

International Association of
Administrative Professionals®
Tri-County Chapter

Tri-County Connection

April 2012 ~ Volume 9 ~ Issue 68

Message from the President

Karen Haensel, CPS, CAP
Tri-County President
2011-2012



*Elevating Admins
to Excel in
Today's Office*



Spring is here! Even though we had a very mild winter, it's still great to have warm weather and see all of the new trees and flowers blooming. And, isn't fantastic to have longer days so we can enjoy the outdoors even more.

There are so many things happening over the next few months. We celebrate 2012 Administrative Professional Week during April 23-27. As you know our chapter will be celebrating our profession on April 3rd, I hope you all have registered for this great event. A big thanks to Mary Pyatt and her planning committee. This should prove to be a very fun evening.

Easter is also celebrated this year on April 8th. As we spend time with family and friends during this time, we honor and recognize Jesus Christ's resurrection from the dead, and His glorious promises of eternal life. As another tidbit of information – a bit of history of the Easter egg: The custom of an Easter egg hunt began because children believed that hares laid eggs in the grass. The Romans believed that "All life comes from an egg." Christians consider eggs to be "the seed of life" and so they are symbolic of the resurrec-

tion of Jesus Christ. Why we dye, or color, and decorate eggs is not certain.

Our spring fund raising project is the sale of the Bergner's Coupon books for the Community Day Sale, April 27 and 28. Each booklet costs \$5.00, but includes 1) a coupon worth \$10.00; 2) tiered shopping pass for 20%, 15%, 10% off each regular or sale priced item; 3) 30% Early Bird coupon; 4) twelve merchandise offers; 5) two web exclusive offers. Please contact Deanna Klein before April 28th if you would like to participate in this fund raiser for the chapter.

Tri-County and CIA (Bloomington Chapter) meetings will be combined in May. So mark your calendar for Tuesday, May 8th. The meeting will take place in Bloomington. There will be more information to come.

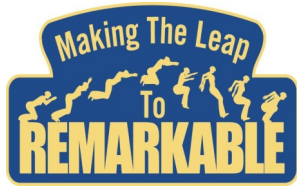
It's not too early to begin planning your attendance at the Illinois Division Annual Meeting scheduled June 8-10, 2012. Detailed information can be found on the Illinois Division website.



Inside this issue:

- Tri-County News2
- Chamber "Business After Hours"2
- Member Spotlight3
- Calendar of Events7
- Tri-County Committee Tidbits.....8
- Illinois Division Updates9





“Star of the Month”

Tri-County recognizes the efforts of our members at each meeting. Each month members can earn points by participating in personal/professional development activities. The points are totaled, submitted to the Leadership Committee, and tracked throughout the year. The *Star of the Month Form* used for tracking points as they are earned can be obtained from a Leadership Committee member or from our Tri-County website under the [Resources](#) tab.

MARCH 2012

**Star of the Month
Winner!**

**Janet
Vallianatos**

Tri-County News & Events

- ▶ Member of Excellence (MOE): Have you reached your goal?
- ▶ Chapter of Excellence: MOE must = 7% for us to qualify.
- ▶ Bergner’s Community Day Sale April : We have coupon booklets available for \$5 each. All proceeds go to our chapter.

ANNIVERSARIES

Barb Atkins
Savanna Bohm
Diana Hampton
Mary Pyatt
Debra Richards

Chamber “Business After Hours”



Hosted by:

Simantel

321 SW Water Street
Peoria, IL 61602

**Thursday
April 12, 2012
5:00 - 7:00**

[Click here](#) for Peoria Area Chamber of Commerce website.

MEMBER SPOTLIGHT



Debbie King, Executive Assistant
Water Street Solutions

Hil! My name is Debbie King. I am the Administrative Support Manager for Water Street Solutions, as well as Executive Assistant to Senior Management for this Peoria, Illinois company. I lead a team of Professional Business Management Technicians whose job is to focus on maintaining exceptional client communications and support while managing day to day internal business operations.

In 1996, I joined Water Street Solutions and in 2008 was assigned to build an office support staff to better manage internal company operations as well as increase support for management and field staff.

My day-to-day opportunities include managing fleet vehicles, organizing events, training administrative professionals, and supporting senior executives. I enjoy training others and public speaking, and am strong in detail, project management and follow through.

I live in Peoria with husband and we have 5 grown children and 2 grandchildren. Spare time will find me reading, redecorating, and spending time serving at church.

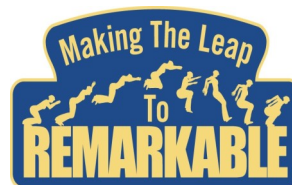
Employer Recognition



WATER STREET SOLUTIONS®

www.waterstreet.org
601 SW Water Street
Peoria, Illinois 61602

Thank you for supporting your employees in



IAAP Code of Ethics

Recognizing that apposition of trust imposes ethical obligations upon administrative assistants, office coordinators, executive secretaries, and other types of administrative professionals to act for benefit of employers, clients, and the public, members of the International Association of Administrative Professionals established a promulgated four standards of professional conduct and resolve to be guided by them as embodying the ethical ideals of their profession.



2011-2012 Member of Excellence

Created By: Vajdak, Denise On
Thu, Apr 12, 2012 10:02 AM

I submitted my application last week for this year's Member of Excellence award and was one of the ones randomly picked for audit. I gathered all the necessary documentation and sent it in for review. I just got the notice today that everything was in order, so now, I have received the 2011-2012 MOE award. The certificate will be coming soon. I appreciate the fact that IAAP has the program to give us incentives to do more than show up at a few meetings a year.

April Speaker

The Agent of Change. Code Name:
The Transition Man



Johnny Campbell

The 21st Century Leader

How to Lead, Manage,
and Influence Others
(When You Are Not In
Charge)

Other Presentations
By Mr. Campbell




Administrative Professionals Day Vendors



Barbara Fleming
Director

802 Yorkshire Ct.
Washington, IL 61571
309-444-8517
barbarafleming@my2.tupperware.com
Call me for all your Tupperware needs!



Scentsy
The hottest new thing in candles!

Christi Brackney
Independent Consultant

309-697-5677
brackney09@yahoo.com
www.christibrackney.scentsy.us



Christy Hines
Division Manager*

309-370-1958
chines83@gmail.com

Ask me about our GREAT
hostess program or how to earn extra income!
*Independent Consultant




Georgia Gschwend
(309) 346-9261

1206 S. 9th St. • Pekin, IL 61554
Email: rgschwend@grics.net
Shop Online at: GeorgiaGschwend.mycelebratinghome.com



Robin Ylinen
INDEPENDENT CONSULTANT

P.O. Box 228
12816 W. Center St.
Hanna City, IL 61536
HOME 309•565•1373

robinylinen@gmail.com
www.partylite.biz/robiny

Dove Chocolate Discoveries
Eat, Share, Love Chocolate

Esmeralda Gloria
Independent Chocolatier #10683




309-840-0902
chocolatere@tulowm@live.com
www.dovechocolatediscoveries.com/getchocolatewasted



JUDY ZIMMERMAN
Team Leader
ID #4287
Tel 309.682.8432
Cell 309.256.8878
judyanddick@mtco.com
tastefullysimple.com/web/jzimmerman
1502 N INDIANA AVE
PEORIA, IL 61603

*The food you love,
the time you deserve.*

Carrie Veal
Independent Fashion Consultant
309.242.0350
carrieveal@vaultdenim.com

www.vaultdenim.com

Delegation

Do you delegate as much as you could? Most managers don't delegate as much as they should.

Basically, there are three consequences when you don't delegate:

First, you don't free up more time as a resource for yourself, limiting your availability for other managerial tasks.

Second, you don't broaden your employees' experience and skills - you don't develop them, motivate them and commit them as much.

Third, you steal money from the company where you work. Why? It is more expensive for your company to have you perform a certain task than to have your direct report perform the very same task.

And if you don't delegate to your direct reports, it is very likely that they don't delegate either - all of these salaries add up to a lot of money for the company where you work.

Why then, don't more managers delegate more, much more?

There are many reasons, but it boils down to NOT knowing how to properly delegate. Here are five easy-to-follow steps to help you delegate:

First: Choose a capable employee

Second: Create clear expectations:

- Set SMART goals
- Be up front about potential problems and how they may be handled
- Obtain feedback on the task to be delegated to obtain buy-in

Third: Give the authority, the responsibility and the resources necessary to do the job:

- You may give minimal supervision but always be available
- Encourage employees to solve their minor problems (mistakes are an opportunity for learning)
- Hold them responsible for poor work (taking responsibility facilitates growth)

Fourth: Establish a feedback schedule and follow it throughout the project time

Fifth: Close with a written summary:

- Ask your employee to paraphrase what was agreed upon

Conclusion: As an action plan, answer these three questions:


- 1) What am I currently doing that I should be delegating?
- 2) What am I avoiding giving up? Why?
- 3) What is the next thing I will delegate, when, and to whom?




SKILLS 2 LEAD

Resource Websites for Admins

Administrative Arts	administrativearts.com
Admin Advisor	adminsecret.monster.com
	adminadvisor.com
	asapora.com
	officeteam.com
	officearrow.com
	planetadmin.net
	proassisting.com
	savetheassistants.com
	theaep.com
	us.deskdemon.com



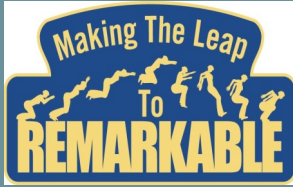

Next Chapter
September

The IAAP Tri-County Connection is published monthly Sept – June.

Deadline for submission of articles and photos is the 20th of each month.

Submit materials to Jannise Bush, Editor
contactme@jabservices.org

IAAP Members



Networking! One of the scariest words in the English language today!

Created By: Richards, Dianne On Thu, Apr 12, 2012 10:12 AM

Today's OfficePro Express (4/12/2012) had a very interesting piece/link called "Learn to be yourself at your next networking event." I liked the writer's definition of how he came to understand why he felt uncomfortable.

One thing I've learned (and read numerous articles on!) is to listen to the other person, engage them in talking about themselves or what they are interested in, not necessarily their business, without interruption and without trying to think about what you are going to add to the conversation next.

I feel we sometimes get trapped by the thought "Oh, I can top that!" or "what do I say next?"

I KNOW it's easier to say than to do, but enjoy the moment! Remember that the other person is going through the same torment and you will make a definite and positive impression if you help make THEM feel comfortable.

Good luck and try it on me the next time we meet!



BLOGGING

Mark Your Calendars!

You Are Invited to Attend an Extraordinary Administrative Professionals Day/Week Webinar Hosted by the

Virtual International Professionals (VIP) Chapter of IAAP

Building Your Personal Brand: The Essentials of Professional Presence

By Anna Soo Wildermuth

Thursday, April 12, 2012

7:00 p.m. until 8:00 p.m. CST



Anna Soo Wildermuth, AICI, CIM
Founder, Personal Images, Inc.

Anna gives the keys to enhance your credibility and relationship building skills by sharing the nuances of business and social etiquette and the issues prompted by diversity. She is a seasoned image and communication specialist, trainer and coach since 1983 and regularly conducts workshops, seminars and presentations for corporations, including *HSBC, Bank of Montreal, Northern Trust Company, Allstate Insurance Company, Humana, McDonald's Corporation, J.C. Anderson Company, General Electric Company* and not-for-profit organizations.

RSVP and register via this link:

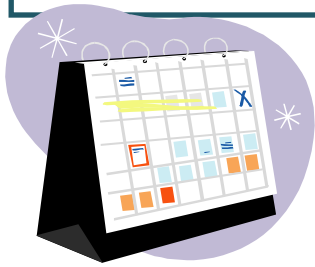
<https://secure.jotformpro.com/form/20748555436965>

***A \$1.00 convenience fee will be added to all credit charge payments**

WORKLIFE DESIGN
THE ART OF PEOPLE AT WORK®

This is an interesting article which offers suggestions a little different than what you might typically think of.

[Job hunting? 5 ideas to help you locate and land 1](#)



Join Us! Mark Your Calendar for these Upcoming IAAP Meetings & Events

Tri-County



April 25, 2012

Administrative Professionals Day

Tri-County Chapter May Meeting—None.

Tri-County is Invited:



May 8, 2012

CIA Chapter Monthly Meeting

Where: Business Furniture
205 N Main St Bloomington

Speaker: Vicki Tilton

Topic: "Not Just Vanity...Defining Customer Needs"

International



Tamra Goodall, CPS/CAP
International President

Message from the President

October 9-12

IAAP Fall Conference
San Diego, CA

November 4-5

CAP Exams

OfficePRO® Magazine
OfficePRO® Buyers Guide



Diana Hampton
IL Division President

Illinois Division

2011-2012

2012 IDAM REGISTRATION!



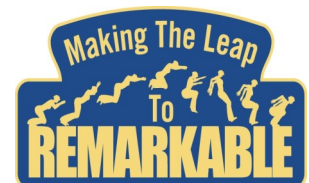
Admin Odyssey 2012: Reboot to Remarkable!

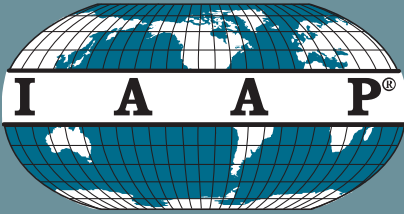
[Click here for registration form!](#)

[On-line payment here!](#)

You won't want to miss the IAAP Illinois Division Annual Meeting on **June 8-10, 2012 at the Wyndham Lisle-Chicago Hotel in Lisle, IL.**

Visit [Illinois Division](#) website for more details.





International Association of
Administrative Professionals®

Tri-County Chapter

www.iaap-tricounty.org

*Power of Commitment to
Excel in Today's Office*

**Tri-County Chapter
Board**

President

Karen Haensel, CPS, CAP

Vice President

Rebecca Heisler, BS

Recording Secretary

Jannise Bush, BS

Treasurer

Tammy McBride

Correspondence Secretary

Barbara Atkins, CPS, CAP

**IAAP Tri-County Chapter Members
resolve to enrich us, our employers
and our communities by...**

- Promoting professional and educational growth
- Encouraging camaraderie between Administrative Professionals
- Sharing career advancement opportunities
- Being an advocate for the IAAP Organization
- Developing Leadership Skills

2011-2012 Committee Chairs

Professional Development

Mary Pyatt
mary.j.pyatt@osfhealthcare.org

Leadership

Janet Vallianatos
janetv@mtco.com

Membership

Cindy Johnson
cjohnson7472@gmail.com
Donna Greer
dgreer@midstate.edu

Ways & Means

Deanna Klein
dklein@kac-peoria.com

Public Relations & Marketing

Jannise Bush
contactme@jabservices.org

Committee Tidbits

Leadership

The Leadership Committee has closed the nominations for the 2012-2013 Tri-County Board positions. Ballots will be distributed and are to be returned by May 1, 2012.

Public Relations / Marketing

The new YouTube promotional video created for IAAP has been added to the Tri-County website homepage.

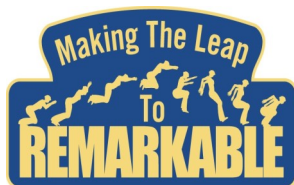
Ways & Means

Community Day April 27 & 28, 2012

Coupon booklets for Bergner's are \$5.00 each available through April 28, 2012.

- * One (1) coupon worth \$10 off a \$10 or more item.
- * One (1) tiered shopping pass for 20% / 15% / 10% off each regular or sale priced item.
- * One (1) 30% early bird coupon valid 7 am to 10 am on Saturday, April 28, 2012.
- * Twelve (12) merchandise offers: customers must have the coupon to receive the special pricing on these offers.
- * Two (2) web exclusive offers.

100% of the proceeds go to Tri-County.





May 3 @ 7pm CST: APW Webinar ~



Upgrade to Free!

Top Free and Bargain Tech Tools to Keep You and Your Office Running Smoothly

presented by Beth Ziesenis, Your Nerdy Best Friend ~ [Click here for flyer and registration!](#)

Illinois Division

2011-2012

Board of Directors

President

Diana Hampton, CAP, MOA
Tri-County Chapter

Vice President

Tonda Stewart, CPS/CAP
Tri-County Chapter

President-Elect

Marie Hermann, ATM-S, CIWD
Two Rivers Chapter

Secretary

Dewoun Hayes, MAED, CAP
Chicago Lake Shore Chapter

Treasurer

Lisa Olson
Two Rivers Chapter

Illinois Division

Committees

- Bylaws and Standing Rules
- Certification
- Division Member-at-Large
- Liaison
- Finance
- Membership
- PR & Marketing
- Nominations
- Parliamentary Advisor
- Retirement Trust Committee
- Webmaster

For more information about your ID Board/Committees, [click here.](#)

Flyer/Application

- Your circle of influence and experts will continually grow
- Have more quality time with your family
- Meet from the comfort of your home
- Enhance leadership training skills
- Become comfortable using social media, computer software and technology
- Increase online networking opportunities
- Monthly educational opportunities
- Attend educational seminars for \$5
- Annual dues are only \$10
- Your **ENTIRE** IAAP membership becomes absolutely priceless!

Guests you can attend a maximum of three educational seminars, so **why are YOU hesitating?!** Join us now, and make that **LEAP TO REMARKABLE** today! We meet virtually on the **second Thursday** of each month via Webinars or Teleconferences: **VIP Chapter Meetings** begin promptly at **7:00 p.m. CST** and **VIP Educational Seminars** begin promptly at **7:30 p.m. CST**
Contact: **VIP Chapter Treasurer Romanita L. Ross, at romanitaross@msn.com**



Illinois Division Newsletter

A link to the latest issue is on the ID homepage.

[Click Here](#)

Tri-County

Elevating Admins to Excel in Today's Office

Options Technology

Each module comes with an easy-to-follow study guide, practice exercises and expert instruction on CD, video or downloadable databases.

Measure how much you've learned by taking pre-test and post-test assessments. If you start on a course at work and then get busy on the job don't worry. There's no time limit to finish.

With Options hands-on learning, you get Comprehensive technology training that will increase your productivity as you move from the basic to advanced levels.

Hone your skills and prove your competency with Microsoft Office certification. Options Technology gives you everything you'll need to prepare for the Microsoft certification exams.

Each manual has been highly rated by ProCert Labs, which tests the percentage of correlation between the information in the materials and its relevancy to the exams. Options Technology has earned one of the highest scores of any instructional materials.

Be confident in your knowledge of Microsoft Office as you use the post assessments to measure your readiness to take your certification exams. Use Options to join the ranks of those who have mastered technology and are certified.

The **Options Office Skills Training Program** provides quality training for office support staff through a series of self-study modules spanning four skill levels. Materials can be used individually or in groups. After choosing a skill level, employees can reasonably finish one module per month. Each employee receives a certificate after finishing the module, completing the assignments and submitting them to IAAP. Those who complete all 12 modules are eligible for 24 IAAP Certified Administrative Professional recertification points.

Through **Options**:

- * Develop confidence
- * Learn to manage difficult customers/situations
- * Become proficient at business writing
- * Gain a variety of new skills without the expense and time of college
- * Refine interpersonal skills
- * Do more with less
- * Adapt to the changing workplace



Certification - Visit the IAAP website for more information.

CAP & Organization Management

Application Deadlines

February 12, 2012

August 15, 2012

Exam Dates

May 5, 2012

November 3, 2012

Technology Applications Specialty

1. Complete 3 Options Technology modules (Microsoft Office Suite).
2. Pass the test for 1 Options module for a Microsoft certification.
3. Submit application and fees.

Desktop Learning with IAAP

How to Use LinkedIn to Search and Find a Job—Video

Inside IAAP—Video

Ways IAAP Membership Benefit You

- * The opportunities for personal and professional growth can be used to set and achieve yearly evaluation goals that benefit you and your organization.
- * You can advance beyond the opportunities offered in your current position.
- * You can prepare to advance your career either with a current or future employer.
- * You will have more options.

Research/Trends: Listen to recorded interviews.

Bookstore: Series of 50-minute books from \$13.95 to 16.95

OPTIONS TRAINING PROGRAM