

PASSION & PURPOSE

GOLDEN CORRIDOR CHAPTER

April 21, 2011

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

*Presented by
DawnMarie Vestevich*

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

West of Meacham Road,
Located behind the
Weber Grill Restaurant

Board Members

President

JoEllen Pickett, CPS

JoEllen.Pickett@us.bosch.com

708-865-5689

Vice President

Andrea Turner, CPS/CAP

Andrea.Turner@motorolasolutions.com

847-387-9054

Treasurer

Ann Kuhlmann

ann.kuhlmann@kodak.com

847-758-9879

Recording Secretary

Laura J. Polido

laura.polido@zurichna.com

847-240-4558

Corresponding Secretary

Brigitte Morris

brigitte.morris.sepl@statefarm.com

630-782-3680

Membership Chairman

Linda Clark

linda.2.clark@zurichna.com

847-605-6392

Please send newsletter information to,
Rita Baseleon at

Reetz73@gmail.com

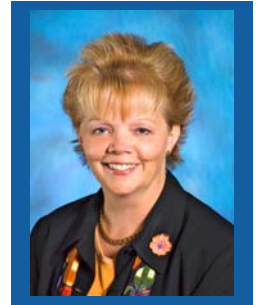
The editor reserves the right to edit
submissions for length or content.

www.iaap-goldencorridor.org

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

February - March 2011
Issue 40

LETTER FROM THE PRESIDENT



I recently read an article from Forbes.com that talked about "The Happiest Careers in America." Guess where administrative professionals ranked in the Top 10? We are #4. Are you happy in your job? If not, do you know why?

While this article is in our February/March issue, it is almost April - the month where we celebrate being Administrative Professionals! Administrative Professionals Day/Week was originally organized in 1952 as "National Secretaries Week" by the National Secretaries Association (now known as the International Association of Administrative Professionals) in conjunction with public relations executive Harry Klemfuss and a consortium of office product manufacturers. It was established as an effort to recognize secretaries for their contributions in the workplace, and to attract people to secretarial/administrative careers.

There are many ways to celebrate your career as an Administrative Profession this month. One would be to attend our chapter meeting on April 21, and hear DawnMarie Vestevich from Dale Carnegie – Chicago, speak about Persuasive Communication: How to Assert Yourself in Meetings and Influence your Audience. Another way to celebrate would be to attend the April 29th event at NIU (you should have received an e-mail about both event). Third, we recently sent a flyer created by the Illinois Division which highlights all the Illinois Division events in the month of April. So review the list and see what interests you! It may not seem like much, but doing one of these events may provide the passion in your career that may have gotten into the stalled lane.

As I have told you before, I love being an Administrative Professional. I am proud to be an Administrative Professional. I am passionate about being an Administrative Professional.

Are you?

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

TOP FIVE REASONS FOR ATTENDING GOLDEN CORRIDOR
CHAPTER'S
APW APRIL 21 PROGRAM:
"PERSUASIVE COMMUNICATION: HOW TO ASSERT YOURSELF IN
MEETINGS AND INFLUENCE YOUR AUDIENCE"

- #5 This is a topic that you ***really*** can use to sharpen your career skills and in your personal relationships (refer to the bullet points in the lower right box of the program flyer).
- #4 DawnMarie Vestevich is a Dale Carnegie Corporate Trainer. She does this for a living – she's a professional! A top notch speaker!
- #3 CPS and CAP members: earn 1 recertification point.
- #2 There will be ***no*** business meeting to distract from the evening.
- #1 A chance to do some networking with really great people!

Don't pass up this opportunity to take advantage of learning how to make a powerful first impression, make stronger connections and sharpen your listening skills. In addition, you will also experience a Tasty Catering meal, an opportunity to network with IAAP members and guests. Also all eligible attendees have a chance to win the Membership raffle (see brochure for eligibility and details). If you have questions, please don't hesitate to contact Andrea Turner CPS/CAP or JoEllen Pickett CPS, or refer to our chapter website at: [www: www.iaap-goldencorridor.org](http://www.iaap-goldencorridor.org)

***Submitted by Andrea Turner, CPS/CAP
2010 – 2011 Vice president & Program Chair***



Right now I'm packing for Spring Conference and the spring board meeting—all in Tampa. I always come away energized after going to one of IAAP's conferences. I return to work more focused, brimming with fresh ideas and ready to dig in.

That's why I want to encourage you to come to Montreal July 24-27. We've got two fantastic keynote speakers lined up, an Evening of Welcome that's sure to please attendees and amazing workshops planned. [Get your hotel now.](#) They are already filling up and we've had to close reservations in one hotel already because it's full. If you haven't applied for or renewed your passport, that's another detail you'll want to take care of before too long. Early registration opens on April 1 but keep your eyes open on the [EFAM homepage](#) during March for an early promotion. You won't want to miss this!

One of the projects the international board has undertaken this year is an analysis of our association members-at-large and their perceptions of IAAP. Our intent, through a subcommittee, was to get some information about our members who do not belong to a chapter or division and ensure that they believed their interests were being represented under our current governance structure. Our findings are clear in our initial question: 69 percent of respondents believe that their interests are currently being represented on the international board. One of the more interesting bits of information that we found, though, is of particular interest to chapter and division leadership. When asked why they chose the member at large category over other membership classes, nearly 30 percent responded that they "didn't know about divisions or chapters." **Get the word out, local leaders!**

Something else you will want to get the word out about is the IAAP Options Training Program. Not only has Options been revamped, we've added something new: Options Technology Training. The new technology training from Options give you everything you need to pass the Microsoft Certification tests. [Check out the brochures today.](#) They're so new we haven't had time to update the website yet. Only the brochure PDFs are up for now because we wanted you to have access to the information as soon as possible.

International Treasurer Judie Yannarelli, CPS/CAP, shared a post in the Treasurers eGroup about chapter or division reserve funds. It's a must read for leaders. It's reprinted below:

Good morning! Today, I find it necessary to bring to your attention what I deem is a serious situation occurring in many divisions and chapters. As international treasurer I would be deficient in fulfilling my role and responsibilities if I didn't share the information and the concerns that prompt this post.

In my duties as international treasurer, I regularly review divisions' audit letters. Lately I've noticed a trend that's alarming to me as an international board member, and it's not what you'd think. Rather than a caution about not holding enough funds in reserves, this is a note about the opposite phenomenon: chapters and divisions holding excess funds in reserve.

As a 501c6 nonprofit organization, IAAP is charged with using its funds for one purpose: fulfilling the mission of the association. While reserves are certainly important to hold for an economic downturn, crisis or to take advantage of that once-in-a-lifetime opportunity, they should be reasonable. A good guideline is between 50 and 75 percent of a year's

total operating expenses. Once a chapter or division begins to hold on to funds in excess of 100 percent of its operating expenses, problems begin to arise.

You read that correctly-- when an entity holds on to too much money, it's a problem. Why? The first reason is mentioned above: we should use funds in support of our mission to benefit our members. Ask yourself this question: are the extra funds better used gathering a meager amount of interest in a bank account or hiring a dynamic speaker for your next big event? More importantly, which of those two options benefits your members most? The sobering reality is this: when your chapter or division has funds in excess of 100 percent of its operating budget, it's shirking its responsibility to its members.

Another reality of the world we live in today is that organizations such as ours are coming under tighter and tighter scrutiny as tax revenues continue to shrink. And just as in your personal lives, you do everything you can to avoid the hassle and expense of an IRS audit, your chapter or division should be doing the same. Excess reserves are a red flag to governmental agencies. Why? Because they beg the question I posed to you above: If you're not fulfilling your obligations to your members with your chapter or division's money... what are you doing with it?

As we get set to begin the new year, I ask all of our leaders to take a hard look at your chapter or division's finances and ask yourself this question: are our funds being used with our members in mind, or as a hedge against an unnamed threat? Now is the time to put your chapter or division funds to good use and provide quality education and programs that will attract new members during the new year, revitalizing not only your chapter and division, the association as a whole.

The most important criteria to remember as treasurers, and this also applies to the chapter / division leaders, you are the stewards of the members' dues monies. They have elected you to demonstrate fiduciary responsibility by using those funds to provide them with services that support the IAAP mission statement. Perhaps this is a good time to post the statement as a gentle reminder: Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development.

This message is something all leaders need to hear. Thanks, Judie!

I need to finish packing. Enjoy the next month as spring begins to unfold.

***Mary Ramsay-Drow, CPS/CAP
IAAP International President***

MEMBER SPOTLIGHT

BARBARA TUREK

When I joined Zurich, my hiring manager encouraged me to seek out the opportunity to join a professional organization. After inquiring, I realized that a new chapter of IAAP was being formed in the Schaumburg area. I became a charter member of Golden Corridor Chapter and was instrumental in planning our Installation Ceremony at Harper College in 1997. I have served on the nominating, hospitality, as well as the program and fundraising committees along with being the chapter archivist. I was also on the core team when our chapter hosted PEP and IDAM.

Being a member of IAAP has enhanced my success as an administrative professional through the impactful programs our chapter offers, developing leadership skills, and career growth opportunities through chapter, PEP and IDAM meetings. I am most proud of obtaining my CPS/CAP certification in 2005 with the support of my executive who



surprised me with a wonderful luncheon in my honor with friends, family and co-workers. During that luncheon he spoke of my dedication to achieving excellence through certification and read some of the questions from a practice exam along with the exam statistics posted on the IAAP website. Not only did I receive a monetary award from the company, but a nice raise.

I celebrated my 15 year anniversary with Zurich North America Commercial in January and currently serve as an executive administrative assistant to the Chief Marketing Officer. Beside my daily activities and projects I am the lead event specialist for Zurich's senior executives/spouses participation in the Council of Insurance Agents and Brokers Leadership Forum held each October in Colorado Springs. I am responsible for planning and coordinating approximately 30 business meetings, 3 dinners (hosting approximately 250 guests), spouse activities, branding opportunities, golf and various other details. I am also on the team involved in planning Zurich's 100 year anniversary of entering the US market, which will be celebrated in 2012. This is an exciting time for our company, and its employees; and I have worked closely with Linda Clark cataloging hundreds of items into our archive database.

I have two wonderful daughters who both have successful careers of their own and am proud of their accomplishments both personally and professionally. My 4 year old grandson, Alex, is the most important little man in my life. I was privileged to accompany him to Disneyworld this past fall and we had a magical time.

VICE PRESIDENT'S REPORT

Leadership – Take Action!

So, are you sick of us yet? Yes, that's the question...me, JoEllen – your repeat officers of Golden Corridor Chapter. We both came back to the board to rekindle the emotion that built our chapter with our faithful members and inspire our guests to not only drop in for a great evening of networking, delicious dinners (provided by our business partner Tasty Catering), and thought provoking presentations, but to fill in the blanks on the membership form. We are still working at it!

(I digress; this isn't the point of this article at all, so back on track...)

With a few very important events that are still ahead of us, our year has passed the mid-point, and it's time for our successors at-large to step forward. It wasn't that long ago, although it seems like it was, that I was the deer in the headlights, yet still meekly raised my hand for that first officer position. Looking back, I can honestly say that my leadership experience has enriched my professional career and I have not regretted the time that I have taken, even with the challenges of this past year. I mention this only as encouragement if this is even a flicker in your cerebrum.

Just because the current board operates a certain way, if this isn't going to work for the next generation of board members, it doesn't mean it can't change. We ask you, to challenge the board positions, challenge yourself. What CAN you do, and what part will not fit? What if another position was created to help spread the responsibilities (just a thought)?

Our chapter is still considerably young and can evolve if we keep the core of our mission:

Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development.

Bottom line is, JoEllen and I are both passionate members of IAAP and Golden Corridor Chapter, but that doesn't mean we can't be just as passionate as a supporting members of the chapter. We've done it and we both have faith that you can do it too!

Submitted by Andrea Turner, CPS/CAP

FACEBOOK AND EMERGENCY PREPAREDNESS DURING TRAVEL

On March 11, Japan was rocked by an earthquake. People were displaced, a nuclear reactor was in trouble, and the world watched as a tsunami flooded Japan, threatened the islands of the Pacific, and ultimately hit the western coasts of North and South America.

This is the last thing an assistant expects to happen when she coordinates and arranges for international travel. This is *exactly* what happened to my manager and one of our team member's! After a trip to our Japan Operations (eight of our organization members are located in Tokyo, Kawasaki, and Osaka), both were on their way to the Narita airport in the limo for their 5:55 pm return flight to the U.S. when the 8.9 magnitude earthquake erupted. Interestingly, the team member is our Director of Enterprise Resiliency (Security & Continuity, or disaster recovery...), so this event from his perspective was quite sobering.

With all forms of communication bottlenecked or down, Facebook was the only way for Larry to connect to the U.S. with his posts: "I am not sure if email is working. I was on the



highway to Tokyo airport with the big one hit. We have made it the airport...but everything is shutdown. May be here for a long while. will call when cell lines free up. I am fine...and hungry ;-)" was followed by, "Isn't it strange that the cell towers are down...but I can get through on freaking Facebook. Still having a lot of aftershocks. I have video of the bridge we were on when it hit. Got thrown around pretty good."

Earlier in the week, Tokyo had some smaller earthquakes: "Dear Diary, Day 3 in Tokyo. Please make the earth stop shaking. Seems like every time God shakes the ground...I am sitting on the &^%\$&^ top floor of some building!!!! The last one just a few minutes ago lasted for 3 minutes (6.6)."

Once back in the office, I had a chance to ask Larry what an assistant can do to prepare her manager for this type of situation. He said there are really only three things:

1. communicate

Due to the time difference, my manager needed to depend on her own resources. Judging from the email that I was copied on, she communicated immediately to our CIO, her manager advising that she was ok, but would be stuck at the Narita overnight due to airport closure.

2. secure a hotel as soon as you can

While it took nearly three non-stop hours to connect to corporate travel, they managed to get reservations at a nearby 2-star hotel for \$60, which they both believed, was the best \$60 spent. They were served breakfast the following morning, which by all indications on the food supplies, was a very good thing.

3. immediately book a flight out, to any destination if your first choice isn't an option

I was in receipt of emails from our corporate travel confirming her flight the next day. I immediately contacted the limo service to change her pick-up from that evening to the following day and sent a message that I had done so.

While most companies have a manual for disaster recovery, in these situations, no one will read 900 pages of what to do. Larry's final suggestion was to have an emergency card handy. Needless to say, I have taken some time to review our Emergency Assistance policies and have some information at my hands for any future trip!

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

YOU TOO CAN FIND THE PASSION AND PURPOSE IN CERTIFICATION

This month I'd like to focus on how to get and track recertification points and give you a few ideas to help yourself out.

At this time of the year, I can't help but think tracking your points is perhaps a little like filing your taxes: you must do it to be legal and you have to be able to document everything you claim in the event you are audited. Thank goodness we only need to recertify every FIVE years! Many people find collecting all their paperwork/information/recertification points in one place (file/binder) as they go, to be a great method. A fabulous tool HQ has provided is a tracking spreadsheet located on the IAAP home page. Under the Certification tab choose the Recertification drop down or click on this link: [Recertification link](#), you can keep track of your activity and how much you need for the five years. You will also see a lot of great information about recertification

If you recertify by April 1, 2011 you can recertify under the old rules, after that you will need to follow the new rules for recertification.

Awesome news—under the new rules, you will only need 60 units to recertify, within the following categories only:

- Continuing Education (60 points maximum—minimum of 30)
- Other Certifications (20 points maximum)
- Leadership (20 points maximum)

Great ways to get recertification points:

- I. Attend the Illinois Division Annual Meeting (IDAM) May 20-22 in Moline, IL (8 recertification points are being offered!)
- II. Attend the International Education Forum and Annual Meeting
- III. Attend the Spring or Fall International Certification Conference
- IV. Visit another Chapter's meeting in which they offer recertification points (all of the chapter's meetings are located on our division website and many have recertification points for each meeting or special meetings/functions)
- V. Purchase one of the 50 minute Crisp book, or take an online Options training course, which is specific to CAP examination outline (1 point per contact/credit hour).
- VI. If you are taking a college course specific to the CAP outline, that counts toward recertification (10 points per credit hour).
- VII. Are you attending an educational class for work? That counts too! The required back up documentation is a certificate, HR transcript or letter from the employer or individual conducting the educational session. Documentation will include: program topic, date and hours of attendance.

- VIII. Technical certifications, such as MOS. (5 points)
- IX. Other professional certifications, such as ALS, CEOE, and CMP (5 points)
- X. Hold a standing committee where elected or appointed position that is active for at least 7 of 12 months, Office or Chairmanship held in IAAP, work, civic, religious, etc. (5 points)

Consider your options and do what works best for you, maintaining this accomplishment shows your boss and your future bosses that you are interested in YOUR career and showing you "want to put your OWN oxygen mask on before helping others" as they say in the emergency safety instructions on airplanes.

Pursue your passion with a purpose. Grab onto your dreams and hold on tight with both hands!

Respectfully submitted,

***Ann McKeveitt, CAP
2010-2011 ID Certification Chair
CLSC Chapter Member***

NOMINATING COMMITTEE REPORT

Our Golden Corridor Chapter By Laws state that the Nominating Committee shall submit a slate of candidates, for board offices, to the membership at the April meeting with the election of officers taking place in May and the installation at our June meeting.

We are in the process of speaking to all the existing board members to see who would like to remain in their current role. It is always a benefit to the chapter when some of the board members either remain in their current role or take on a new board position. Having some board members remain always helps in bringing continuity to the leadership of the Golden Corridor Chapter. Their experience is invaluable to the new board members.

We ask each GCC member to seriously consider running for a board position to strengthen their leadership skills. Board positions also offer recertification points for those of you who need to recertify. If you are interested in a particular position, please contact us immediately at barbara.turek@zurichna.com or susan.witwicki@zurichna.com. We would love to hear from you. We have so much talent in our chapter; you may just be the person we are looking for! To see an in-depth job description, please ask one of us and we'll send it to you through email.

We will be extending a personal invite to you in the coming weeks.

***Submitted by Barbara Turek – Chair 2010
Nominating Committee
Susie Witwicki – Co-Chair 2010
Nominating Committee***



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 reetz73@gmail.com.

FEBRUARY / MARCH ANNIVERSARIES

Deb Wilson	2/1/11
Deeann Ilenfeld	2/2/11
Noreen Bucaro	2/2/11
Jacquelyn W. Chaney	3/1/11

* Charter Members

IMPORTANT DATES (DIVISION DEADLINES)

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

2011 PUBLISHING SCHEDULE

	Due to Board / Newsletter Editor	Publication Date
Apr / May	May 19, 2011	May 27, 2011
Jun / Jul	July 18, 2010	July 29, 2011

GREAT SITE FOR E-TIPS

Found a great sites for tips on MS Office and many other applications
<http://www.techrepublic.com>

Here's a sample article from this site.

Five tips for working with Excel sheet protection

Takeaway: Protecting worksheets will help safeguard your design and data, but at the cost of functionality. Here are some tricks for gaining the benefit of protection while still allowing certain types of access.

After working on a spreadsheet or workbook application, you probably want to ensure that your work stays intact. You know, however, that a user can easily render all your work useless by removing a single formula or changing the value of a constant. You can train users, but sometimes that isn't enough. If you need a real guarantee, enable sheet protection. Then, your work is safe — maybe a bit too safe. Once you protect a sheet, users can't do anything but look at it. These five tips will take you beyond simply enabling protection for a sheet.

Note: To enable protection in Excel 2003, choose Protection from the Tools menu, select Protect Sheet, and then enter a password and confirm it. In Excel 2007 and 2010, click the Review tab and click Protect Sheet in the Changes group.

1: Unlock for data entry guidance

Use Excel's protection feature to guide users through the cells they should modify. Before protecting a sheet, uncheck the locked format that works with protection. Specifically, right-click input cells, choose Format or Format Cells (depending on the version), and then click the Protection tab. Uncheck the Locked option. Once you protect the sheet, Excel automatically selects the first unlocked cell. As users press [Enter] and [Tab], Excel cycles through the unlocked cells.

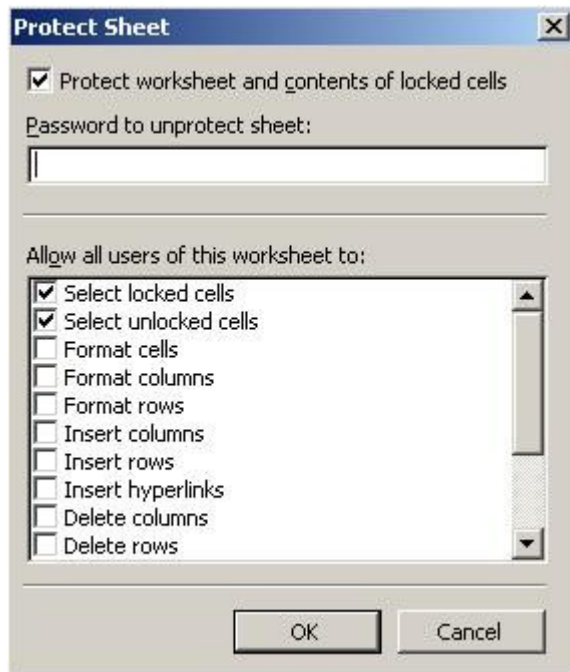
This behavior is a great way to guide users through the cells they need to update. They can still scroll throughout the sheet. They can also select locked cells. They just can't change the data in locked cells. Remember that locking and unlocking cells has no effect unless you protect the sheet.

2: Allow special access

A protected sheet is seriously limited. Users can't update it or format it — they can't even sort the data. You can unlock cells so users can update and/or enter new data (#1), but users will often need to do more than that. For instance, sorting and filtering data is a common task.

When enabling protection, Excel offers a number of special access options. **Figure A** shows several of them. (By default, users can select all cells, even locked cells.) Checking an option allows users to perform that particular function even with protection enabled.

Figure A



Allow access to specific tasks when protecting a sheet.

3: Hide formulas

When you hide a cell and then protect the sheet, the hidden cell is still visible, but nothing shows in the Formula bar when you select that cell. Nor can you copy the formula to another cell. You can see the result of the formula or the literal value, but you can't view it in the Formula bar. This is a good way to hide intellectual and proprietary property in custom workbooks. (Excel doesn't hide cells by default.)

4: Allow programmatic updates and tasks

If you're familiar with VBA, you can stretch protection a bit. Simply add the following statement to the workbook's Open event:

```
sheetname.Protect UserInterfaceOnly:=True
```

where *sheetname* identifies the sheet you want to protect. This particular statement will enable protection for *sheetname* when you open the workbook but allow changes to locked cells made via VBA procedures. You must execute this statement when opening the workbook.

5: Don't mistake protection for security

Protecting a sheet isn't a security feature. Don't use protection to prevent users from accessing confidential or sensitive data — it simply doesn't provide that level of security. Protection is a means of protecting the integrity of your design and data. This feature prevents accidents, not willful abuse. For better or worse, protection is easy to crack and will work only with those users content to apply it



CLOTHING DRIVE – May 19, 2011
to benefit WINGS

In 1985, a man named Louis Tosto did something that he normally would not do. He picked up a man who was hitchhiking and learned that he was homeless and sleeping in the forest preserve. Louis was shocked to hear the stories of homelessness in the suburbs and even more appalled to learn of the absence of services to help these individuals. From this experience, Louis and a group of concerned individuals investigated the issue of homelessness in this somewhat affluent area of the Northwest Chicago suburbs. The group learned that there were very few services available for this population, and that women and their children were most in need. Through collaborations with the Northwest Suburban Council for Community Service and Alexian Brothers Medical Center, they created Housing and Shelter Program (HASP), which was incorporated in 1986.

The program provided resources and arranged emergency housing for women and their children facing homelessness. In 1989 HASP changed its name to **WINGS Program, Inc.** (Women In Need Growing Stronger) and by 1990 **WINGS** began providing transitional housing for up to 2 years, counseling, and other supportive services.

Today, **WINGS** continues to provide transitional housing, food and support services. Proceeds from **WINGS** 3 resale stores (Niles, Palatine and Schaumburg) provide revenue to support **WINGS** long and short-term housing and Safe House for women and children fleeing domestic violence and homelessness. Merchandise sales also help supply food, counseling, career services, and legal and medical referrals to families in need.

We will be conducting a **CLOTHING DRIVE** during our **May 19th** monthly meeting in support of **WINGS'** Schaumburg location. Items accepted include men, women and children's clothing in good condition with no rips or stains. Other items needed are shoes, belts, handbags and jewelry. All clothing should be neatly folded and in boxes – no hangers, please. For furniture donations call: 224-938-3902. Items not accepted are: cribs, used mattresses, exercise equipment, computers, encyclopedias or anything dirty, damaged, dangerous or out-dated. (See **WINGS** website for a complete list.) If you want a written acknowledgement from **WINGS** for your donations, **WINGS** will provide a form for tax purposes. Also, tax deductible donations by check should be made payable to **WINGS**.

This is a great opportunity to start Spring cleaning, empty out closets and start to build your new Summer wardrobe. We are looking forward to a successful **Clothing Drive** for **WINGS**. Please help if you can.

Thank you for your generosity.

