



Book Cliff Echoes

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Welcome to IAAP



Turning Jobs
Into Careers®

2009-2010 Book Cliff Chapter T.E.A.M Leaders

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Bylaws & Standing Rules Juanita Cosslett CPS
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Hospitality/Sunshine Fund..... Pam Lair
Membership Jallane Glasgow, CPS/CAP
RTF Sally Lowrey
Student Chapter
Website/Newsletter Pam Lair
Yearbook Chris Church
Publicity/Marketing Sue Miller

Book Cliff Chapter IAAP Monthly Meeting Notice

Date: September 16, 2009

Time: *Networking 5:30*
Dinner and Program 6:00 to 7:00
Business Meeting 7:00

Cost: Professional Members -\$18
Students - \$5, Guests (no charge)

Place: Two Rivers Convention Center

Book Cliff Chapter
Meets the 3rd Wednesday
of each month
September through June

Program

*An overview of IAAP
Opportunities for Growth and Networking.*

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

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www.iaap-co-wy-mt.org



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

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President Elect: Margaret Hartl, Rim Rock Chapter
Vice President: Aubree Lujan, Pikes Peak Chapter
Secretary: Tish Neff, Book Cliff Chapter
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CWM DIVISION COMMITTEES

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 Bylaws/Standing Rules Sharon Hunvald
 Certification Karen Loughman CAP
 Membership Aubree Lujan
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 Website..... Nancy Upchurch CPS/CAP
 Nominating
 Retirement Trust .. Debbie Brown CPS/CAP/RP
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PRESIDENTS MESSAGE

At the Table with IAAP

Are you hungry? The Book Cliff Chapter table has been laid out with a bountiful buffet of skills and knowledge. This is one table where you will not have to watch your diet! As a matter of fact, the more you partake, the better off you will be. Are you looking for help, or is advice what you're craving? With all off the skills and knowledge available, you're sure to get a plate full!

Our September business meeting will be jam-packed with our goals discussion. Be sure to read the posted Strategic Plan draft document on our website before the September 10 meeting. Consider printing the document and bringing those pages with you. There are over 50 goal statements on the draft document. We will be finalizing the goals and beginning to identify and implement the associated action plans.

The September program will benefit members by highlighting what's available through IAAP and how things work in the Book Cliff Chapter. The IAAP is a huge organization and there is a lot to know in order to gain the most benefit from our memberships.

I am pulling up my chair and tucking in my napkin for the September 16 meeting. I hope to see you there!

Karen Loughman CAP
 President

ADMINISTRATIVE PROFESSIONALS WEEK

Since 1952, the International Association of Administrative Professionals has honored office workers by sponsoring Administrative Professionals Week. Today, it is one of the largest workplace observances outside of employee birthdays and major holidays.

This year Administrative Professionals Week is **April 19-25** with Administrative Professionals Day on Wednesday, **April 22**.

FUTURE DATES

Administrative Professionals Week	Administrative Professionals Day
2010: April 18-24	2010: April 21
2011: April 24-30	2011: April 27
2012: April 22-28	2012: April 25

CWM Division Annual Meeting

June, 2010
Cheyenne WY

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

CERTIFICATION CONFERENCE

October 18-21, 2009
Marriott Waterfront
Portland OR

October 17-20, 2010
Hilton Seelbach Hotel
Louisville KY

2011 – San Diego, CA

March 9-11, 2009
Gaylord Opryland Resort
Nashville, Tennessee

March 8-10, 2010
Grand Sierra Resort
Reno NV

2011 – Tampa, FL

Chapter News...

- ◆ Be sure to check out our **chapter's new community website** at <http://community.iaap-hq.org/IAAPHQ/BookCliff/Home/Default.aspx>
- ◆ We are so close to completing the "cookbook" project. Please continue to send recipes and handy tips to Linda Hays.

MONTHLY MEETING PROGRAMS

To Be Announced

Mile Markers



Happy Birthday

- Dona Derry~9-1
- Lyn Shea~9-9
- Irene Hapken CPS~9-16
- Alane Wooster~10-23



September/October Anniversaries

***"Motivation is what gets you started;
habit is what keeps you going."***



**2009 Certification Conference:
Sharp Skills in Tough Times**

Registration is open for the 2009 Certification Conference. Registration fees are \$605 for IAAP members; nonmembers will pay \$725. You are not required to have the CPS or CAP rating to attend this conference.

The Conference will be held October 18-21, in Portland Ore. Hotel reservations can be made at the Marriott Waterfront; phone 800-228-9290. Identify yourself as an attendee of the IAAP Certification Conference to receive special room rates of \$159 single/double (plus taxes).

Complete conference details are available on the main IAAP website at <http://www.iaaphq.org/events/certification/index.html>

Active CPS and CAP holders who attend the entire conference will receive 15 recertification points.

**HOW TO GET
"IT"
TO WORK**

1. **Try it.**
2. **Test it.**
3. **Adjust it.**
4. **Try it out again.**
5. **Test it again.**
6. **Adjust it again.**
7. **Keep repeating steps 4, 5, and 6 until "it" works!**

ED AGRESTA
Educator and motivational speaker

STATEGIC PLANNING MEETING MINUTES

The meeting began at 9:00 with a welcome and introductions around the room.

1. **Goal setting activity:** The members in attendance were split into groups by committee interest and each group devised goals for the various committees. Afterward, the small groups came together for feedback on the goal statements.

Membership:

1. Increase membership by 10%
 - a. Attract younger members through a liaison to the student population (Kristin will be the liaison)
 - b. Contest for the member who recruits the most new members.
2. Retain 100% membership
3. Form a mentorship program for new members
4. Devise a method for new member feedback.

Marketing

1. Direct mail and email campaign
2. Improve mailing lists
3. Booths at trade shows, especially Women's Expo
4. Advertise at schools and temp agencies
5. Advertise on Community Bulletin Boards and increase advertisement in newspapers and magazines.
6. Work in collaboration with the Membership committee to get the word out
 - a. Create business cards (cheat sheets) with information pertinent to recruiting new members
 - b. Put the recruiting cheat sheet on the website for printing
7. Radio PSAs for monthly meetings in addition to APD
8. Get advertisements on our website.
 - a. Tease with free month

Hospitality

1. Welcome to new members through flowers, card, some acknowledgement
2. Birthday/anniversary announcements in our newsletters
3. Send out cards for bereavement, illness,(or flowers, food, etc)
 - a. The mentor relationship can inform the committee when it's needed
4. Keep in touch with our elderly or other members who can't attend meetings
5. Increase participation in monthly meetings
 - a. Monthly meeting reminders
 - i. email and phone
 - ii. Develop phone tree
6. Sunshine fund winner brings prize for the next month

Ways and Means/Community Service

1. Finish cookbook
2. Develop fundraiser or item for the Division Annual Meeting
3. Avon fundraiser
4. Latimer House liaison
5. Speakers at IntelliTec and other educational programs
6. Provide career information for those returning to the workforce

Awards and Recognition

1. Chapter of Excellence designation
2. Member of the Year forms will be handed out early
3. Use the website to highlight achievements.
4. Community Service award for most hours

(continued on page 5)

(Strategic planning meeting continued from page 4)

BECAUSE THE MEMBER

Because the member
has a need,
we have a job to do.

Because the member
has a choice,
we must be the better choice.

Because the member
has sensibilities,
we must be considerate.

Because the member
has an urgency,
we must be quick.

Because the member
is unique,
we must be flexible.

Because the member
has high expectations,
we must excel.

Because the member
has influence,
we have the hope of more members.

**Because
of the member,
we exist**

Author-unknown

Administrative Professional's Day

1. Develop budget
2. Form a welcoming committee
3. Registration table outside of room
4. Use a pocket folder in addition to goody bag
 - a. Membership info one side and program info on the other
5. Networking: have a member at each table.
6. Break up big groups
7. Monthly updates
8. Early marketing
9. Early attainment of speaker

Website/Newsletter

1. Create interest in creating profiles through a contest
 2. Link to other professional resources
 3. How to become a member: make it easy to find and use
 4. Clarify what IAAP is
 5. Ask employers to link to our website

A Minute Taking Made Easy Workshop For Admins

Finally, a workshop that will take away the pressure, confusion and fear that taking minutes creates. You will learn: what minutes should contain— and what they shouldn't; your role as a minute taker, including legal responsibilities; the importance of accurate minutes; how to avoid writing "Bob said, Mary said" over and over; how to get rid of extraneous details and conversation to record only what really will matter after the meeting; and much more. IAAP members receive three free issues of The Office Professional newsletter when they register. This one-day event is hosted by The Office Professional. The special member registration price is **\$312.55**. The workshop will be held at the following locations/dates:

CHICAGO, IL - September 22, 2009

MILWAUKEE, WI - September 23, 2009

MINNEAPOLIS, MN - September 24, 2009:

www.theofficeprofessional.com/workshops/iaapm09.



*Turning Jobs
Into Careers®*

Office Tips & Tricks

Eight Tips for More Effective Emails

Most business people receive dozens, even hundreds of e-mails each day. Without question, e-mail is now the primary means of communication in the professional world. That's why it's very important to create messages that effectively communicate your point while presenting a professional image. Here are eight helpful tips for writing e-mails that achieve both goals.

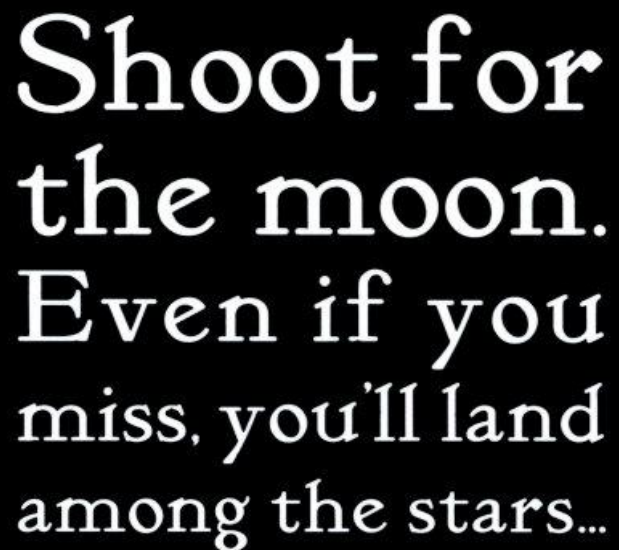
1. **Set clear concrete deadlines.** If you're sending a task or a request for more information, don't just say, "Hope to hear from you soon." Make it clear by what time or date you need a response and write the deadline clearly, for instance: "Please respond by next Thursday, January 15th."
2. **Use proper spelling and grammar.** Poorly spelled or grammatically incorrect e-mails before unprofessional and reduce the effectiveness of your communication. Always double check your e-mails before sending them, making use of spelling and grammar check tools.
3. **Think and read before you write.** In our haste to respond to all our e-mails in a timely fashion, many of us neglect to fully read the mail we're answering and thus may overlook crucial bits of information. This can lead to more e-mails in order to clarify what was overlooked or misunderstood. So before you send a response, make sure you've completely read and understood the original e-mail; if not, ask for a clarification to avoid further confusion.
4. **Be polite.** E-mail is a convenient way to communicate, but convenience shouldn't be an excuse for overlooking simple etiquette. When you're communicating with clients or superiors, don't overlook basic courtesies. Address the recipient with a greeting like "Hello" or "Dear," and be sure to include a closing salutation like "Regards."
5. **Use subject lines effectively.** Your subject line should be a concise synopsis of the content of your e-mail. The recipient should immediately know at a glance what the e-mail contains or what the request is - for example, "Follow-up from meeting next Friday, January 16th."
6. **Limit the use of the To:, Cc:, and Bcc: fields.** Most of us already have a problem with inbox

overflow. Help cut down on unnecessary e-mails by limiting the number of people on your e-mail distribution. It's tempting, especially when working on a group project, to include every member of the team on every e-mail. A better approach is to make sure everyone you "cc" is someone who needs to review or respond to the e-mail.

7. **Keep it brief.** Long, rambling e-mails are time-consuming to write and to read. Keep it concise, including only the most important details, and be sure to get straight to the point. If an in-depth discussion is needed, schedule a phone call rather than trading lengthy e-mails. It's usually more efficient.
8. **Use the journalistic 'inverted pyramid' format.** Busy people want to get the point quickly. To make sure your critical information or request isn't lost or overlooked in a sea of less-important details, use a journalistic technique known as the "inverted pyramid". In this format, the most important information (who, what, where, when, why and how) is contained at the beginning of your e-mail and the least important information at the end.

When you make the effort to write the best e-mails possible, you improve your professional image as well as your efficiency on the job. Better communication always creates better results.

For more business-related tips and tricks, [visit the HP Learning Center.](#)

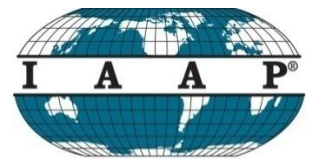


Shoot for
the moon.
Even if you
miss, you'll land
among the stars..

(Unknown)

Colorado-Wyoming-Montana Division

News coming soon



International Association of
Administrative Professionals®

CO-WY-MT Division