

International Association of  
Administrative Professionals®  
Tri-County Chapter

# Tri-County Connection

January 2012 ~ Volume 9 ~ Issue 65

## Message from the President

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



*Elevating Admins  
to Excel in  
Today's Office*



Can you believe that 2012 is here already? The time has flown by. I want to recap some accomplishments that we achieved in calendar year 2011:

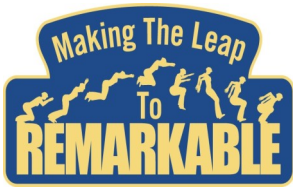
- We provided 10 excellent educational programs in 2011; and, 2012 will bring us even more opportunities for personal and professional development.
- We conducted an on-line member survey utilizing Survey Monkey. Stay tuned for our survey in January.
- We sponsored an Administrative Professional Day on April 5th. There was lots of fun for all with door prizes, vendors and additional guests.
- We held a strategic planning session in June in which we developed our goals and objectives for the 2011-2012 year.
- We selected Dress for Success as our community project. Remember to bring your items monthly to be eligible for a prize in June.
- Several of us attended the Illinois Division meeting in June, in which we had two of our Tri-County members sworn in as Illinois Division Board Members: Diana Hampton, Illinois Division President and Tonda Stewart, Illinois Division Vice President. Mark your calendars to attend the 2012 Illinois Division meeting June 8-10, in Lisle, Illinois.
- Several of us attended the Illinois Division Leadership Conference in August. We have monthly Tri-County Connection newsletters published -- providing us with up-to-date chapter events, education, and Illinois Division news. A big thanks goes to Jannise Bush for being our newsletter editor and web master.
- We conducted a membership drive in October 2011 with several guests attending. Kudos to our Membership Committee in updating our membership packets.
- We obtained "Chapter of Excellence" designation for 2010-2011 and we will proudly display our banner!
- We have been honored to have welcomed six new IAAP members into our Tri-County Chapter.
- Our 2011-2012 year is not over yet!! We have many things to accomplish for the remainder of our IAAP fiscal year.

I want to thank you for being a member of our IAAP Tri-County Chapter. I wish you a very joyous Christmas and a Happy and

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Coming soon!!!

“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.

NOVEMBER

Star of the Month  
Winner!



## Tri-County News & Events

*In the News...*

### Installation of Illinois' first Virtual Chapter on Jan. 12, 2012!

Watch for dual membership opportunities to the Virtual International Professionals (VIP)

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### Membership Webinars

IAAP is offering a wide range of webinars related to membership, chapters, and divisions over the next couple of months. None of these webinars are eligible for recertification points. All times are Central.

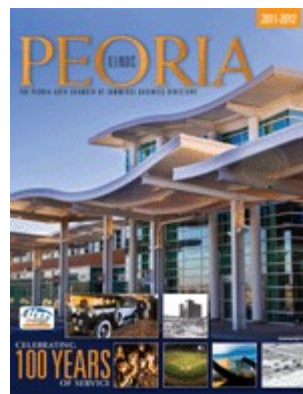
#### Launching A Successful Membership Drive:

11:00 a.m.-12:00 p.m. Tuesday, Jan. 10

#### Budgeting 101 (with IAAP International Treasurer Wendy Melby, CAP-OM):

8:00-9:00 p.m. Thursday, Jan. 26

## Chamber “Business After Hours”



\*There will be no Business After Hours in the month of January. Stay tuned for February business after hours information.

For more information about hosting a Business After Hours, contact Sarah Stabler at 495-5914 or [ssabler@chamber.h-p.org](mailto:ssabler@chamber.h-p.org).

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

Want to see what Business After Hours is really like? Watch the video [here!](#)

## Get organized! Creating SOP manual is easier than you think

by [BUSINESS MANAGEMENT DAILY](#) on FEBRUARY 15, 2011 12:00PM

If Angie Fuller hadn't discovered the Standard Operating Procedure manual her predecessor left, she wouldn't have known how to do her job.

"My predecessor left the day I started," says Fuller, who is the community outreach and development coordinator at the Allen Foundation. "It was like being thrown into the fire. I didn't know what my responsibilities were."

Once she'd settled into her new position, she began updating the [SOP manual](#) to accurately reflect her evolving role. That way, if she ever left her job—even for a weeklong vacation—someone else could easily take over.

Follow Fuller's tips to create an SOP manual for your role:

**Use an existing format.** "Not having a format to start with is a barrier," she says. "A fear exists—'What if I do this wrong?'—so people don't start at all. I was lucky: Some of the pages had already been done when I started."

**Jot down tasks you do during a typical day,** week, month, quarter and year, as you think of them. "Then, just take one at a time and type out what you do to complete the task. When finished, start a new one," Fuller suggests.

*Tip:* If time is an issue, mark which tasks on your list are more important and do those first. **Create separate pages for each duty you perform,** listing how often to do it, what steps to take, who can answer questions and where to find any necessary documents.

Include even small tasks. *Example:* Fuller says, "I think it's second nature to get the mail each day, but my co-workers depend on me delivering and receiving the items from the mail room twice a day at certain times, so I included the times in my procedure manual."

**Be more detailed than you think you need to be.** "It will benefit your replacement," she says. For example, in Fuller's manual, pages that cover fundraising procedures and data entry are extremely detailed.

"A tip that was given to me once was that if a 12-year-old could follow the instructions and do a task right, then it was detailed enough," she says.

*Tip:* For each task document you create, have a co-worker follow your instructions. If he can do the task flawlessly, you've done your job.

**Use it to manage workload.** Fuller says the manual has "saved a ton of headaches for me. I know I can go on vacation, and the critical jobs will be done without me, and I won't have stacks of work when I return."


[Link](#) to this article.

See the attachment for Angie Fuller's sample SOP.



## Resource Websites for Admins

Administrative Arts	<a href="http://administrativearts.com">administrativearts.com</a>
Admin Advisor	<a href="http://adminsecret.monster.com">adminsecret.monster.com</a>
	<a href="http://adminadvisor.com">adminadvisor.com</a>
	<a href="http://asapora.com">asapora.com</a>
	<a href="http://officeteam.com">officeteam.com</a>
	<a href="http://officearrow.com">officearrow.com</a>
	<a href="http://planetadmin.net">planetadmin.net</a>
	<a href="http://proassisting.com">proassisting.com</a>
	<a href="http://savetheassistants.com">savetheassistants.com</a>
	<a href="http://theaep.com">theaep.com</a>
	<a href="http://us.deskdemon.com">us.deskdemon.com</a>

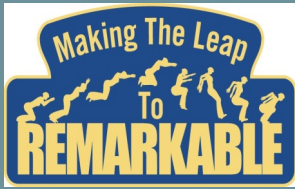


**Next Chapter**  
*September*  
 The IAAP Tri-County Connection is published monthly Sept – June.

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

Submit materials to  
 Jannise Bush, Editor  
[contactme@jabservices.org](mailto:contactme@jabservices.org)

## IAAP Members



## Missed Opportunities

Created By: [Herman, Marie](#)

On Wed, Jan 04, 2012 04:07 PM

I have a half dozen webinars scheduled in the first quarter of this year for chapters and divisions in IAAP on a variety of topics. Some of these may be open to those outside those entities, but I don't know for sure.

What I do know is that many of these groups are missing a huge opportunity for publicity and fundraising because they haven't posted any information on their websites nor sent me sufficient information to help them publicize it.

I wanted to remind all chapters and divisions to utilize every method of publicity available to you. Send out information on your upcoming events on social media (linkedin, twitter, facebook), community calendars, press releases, your web site, your members, here on the web community, etc. Ask your speaker to publicize your event if they are professional speakers who maintain a mailing list. Do everything you can to get the word out about your events far in advance, ESPECIALLY if they are a fundraiser.

This will help you to get new members, make more money, and raise awareness of your existence.

Take advantage of your opportunities!!!



# BLOGGING

## The Fine Art of Presentation Design...

Created By: [Bickel, Jennifer](#) On Tue, Dec 13, 2011 01:34 PM

Last week, I was given the opportunity to present IAAP to another group within the Kelly Services organization. I was given 15 minutes of their precious time to make my message "stick".

After coming back from a business analytics conference, my manager had me place an order for four books, all centered around the topic of presentation design. I was particularly drawn to a book by Garr Reynolds titled "Presentation Zen, Simple Ideas on Design and Delivery". Intrigued I was! Garr challenged the sacred cows that many of us have held onto for so long, such as: the logo having to be displayed somewhere in the presentation; the layouts in MS PowerPoint that include bullets to the nth degree and clip art that can be elementary, difficult to manipulate and ordinary. I found myself agreeing with him on many points and took notes on the key things I wanted to remember through my presentation prep. The wannabe graphic designer in me was challenged to come up with something different.

Note number 1, (in my own words), Who was my audience and why should they care? 2) No more than 6 words to a slide. 3) It's all about the story: 4) Leave a handout with the details. 5) Must pass the elevator test. And lastly, bolded, highlighted and underlined, stick with the presentation. The last is my note to self because I have a tendency to give out too much information.

I practiced on a co-worker and tweaked a couple of things in the notes. The next day, she approached me and said that she remembered the details of the presentation and gave me a pat on the back.

Last Thursday, I presented the material in 15 minutes and was given some positive feedback. They had never heard of IAAP and did not know that there was a chapter at Kelly Services. Hopefully, as my co-worker did, they will remember what IAAP is all about and consider becoming a member.

As a result of prepping for this presentation, I could recite by heart the mission statement of IAAP and give a brief elevator speech on it's purpose. They're attached here: [IAAP Preso.pptx](#); [IAAP Introduction Take-away.pdf](#). [Editor's note: Visit the blog [here](#) if the links do not work.]

I know that many times we have to create presentations according to our manager's request. But, when we can, we should include elements in the design that will help the message stick...

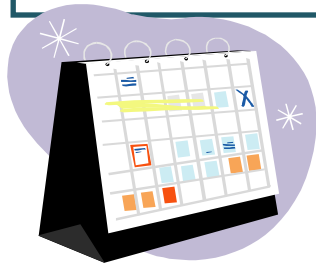
Let me know what you think...

Jen

Try this just for fun.

## How do your lifestyle choices affect your brain's health?

Find out with a [free brain grade test!](#)



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

### Tri-County



#### January 2012

Bizarre and Unique Holidays

#### Chapter Meeting

February 7, 2012

“Maximizing the 1440”

Speaker: Steve Grant, President

Organization: Dale Carnegie Training

Location: Two25

Address: 225 Northeast Adams Street, Peoria, IL 61602

*Winter*



### International



Tamra Goodall, CPS/CAP  
International President

Message from the President

#### 2012

Administrative Professionals  
Day® theme:

“Admins, the pulse of the  
office.”

For more information.

OfficePRO® Magazine  
OfficePRO® Buyers Guide



Diana Hampton  
IL Division President

### Illinois Division

#### 2011-2012

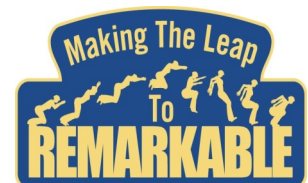
#### Upcoming Webinars

**January 5, 2012 @ 7 pm CST:**  
**Rules of Engagement: Methods of Effective Communication by De-woun Hayes, MAEd, CAP.** This webinar is free to ID members! Flyer containing online registration: **Rules of Engagement 1** Recertification Point!

**March 1, 2012 @ 7 pm CST: Minimize Your Document Creation Time Using Quick Parts (2007/2010 version) by Donna Gilliland, MOSTraining.com** - Registration will be available soon!

May 2012 Webinars To Be Announced!

Visit Illinois Division website for more details.



### Becoming the Admin They Can't Live Without (Part 3 of 3)

By Julie Perrine, CAP-OM, MBTI Certified

Thursday, October 13th, 2011

Here is part 3 of a 3-part series sharing what executives need and expect from their assistants and the strategies admins can implement to meet those expectations.

[Editor's Note: Visit the [site](#) for links to the following]:

Click here for part 1 of this series.

Click here for part 2 of this series.

Click here for "What Your Executive Needs From You".

=====

In parts 1 and 2 of this series, I outlined several key things you can do to become the admin your executive can't imagine their executive life without. But as you begin to cultivate and develop a stronger working relationship with your executive, it's very important for you to be super clear about your own personality type (including related communication preferences) and strengths as well as your executive's. It's also important for you to develop a strong understanding of business operations and how companies run.

Let's start with personality type and strengths. It's vitally important for you to know exactly who you are (your personality type), what your strengths are, and where your passions lie if you want to be an indispensable admin for those you support. Here's why. When you are fully aware of who you are, what makes you tick, how you prefer to communicate and be communicated to, what energizes you, what your areas of strength are, what fires you up like nothing else about getting out of bed and going to work in the morning, then you can share that with your executives and teams in meaningful ways so you get to do what you love the most as you support them. When you love what you do, you give your best every day. In turn, they can support you in doing and being the best you can possibly be each day also. I can tell you as an executive now working with my own team that I want each team member to be working in their areas of strength the majority of the time because that's how I get the best performance out of each of them EVERY day.

This does mean that you need to learn how to share this information with your executive once you have it or learn it. That's why I love assessment tools like the Myers-Briggs Type Indicator® (MBTI), the StrengthsFinder 2.0 assessment, the Passion Test, and many more like these. These tools provide a printed report you can share with your executive to give them insights into working more effectively with you. It frames things in positive language that even makes the things you aren't the best at still sound reasonable.

Here's a personal example from my StrengthsFinder 2.0 Assessment. One of my strengths is the discipline strength. Here's a clip from my results:

Because of your strengths, you have a special knack for streamlining repetitious activities. You aim to handle every detail, requirement, or deadline efficiently and without any hassles. Prior to starting a task, you usually define the rules or procedures that those involved are expected to follow. By nature, you like creating familiar patterns of behavior. This is especially true when you must deal with recurring tasks. The more you use these processes, the more efficient you become. Seeking precision and exactness, you are inclined to review results numerous times to be sure everything is in its correct place. This is how you eliminate confusion so others know they are being dealt with in a just and equitable manner. Your fascination with details allows you to sequence the steps of processes, procedures, or regulations. When everything is orderly and predictable, you and others feel more secure. You are likely to grow impatient with individuals who do things their own way. Failing to understand how their actions affect people, they tend to create unnecessary work for you, themselves, and their colleagues. This irks — that is, annoys — you.

I couldn't say it better myself. In fact, I have never heard it stated more clearly and succinctly and in terms that still portray me in a positive light — even if I do get "irked" by people who create unnecessary work for others.

Here are a few assessment tools to get you started [Editor's Note: Visit the [site](#) for links to the following]:

Free online version of the Kiersey Temperament Sorter.

Free online modified version of the Myers-Briggs assessment, or for an in depth Myers-Briggs assessment with Julie Perrine, a certified facilitator, click here.

StrengthsFinder 2.0 assessment available when you purchase a copy of the StrengthsFinder 2.0 book.

The Passion Test book. For a certified facilitator of The Passion Test, I highly recommend Dr. Lisa Van Allen.

StandOut Assessment recently released by Marcus Buckingham.

Free Fascinate assessment.

Continued on next page.



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### **Becoming the Admin They Can't Live Without (Part 3 of 3)**

As you share your own personality type, strengths, interests, and passions for life with your executive, be willing to ask or learn about theirs as well. Being an effective administrative professional is a two way street, and you need to be as engaged in learning your executive's preferences if you expect them to be engaged in learning yours. It will help you support them in more meaningful and effective ways. How do you get this same information from your executive? Ask them if they've taken any of these assessments and they would be willing to share their results with you. If not, buy them a copy of the StrengthsFinder 2.0 book and start with that. Send them the link to the Temperament finder link or the Fascinate assessment. Suggest a team building workshop for your entire team using a tool like the Myers-Briggs Type Indicator. Have a discussion about it and learn as much as you can from them directly. When you hit a communication snag with your executive, don't fret about it; use it as a teachable moment to dig deeper and learn more about their preferences and perhaps share more about your own. The more you read about and study these assessment tools yourself, the more you'll be able to identify the various preferences and traits of your executive and team members. As I like to say, extreme self-awareness leads to a much higher level of awareness of those you work and live with also.

Developing a relationship based on team work and mutual respect requires a true understanding of how to communicate with the other person. You have to know where they are coming from. If you support an executive who relies instinctively on their gut while you are one who bases your decisions on facts and details you've carefully gathered, it can create significant communication divides. But when you both know this about the other person, you're able to give each other a little more latitude to question each other with respect and understanding. It helps you not take offense at what could be construed as offensive behavior. It determines how you receive, process, and comprehend the information and instructions you receive from your executive and how they in turn do the same with you. It's priceless.

Once you've developed this deeper understanding of one other, it's also vitally important for you to have a solid grasp of how business operations run throughout your organization and industry. When you understand how business runs, you will be more likely to fully understand and participate in what your executive is doing each and every day. You will be able to connect dots more proactively and add significant value to your executive and the entire team. You should be able to explain in general terms how your company's product or service goes to market. You need to understand the role and function of each department in that process. At

a high level, you should be able to explain your company's target market and your ideal customer. Attend as much of the company provided training that you possibly can to further your education in these areas. Read internal and external industry publications to continue populating your mental database. Consider taking a "how to start your own business" class, a management class, a sales class, or a marketing class at your local community college. Ask if you can attend industry trade shows or conferences when appropriate. Participate in the dozens of free and low fee webinars on business topics of every type that are being delivered every week across the world wide web. Use social media to find them. Scan the publications that come across your desk for possible leads. Ask your executive what you can do to further your education and understanding of the business and work that you are engaged in and working on. Do whatever it takes to become an administrative expert in the business in which you are employed.

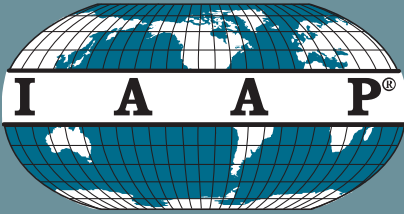
Finally, this should go without saying, but it's critical. Professionally represent your executive and your company in ALL that you do. How you casually talk about your executive, the projects you're working on, and the company matters. It's a direct reflection on your executive because you are an ambassador acting on their behalf. So make sure your actions, behaviors, verbal communication, written correspondence, and personal appearance reflect this. Do a self-assessment and see how your personal brand may be impacting your career...how you look, how you dress, your behavior on the job, the language you use. Your personal brand matters.

Building trust and a great working relationship with your executive takes time. Allow for it. There are no shortcuts. Sometimes you just have to work through things. When things don't go well or an interaction goes awry, learn from it. Figure out how you can do it differently the next time and try a new approach. But don't give up. You have what it takes. You can do it. Commit to implementing the strategies I've shared in this series, and you'll be well on your way to becoming an indispensable part of your executive's corporate team!

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WANT TO USE THIS ARTICLE IN YOUR NEWSLETTER, EZINE OR WEBSITE? You can, as long as you include this complete blurb with it:

Julie Perrine, CPS/CAP, is a personality strategist, personal brand analyst, and administrative mentor who teaches administrative professionals and entrepreneurs how to increase their professional opportunities and achieve more productive and meaningful relationships by utilizing innovative technology, ideas, and people. Learn more and request your FREE copy of our special report "Creating Your Strategic Administrative Career



International Association of  
Administrative Professionals®

*Tri-County Chapter*

[www.iaap-tricounty.org](http://www.iaap-tricounty.org)

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

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*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](mailto:mary.j.pyatt@osfhealthcare.org)

### Leadership

Janet Vallianatos  
[janetv@mtco.com](mailto:janetv@mtco.com)

### Membership

Cindy Johnson  
[cjohnson7472@gmail.com](mailto:cjohnson7472@gmail.com)  
Donna Greer  
[dgreer@midstate.edu](mailto:dgreer@midstate.edu)

### Ways & Means

Deanna Klein  
[dklein@kac-peoria.com](mailto:dklein@kac-peoria.com)

### Public Relations & Marketing

Jannise Bush  
[contactme@jabservices.org](mailto:contactme@jabservices.org)

## Committee Tidbits

# Administrative Professional Day

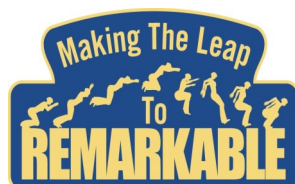
*"Admins, the pulse of the office."*

In 2012 Administrative Professionals Week is April 22-28 with Administrative Professionals Day on Wednesday, April 25.

Admin Day for Tri-County IAAP is being planned.

- \* What ideas do you have?
- \* How would you like to celebrate Admin Day?
- \* Tell us what plans your employer has for Admin Day/Week.
- \* What would make you feel appreciated?

Feel free to start a discussion on our Facebook page or contact any board or committee member.



# 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

### Desktop Learning with IAAP

#### Leading the Boss: How to Improve Your Relationship

The Office Professional: 60-minute Audio Conference

[Order now](#)

### Ways IAAP Membership Benefits 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