP MEMBERS SHARE THEIR THOUGHTS AND MEMORIES OF JUANITA COSSLETT, CPS
BOOKCLIFF CHAPTER MEMBER**



Juanita Cosslett, CPS

Juanita joined IAAP in 1987 and began her "career" with the chapter by serving as the recording secretary. She continued serving the chapter and became president in 1995 and 1996 serving for two consecutive years and again in 2003. She became division president in 2000 and continued serving on international boards. In between serving on committees, she was also the chapter and division parliamentary advisor.

The list of accomplishments, committees, and board positions are many throughout her career in IAAP. But mostly I can't say enough about how she mentored members and encouraged members to excel. Her passion for IAAP was contagious.

Chris Church CPS/CAP

Juanita was a very special person whom we all loved and she will be missed."

- Kyle Sheldon-Chandler

It is with great sadness that I am informing you our friend and fellow IAAP member Juanita Cosslett passed away from a heart attack on Christmas Eve, December 24, 2009. Juanita was a member of the Book Cliff Chapter, CO-WY-MT Division of IAAP. She was a loyal and active member of her chapter and the division. Most recently she served as the Division Parliamentarian for 2008-2009 year.

I got to know Juanita when she and I were roommates at the then International Convention and Educational Forum in Portland OR in 1999. Since then I have relied on her kindness, generosity, willingness to help, laughter, knowledge and wisdom many times. She will be greatly missed.

Juanita was a teacher at Mesa State College and a retired administrative assistant for the State of Colorado. Survivors include two sons, Tony R. and Corey R., both of Grand Junction; and five grandchildren.

Margaret
CWM Division President

Words cannot begin to express the sadness I feel from the loss of Juanita. When I think of Juanita, I think of her laughter and her love of IAAP. When she was division president, she would occasionally stay at my house between chapter visits and we'd enjoy red beers. Juanita was a true professional and friend. I wouldn't be surprised to find out that she was already checking out the Omega chapter. My heart goes out to her family, friends, and chapter members.

Debbie

Debra Brown CPS/CAP
Administrative Assistant, GHP Horwath, P.C.

Thanks for letting us know. Juanita was truly a shining star in the Colorado-Montana-Wyoming Division. My heartfelt sympathies to those who were closest to her. IAAP has lost a great member. She will be missed!

Teresa Bennett CPS
Hewlett Packard

Juanita had a special gift of making each person feel not simply special, but inspired. Like many others, I thought of Juanita as my own personal mentor. Without her encouragement and support, I am sure I would not have run for president of the chapter when I did - if at all. She convinced me I was ready, and I was. Juanita was always there for us, with her time, advice, enthusiasm, laughter, and a genuineness of spirit that is all too rare. She will be truly missed.

Pearl Hasson CAP
Commercial Lending Assistant II
Vectra Bank Colorado - Grand Junction

The North Suburban Chapter sends their condolences. Loss is so hard and we are thinking of you.

Nena Andor-Wuollet CPS/CAP
Executive Assistant, Allina Health System
Minneapolis, Minnesota 55407

Nancy Upchurch CPS/CAP says:

"Juanita will be missed by so many because she touched so many lives. She was a very special lady and a great mentor to members in the CWM Division. I cherish the memories with her. One that stands out is the IAAP Road Warriors when she was Division President. We ventured to Cody and Gillette, Wyoming, in blizzard conditions to assist in their IMPACT meetings. We were often times in knee-deep snow and unable to see the edge of the roads...but we had great quality time together, helped build those two chapter, and had so much fun...just one of the memories that will last a lifetime. My heart goes out to her family at this difficult time. I know we have another angel to watch over us...a very special angel. Thoughts and prayers are with her family and friends."

May you touch another person in some way today that inspires them!

Godspeed my friend!



IAAP MEMBERS SHARE THEIR THOUGHTS AND MEMORIES OF JUANITA COSSLETT, CPS BOOKCLIFF CHAPTER MEMBER

Although I have not kept up with the 30 Days of Wishes in writing, I do think of them each day. However, this is a special wish for everyone.

I wish for each of you to experience one true inspirational person in your life.

I know of many people who are truly inspirational and even know some personally. One of them is Juanita Cosslett CPS. I have known Juanita since 2001, when I joined the International Association of Administrative Professionals. Man, was she intimidating! She knew parliamentary procedure, knew all about IAAP, and more. She mentored, cajoled, critiqued meetings, and touched many, many people. She was a Colorado-Wyoming-Montana Division President in 2000 and won a Distinguished President's Award for increasing membership.

She truly believed that each member was unique and could do anything with the right guidance.

We traveled to several CWM Division meetings together for the last 9 years. One of the best trips was my first International Meeting in Albuquerque NM. They made the misguided assumption that I knew directions and let me drive part of the way home to Grand Junction, CO. Needless to say; we took an unintended side trip of about 100 miles – because I took a wrong turn. My friends now know that I get lost just going across the hallway to the bathroom.

She encouraged me to run for IAAP offices, including CWM Division President, a position I held from 2007-2009. The first virtual assistant to hold a division presidency. She loved IAAP and was strong in her belief that it was a member's organization and not a business.

Juanita unexpectedly died on Christmas Eve, and I still expect her to jump up and say, "Rumors of my death are greatly exaggerated!"

She touched so many people with her wisdom kindness and encouragement.

*Kyle Sheldon-Chandler
Past CWM Division President, 2007-2009
Virtual Asst, KSC Virtual Assistant Services*

I met Juanita in 1992 at my first IAAP (then PSI) meeting. She was very nice and a little shy about getting up in front of the group and speaking. As I got to know her better, it was obvious she was a very accomplished professional who never stopped learning and trying new things. Juanita encouraged me to become involved in the chapter activities, and was always there when I needed a word of advice or just plain cheering up. What a mentor!

I loved her smile, her sense of humor, and her wonderful, gentle way of expressing herself. She will be sorely missed by our chapter, but I know we will still feel her presence and guidance.

Dora Jalane Glasgow
Administrative Assistant, S.M. Stoller Corporation

Please pass on condolences from the Charleston Chapter in West Virginia. Our prayers are with her family, friends, and her IAAP Chapter sisters/brothers.

*Karen Mason CPS/CAP, MOS
President, Charleston Chapter IAAP #446300
Executive Assistant, Dixon Hughes PLLC, Charleston, WV*

This is what Tish Neff says about Juanita:

"Juanita's passing grieves me inexpressibly; I cannot hold back my tears. Her passing leaves a void in our hearts and in our organization. Sorrow fills our hearts at this moment; a sorrow that is very deep and personal for many of us.

I shall always remember Juanita for her integrity, her boundless enthusiasm for whatever task she took in hand, and for the warm and glowing brightness and courage of her friendship. She was so generous with giving her knowledge and support to others.

May I join in extending to her family, her friends, and to the members who knew her my heartfelt sympathy, and my prayers..."

My condolences to Juanita's family and the IAAP chapter. She sounds like she was a wonderful person who made a tremendous contribution to all those around her. You were lucky to have had her as long as you did.

**Marie Herman
Two Rivers Chapter, Naperville, IL**

I have distinct memories of Juanita from my very first IAAP meeting. It was held at the TLC Kitchen restaurant in Clifton. I was impressed with the people, especially Juanita, being so warm and welcoming. At the time, I was very shy and didn't talk to people at ALL. Juanita started suggesting that I run for the secretary position of the Book Cliff chapter BOD shortly after I joined. I was new to the group, but it was encouraging. I did not think I had what it took to be an officer, partly because of being so shy. I was definitely afraid of it, but Juanita was so patient and kept telling me the qualities that I had that made me "officer material" as she put it.

Well, Juanita has been coaching me all along without really saying too much. Now I am chapter president -- and she started in on being a Division officer recently. I would never think of that, just as I never considered myself fit to be a chapter officer. She knows I am a rebel at heart and don't really go for conventional leadership. She quietly guided me with her laughter, looks and comments. Nothing direct, because the rebel in me would not allow me to hear direct suggestions along those lines for quite some time. I hope I am making her proud, despite my mistakes and faults as leader of our chapter. She has definitely helped me grow and become who I am today.

Karen Loughman CA

It's time to make waves

I'll do as I'm told as long as you protect me."



It's a statement that's never spoken aloud in the workplace. Yet millions of employees live these words every day. You might be one of them.

For decades, people have looked to their employers for security. In exchange, they've made a habit of not making waves. In too many cases, they've mastered the sad art of staying silent, passive, and obedient.

If you're in a workplace where people mindlessly do as they're told, please know that there's no such thing as job security. Continue to do right by the people you serve, but strike out with these additional actions:

Fess up. Take an honest look at the extent to which you've bought into the obedience-for-security quid pro quo. The truth can be painful, but it'll set you free.

Stand out. In workplace cultures where obedience comes first, employees become generic commodities. Don't let it happen to you. Know your great strengths, your deep interests, your unique attributes — and put them to work every day.

Go beyond. Ramp up your learning, expand your network of contacts within and beyond your workplace, and try new approaches to old tasks.

Get creative. Take a risk and propose some far-out ideas.

Create allies. As you speak up, people will perk up. They'll start following your lead, and before long, you just might change the culture of conversation and action.

Start anew. If you can't stand and can't change the culture of submissiveness in your workplace, take the next big step. Look for a new job, a new boss, a new work unit, or a new project.

Courtesy of Tom Terez

Be sure to check out our chapter website.

<http://community.iaaphq.org/IAAPHQ/BookCliff/Home/Default.aspx>

Member Milestones



Member	B	A
Pearl Hasson CAP	6/12	1/1
Marie Pfeffer		2/1
Sue Mueller CAP	4/6	2/1
Jalane Glasgow CPS/CAP	8/23	2/1
DeeDee Crawford	6/10	3/1
Pam Lair	7/23	3/1
Kristin Hoaglund	4/11	3/7
Kym Bevan		4/1
Lea Imer		4/1
Peggy Kramer CPS/CAP	5/16	4/1
Sally Lowrey	5/16	4/1
Marguerite Fritts	6/13	4/1
Alane Wooster	10/23	4/1
Patty Lambert		5/1
Kristina Gragg	1/7	5/1
Staci Writer	5/27	5/1
Kim McIntire	6/29	5/1
Marlin George	8/2	5/1
Dona Derry	9/11	5/1
Melissa Medina	12/19	5/1
Tish Neff	12/20	6/1
Louise Davidson	11/21	6/10
Karen Loughman CAP	6/30	7/1
Kyle Sheldon-Chandler	12/26	8/1
Pamela Foster	4/9	9/1
Pam Babeon	4/10	9/1
Chris Church	8/6	9/1
Jacque Malloy	11/8	9/1
Linda Hays	4/6	9/17
Dorinda Smart		10/1
Cherie Pendersen	1/14	10/1
Lyn Shea	9/8	10/1
Susan Habliston	12/18	10/1
Irene Hapken CPS	9/16	10/11
Bernice Stogsdill	6/14	11/1
Reba Johnson	11/11	11/4
Maria Pinder CPS	3/7	12/1

Congratulations!

Real Office Savings

Is your company looking to cut costs and avoid layoffs? If so, management may be considering a move to telecommuting. Telecommuting offers advantages for both the employer and the employee and is becoming easier and cheaper every day with new free or low-cost solutions, such as:

- ◆ G-mail , a free web-based service that not only provides e-mail, but video chat and web-based applications such as Google docs for word processing, spreadsheets and presentations. Alternatively, Google offers a version with more tools and a tech support service for \$50 a year per user.
- ◆ Yammer is the Intranet version of Twitter – it lets you post updates on a secured communal bulletin board and is available in three versions – free, \$1.00 per user per month, or \$5.00 per user per month. Visit www.yammer.com to learn more.
- ◆ Google Voice took over the Grand Central phone system, which delivers everything a regular phone system does, but does it over the web. It's currently unavailable to new users, but you can go to www.google.com/voice to sign up to be notified when it's back in business.
- ◆ Slim Timer is an on-line timesheet application that can break tasks into specific functions to help you track your productivity. Visit <http://slimtimer.com/> for more information.
- ◆ Live Chat allows people to interact with your website to ask questions before picking up the phone to call you, thus avoiding the "All lines are busy, please wait for the next available agent" and making your clients happy shoppers.
- ◆ Wikis can be used to collaborate and update large projects like the annual report or policy and procedures manual. There is a free version at [sites.google.com](http://www.wikimatrix.org/) or a paid version at <http://www.wikimatrix.org/>
- ◆ Google Alerts and Twilerts can notify you whenever your company name is mentioned on-line. Go to www.google.com/alerts or www.twilert.com to sign up.
- ◆ Jott.com is a toll-free number where you can leave messages and reminders that turns your voicemail into an e-mail and sends it wherever you want it to go. You can enter a contract at \$3.95 per month or pay-as-you-go.
- ◆ MeetingWizard.com is a free application that coordinates meeting dates and times for up to 50 participants.

Courtesy of Phyllis Harber-Murphy