

Golden Opportunities



IAAP's **VISION** is to inspire and equip all administrative professionals to attain excellence.

May 2010
Issue 35

POWER *of* **Commitment** Golden Corridor Chapter

January Meeting Topic

"The Virtual Office"
Presented by
Cheryl Semick, CPS/CAP
May 20, 2010
6:00 P.M.
Zurich Cafe

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LETTER FROM THE PRESIDENT



May is National Breast Cancer Month! We have so many members and families that have been affected by this disease. On a personal note: I will be walking with my sister, Tina- a survivor, at the Beverly Breast Walk in Chicago on Mother's Day. To all Breast Cancer Survivors everywhere – we admire your courage and strength -you are our heroes!

Administrative Professional Week is over, and I hope you did have a superstar day! Our staff in Chicago had a luncheon with a live meeting with our CEO including the entire Aetna Administrative Professionals Staff worldwide. Surprisingly enough; someone took the chance to really ask the one question every admin wants to know; where do you think the administrative role will go in the future. He was very open and recalled when his career started; an admin/secretary did everything from scheduling to typing letters/correspondence and everything in between. Today with computers and blackberrys, most executives do their own daily correspondence, power points, and quite a bit of scheduling. He did agree, he relies heavily on his Executive Admin; but he also admitted there are many things he does now for himself that he didn't or couldn't before. Either it was a technology challenge or it was easier to give to someone else through dictation. The business world has made lightening speed changes and every business is looking at administrative work delegation. Yes, I know, we all know this but remember; it does impact every administrative professional.

So where does that leave us? Interesting enough it falls on us as the employee/candidate; to pursue our passions/interests and really decide where we want to go within our careers through career development. As a GCC IAAP member, you have this information at your fingertips; to guide you through world transitions, career development, and updating/learning new skills while building upon your leadership skills. In today's business world, we are dispensable and we all are responsible to put the "spotlight" on our own careers.

Golden Corridor has made the Power of Commitment to all members. Have you, as a member of Golden Corridor? When I came to my first Golden Corridor meeting, I thought this is a great opportunity to contribute to an organization that I truly can make a difference in as an administrative professional. Now is your chance. With the new committees forming, you can be part of the brain storming of the direction of the chapter. Everyone has thought at one time or another; what programs do you want to see, why don't we have more workshops, etc. and now you can get your ideas heard during this planning stage. Being on a committee is the key to your membership. Did you know that most committees can work through email and phone? Only the GCC Board has required meetings. So take a few minutes and really look at these committees and pick up the Power of Commitment just for you.

We are pleased to announce that the nominating committee has done an excellent job with filling the 2010-2011 Golden Corridor Board. We have only 2 more meetings for this year and this month is the election of our new board at our May General Membership meeting. Where did the year go? Hopefully, you have been an active GCC member and participated in an IAAP journey through your passport. We will have a raffle in June for those that have completed their Passport to Excellence.

Have a golden day!
Evelyn

The Golden Corridor Chapter of The International Association of Administrative Professionals®

Invites you to join us on May 20, 2010 as we continue our 2009-2010
program schedule with



“The Virtual Office”

Guest Speaker: Cheryl Semick CPS/CAP

Recertification Point: One recertification point has been awarded in the Education category.

Brief Description:

Pros and Cons of Becoming a Virtual Assistant:

- Telecommuting: An Overview of the Industry
- Tasks a VA Can Perform for Money
- I'm the Boss of Me: What it Looks Like to Be the Boss AND the Employee
- Count the Cost: How to Make Sure You Can Cover Your Expenses
- Ready, Set, Go! How to Get Started and Bring in the Bacon

About the Speaker:

Cheryl Courtney Semick is a full-time freelance writer in Carpentersville, Illinois, with a passion to write true-life stories that glorify God. Cheryl is an author, columnist, essayist, playwright and poet. She is the President & CEO of her own corporation, *Semick, Inc.*, which provides writing and clerical services with a focus on editing and ghostwriting books.

As a Virtual Assistant, Cheryl operates under her business name, **SecretarySTAT**, which provides on-demand clerical services. She is credentialed as a *Certified Professional Secretary* and a *Certified Administrative Professional* through the International Association of Administrative Professionals, having recently earned her *Microsoft Certified Application Specialist* designation for PowerPoint 2007.

GCC COMMITTEES

Membership Committee

Chair: Linda Clark CPS/CAP

Direct all activities of the chapter having to do with the recruitment and retention of members.

Educations & Certification Committee: Chair: Kathy Harper CPS/CAP

Stimulate interest and encourage participation in CPS/CAP program. This will include submitting documentation to headquarters to allow GCC monthly meeting attendees to receive recertification points or CEUs. On behalf of the Board, Kathy will monitor chapter's progress in completing the Pathways to Excellence criteria to attain Chapter of Excellence.

ByLaws and Standing Rules Committee

Chair: Andrea Turner CPS/CAP

Maintain conformity in the chapter bylaws with the International and Division bylaws by proposing amendments and resolutions to the GCC.

Program Committee -

Chair: Ann Kuhlmann

Plan and schedule GCC monthly speakers from September to June for GCC meetings.

Audit Committee

Chair: Susie Witwicki

Perform an audit within 45 days of the close of the fiscal year. This will include a written report covering the audit, which will be submitted to the Board/GCC. All records will then be transferred to the incoming Treasurer.

Fundraising Committee:

Chair: Jane Holland

Collect and review ideas for Golden Corridor Chapter fund raising and make recommendations to the Board/GCC.

Nominating Committee

Chair: Barbara Turek CPS/CAP /

Co-Chair: Susie Witwicki

Contact chapter members to inform them of open seats on the Board and solicit nominations.

Community Service Committee -

Chair: Jane Holland

Plan community service projects for the chapter to take part in from September to June.

Chapter Archivist Committee

Chair: Barbara Turek CPS/CAP

Keep all records pertaining to the history of the chapter.

Impact Meeting Planning Committee

Chair: Ann Kuhlmann

Plan a theme for October and April Impact meetings to draw new members to attend and see what our Chapter/Organization has to offer.

RTF Committee

Chair: Linda Robinson CPS/CAP

Provide awareness of the Retirement Trust Foundation (RTF) to chapter members, act as liaison between IMP Illinois Division RTF Chair and Golden Corridor Chapter regarding RTF activities and communication, and encourage participation in RTF Fundraising events.

Newsletter Committee

Chair: Rita Baseleon

Gather information pertaining to our profession and prepare the Chapter's monthly newsletter to distribute to all GCC members.

Website Committee

Webmaster: Ann Kuhlmann

Keep website current with chapter information and events.



SLATE OF OFFICERS FOR 2010 - 2011

A full slate of officers were presented to the membership of Golden Corridor Chapter of IAAP® at the April 15th meeting. Susie Witwicki and Barbara Turek, CPS/CAP read their report which contained nominations for each office. After requesting, there were no nominations from the floor so the following candidates will be elected to the board at our May meeting with installation of officers on June 17.

JoEllen Pickett, CPS	Office of President
Andrea Turner, CPS/CAP	Office of Vice President
Brigitte Morris	Office of Corresponding Secretary
Laura Polido	Office of Recording Secretary
Ann Kuhlmann	Office of Treasurer

The Nominating Committee would like to personally thank each of these members for their dedication to Golden Corridor Chapter, but please remember it takes all members to continue to strive for the status of "Chapter of Excellence". We will need each member to take an active part in making the 2010 - 2011 year a successful one. Please consider serving on one of our various committees as there is a lot of work to be done to continue the wonderful accomplishments of this past year's board.

Golden Corridor Chapter
Nominating Committee
Barbara Turek, CPS/CAP
Susie Witwicki

an administrative assistant for executives in information technology, human resources, sales, marketing, education and manufacturing operations at companies including Motorola, Intel and Ameritech.

She joined IAAP in September, 1996 and is a charter member of the Golden Corridor Chapter in Schaumburg (Illinois). JoEllen is serving on the 2009-2010 Golden Corridor Strategic Planning Committee. JoEllen served as 2008-2009 Illinois Division Nominations Committee Chair, 2006-2007 Illinois Division President, one term as president-elect and two terms as vice president. Previous to serving as vice president at the division level, she held several positions in her local chapter, (Golden Corridor), including president, vice president, treasurer, and membership chairman. JoEllen received the IAAP 2008-2009 Member of Excellence designation and was designated as a 1999 and 2000 "Distinguished Chapter President". In addition to her many chapter roles, she also served on the Illinois Division CPS Service, Nominations and Membership Committees.

A graduate of Fort Wayne (Indiana) Business College she received her Certified Professional Secretary® rating in May, 1992. She serves her community through her active involvement in the Elk Grove Community Church, the Elk Grove Village Rotary Club and the Elk Grove Italian Sister City organization.

JoEllen lives in Elk Grove Village (Illinois). She is married to Rod Pickett and they have two adult children, Kara Jo and Ariel Kay.

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GOLDEN CORRIDOR 2010 – 11 BOARD MEMBER BIOS

President: JoEllen Pickett

IAAP Member since 1996, Charter Member of Golden Corridor Chapter

JoEllen Pickett CPS is an Executive Assistant for the Senior Vice President of Tax for Robert Bosch North America, a \$62 billion privately-held global company that manufactures power tools, automotive supplies, dishwashers, washers, dryers and gear boxes for wind turbines. Before joining Robert Bosch LLC in 2008, JoEllen held positions as

**VICE PRESIDENT: ANDREA TURNER,
CPS/CAP**

IAAP member since October 2004, Member of Excellence 2008 – 2009.

Andrea has been with Motorola, Inc. since 1997 and is a Senior Administrative Assistant supporting Miguel Pellon, Vice President of Standards & Commercialization and co-leader of the Applied Research Center.

Past board positions include: 2009 – 2010 Chair of the Strategic Planning Committee, 2009 – 2010 Chair of the Bylaws & Standing Rules Committee, 2007 – 2009 Golden Corridor Chapter President, 2007 – 2008 Golden Corridor Chapter Recording Secretary.

Andrea commutes from Crystal Lake to Motorola. Her daughter, Alicia, as well as her son-in-law and precocious 3 ½ year old grandson, Freddie are living in Plano, Texas.

Hobbies include photography, walking outdoors, and reading and 'hanging out' with pet cats, Lily and Violet.

Treasurer : Ann Kuhlmann

IAAP member since September 1, 2004, Member of Excellence 2008 – 2009.

Board positions:

Golden Corridor Vice President 2009-2010
Golden Corridor Recording Secretary 2008 - 2009
Golden Corridor Web Master 2007 – 2010

BS from Illinois State University with a double major in Business Administration and Organizational Management; Paralegal certificate, with Honors, from Roosevelt University.

Ann Kuhlmann has been with Eastman Kodak since June 2005 when her former company, Scitex Digital Printing was purchased. Ann started at Scitex Digital Printing in May 1995.

Work from home for Eastman Kodak as an administrative assistant. Supports over 320

service managers and field engineers on the East coast for Kodak Service & Support.

Ann lives in Des Plaines with her dog, Zander. She enjoys walking in the woods, gardening and reading good mysteries. Her favorite movie is Harvey starring James Stewart.

Corresponding Secretary: Brigitte Morris

IAAP member since August 1, 2008

Brigitte Morris is currently working for State Farm Insurance Company as a secretary in the Claims Division. She has held numerous positions over the course of her five years with State Farm and serves as a regular representative or volunteer with the company's community-oriented engagements.

Prior to State Farm, Brigitte had a diverse career at Motorola over her 13 years with the company leveraging her administrative and operational expertise.

Brigitte has an Associate of Arts Degree and is currently working towards her Bachelor's Degree at Benedictine University. Brigitte is originally from Drew, Mississippi, moved to Maywood, Illinois as a pre-teen, and currently resides in the Chicagoland area.

Brigitte enjoys reading, traveling and spending time with her family.

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RECORDING SECRETARY: LAURA POLIDO

IAAP member since May 2003

Board positions: Golden Corridor Interim Recording Secretary 2010

Laura holds a certificate of Secretarial Studies from Sanford Brown College, St. Louis, MO, 1991

Laura is currently Executive Assistant to the Chief Actuary/EVP for Zurich in North America

Laura relocated to the Chicago area in 1995, and currently resides in Carol Stream. She enjoys spending time with husband of 15 years, her two children, Sophie (12), Will (5) and her dog Bella.

In addition to being a busy admin/mom/wife, Laura enjoys volunteering at her church, taking her daughter to karate classes, performances and competitions, as well as running around the playground with her son. Laura is currently studying for the CPS/CAP exams and plans on passing them November 2010.

BYLAWS & STANDING RULES COMMITTEE –

The Bylaws & Standing Rules committee members are Andrea Turner CPS/CAP, committee chair and 2007 – 2009 President Golden Corridor Chapter; JoEllen Pickett CPS, 2006 – 2007 Illinois Division President and 1998 – 2000 President Golden Corridor Chapter and JoLynn Altvatter, 2002 – 2003 Bylaws & Standing Rules Committee Chair, past board member Golden Corridor Chapter (1998 – 2000) and currently serving as State President, Illinois Ladies Auxiliary to the Veterans of Foreign Wars of the United States.

On Thursday, April 8, 2010, the Bylaws & Standing Rules Committee held a conference call, which began at 8am and concluded at approximately 10:15 pm.

- All committee members were present on this call.

- Prior to this call, a draft document was prepared and distributed in table format with current chapter Bylaws & Standing Rules and the Illinois Division Model Chapter Bylaws.
- Each Article, Section and Subsection was reviewed and discussed with consideration to remain consistent with our Association, Illinois Division, our Golden Corridor Chapter charter and the best interests of our membership.
- After review of the bylaws and agreement by everyone on the next steps:
 - Revisions would be made and distributed to the committee members for review
 - Once agreed that the proposed amendments are accurate as discussed and final, the Proposed Amendments to the Golden Corridor Chapter Bylaws & Standing Rules would be prepared for email distribution to all Golden Corridor Chapter members at least ten days (May 10) prior to the meeting (target May 20 meeting)
 - At the May 20 meeting of the Chapter by a two-thirds vote, as the proposed amendments shall have been communicated at least ten days prior to the meeting date, the Golden Corridor Chapter Bylaws & Standing Rules may be amended.

***Respectfully submitted,
Andrea Turner CPS/CAP
2009 – 2010 ByLaws & Standing Rules
Committee Chair***

ADMIN ADMIRER: CREATING YOUR PROFESSIONAL DEVELOPMENT PLAN

By: [Stefanie Smith](#)

Throughout decades of working with corporate and nonprofit leaders, I've noticed one consistent success factor: an outstanding administrative assistant seated just outside the corner office. While the executives' backgrounds, styles, specialties, ages, and demeanors may vary, they almost invariably have found an organized, reliable counterpart who puts them ahead of the game.

You know you deserve a professional development plan, but there is only one person who can make it happen—you. If you wait for your boss to stop by to discuss your past accomplishments and future opportunities, you may end up waiting a very long time. Instead, make a commitment to yourself right now to start brainstorming about what you want next from your career. Then you can come up with a plan to make it happen.

Here Are Five Strategies to Get You Started

1. Recognize the value you bring to your boss, clients, and the organization.

Professional pride is not arrogance. It is confidence in your ability to deliver timely, high-quality results.

—**Make a list of your outstanding abilities.** This means specific skills, not general traits like 'high integrity' or 'dedication to excellence.' Think more along the lines of 'organizing files for quick and efficient retrieval,' 'planning proactively for meetings or projects,' or 'timely and accurate expense tracking and reporting.'

Try to keep it to four main points, which we'll call your 'diamond of strength.' Most people have four core strengths, with other talents that fold into those main groups. If you are brainstorming and find yourself listing many strengths, that's great; just list everything. You can group them into four categories later on

—**Illustrate each strong point with examples summarized in 3 to 4 sentences.** Did you once save the day by arranging all the details for a last-minute client conference with 30 participants from four firms? What about the time you coordinated all the document editing and production for a new set of

marketing publications? Perhaps you learned the new expense tracking system and trained everyone else in your department?

This is not a stroll down memory lane or a résumé-writing session. It's a chance to recollect and reconnect with your own history. In the everyday stress of facing our task lists and worrying about the next deadline, we too often forget our past triumphs and the evolution of our expertise.

As you mine for gold in your work history, the uncovered nuggets will enhance your perception of your capabilities. Don't discount an area at which you excel simply because it comes naturally. Everything you've learned through yesterday is part of who you are, what you have done and how you can accomplish even more starting today.

Your acknowledgement and appreciation of your skills is a first step toward effectively communicating them. Powerfully describing your skills enhances how other people view your performance and potential.

2. Enhance your status.

Are you a dedicated employee who does so much more than your job description? Do you keep everything running? Great! When asked about the discrepancy between your title or salary and your actual contribution, maybe you say, 'It's OK, I'm just here to do a good job.' Well, it's not OK, especially in today's economy; not for you, your boss, or your company. How can your boss fully appreciate or make the best decisions about your responsibilities and professional growth if he or she doesn't have that information? That's right, he or she can't.

—**Make sure your job description accurately and comprehensively describes your job.**

—**Write regular one or two page updates to inform your boss of your achievements.**

Administrative assistants often meticulously document their bosses' work and rarely create written descriptions of their own work. For example, while working on an operations improvement project for the president of a Morgan Stanley business division, I was very impressed by his administrative assistant's knowledge and perceptive ideas. I invited Marta to lunch and we discussed her dream to become an 'exempt employee,' which would offer

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her increased benefits, education reimbursement, and professional status.

As I worked with her, it became clear that she added more value than anyone knew, including her boss! We translated her notion of 'calming down customers' into 'taking the initiative to listen to customer concerns, resolve issues and follow up.' We completed an updated, accurate description of her role, built in professional growth objectives, and recommended the title of Administrative Coordinator. Upon review, Human Resources concurred, and she was promoted two levels and given 'exempt' status.

The results speak for themselves. Marta was shifted to a role supervising her own staff and began to attend internal management training and pursuing university level classes. In this position, she could implement procedures to improve the overall quality of service. She not only contributed significantly more to the firm, but also became a role model for other women. These results benefited not only the individual, but the firm.

3. Nurture and expand your professional network.

Network on your own behalf and for your boss as well. By expanding your internal network, you can smooth the way to efficient and productive relationships for both you and your boss. By interacting with colleagues beyond your company, you can learn what is new in your industry, from software platforms to operational trends, to joint ventures between firms.

To begin:

—Make a list of people who can mentor you, assist you in some way, or expose you to new ideas and opportunities. Create a plan for reaching out to them.

—Schedule lunches with internal and external colleagues once a week for the upcoming four weeks (or every other week for the next two months).

—Join an organization that provides opportunities to develop your career and make contacts with people in related fields and positions.

3. Partner with your boss to take on greater responsibility.

Many administrative professionals are surprised when I point out their leadership skills. 'No,' they say, 'I'm not a leader, I just work for one.' Oh really? Consider for a moment whether you've

ever been in the position of coordinating the work of individuals across functions or even organizations.

- Ask your boss to think of one thing you can do to make his or her job easier. If absolutely nothing comes to mind, congratulations—you just reinforced your excellence; but if a suggestion comes back, remember, your boss's success is your success.

- Request project leadership. As you increasingly demonstrate your ability to achieve results, your boss can delegate higher level responsibilities to you. Start out with a project you feel confident about taking on, whether fully internal or with external parties. Determine the goals and the deadline—and then deliver. Nothing builds leadership skills as much as leading.

4. Set short-term goals for your professional growth.

Put aside the five-year plan for the moment. Achieving even a small success will increase your pride, value, and motivation. Vow to take some first steps, whether you want to elevate your standing at your current job or search for a new one. What professional skills do you want to acquire in the upcoming six months? How will you do it? Perhaps:

- Perform pro bono projects to build skills and make contacts
- Read books on new topics, or research them on the Internet
- Attend free workshops or Webcasts
- Register for an adult-ed evening class
- Watch DVDs or listen to audiotapes and podcasts

Final Thoughts

Administration is a career path, not a static position. From being the assistant to a junior manager, all the way up to "Chief Administrative Officer," you are valuable and make a positive impact on company culture and corporate results. If it feels too challenging to apply all of these recommendations on your own, no worries; there is no downside in getting some support. Admins, of all people, know that! Find a mentor to help you get on the right track, focusing on your professional growth and advancement.

Remember, admiration starts from within. But soon enough, it will feel pretty darn good when others reflect that admiration right back at you.

TAP INTO YOUR SECRET JOB MARKET

You must be planting the seed everywhere you go! You never know when you might be talking to someone that has or knows about an opportunity that might be PERFECT for you!



Stephanie Loiacono
Friday, March 5, 2010

Does today's tough job market have you stressed? With the unemployment rate at 9.7%, job seekers must use more imaginative ways to uncover job openings. We've all heard stories about great jobs found in unusual ways – a strange coincidence, word of mouth, a conversation overheard in the grocery line. How can you cash in? If you must leave your job, go out fighting for the best benefits you can get.

The Challenge

It's true that about 80% of all jobs aren't advertised. Although most job hunters spend hours every day responding to online openings, let's face it: it's probably easier to break into the Pentagon than to be noticed via an online job application. If your resume doesn't have exactly the right key words, it lands in the hiring manager's trash folder. And speaking of hiring managers, let's take a moment to recognize that they're just as overwhelmed by the stack of online applications they get as you are by sending them. That's why hiring managers are, in fact, looking for you elsewhere - by asking their current employees, colleagues, recruiters and friends.

Plant Many Seeds

Being on a job hunt is a lot like being a gardener: you must plant many seeds, because you never know which green shoots will surface. So, here are a few ways to tap into your secret job market:

Start with Your Own Contacts

Make a list of all your closest colleagues, college buddies and past employers. Don't forget Uncle Harry – working relatives can be a great source of job leads! Send your contacts a copy of your resume and ask to network with them. Be sure you're prepared with a professional resume and an idea of what position fits your skills. Call everyone on your list, and don't hang up the phone until they've given you at least one new referral. You'll quickly build an impressive network of new job lead sources.

Join LinkedIn

Social networking is a great way to expand your network. Set up an account on LinkedIn and post your profile and resume there. You can look for former colleagues, alumni, professional associations and other connections. Recruiters frequently search for applicants on LinkedIn, so put your best professional face forward.

Look for Temporary Work

Taking a temporary assignment has multiple benefits. First, it gets you out of the house and into a professional environment, which keeps your spirits high during a long stretch without work. Secondly, it generates income. Thirdly, you'll add another employer to your list of references. Finally, temporary assignments can often lead to full-time job offers. Head to your local temporary job agency and sign up.

Share Job Leads with Other Job Seekers

It may sound counter-intuitive to give leads to your competitors, but who's more up-to-date on the latest job openings than fellow job hunters? These folks have their ears to the ground and might know of a job that isn't a good fit for them, but could be for you.

Tell Your Tennis Buddies...

... or your golf buddies, or your book club friends or whoever else might be in your social circle. Even if they haven't worked directly with you, they still know you pretty well. They can recommend you for those qualities you exhibit socially, such as a good character, a positive attitude and a sense of team play.

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Ask for Help

If you've applied for a job, ask those in your network if they know anyone at your target company. A call made on your behalf to a company "insider" can elevate the visibility of your resume and credentials, which is especially important in today's highly competitive environment. Those in your network are happy to help, especially if you can clearly give them a specific task to carry out.

Unearth Exciting Job Opportunities!

With persistence, creativity and a little luck, you, too, can tap the hidden job market and unearth exciting job opportunities from the oddest places.

TOXIC BOSSES: WORST MGRS TO WORK FOR

Gallup surveys of U.S workers suggest that 20% of employees are dissatisfied with their immediate supervisors. Here are some of the most toxic managers and suggestions for how to deal with them.

1. The Control Freak

This type of manager won't let anything happen without her approval, no matter how small. This micromanager is never satisfied until she's put her own stamp on whatever you do. The Control Freak struggles with task delegation.

How to cope: If you're being micromanaged, don't take it personally. To satisfy this type of manager, anticipate the information she wants and proactively offer consistent updates. Don't criticize your manager or get defensive. Instead, earn trust by assuring her that you will do your work to her specifications.

2. The MIA Manager

The MIA ("Missing in Action") Manager may work in a different office, constantly travel for work, or just be too busy for any real face time. Although this may seem like the best type of boss to have, it can backfire when you seek career advancement, need some direction, or just find yourself out of the loop.

How to cope: Get on his radar with routine calls, emails, and visits. Having established communication paves the way for a stronger work relationship and more visibility. Since this type of manager is not a readily available mentor, look to

other supervisors, perhaps outside of your organization, for career advice and guidance.

3. The Politician

This type of manager surrounds herself with subordinates that make her look good. The Politician works harder at networking than anything else and takes credit for your accomplishments. **How to cope:** The Politician is usually a major delegator, so take advantage of the extra responsibility. Your coworkers and other supervisors will take notice of your hard work, and it will pay off. Try to pick up some helpful networking skills from your masterful political boss while you have the chance.

4. The Airhead

The Airhead is new to the industry or simply lacks any viable management skills. The good thing about this type of manager is that he is open to your ideas, opinions and suggestions ... probably because he doesn't have any of his own.

How to cope: Instead of dwelling on the fact that you could probably do a better job, act enthusiastic when your assistance is needed and offer smart alternatives to his ill-advised ideas. Use his lack of expertise as a way to shine in your current position and show you are a team player.

5. Napoleonic Manager

You may be dealing with a modern day Napoleon in the office if your manager demands the unachievable from her subordinates. The Napoleonic Manager has no life outside of work and expects the same from you.

How to cope: Flattery will get you places with this type of manager. Stroke her ego by frequently asking for her input and acknowledging her expertise. Instead of making a direct request or demand, become skillful at the art of persuasion. All the while, soften her up by telling her how much you admire her dedication or analytical prowess.

by Joanna Boydak, LiveCareer.com

SENDING RESUME AFTER RESUME WITH NO RESPONSE CAN BE VERY FRUSTRATING. HERE ARE SOME GREAT TIPS TO FOLLOW, SO YOU CAN AVOID THE RESUME BLACK HOLE!

The Résumé Black Hole

Does it really exist? How can I avoid it?

By Rachel Zuppek, CareerBuilder.com writer



Many job seekers today will tell you that the most frustrating part of the [job search](#) is after they hit "send" and their résumés are sent out into application oblivion -- never to be seen again.

It's the common perception of the résumé black hole -- a place where, instead of stars and planets, résumés and cover letters are just floating around, waiting to get sucked back to Earth and into a hiring manager's hands.

Matthew McMahon, partner at McMahon Partners LLC, an executive search firm, says the ease of online job boards is a double-edged sword for candidates. While they can see what's available and apply to what interests them, the little time and monetary cost also causes them to apply to anything and everything.

"The resulting volume ensures that some candidates might be lost in the shuffle. If a recruiter posts an attractive job, she might get a few hundred responses. There's a chance that the recruiter won't get through every response," McMahon says.

So what happens to your application materials when you apply for a job online? Who sees your résumé? More importantly, who doesn't? Why can't someone acknowledge your application? And, most importantly, what can you do to ensure that your résumé doesn't fall into cyberspace?

McMahon and Caitrin O'Sullivan, public relations coordinator at iCIMS, a leading software-as-a-service provider, answer all of your burning résumé black-hole questions.

Does a black hole really exist?

McMahon: It depends entirely on the company. The main culprits, in my opinion, are volume and the abilities of the people who read your résumé. Usually the résumé goes to a gatekeeper of some sort, typically someone within [HR](#). If the gatekeeper is experienced with the field for which she is recruiting, she'll have an idea what she is looking for. The danger in this process, however, exists when one person has to screen résumés for too many departments. There just isn't a way for that person to speak every language they need to. That person will usually rely solely on keywords and will miss things.

For example, we had a client that had a fully automated applicant-tracking system (ATS). Candidates would submit a résumé to a posting and the ATS would import it automatically to the database. Internal recruiters would then mine the database against current openings using keyword searches. What that meant, ultimately, was that there was no guarantee that submitted résumés would be viewed by a human at any point.

Where do résumés go after I hit send?

O'Sullivan: Large, enterprise-sized organizations may be receiving hundreds of applications per day, which virtually no one could manually acknowledge one by one with individualized e-mails. There is a plethora of applicant-tracking systems available today. The majority of these ATS come equipped with comprehensive candidate relationship

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management tools. These CRM tools enable automated messages to be sent to all candidates alerting them of their status within the review process and also acknowledging receipt of the application or résumé. This eliminates the "black-hole effect" of the job-seeking process. Assuming an organization is leveraging an ATS, a candidate's résumé and job application should automatically be stored in a central database with an individual candidate profile.

Please describe an ATS system

O'Sullivan: An applicant-tracking system is a software application designed to help organizations recruit employees more efficiently. Its primary function is to automate and streamline the recruitment process. It can also be leveraged for such tasks as posting job openings to corporate Web sites and job boards, screening and ranking résumés, or generating mass communication, such as rejection notices or interview requests to candidates. ATS also provides the ability to track applicant statuses per job and enables users to streamline and automate application tracking with online employment applications, electronic candidate and recruiting forms, and configurable applicant flow reports and metrics.

Résumés that are "accepted" through an ATS go into the same place as résumés that are rejected; it's just that different actions are taken on them. Résumés that do not meet requirements are denoted as part of the group that will receive rejection letters; applicants that are deemed an appropriate fit will be designated to a group that will receive an automated message alerting them of their status and scheduling an appointment, whether it is phone or first- or second- round interviews. Many organizations even go directly to these résumés that were at one point rejected to fill other positions that might be a better match.

Why don't hiring managers and recruiters let applicants know their application was received?

O'Sullivan: If an organization, especially a medium or large one, were not leveraging an applicant-tracking system, it's difficult for job seekers to understand the magnitude of applications flooding recruiters/HR managers' desks, especially during a period of high unemployment. Just visually scanning through all of these résumés can take hours upon hours of manpower. To have to communicate with every one of those applicants on top of that would be a truly formidable task.

What are five ways a job seeker can avoid the "black hole"?

1. Don't apply to jobs for which you are not qualified and don't send résumés to the same recruiter over and over again. "Recruiters are doing this for their livelihood. If they have your résumé and think that there is a chance that you'll get hired for one of their jobs, they'll respond -- usually right away," McMahon says.

2. Customize your résumé. "Read the description and take your best guess at what the employer is seeking. Move relevant experience to the top of each section of your résumé. Use clear language that mirrors the language in the 'qualifications' section of the posting," McMahon says.

3. Use your cover e-mail to address obvious disqualifiers. "Make it hard for the screener to disregard you. If you're in Florida and the job is in Alaska, mention that you went to school in Alaska and yearn to return," McMahon says. "Better yet, put the address of your aunt in Juneau on the résumé and mention that you are moving there in three weeks."

4. Keywords, keywords, keywords. "We can't say this enough. You have to tailor your résumé to each job description. Using the same keywords and phrases used in a job description, and repeating them as frequently as possible in your résumé -- while remaining logical -- will make the ATS rank you as a higher and better match for this job," O'Sullivan says. "Many ATS weigh more heavily when those keywords appear at the top of your résumé, because it indicates you're currently or very recently enacting those key terms."

5. Keep it simple. "Don't include graphics, logos or pictures. Also, don't try to get fancy with text boxes, headers or footers. While résumé-parsing tools are a great resource and save hours upon hours of manual data entry, they can't always parse text boxes, headers or footers with 100 percent accuracy," O'Sullivan says. "It's best to avoid the risk and leave out these features altogether. Furthermore, almost all ATS will strip down résumés into their most basic format, text only. So don't stress over font or color -- it ultimately doesn't matter."

TOP 10 E-MAIL MISTAKES

Posting Date: July 07, 2008 - AMA - American Management Association

Your e-mail is as much a part of your professional image as the clothes you wear, the "snail mail" letters you write (assuming you still do), the greeting on your voice mail, and the handshake you offer. If you want to build positive business relationships, pay attention to your e-mail and steer clear of these 10 common e-mail mistakes:

- 1) **Blank or Trivial Subject Line.** Never send a message that reads "no subject." Given the huge volume of e-mail that each person receives, the subject header is essential if you want your message read in a timely fashion. The subject line should give a snapshot of your message. "Hi" or "Hello" does not compel the reader to read your message promptly.
- 2) **Failure to Change the Header to Correspond with the Subject.** Label each message for what it is, that is, "contact info," "graphics," or "home page." Don't just hit "reply." That way your reader can locate a specific document in her message folder quickly. If you change the subject altogether, start a new message.
- 3) **Not Personalizing Your Message to the Recipient.** E-mail is informal but it still needs a greeting. Begin with "Dear Mr. Broome," "Dear Jim," "Hello Jim," or just "Jim." Failure to personalize your message makes your e-mail seem cold.
- 4) **Not Accounting for Tone.** When you communicate with another person face to face, 93% of the message is non-verbal. The e-mail reader cannot see your face or hear your tone of voice, so choose your words carefully and thoughtfully. Put yourself in the other person's place and think how your words may come across in cyberspace.
- 5) **Forgetting to Proofread.** In the early days of e-mail, someone created the notion that this form of communication did not have to be letter perfect. Wrong. It is a representation of you. Use proper capitalization and punctuation and always check your spelling. Remember that your spellchecker will catch misspelled words but not misused ones. A good practice is to enter the name and e-mail address of the person to whom you are writing after you have composed the e-mail. Check everything over carefully first. Proofread for grammar, punctuation, spelling, and clarity. Did you say what needed to be said? How was your "tone of voice"? If you were the least bit emotional when you wrote the e-mail, did you let it sit for a period of time before sending? Lastly, did you include any attachments you wanted to send?
- 6) **Writing the Great American Novel.** Keep your message short. Use only a few paragraphs and a few sentences per paragraph. People skim their e-mail, so a long missive is wasted. If you find yourself writing an overly long message, pick up the phone or call a meeting.
- 7) **Forwarding E-mail without Permission.** Most everyone is guilty of this one, but think about it. If the message was sent to you and only you, why would you take responsibility for passing it on? Too often confidential information has gone global because of someone's lack of judgment. Unless you first request permission, do not forward anything that was sent just to you.
- 8) **Thinking That No One Else Will Ever See Your E-mail.** Once you hit the "send" button, you have no idea where your e-mail may end up. Don't use the Internet to send anything that you wouldn't want to see on a billboard on your way to work the next day. Use other means to communicate personal or sensitive information.
- 9) **Omitting Your Signature.** Always close with your name, even though it is included at the top of the e-mail, and add contact information such as your phone, fax, and mailing address. The recipient may want to call you or send you documents that cannot be e-mailed. Creating a formal signature block with all that data is the most professional approach.
- 10) **Expecting an Instant Response.** Not everyone is sitting in front of the computer with their e-mail open. The beauty of Internet communication is its convenience. People can check their messages when it suits them, not you. If you require an immediate response, use the phone.

A well-crafted e-mail makes a powerful impression and can help you establish positive professional relationships. Use the technology effectively and appropriately and I guarantee you will reap the rewards of that effort.

Submitted by Evelyn Szalkowski



MAY ANNIVERSARIES

Deborah D. Morris	5/1
Kathy L. Harper, CPS/CAP	5/1
Laura J. Polido	5/1
Carol A. Kotlarz	5/1
Susan A. Witwicki	5/1
Phyllis M. Smith	5/1
Michele L. Johansen	5/1
Donna M. Drapalik	5/1
Niki Soderquist	5/1

MAY BIRTHDAYS

Laurie Wille	5/6
Phyllis M. Smith	5/15
Kathy L. Harper, CPS/CAP	5/22
Deeann Ilenfeld	5/24
Carol Konishi	5/29

IMPORTANT DATES

April 30, May 1-2

IDAM - Holiday Inn - Elgin

May 7-8

CPS & CAP Exams

May 9, 2010

MOTHER'S DAY

May 20, 2010

Join Golden Corridor at the Q - Center in St. Charles, IL.

"Taking it to the Streets" a Select-city tour with Joan Burge

May 20, 2010 – 6PM

Golden Corridor General Membership Meeting – Zurich Café, Schaumburg, IL
Election of Officers

June 12

ID Leadership Conference, NIU-Hoffman Estates

July 18-21

International Education Forum and Annual Meeting in Boston, MA- Hynes Convention Center

September 10-11

ID PEP, Holiday Inn City Centre, Peoria, IL

October 17-20

Certification Conference, Hilton Seelbach Hotel, Louisville, KY

November 5-6

CPS & CAP Exams

A GOLDEN MOMENT

Do you have something interesting you want to share with your fellow members? This is the place to get it printed for no charge. We are always looking for human interest stories and professional topics/tips besides of course, any open position within your company. We want to put the Golden Spotlight on our members. Please send to Rita Baseleon, our newsletter editor, at rita.baseleon@comcast.net.

FUNDRAISING:

Our fundraising efforts are concluded for this year. The last Terri Lynn product was sold at our meeting on April 15th. We earned about \$1,500 from both Terri Lynn products and Carson's Coupon Day sales but fell short of our \$4,000 overall goal. Your suggestions for future fundraisers are welcome. We appreciate your efforts and participation in this year's fundraisers. Thank you.

*Submitted by Jane Holland
Community Service Committee*

COMMUNITY SERVICE:

Our Community Service project continues to be collecting non-perishable food items for local pantries. On behalf of those benefitting from your generosity, we sincerely thank you for your donations.

*Submitted by Jane Holland
Community Service Committee*