

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

October Meeting Topic

**"It Was Food vs.
Me...And I Won
Presented by:
Nancy Goodman
October 15, 2009
6:00 P.M.
Zurich Café**

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The editor reserves the right to edit
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www.goldencorridor.org

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

October 2009
Issue 29

LETTER FROM THE PRESIDENT



October is Breast Cancer Month - About every three minutes, a woman somewhere in the United States is diagnosed with breast cancer. In 2008, an estimated 182,460 new cases were diagnosed in American women and about 1,990 cases were detected in men. About 40,480 women and 450 men died of the disease last year alone. Breast cancer is the second most common form of cancer in the world, and it occurs in both men and women although women are about 100 times more likely to experience it than men. While this form of cancer is second in frequency only to lung cancer, it is the fifth most common cause of death by cancer in women around the world. We have several members who are breast cancer survivors and we admire their courage and strength.

Welcome Fall! All the leaves are turning red, yellow, and brown; pumpkins are showing up everywhere. The seasons change so fast and here we are now into Fall season; Halloween is right around the corner. Can you believe we will be changing our clocks, frost will be on the pumpkins, and we will be pulling out the gloves, scarves, and boots? I hope you have established your membership goals and have been using the passport to track them.

We have a new Vice President, Ann Kuhlmann, who replaced Lisa Nuske. Congratulations, Ann! Ann has been with Golden Corridor for a few years, and was our recording secretary. Since Ann cannot do both jobs, we are looking for someone to be our recording secretary. If you want to become involved in the Golden Corridor Chapter, we would love to have you. Please let me know by October 16, 2009; if you are interested. Please take a golden minute and see if you can help with all of our committees.

Help! Since we switched caterers in an effort to keep the cost down for our dinners, we find that we need additional help: a Hospitality Committee. If you could come early around 5PM and help with setting up, greeting our members, passing out passport stickers, and selling raffle tickets, we really would appreciate it. If you cannot come early but can stay ½ hour after the meeting to help, that would be great. Anyone who can help just for one meeting will be given a passport sticker for a committee.

LETTER FROM THE PRESIDENT (cont'd)

Golden Corridor Chapter is taking the Administrative Edge and forming a "Mentor" network group comprised of our members who can help a GCC member with Outlook, Microsoft Word, Excel, PowerPoint etc. There have been requests for help with some programs by members who work solo in the office. We will have signup sheets for those willing to share their expertise; whether it is a quick call during the lunch hour or a mutual time where you can meet the person and walk them through a program. We will post the "Mentor" network group in the November newsletter. Golden Corridor plans on hosting a couple of workshops too!

There will be an Open House meeting, November 14, 2009, for all members and those interested in Golden Corridor Chapter and IAAP at the NIU Conference Center in Hoffman Estates. All the details are in the Newsletter; this is an exciting fun filled morning; you won't want to miss this golden moment.

Our GCC November 19th Meeting - Finessing Your Presentations - PowerPoint Overview with Marie Herman. Marie is extremely passionate about helping administrative professionals to chart a career path for themselves. She is actively involved in the International Association of Administrative Professionals and participates in a variety of forums, writes articles for publication and teaches classes on a wide number of subjects related to professional development and technology. This program will give you some new pointers on PowerPoint.

All of us contribute to the success of our Golden Corridor Chapter; please join us for every golden minute you can spare. We are always open to new ideas, so let us know if you have any suggestions/ideas.

Have a safe and Happy Halloween,

[Evelyn](#)

Evelyn Szalkowski

GCC President 2009-2010

"It was Food vs. Me...and I Won" Viking/Penguin



GUEST SPEAKER:

Nancy Goodman,

Author & Free Speech Speaker

Brief Description:

Our up and down see-saw diet habits of today are frustrating and often times sabotage our long term successes. We do that old, familiar line dance – 2 steps forward and 1 giant step back. What's that all about? Weight loss questions and diet tips are issues on the minds of both men and women. Obesity is on the news. Acai Berry Weight loss, Detox high-fiber diet, Grapefruit diet, Mayo Clinic diet and more; there is always a new diet on the horizon or a previous diet that worked last time for all the Hollywood celebrities. Our October speaker, Nancy Goodman, has both been there and done that. Nancy found a way to lose the weight and has kept it off for 15 years. She promises to share her secret at our October meeting. Join us for this life changing event.

About the Speaker:

Author Nancy Goodman, mother of three, spent most of her life feeling out of control with food by jumping from diet to diet. She would lose weight, only to gain it back. After years of this frustrating cycle, she went for professional help. She learned two things - - depriving herself of the foods she loved was setting her up to overeat and even binge. What she also learned was that feelings, situation, and people were causing feelings to pop up. "Much of the reason we eat is because we're bored or we use food to unwind or as a substitute for being lonely." Rather than feeding those moments and making choices from there, she helps make the connection between food and the avoidance of a feeling.

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 /

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.

GOLDEN CORRIDOR PRESENTS: GOLDEN TICKET TO MICROSOFT OFFICE 2007 TIPS & TRICKS

On November 14, we will be partnering with Northern Illinois University Outreach Conference Center in Hoffman Estates for a Golden Corridor Chapter, IAAP Open House. This program is in addition to our November 19th monthly meeting. What an opportunity for members (and friends) not able to attend the evening meetings!

What's the incentive to come? Well, the program for starters – Marie Herman presenting *Microsoft Office 2007 Tips & Tricks* might provide the edge over the other employees in your office. And, what is the deal with the Golden Ticket? You receive one when you come, redeemable at any monthly meeting – easy peasy! Raffle prizes and food – of course! Enough said - you won't want to miss this professional enrichment program and opportunity to tour NIU Hoffman Estates state of the art learning environment! But, don't keep it to yourself...

In the next couple of weeks, you will be contacted by a committee member requesting your assistance in building our invitation list. Who do you know that may be working for another regional office or company in the area? Who are your business partners that may be in the office administration field? Think outside the box – IAAP is not just secretaries or administrative assistants—any person that is in a supportive role. We will be requesting each member of our chapter to provide two to three names and their email addresses (more if you have them!) so we can really expand our reach into the businesses in the surrounding area that may not have IAAP membership represented at their company. Start jotting these names down so you are ready for the call!

Submitted by: Membership Committee

Looking to make a job change?

Don't forget about the networking group that meets from 5 – 6pm at the back table (Zurich Café) prior to our Thursday monthly meetings if you are making a career change. Your transition may be simply changing jobs due to downsizing out of your last position or you feel it's time to make a change. This month, the networking group of **job searchers** will be critiquing resumes. Guests and members can either just walk in for this group or register with Don Humphrey to attend the dinner and program that follows at 6pm, Thursday, October 15.

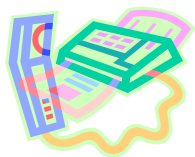
Between meetings, discussions may continue through the Yahoo group: **iaap-goldencorridor** <http://finance.groups.yahoo.com/group/iaap-goldencorridor/> formed for Golden Corridor Members and supporters of our chapter. As our members are learning, finding a job today is much more challenging than ever and it will take many avenues to reach the end of the road – or employment! This discussion group is not limited to career development. It's open to all members and friends to discuss other chapter / IAAP news and events.

If you are interested in participating in this group, please contact Andrea.Turner@motorola.com for an invitation to membership in this group.

Submitted by: Membership Committee

Golden Nuggets

To make life easier



Internet Fax Services: It seems like changes are occurring daily in the Telecommunications Industry. It is now possible to replace your land line fax machine with an internet fax. This has great potential for saving you and your company money over time since the internet fax does not require a phone line, fax machine, maintenance or ink cartridges.

Accessible: Internet Fax Services allows a busy traveler to access their faxes at anytime while on the road via their laptop. Basic services start at around \$10 a month with free set up and no contract. You may send/receive e-mails from your existing internet e-mail account via either a local or toll free fax number.

Here's How It Works: To send a fax from your e-mail system, type the receiver's fax number and *attach* your document to the fax. Send the e-mail. Faxes sent to you arrive in your e-mail in-box and will be received even if the computer is turned off. A good service has a secure server with SSL encryption so that your faxes remain private. If you receive international faxes, you will need to check to see if the service permits this. Many allow faxes from the United States and Canada with a toll-free number.

Some of the services limit the number of pages sent and received each month. This option is generally best for offices that send/receive less than 300 pages a month. Higher priced options are available for heavier fax usage.

Go Shopping: Check out the following sites for additional information or to shop for an Internet Fax Service to fit your needs.

<http://www.myfax.com/>

http://www.fax.com/features_pricing.html

<http://www.ringcentral.com>

Submitted by: Ann Kuhlmann

FIXING EMAIL ADDRESSES IN A PDF

Note: this fix requires the user to have Adobe Acrobat Professional installed.

As our newsletter editor was finalizing last month's issue, an error was discovered as a result of the conversion from Microsoft Word to Adobe PDF. We learned that email addresses that contain "dots" to the left of the "@" do not convert properly; anything to the left of the "dot" closest to the "@" gets dropped. In other words, when converted, "don.humphrey@motorola.com" becomes "humphrey@motorola.com", and "brigitte.morris.sepl@statefarm.com" becomes "sepl@statefarm.com". The resulting consequences of such an error could be problematic, depending on what kind of document you might be working on!

I did some investigating and learned that the fix is quite simply a matter of editing the hyperlink in the PDF document. I had fully intended to submit a how-to article for the newsletter; however, with multiple screen captures showing the steps, my article turned into its own 9-page document! Instead I have opted to create a presentation which is available on the chapter's website, www.goldencorridor.org. Please check it out and let me know if you have any questions.

Submitted by: Don Humphrey

KEEPING YOUR COOL WHEN THE CUSTOMER GETS HOT

By Lydia Ramsey

A day in at the office can be filled with joy and satisfaction or it can be frustrating and stressful. When things go wrong, some people lose control. Holding emotions in check and reacting professionally while under fire is not always easy. It is particularly difficult to be nice to people who are not being nice to you.

So what do you do to keep your cool when the customer is chewing you out? Most of the time, the customer's dissatisfaction is not even your fault. It could be that the problem was with a product or a service delivered by someone else in your organization. You're getting the blame because the unhappy person found you first, and it's not pleasant. When faced with angry people, there are four key steps that will help diffuse the situation.

Step 1: Apologize. "But," you say, "it's not my fault." It doesn't matter who's to blame; apologize anyway. As a representative of your company you have a responsibility to see that things go well. Your willingness to be accountable will have a positive effect. After all, it takes two to have an argument. If one of you refuses to be disagreeable you can't have a disagreement. You are not accepting blame—you are simply saying, "I'm sorry about the problem." You are wasting your breath unless you apologize with complete sincerity, so be sure that your tone of voice matches your words.

Step 2: Sympathize with the irate customer. Let the person know that you identify with his feelings. Tell him that you understand the frustration of receiving a faulty product or poor service. The angry person will begin to feel better as soon as his reaction has been validated.

Step 3: Accept responsibility for the situation. Be accountable to the customer. Let him know that you intend to do whatever it takes to make things right. You can't help what has already happened, but you will come up with a solution to the problem or you will find someone who can.

Step 4: Take action. Decide what you can do to remedy the situation and tell the customer, that is, "I will replace the defective or incorrect product as quickly as possible." If the issue was

poor service, deliver better service. And if you can offer a bonus of some sort or waive fees, the tiger before you will be transformed into a pussycat.

Use the acronym "ASAP" to remember these four steps for calming upset customers. Each letter stands for part of the process.

A: "Apologize."

S: "Sympathize."

A: "Accept responsibility."

P: "Prepare to take action."

Nothing will be solved if you become argumentative and reactionary; you'll only fan the flames of the customer's anger. Instead, diffuse the situation by being apologetic and sympathetic and by focusing on positive steps that will resolve the situation. Before you know it, your adversaries will become your allies. One more thing: remember to smile. It will make everyone feel better and behave better.

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About the Author:

Lydia Ramsey is a business etiquette expert, professional speaker, and corporate trainer. She is the author of *Manners That Sell—Adding the Polish That Builds Profits*. For more information about her programs, products and services, contact her at lydia@mannersthat sell.com or visit www.mannersthat sell.com

Submitted by: Evelyn Szalkowski

SIX STRATEGIES TO RECESION PROOF YOUR JOB AND CAREER

By Peggy Klaus

If the bad economic news is making you feel anxious about your career or afraid of losing your job, there are actions you can take right now to improve your soft skills in ways that will help you survive the slowdown. While certainly soft skills can make or break your career under any conditions, they become indispensable during hard times. These skills cover a wide range of abilities and traits—from self-awareness to attitude, initiative to problem solving, handling criticism to communicating your agenda, leadership to time management, political astuteness to integrity, and then some.

Increasing your soft skills savvy will help you demonstrate your value during a soft economy, whether you simply want to recession-proof your career or if you find yourself back on the job market.

1. BE SEEN AS INDISPENSABLE

- Be seen as the go-to-person for getting things done—the one who will make it happen when others can't or don't.
- Demonstrate your versatility. Even if you are not best at any single position on the team, you are more likely to be kept on when you are seen as a multipurpose player. Versatility becomes even more important during times of cutbacks when fewer employees remain.
- Have strong relationships with the people your company serves. For example, when the higher-ups are deciding whom to ax, you want them to think, "If we let Bob go, we will be putting some business at risk—try explaining to everyone why we've laid him off!"

2. MANAGE YOUR BOSS

- Be the one who really understands what the boss needs and delivers it when and how he wants it delivered.
- Make sure that the results you focus on and produce are the ones your boss and company value most.

- Don't think of supporting your supervisor as "sucking up." Rather, think of it as creating and maintaining good relationships with superiors—just as you do with colleagues—which, by the way, is simply part of doing your job.

3. UNDERSTAND YOUR COMPANY'S SHADOW ORGANIZATION

- If you think office politics are beneath you, catch up fast on the "shadow organization" that really runs things and impacts key decisions—including those about reorganizations and layoffs.
- Don't be an ostrich. Catch the signs of shifting tides and be a detective about what's ahead so that you can proactively position yourself.
- Maintain strong relationships and create high visibility with the higher ups. Get to know their interests outside of the office, volunteer for key committees that are close to the division head's or CEO's heart, and learn where they play golf. In other words, make the effort to bond with them.

4. BRAND AND BRAG

- Connect the dots for people and show them how your strengths can be utilized in other departments, capacities, or fields. Avoid pigeonholing yourself. Instead of, "I'm a mortgage assistant," present yourself like this: "I'm a strong problem solver, great at putting deals together, good with numbers, and strong with my people skills."
- Make sure your managers know what a great job you are doing all the time—not just during performance reviews.

Continued on next page

SIX STRATEGIES TO RECESION PROOF YOUR JOB AND CAREER (Cont'd)

5. DEMONSTRATE LEADERSHIP ABILITY OR THE QUALITIES FOR BECOMING A LEADER

- Get along with and motivate others. How peers or direct reports view you becomes increasingly important during downturns. At layoff time, the tolerance level rapidly decreases toward people who are good at doing their job but perceived as being jerks or bullies.
- Take the initiative and problem solve. It's not enough to be good at getting things done—you need to be seen as someone who is looking for ways to get them done better. Generate solutions, especially to problems that no one else wants to handle or acknowledge.
- Think big. Being seen as a big-picture thinker becomes more desirable during times of transition when solving challenges becomes more critical than ever.
- Stay positive. Your ability to remain constructive and positive during layoffs, cutbacks, or talk of downsizing speaks volumes.

6. CONTINUOUSLY LEARN AND REACH OUT

- Keep learning new skills. Don't assume that you are bullet proof.
- People think that keeping their job is what it's all about, but sometimes a layoff is unavoidable. So stay connected to colleagues and leaders in your industry, professional associations, and colleagues at other firms. Be positioned to ask for referrals and information regarding other opportunities or positions.

About the Author:

Peggy Klaus is an executive coach and the author of two books: *BRAG! The Art of Tooting Your Own Horn Without Blowing It* (Warner Books, 2003) and *The Hard Truth About Soft Skills: Workplace Lessons Smart People Wish They'd Learned Sooner* (Collins, 2008). For more information, visit peggyklaus.com

Submitted by: Evelyn Szalkowski

DIFFUSING CONFLICTS IN THE WORKPLACE

Conflict is nothing new in the workplace. But tight budgets, large workloads and uncertainty about the economic landscape is causing many professionals to feel greater pressure on the job and leading to more disagreements between coworkers. If you find yourself at odds with a colleague, how you respond could directly affect your career prospects.

Here are some tips that can help diffuse a confrontation with a coworker:

- **Take a time-out.** Don't respond to the issue at hand in the heat of the moment. Instead, wait until you have calmed down before deciding on a course of action or entering into a discussion. Remember, when addressing a conflict with a coworker, it's important to remain professional at all times.
- **Approach the situation from different perspectives.** Before addressing the issue, try to identify your coworker's motives, as well as any steps you could have taken to avoid the situation.
- **Meet face to face.** Trying to resolve a sensitive issue via e-mail can lead to misinterpretation. Body language and vocal inflection play a vital role in interpreting someone's intentions.
- **Be open-minded.** When you do meet with your colleague, instead of hurling accusations, calmly explain how his or her actions have affected you or the team. Give the person a chance to respond and share the other side of the story. Listen carefully to what your coworker has to say, even if you don't agree.
- **Don't be afraid to ask for help.** Immediately alert your manager if you are unable to resolve the conflict on your own or if it significantly affects the team.

COMMON JOB HUNT DILEMMAS SOLVED

By Selena Dehne, JIST Publishing



Overcoming unemployment during a job market drought can present quite the dilemma, all on its own. It can be particularly problematic, however, for job seekers without a college degree or with a questionable work history, for instance. Barriers such as these are all it takes in today's highly competitive job market to screen job seekers out of consideration for a job before they've ever scored an interview.

That's why it's imperative that job seekers be aware of their job-hunt barriers and know how to downplay them on their résumé.

"Remember, your résumé is a marketing document in which you select the mix of information that will sell you to your next employer. You're not required to reveal every wrinkle in your background or bend over backwards to make sure a potential employer knows about your areas of weakness," says Louise Kursmark, author of "Sales & Marketing Résumés for \$100,000 Careers, Third Edition." "Don't lie, but approach these challenges with creativity and a focus on the employer's needs and interests rather than on any problems you perceive in your own background."

To handle common job hunt dilemmas, Kursmark offers the following résumé tips:

Dilemma No. 1: I'm afraid the employer will think I'm too old.

Economic woes have prompted many older workers to defer retirement or seek lower-level jobs than the ones they previously held. Job seekers in such situations often worry they'll be screened out immediately because employers will think they're too old for the job. Job seekers who want to avoid broadcasting their age on their résumé should consider Kursmark's following tips:

- Eliminate dates of college graduation.
- Avoid any dates in the 1960s, 1970s and early 1980s.
- Truncate your experience by leaving off early jobs (disguising perhaps five to 15 years).
- Provide 10 to 20 years of experience, with dates, and then summarize prior experience under a subheading such as "Experience before 1990" or "Prior Professional Experience."

Dilemma No. 2: I don't have a college degree.

Certainly, a college degree gives job seekers an advantage. It's important to remember, though, that it's not the be-all and end-all. The key is to emphasize work history, skills and confidence and downplay lack of a degree. According to Kursmark, job seekers without a degree may want to:

- Eliminate the education section of their résumé altogether.
- Head up the section with "Professional Development" or another title that doesn't call attention to an education credential.

Remember that some college is usually viewed more positively than no college. If you've taken some college courses, Kursmark suggests a few options for addressing your education on your résumé*:

Continued on next page

COMMON JOB HUNT DILEMMAS SOLVED (Cont'd)

- UNIVERSITY OF CALIFORNIA, SANTA BARBARA -- Studies in Business and Economics (full-time 3 years).
- COLORADO COLLEGE OF MINES -- Completed 50% of requirements toward Bachelor of Science in Mechanical Engineering.
- Southern Connecticut State University, New Haven, Conn.; Quinnipiac College, Hamden, Conn. - Coursework in Business, Marketing and Economics, 1997-2000.

Dilemma No. 3: I'm worried employers will suspect I'm a job hopper.

The term "job hopper" describes an individual who has been employed in a series of short-term stints with a handful of employers. Instances of job-hopping tend to make employers doubt everything from the candidate's behavior on the job to their ability to make a long-haul commitment to an employer. In today's highly competitive job market, these doubts are all it takes to prompt an employer to reject a job seeker before he or she has ever scored an interview. Kursmark suggests the following tips for presenting a more positive appearance:

- Consider eliminating one or more of your jobs, provided that doing so does not leave a gap that will provoke immediate questioning, thereby spotlighting the very thing you want to downplay.
- If circumstances beyond your control contributed to your short tenure, consider adding a brief explanation along the lines of "Merger with Megacorp eliminated all regional sales offices in spring 2009," or "Sales unit dissolved when software was discovered to be unready for market." Generally, Kursmark advises against explaining or excusing in a résumé, but says that sometimes brief statements such as these can immediately overcome a negative reaction.
- Concentrate on finding job opportunities through networking, where a personal referral can get you in the door, and you can then wow the interviewer with your capabilities and provide a rationale for the short tenure of your recent jobs.

Dilemma No. 4: I performed poorly in my last job.

For job seekers who made a complete mess of their previous job, or simply weren't in it long enough to make an impact, creating a powerful résumé may seem impossible. To sidestep this dilemma, Kursmark encourages job seekers to skip their excuses and try to find one or two success stories, and include them without a great deal of elaboration. For instance: "Only

sales representative to secure multiple agreements for the company's primary sales strategy, a 3-month in-store trial" or "Successfully maintained sales volume in a flat industry and market."

Point out what you did accomplish and learn. For instance: "Laid the groundwork for a successful career in real-estate sales through intensive prospecting and community relationship-building." Don't mention that you didn't sell a single piece of property.

Another example: "Developed regional marketing strategy to improve brand recognition and increase market share by 10 percentage points." Kursmark asks, "Why broadcast that your plan was rejected by the senior VP? The accomplishment you're claiming is the development of the plan, a valuable management skill."

Kursmark reminds job seekers that problematic issues may come back to haunt them after the initial résumé screening. "You must be prepared to answer questions about such situations on the first phone screen. Be sure to practice your explanations so that they are concise, nondefensive and as positive as possible," she says.

*Excerpted from "Sales and Marketing Résumés for \$100,000 Careers, Third Edition" by Louise Kursmark.

IMPORTANT DATES

October 18-21, 2009

The annual [Certification Conference](#) is a way to learn important information that can help you in your professional life. You can also earn recertification points and network. Don't miss this year's conference October 18-21 in Portland, Oregon at the Portland Marriott Downtown Waterfront.

November 14, 2009

Sponsored by GCC - The first in a series of Educational Programs at Northern Illinois University Outreach Conference Center, 5555 Trillium Boulevard, Hoffman Estates, IL 60192

March 8-10, 2010

IAAP's [Professional Education Conference](#) (PEC) is designed especially for admins and will provide attendees with all the knowledge, skills, and attitudes they need to fit in with their executive teammates and the credibility and confidence they need to stand out from the crowd. Don't miss the next conference March 8-10 at the Grand Sierra Resort in Reno, Nev.

April 30 – May 2, 2010

2010 Illinois Division Annual Meeting (IDAM) Elgin, IL. Elgin theme for 2010 IDAM is Celebrate...Yesterday, Today, and Tomorrow!

UPCOMING BIRTHDAYS

Karen A. Duvall, CPS	10/2
Patricia J. Gonzalez	10/4
Bonnie J. Gibellina	10/22
Janet Schipma	10/22
Jacquelyn W. Chaney	10/27

UPCOMING ANNIVERSARIES

Andrea D. Turner, CPS/CAP	5 Years (Oct)
Almeassa Carrell	1 Year (Oct)
Janet Schipma	1 Year (Oct)
Susan M. Vosburg	2 Years (Oct)
Gina M. Kruse	13 Years (Nov)
Linda J. Clark, CPS/CAP	3 Years (Nov)
Barbara A. Turek, CPS/CAP	13 Years (Nov)
Patricia J. Gonzalez	1 Year (Nov)
Bonnie J. Gibellina	1 Year (Nov)

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 reetz73@comcast.net.

Congrats to Betty Clinton for recertifying this past July. Way to go Betty!

WHAT HAVE YOU BEEN READING?

I have been reading the new Dan Brown Novel, [The Lost Symbol](#). This book really narrates a great story about Washington DC; makes me want to go for a visit. The story isn't like the [Da Vinci Code](#) or [Angels & Demons](#), but it really does keep you turning the pages. I wonder if they will offer tours in Washington about the [Lost Symbol](#) like they did with the [Da Vinci Code](#) and Paris. Let me know if you want to borrow my book. [Evelyn](#)



WANTED!

**GOLDEN CORRIDOR CHAPTER
Website Sponsors Needed**

GCC is seeking corporate sponsors for our IAAP Chapter website. Annual cost is \$25.00. Golden Corridor will list your company and logo as a sponsor on our website with a link to your own designated web address. Sponsors will also be acknowledged in our monthly newsletter. We are asking GCC members to solicit corporate sponsors to help offset the costs of our communication expenses.

Contact Ann Kuhlmann at ann.kuhlmann@kodak.com for more info and to add your company to our website.



Saturday, November 14

GOLDEN CORRIDOR CHAPTER of IAAP®

Invites you to attend the first in a series of Educational Programs at
Northern Illinois University Outreach Conference Center
5555 Trillium Boulevard, Hoffman Estates, IL 60192
(see map on reverse)

MICROSOFT OFFICE 2007 TIPS & TRICKS

Presented by
Marie Herman ATM-B, CIWD

- 9:00 a.m. Registration/Networking/Continental Breakfast
- 10:00 a.m. IAAP / Success Stories
- 10:45 a.m. Microsoft Office 2007 – *Tips & Tricks*
- 11:45 a.m. Raffles / Wrap-up
- 12 noon NIU Tour

(1 recertification point has been applied for)



purchases a **GOLDEN TICKET*** for admittance to this educational event, which includes introduction to IAAP, Microsoft seminar, continental breakfast, FREE raffles and NIU facility tour. Additionally, the **GOLDEN TICKET** is fully redeemable** for \$5 toward the registration for a future **GOLDEN CORRIDOR CHAPTER** meeting.

*Attendance is required to receive your **GOLDEN TICKET** which will be distributed at the event.

** **GOLDEN TICKET** must be redeemed by June 30, 2010, and is nontransferable.

Please register in advance by sending the completed registration form along with your check for \$5 payable to:

Golden Corridor Chapter
PO Box 59551
Schaumburg, IL 60159

Registration must be received by Friday, November 6, 2009.

Seating is limited, so register early to secure your place!

Cancellations must be received via email to Don.Humphrey@motorola.com by Wednesday, November 11, 2009.

After November 11, all registrations will be nonrefundable.



International Association of
Administrative Professionals®
Golden Corridor Chapter

Name

Contact Information (email or phone)

Member Guest

Don Humphrey, Treasurer • 847-812-7225

www.goldencorridor.org



NIU Hoffman Estates

5555 Trillium Boulevard
 Hoffman Estates, IL 60192
 (847) 645-3000 x 36
 (815) 753-8850

[Driving Directions \(Mapquest\)](#)

[Local Hotel Information](#)

I-90 Westbound (From O'Hare International Airport)

- Follow the signs for I-90 Westbound towards Rockford
- Take I-90 past Route 53, Barrington Road and Route 59
- Exit at Beverly Road
- Turn right (heading north) onto Beverly Road
- Turn right (heading east) onto Trillium Blvd.
- NIU-Hoffman Estates is the second building on your right

I-90 Eastbound

- Heading on I-90 towards Chicago exit at Route 59
- Turn left (heading north) on Route 59
- Turn left (heading west) onto Higgins Road
- Turn left (heading south) onto Beverly Road
- Turn left (heading east) onto Trillium Blvd.
- NIU-Hoffman Estates is the second building on your right.

From Higgins Road

- Take Higgins Road west (pass Barrington Rd, Route 59 & Trillium Blvd)
- Turn left on Beverly Road (second light after Trillium)
- Turn left on Trillium Blvd
- NIU-Hoffman Estates is the second building on your right