

PASSION & PURPOSE

GOLDEN CORRIDOR CHAPTER

February 17, 2010

*"Take the Lead and Others Will
Follow"*

Presented by
Dewoun Hayes, CAP
Founder of Elite Office
Concepts, Inc.

6:00 P.M.
Courtyard by Marriott
1311 American Lane
Schaumburg, IL

West of Meacham Road,
Located behind the
Weber Grill Restaurant

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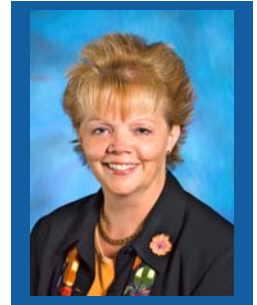
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IAAP's **VISION** is to inspire and equip all
administrative professionals to attain
excellence.

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LETTER FROM THE PRESIDENT



Well, here we are at the end of January. How many of you have just completed your performance review for 2010. During this process you are talking with your boss about the many wonderful things you accomplished in 2010, but at the same time you are thinking what can I do differently next year. What was it this year that I could improve on for next year?

In our professional life and personal life we are constantly looking backward and forward. We look backward to see both where we have been and what we have learned and also looking forward trying to shape where we want to go. Making sure that where we are headed is as a direct result of both of those learning experiences.

As a charter member of the Golden Corridor Chapter, I have the unique experience of being able to look back at our rich heritage and see where we have been and also now as the president help shape where we are continuing to go.

I'm very pleased with what we have accomplished this year (July through December) and even more excited about the many things we have in store for the rest of our chapter year (January through June).

- In April we will be giving away a free membership (see flyer attached). Each time you come to a GCC event between now and our April chapter meeting your name will be placed in a drawing for that free membership.
- We are going to have outstanding speakers at our monthly meetings covering such topics as leadership, ethics, persuasive communication, the power of personal style, and ending the year with everything you ever wanted to know about IAAP (see the Vice President's Report for all the details).
- We have already accomplished 10 items out of 14 necessary for the Chapter of Excellence Award – which means that if we accomplish CoE that this year we will have received the award each year since its inception. That is a huge accomplishment.
- Before the end of this year, the board will be bringing a scholarship program recommendation before the chapter. Something that we have wanted to start for many years.

Over the years that I have been a member of Golden Corridor chapter, I can look back and see how being an active member of both the chapter and IAAP has helped me in my career. As I continue to look forward, I know that Golden Corridor Chapter and IAAP will continue to help shape me into a better career-minded administrative professional.

You can have this experience too. Please join me in that journey. We need your help!

***JoEllen Pickett CPS
Golden Corridor Chapter
President
2008-2009 and 2009-2010 Member of Excellence***



It's hard to believe it's already 2011. I know, it's something everyone says but I can remember all the hype in 1999, when we were getting ready to change over to the year 2000. The world wasn't quite going to end but airplanes were going to fall out of the sky and computers were going to shutdown or meltdown.

A new year seems to bring change with it and 2011 is no exception. IAAP has a fresh, updated look on the public website. Point your browser to <http://www.iaap-hq.org> and take a look for yourself. Staff at headquarters has been working hard in the last few months behind the scenes to be ready for the January launch.

All of those who took their certification exams in November, I want to extend my congratulations and admiration for taking the step to advance in your profession. I know these exams are difficult; I've taken them. For those who passed, congratulations. For those who didn't, don't give up! Getting that certification is something to work for.

Now that the holidays are over, it's time to look to the year ahead. Spring Conference is coming up soon. If you need the skills to become super competent in order to meet all the new demands placed on you and your work team, come to [Spring Conference March 6 -9](#). You'll leave with six keys for performing at your productive best to be a peak performer and achieve breakthrough results.

On Sunday we're offering an optional, interactive technology workshop with Gini Courter. Conference attendees can take advantage of an additional one-day technology training opportunity. It's for intermediate users of Office 2007 and 2010. You'll learn the latest tips, tricks, and applications that will cut your work time, increase your output, and send your productivity through the roof. If you sign up for the workshop, you're automatically registered for the chance to win an iPad. So come early, see the sights in Tampa and immerse yourself in Microsoft Office aimed at your level of proficiency. I'll see you at Spring Conference. [Register today!](#)

I want to remind everyone of a few deadlines coming up in the next few weeks.

January 15: Deadline for IAAP BOD and RTF Trustee nominations

February 1: Deadline for IAAP committees and RTFC candidate forms returned

February 1: Deadline for proposed bylaws amendments submission.

February 1: Deadline for Avery Great Results Chapter and Division Achievement Awards (don't know when the form is officially updated and ready)

Happy New Year everyone!

Mary Ramsay-Drow, CPS/CAP
IAAP International President

MEMBER SPOTLIGHT

MARTHA KEYES

Hi there! My name is Martha Keyes and I have been a proud member of the IAAP Golden Corridor Chapter for over two years. Our dinners and educational programs are the highlight of my month! I love this organization (especially our chapter) and look forward to an exciting 2011.

As some of you may know, I work for Northern Illinois University managing the meetings and events at our conference center in Hoffman Estates. I have been at the center for twelve years and worked for Marriott International for twelve years prior to that. One of my main goals is to make planning a meeting an easy process for our clients. I handle all the logistical details so our planners can focus on what is really important – the content. I have been able to host a couple of IAAP events and it is always a treat to have you over. Our conference center is in the Prairie Stone Business Park of Hoffman Estates. It is a large business park that offers a lot of green space, walking paths and corporate & entertainment venues. Please give me a call if you would like a tour of the center and to discuss how we can help you streamline your meetings.



My father worked for Stouffer's when I was growing up managing hotels in Florida and Chicago so I guess I am following in his footsteps. My wonderful husband Jerry is also in the hospitality business. He manages the Residence Inn and Springhill Suites Chicago Downtown / River North. Some of you have met my daughter Grace. She is a sophomore at Carroll University in Waukesha, WI majoring in marketing. Like all parents, I want her to be happy, healthy and EMPLOYED! When I attended the 2010 IDAM Meeting in Elgin I found out there is an IAAP chapter in Waukesha and immediately signed her up. She loves it!

I am on the Educational Programs Committee of the Chicago Chapter of Meeting Planners International (MPI). It was thru MPI that I received my designation as a Certified Meeting Professional – an accomplishment I am very proud of! I am the Membership Chair for the North/Northwest Suburban Branch of the US Green Buildings Council and active in the Chicago Chapter of the Green Meetings Industry Council.



THANK YOU!!!

I wanted to take a moment to thank the members of the Golden Corridor for their support, best wishes and encouragement while I studied, prepared and eventually sat for the Certification exam in November 2010. I truly do not feel I would have passed the exam without it.

As I have stated in previous meetings, it was the most horrible, exciting, frustrating and enriching experience of my life and I don't ever want to do that again! I highly recommend that if you do not have your CPS/CAP (or new CAP/CAP-OM) certification you seriously consider it. When you pass, you will have such a feeling of accomplishment, words cannot describe.

I cannot thank each of you enough, and I hope you realize how truly special each of you are, knowing that what you (we) do matters.

Truly yours,

Laura J. Polido, CPS

VICE PRESIDENT'S REPORT

A few weeks ago, a mailing went out to all Professional Members of Golden Corridor Chapter announcing our membership contest along with two personal business cards (your winning ticket?) for use at one of the five upcoming meetings or Professional Development Seminar. Hopefully, the contest, along with our excellent program topics, will entice you to attend each and every meeting for the remainder of the year!

By the time this issue goes to press, we will have had our January meeting, **"Using Tips & Tricks to Become Insanely Proficient in Excel"**. I hope you were there and had the opportunity to pick up some valuable tips from our guest presenter, Jennifer Webb. With technology hurling changes and innovations at nanno speed, I will do anything I can to stay on top of my game.

Whether you missed the January meeting or not, you will have another chance to sharpen your skills on February 5 at our Saturday Professional Development Seminar: **"Pivot Tables 101 to Expert"**. This is a full morning (three solid hours of hands-on learning) with Marie Herman taking us to the Pivot Table edge and back. We will be utilizing the computer lab at NIU, so the only thing you need to bring is yourself!

Then, a little less than two weeks later, Dewoun Hayes, CAP will be presenting at our February 17 meeting, **"Take the Lead and Others Will Follow"**. Those of you that know Dewoun from Illinois Division events will recall a very outgoing and upbeat personality. Passionate about her career as an administrative professional, I am looking forward to this program and hope that she inspires our members and guests to 'take the leap' whether it is at work, in the community or within our chapter.

OK, that's January and February...I can't stop now. Here's what's happening in March and April...

Just to mention that our March program is on *ethics* is not going to do it for you, is it? Let me beef it up a bit and say that our March 17 meeting will be featuring Deb Haliczzer from NIU, presenting: **"Did You Bring Your Ethics to Work Today?"** Her credentials at NIU are extensive having served on every committee and council with an employment-related mission. She has been involved in policy development, training, procedures clarification, programs and presentations designed to make life in the workplace more productive and more fun for everyone at NIU. There is no one that I know that is

more qualified on the topic of ethics than Deb. She won't disappoint!

I am just as 'jazzed' about our APW April 21 program: **"Persuasive Communication: How to Assert Yourself in Meetings and Influence Your Audience"**, presented by the Director of Corporate Training, Dale Carnegie® – Chicago, DawnMarie Vestevich. The goal of this workshop will be to get everyone showing up (whether it's group meetings or one-on-one meetings) more confident, credible and better able to think on their feet. We'll learn to pitch our ideas better, speak with clarity and strength, be persuasive and get people to listen! This is our big ticket item, but the board thought well worth it for the professional impact that this speaker will make to our members and guests, so please not only plan on attending this if no other meeting during the year, but bring someone else that you know will be impressed with the fact that you are a member of IAAP and Golden Corridor Chapter!

I can't leave you hanging with only May and June left in the line up, so, let's just say that after some heavy topics (heart rate high), we are doing the warm down (lower your heart rate a bit as we near the end of the year...) programs with our May 19, **"The Personal Power of Personal Style in a Business Environment"**. Kathy Brosmith of Personal Vogue (<http://personalvogue.com/>), has leveraged her counseling, coaching and leadership skills to empower Fortune 100 executives, support clients of her social work practice, and help to enable philanthropic organizations to achieve their goals. In every phase of life, Kathy has focused on counseling executives, clients and non-profit leaders to maximize their potential. Now, she's excited about applying these same skills to helping others define and build their own personal style.

And finally, as we install our 2011 – 2012 Officers, we will end the year with "IAAP from A to Z"! The goal of this meeting is to have a fun year-end wrap of Golden Corridor Chapter with a short program that leans toward the IAAP organization itself. We rarely focus on what we are all about, and June seemed to be a perfect time for this topic.

Hope to see you all at each and every meeting for the remainder of the year! Until then,

Andrea Turner CPS/CAP
2010 – 2011 Vice President and Program Chair

6 PERSONALITY TRAITS TO ADMIRE AND ACQUIRE

by Brett Blumenthal - Sheer Balance, on Thu Jan 28, 2010 6:49am PST



I've written numerous articles and posts on difficult people, personalities and relationships: Everything from **Manipulative Marys** to **Bullies** in the workplace to people who break boundaries to **toxic personalities**. Let's face it: In life, we come across all kinds! As humans, we often focus on those who are negative or toxic leaving it difficult to appreciate those who are positive and healthy. Seeking out individuals with healthy, positive traits, however, may do a lot of good. The more we can surround ourselves with those who are positive and healthy, the more we may model those positive behaviors.

If you really think about it, once in awhile you come across a person who knocks you off your socks...legitimately. Maybe they have a fantastic outlook on life, even during difficult times. Maybe they are really humble, although they are extremely gifted. Maybe they make you feel special. All of these are good.

Below, I've listed some of the traits I admire most in people. Although I could probably list a dozen characteristics, I thought I'd list those that seem to be the rarest or most difficult to find.

1. **Selflessness:** In a world where many people don't have the time or the interest in others, selflessness is a quality that seems to be less and less common. People can be selfless in the time they give, the ability to listen, their level of patience and the love that they give. Those who are giving and generous in nature have the power to make others feel loved, appreciated and special. While those who are self-absorbed tend to do the exact opposite.
2. **Tolerance:** Those people who are tolerant make us feel comfortable with who we are

and special as individuals. All of us are different, and many of us have quirks and idiosyncrasies. After all, these differences make the world go round. Having the ability to accept people for who they are and not expect them to be who we want them to be is important in life, happiness and in the health of our relationships.

3. **Genuineness:** Having the ability to be real, authentic and honest is unique in a world where we put so much emphasis on the superficial. Feeling comfortable in one's skin and being true to one's self is one of the most beautiful traits one can possess. To have a REAL relationship with someone requires honesty...it requires hearing and giving input or feedback that may not always be popular...it means having the strength to tell it like it is and to not be afraid to face the consequences for doing so...it means loving people for who they really are...deep down...and not for what they appear to be.
4. **Sensitivity:** So often we are focused on what is important to ourselves that we can forget about those around us. Those who are sensitive are often thoughtful, appreciative and loving, in a way that makes you feel understood, valued and respected. Often, sensitive people are also self-aware, making them mindful of how they impact others with what they do and say.
5. **Integrity:** Call me cynical, but I think this characteristic is especially difficult to find. In a time when people will do things that are underhanded to make an extra buck (Bernie Madoff...can you hear me?), expose their personal lives to the public so they can be famous (balloon boy's dad and any other reality TV mongers) and do what feels good in the moment without necessarily thinking of the consequences (Tiger Woods), integrity is a characteristic that is especially unique today.
6. **Humility:** Whether someone is super-smart, extremely talented or drop-dead gorgeous, there is something extra special about them if they don't come across as though they know it all the time. Humility in those that possess extraordinary traits make others feel special too.

Oh boy the list could go on! What characteristics do you admire in others? Are there any that you want to cultivate?

Originally published on Sheer Balance

GRAMMAR TIP

It's me or It's I?



You're trying to make the right impression as you knock on the door of your blind date's apartment, or on the door of the personnel manager who has your job application. "Who's there?" you're asked. What's your reply? If you've ever been unsure, read on.



Pronouns as subject complements.

A subject complement is a word or phrase that follows a linking verb such as *is* or *seems*; it's the *that* in *This is that*, and it's the *gray* in *All cats seem gray*. A subject complement isn't the object of a verb but something linked to the subject by the verb. The rule for subject complements is very simple: They should be in the same case as the subject they are linked to, which is, of course, the subjective case.

It's me and *It's us* break the rule, a fact that has probably generated more incredulity among grammar-school students than any other precept of "good grammar," because *It's I* and *It's we* seem impossibly unnatural to them. Grammar experts often advise breaking the rule whenever the subjective pronouns *I* and *we* seem stiff or prissy, as they do following the informal contraction *It's* and in many other situations. *That was we waterskiing by your cabin yesterday; When you hear three knocks, it will be I; His chief victim was I* -- such sentences may obey the rule, but they are idiomatically objectionable.

There are, of course, sentences in which obeying the rule is not idiomatically objectionable. In *It was I who broke your ski*, the subjective *who* seems to make *I* preferable even though in principle there need be no agreement in case between a pronoun and its antecedent. The ear has to be the judge, hence our graphic for this column (just in case you were wondering).

It's him and *It's her* cannot be defended quite as energetically, because the rule-observing *It's he* and *It's she*, though perhaps slightly stilted, are not outlandish; most careful speakers and writers do use them. *It's them* is perhaps more often defensible, because *It's they* is more than slightly stilted. Again, the ear must be the judge; *That was he skiing by your house* seems fine to most, but *His chief victim was she* seems contrary to idiom, and to a lesser extent so does *That was they skiing by your house*.

Our suggestion: When asked, "Who's there?" and you want to sound natural and idiomatic, go with "It's me." But if you are eager to impress with your impeccable grammar, consider replying with "It is I."

Source: *The Handbook of Good English*, by Edward D. Johnson.

WORKING WOMEN AND THE RECESSION

The Prospects for Success for Women in the Workforce

By Deborah Asbrand

A small statistic made big workplace news in 2009: For the first time in US history, women edged out men to become the majority of the workforce. Crossing the 50 percent threshold is partly due to the current recession's patterns, but it gives working women a fresh starting point from which to map out a strategy for growing and succeeding in their jobs in 2010.

Women's Edge in the Recession Workplace

Working women overall fared better than men this recession. In 2009, the jobless rate for women approached nearly 8 percent, while men suffered 10.5 percent unemployment. Due to the falloff in male-dominated industries like construction and manufacturing, men held a whopping three quarters of the 7 million jobs shed since 2007.

The jobless rate among women with a high-school diploma rose to 8.6 percent (versus 11.1 percent of men), while their college-educated coworkers held steady at 4.9 percent (versus 5 percent of men). Traditional careers for women -- so-called "pink-collar" jobs, like [teaching](#), [nursing](#) and [social work](#) -- flourished compared to other occupations in 2009.

Careers for Women That Are Here to Stay

As a practical matter, does the fact that they now represent the majority of the workforce make a genuine difference to women? “I think it makes an enormous difference on many levels,” says Kathy Caprino of Ellia Communications, a career coaching firm in Wilton, Connecticut, that focuses on women. “We believe what we see, so when we see more women in the workforce, it opens the pathway for those who maybe didn’t think they had it in them. It’s not a flash in the pan. It’s a trend that will continue.”

When the economy rebounds, look for working women to maintain the ground they’ve gained. Sure, women’s World War II-era workforce gains receded once the war ended. But Brad Harrington, executive director of Boston College’s Center for Work and Family, sees too many different social forces at play in 2010, including the ascendancy of dual-income families as the norm.

“I don’t think anyone believes an influx of men will step into the workforce and women step out,” says Harrington. “This shift has been underway for too long.”

More important than women’s sheer numbers in the workforce are the levels of education they’re attaining. Harrington points out that in the US, women now earn 57 percent of bachelor’s degrees and 58 percent of master’s degrees. “We’re now at the point where women are performing better in numbers and in quality than men are,” he says. “When companies go to colleges to recruit, if they’re trying to recruit the best people, the top candidates are going to be women.”

How Working Women Can Grow and Succeed in 2010

Women in the workforce can indeed capitalize on opportunities to [advance their careers](#). “The next step is taking that success and truly making

inroads into senior ranks in organizations,” says Cali Williams Yost of Work+Life Fit Inc. in Madison, New Jersey.

Try these suggestions for how women can reshape their opportunities as the job market improves:

- To stay afloat in this economy, you will likely have to make accommodations. Take half an hour to answer the question: What’s an ideal life for me? This is the first question to ask yourself, advises Caprino. “If you’re doing work for people you don’t value, for products you don’t value, you won’t be successful.” [Focus on what you really want](#) -- it may not be with your current employer.
- Career advancement means educating yourself, on and off the job. Seek out management development classes. If you work in marketing but really want to work in HR, then ask. “You have to close that power gap,” says Caprino. If you’re not where you want to be, sign up for the training or skills you need to get there.
- To amp up your opportunities, research what it means to succeed in your job and industry. [Create an active network](#) and talk to people. Research what you want to do and what it will take to get there.
- Enlist support. [Role models and mentors](#) are always necessary.
- [Understand social media](#) and use it to promote yourself. “Women in the workforce really need to educate themselves about the power of social media and creating their brand online,” says Yost. “If you’re a money manager, for example, put up a blog on it and include links to interesting articles. Twitter about it. Put up a Facebook page. Employers are going to Google your name, and if you don’t show up, you don’t exist.”

SPACE INVADERS

Why you should never, ever use two spaces after a period.

By Farhad Manjoo Posted Thursday, Jan. 13, 2011, at 6:20 PM ET



Last month, Gawker published [a series of messages](#) that WikiLeaks founder Julian Assange had once written to a 19-year-old girl he'd become infatuated with. Gawker called the e-mails "creepy," "lovesick," and "stalkery"; I'd add overwrought, self-important, and dorky. ("Our intimacy seems like the memory of a strange dream to me," went a typical line.) Still, given all we've heard about Assange's puffed-up personality, the substance of his e-mail was pretty unsurprising. What really surprised me was his typography.

Here's a fellow who's been using computers since [at least the mid-1980s](#), a guy whose globetrotting tech-wizardry has come to symbolize all that's revolutionary about the digital age. Yet when he sits down to type, Julian Assange reverts to an antiquated habit that would not have been out of place in the secretarial pools of the 1950s: He uses two spaces after every period. Which—for the record—is totally, completely, utterly, and inarguably *wrong*.

Oh, Assange is by no means alone. Two-spacers are everywhere, their ugly error crossing every social boundary of class, education, and taste. You'd expect, for instance, that anyone savvy enough to read *Slate* would know the proper rules of typing, but you'd be wrong; every third e-mail I get from readers includes the two-space error. (In editing letters for "Dear Farhad," my occasional tech-advice column, I've removed enough extra spaces to fill my forthcoming volume of melancholy epic poetry, *The Emptiness Within*.) The public relations profession is similarly ignorant; I've received press releases and

correspondence from the biggest companies in the world that are riddled with extra spaces. Some of my best friends are irredeemable two spacers, too, and even my wife has been known to use an unnecessary extra space every now and then (though she points out that she does so only when writing to other two-spacers, just to make them happy).

What galls me about two-spacers isn't just their numbers. It's their certainty that they're right. Over Thanksgiving dinner last year, I asked people what they considered to be the "correct" number of spaces between sentences. The diners included doctors, computer programmers, and other highly accomplished professionals. Everyone—everyone!—said it was proper to use two spaces. Some people admitted to slipping sometimes and using a single space—but when writing something formal, they were always careful to use two. Others explained they mostly used a single space but felt guilty for violating the two-space "rule." Still others said they used two spaces all the time, and they were thrilled to be so proper. When I pointed out that they were doing it wrong—that, in fact, the correct way to end a sentence is with a period followed by a single, proud, beautiful space—the table balked. "Who says two spaces is wrong?" they wanted to know.

Typographers, that's who. The people who study and design the typewritten word decided long ago that we should use one space, not two, between sentences. That convention was not arrived at casually. James Felici, author of the [The Complete Manual of Typography](#), points out that the early history of type [is one of inconsistent spacing](#). Hundreds of years ago some typesetters would end sentences with a double space, others would use a single space, and a few renegades would use three or four spaces. Inconsistency reigned in all facets of written communication; there were few conventions regarding spelling, punctuation, character design, and ways to add emphasis to type. But as typesetting became more widespread, its practitioners began to adopt best practices. Felici writes that typesetters in Europe began to settle on a single space around the early 20th century. America followed soon after.

Every modern typographer agrees on the one-space rule. It's one of the canonical rules of the profession, in the same way that waiters know that the salad fork goes to the left of the dinner fork and fashion designers know to put [men's shirt buttons on the right and women's on the left](#). Every major style guide—including the [Modern Language Association Style Manual](#) and the [Chicago Manual of Style](#)—prescribes a single space after a period. (The *Publications Manual* of the American Psychological Association, used widely in the social sciences, [allows for two spaces in draft manuscripts](#) but recommends one space in published work.) Most ordinary people would know the one-space rule, too, if it weren't for a quirk of history. In the middle of the last century, a now-outmoded technology—the manual typewriter—invaded the American workplace. To accommodate that machine's shortcomings, everyone began to type wrong. And even though we no longer use typewriters, we all still type like we do. (Also see [the persistence of the dreaded Caps Lock key](#).)

The problem with typewriters was that they used [monospaced type](#)—that is, every character occupied an equal amount of horizontal space. This bucked a long tradition of [proportional typesetting](#), in which skinny characters (like l or 1) were given less space than fat ones (like W or M). Monospaced type gives you text that looks "loose" and uneven; there's a lot of white space between characters and words, so it's more difficult to spot the spaces between sentences immediately. Hence the adoption of the two-space rule—on a typewriter, an extra space after a sentence makes text easier to read. Here's the thing, though: Monospaced fonts went out in the 1970s. First electric typewriters and then computers began to offer people ways to create text using proportional fonts. Today nearly every font on your PC is proportional. ([Courier](#) is the one major exception.) Because we've all switched to modern fonts, adding two spaces after a period no longer enhances readability, typographers say. It diminishes it.

Type professionals can get amusingly—if justifiably—overworked about spaces. "Forget about tolerating differences of opinion: typographically speaking, typing two spaces before the start of a new sentence is absolutely, unequivocally wrong," Ilene Strizver, who runs a typographic consulting firm [The Type Studio](#), [once wrote](#). "When I see two spaces I shake my head and I go, Aye yay yay," she told me. "I talk about 'type crimes' often, and in terms of what you can do wrong, this one deserves life imprisonment. It's a pure sign of amateur typography." "A space signals a pause," says David Jury, the author of [About Face: Reviving The Rules of Typography](#). "If you get a really big pause—a big hole—in the middle of a line, the reader pauses. And you don't want people to pause all the time. You want the text to flow."

YOU TOO CAN FIND THE PASSION AND PURPOSE IN CERTIFICATION

With the holidays drawing to a close and the new year upon us, are you thinking about what you can accomplish this year? If you have been considering taking the certification exam, why not go for it this year? Remember, the deadline to sign up by **February 15** for May's exam.

If this seems a bit daunting, use a popular technique: take small 'bites'. Here are steps for a one great approach many to taking the exam:

1. Take a general look over the materials on the website, get an overview of what you have immediate access to, as well as links to study materials.
2. Pull down the application packet and review guide from the website <http://www.iaap-hq.org/prodev/certification/exams.html> to begin getting your application information together.
3. Take the practice mini-exam, to understand your personal areas of focus. Most experienced administrative assistants have a good solid skill set and knowledge base to start and build from.
4. Check with your other chapter members, your chapter's certification chair, president or even the ID certification Chair to let us all know you are fired up to take the exam! We would love to help you. Some chapters are setting up study groups, there might be one near you to join. Additionally, some chapters have study materials for their members to borrow. You may have more resources available than you think, so ask!
5. Next, set up a plan to learn. Have you heard the joke: How do you eat an elephant? One bite at a time! With that in mind, take a look at your mini-test results, focus your study on the areas you have the most difficulty with first. Once you've determined how you will study, commit your plan to paper. That will make your action plan concrete!

6. Find something that will inspire you to learn every day, mini-goals, if you will. Decide what treat you will give yourself when you are done with each section and at the end of all this hard work. Keep looking at the postings on the web community for various tips, and conversations which will help you along in your journey.
7. If a mock exam is being held near the exam time, get in on it to assess your last minute brush up study areas.
8. Just before the exam, get directions to the exam location. Make sure you have 4 sharpened No.2 pencils, a couple snacks or candy bars, a bottle of water and an eraser, put all of your materials into a bag.
9. The day before the exam close all of your study materials, pamper yourself perhaps with a nice hot bath or anything that will relax you and clear your mind. Set your bag of goodies and supplies near your door. Go to bed **EARLY**, get up early enough to have a good breakfast, drink plenty of water, so you will have plenty of energy for your brain's workout!
- 10. Have confidence in yourself to pass!** Your mental self talk will help you succeed.

Perhaps there are other methods of studying that may suit you better. Use the right one for you.

February 15 is the due date for the application, don't wait to start, because it may take a few weeks to pull together all of the information you need to apply.

Pursue your passion with a purpose. Grab onto your dreams and hold tight with both hands and remember there are many people who will help you if you ask!

Ann McKeveitt, CAP
2010-2011 ID Certification Chair



A GOLDEN MOMENT

Do you have something interesting you want to share with your fellow members? ***If you submit an article you will get points for the Member of Excellence.*** Please send to Rita Baseleon, our newsletter editor, at rita.baseleon@comcast.net.

JANUARY / FEBRUARY ANNIVERSARIES

Fay A. Schafernak	January 1
Kristen Banks	January 7
Deb Wilson	February 1
Noreen Bucaro	February 2
Deeann Henfeld	February 2

* Charter Members

IMPORTANT DATES (DIVISION DEADLINES)

February 1	Deadline for IAAP Committees and RTFC Candidate Forms returned
February 1	Deadline for proposed bylaws amendments submission.
February 1	Deadline for Avery Great Results Chapter and Division Achievement Awards
February 5	Professional Dev. Seminar
March 6-9	Spring Conference, Tampa, FL
April 21	APW / Chapter Meeting
April 24-30	Administrative Professionals Week
April 27	Administrative Professionals Day
May 20-22	Illinois Division Annual Mtg Moline, Illinois
July 24-27	EFAM, Montreal, Quebec

CONGRATULATIONS TO LAURA POLIDO ON PASSING HER CPS EXAM!!!!

2011 PUBLISHING SCHEDULE

	Due to Board / Newsletter Editor	Publication Date
Feb / Mar	March 24, 2011	April 1, 2011
Apr / May	May 19, 2011	May 27, 2011
Jun / Jul	July 18, 2010	July 29, 2011



COMMUNITY SERVICE:

In 2010, we helped to support the Self Help Food Pantry in Des Plaines and the Chicago Food Depository with our contributions of non perishable food items. We will continue to offer our support to area food pantries in 2011.

We are all aware of the state of our economy and how it has affected food and clothing pantries. The number of needy families increases weekly, but at the same time donations are falling. It is through the continued assistance and generosity of people like you that we can make life a little less difficult for those in need.

"The measure of life is not its duration, but it's donation." – Peter Marshall

COMING SOON:

In May, we are putting together a clothing drive for WINGS. This is a great opportunity to sort through closets and set aside practically new items to donate to WINGS. WINGS has 3 area resale store locations in Schaumburg (855 W. Higgins), Palatine (Rand & Dundee) and Niles (8349 W. Golf). We will have more information on this clothing drive in the next couple of months.





In November, the Golden Corridor Chapter participated in a fundraising event for the Retirement Trust Foundation (RTF) with a raffle for an Autumnal themed basket. I am pleased to report that we raised \$80 for the Fund. Congratulations to the winner and thank you to all who contributed to this worthy cause.

Illinois Division 2010-2011 RTF Challenge

The Illinois Division RTF Committee is challenging all the division's chapters. The chapter that collects the most money per capita from November 2010 to April 2011 will win either a paver stone at Vista Grande or \$100 donation to the RTF in the chapter's name. The calculation will be based on the membership numbers as of July 1, 2010, i.e., if a chapter collects \$100 and has 20 members the amount of per capita would be \$5/per member, or if \$900 is collected and there are 40 members the amount per capita would be \$22.50

So let's start collecting funds now. Karen Kohn is the Great Lakes District RTF representative. In March, Karen always has a challenge for the divisions, so the more funds donated in March 2011 the better. Remember, Illinois has won the challenge for the last three years and we want to keep this going. Other ways to raise money is have the members empty their pockets/purses of all loose change or to have a white elephant raffle. I'm sure that chapters can come up with some challenging ideas. Remember the goal is to collect as much money as possible for the RTF.

As committee chair, I would ask that the chapter treasurers report the totals to me on a monthly basis. I also will be in close contact with Karen to ensure every penny is counted. I will have a chart posted on the IL Division webpage starting in December.

Let's make this fun!!
The RTF Committee

Peggy Harshman, Chair
Patricia Wilber
Linda Robinson



Golden Corridor Chapter

IT'S ADMINISTRATIVE PROFESSIONAL WEEK!

Celebrate your Professional Career!

April 21, 2011



Program Topic: "Persuasive Communication: How to Assert Yourself in Meetings and Influence Your Audience"

DawnMarie Vestevich



In her current role as Director of Corporate Training, Dale Carnegie—Chicago, DawnMarie works closely grooming new members of the Delivery Team, and designs many of the tailored corporate programs delivered by Dale Carnegie – Chicago.

DawnMarie's unparalleled enthusiasm makes her an energetic and engaging speaker and facilitator whose goal is to stimulate participants into meaningful dialogue while encouraging them to push through obstacles. She finds it most rewarding when participants can resolve tough issues and have a good time in the process.

Awards & Affiliations:

- Became a member of Global Rapid Response Team (2009)
- Dale Carnegie Top 10 Trainers Worldwide (2005)
- Dale Carnegie Top 5 Trainers Worldwide (2004)
- Member of the American Society for Training and Development (ASTD)

Ever have good ideas but don't share them? Meetings are a hotbed of activity and also give us the airtime and visibility we need for our value to be contributed and highlighted. Any time we're in front of a person or a group we have a chance to lead and influence others. Whether we're speaking to an internal leader across the table or on our feet during a staff meeting – it's a chance to present ourselves. The goal of this workshop will be to get everyone showing up more confident, credible and better able to think on their feet. We'll learn to pitch our ideas better, speak with clarity and strength, be persuasive and get people to listen!

Persuasive Communication:

How to Assert Yourself in Meetings & Influence Your Audience

The workshop will include ways to:

- Create and Sustain Powerful 1st Impressions
- Network Powerfully and Make Stronger Connections
- Remember Names Easier
- Increase Conversational Skills to Break the Ice, Build Rapport and Learn What Motivates Others
- Sharpen Our Listening Skills
- Learn Dale Carnegie's Human Relation Principles to Build Trust, Respect and Rapport

(recertification applied for)

Golden Corridor Chapter



"Persuasive Communication: How to Assert Yourself in Meetings and Influence Your Audience" April 21, 2011



EVENT AGENDA:

Time: 05:30 pm networking

06:00 pm dinner

07:00—8:30 pm program

Cost for dinner and program* is \$25 members/non-members; \$22 students.

Community Service: Please bring a non-perishable food item to support local food pantries.

Make your reservation
(and bring a friend)
online or by contacting
Ann Kuhlmann
treasurer@iaap-goldencorridor.org
(phone 847-758-9879)

Courtyard by Marriott
1311 AMERICAN LN
SCHAUMBURG, IL

*West of Meacham Road,
located behind the
Entourage Restaurant*

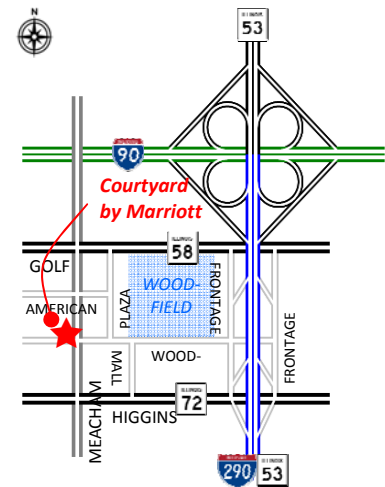
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- Board of Directors Award, 2007
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- Founder's Club Award, 2006
- Member of the Dale Carnegie Millennium Club since its inception
- Chairman of the Board Award three times since 1997

MEMBERSHIP & RECRUITMENT GIVEAWAY

This is the last opportunity to participate in the Golden Corridor Chapter Membership Giveaway. All Golden Corridor Chapter members and guests who attend the April APW Event will receive a complimentary business card for a FREE one-year new or renewing membership in the Golden Corridor Chapter of IAAP.

Drawing held during the April 21, 2011 APW Golden Corridor Chapter dinner and program meeting.



Dale Carnegie® – Chicago
1333 Butterfield Road
Suite 140
Downers Grove, IL 60515
630.390.6050
www.chicago.dalecarnegie.com

** due to the cost for this speaker, Golden Corridor Chapter regrets that this event will not accommodate program-only attendees at no charge. All attendees will be charged \$25 (\$22 for students).*

Our partners...

