

International Association of  
Administrative Professionals®  
Tri-County Chapter

# Tri-County Connection

June 2012 ~ Volume 9 ~ Issue 70

## Message from the President

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



*Elevating Admins  
to Excel in  
Today's Office*



Here we are again ... at the end of another IAAP year. The past year has truly been a "Leap to Remarkable" for our chapter. We have accomplished many things this year. I want to take this opportunity to thank you for giving me the opportunity to be your Tri-County President. It has truly been an honor. Now, I have the privilege of introducing your 2012-2013 IAAP Tri County Board:

Rebecca Heisler, President  
Jannise Bush, Vice President  
Deb Steveson, Treasurer  
Deanna Klein, Secretary  
Cindy Johnson, Correspondence Secretary

We have worked hard to promote the Pathway of Excellence program this year. Following our June meeting, we will have fulfilled all of our requirements to attain our Chapter of Excellence. To date we have had four chapter members submit their Member of Excellence criteria.

The month of June marks the beginning of summer. Even though we take a few months off for rest and relaxation before beginning our next IAAP year, there are still plenty of things that you could be a part of over the summer. Our new board will be meeting to begin making plans for next year to make our chapter year even better than it has been in the past. The Tri-County Strategic Planning (Business Plan) meeting will take place on Saturday, June 23<sup>rd</sup> at Midstate College. Please plan on attending and provide your ideas.

We are still in need of committee chairs and committee members. Please consider stepping up into a leadership role. Stepping up into a leadership role provides you with personal and professional growth. It gives you the foundation that you need to pursue greater avenues in your life, improves your self-esteem, speaking skills, communication skills, negotiation skills, financial skills and organizational skills.

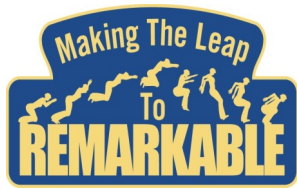
Thanks, again, for believing in me and giving me the opportunity to lead our great chapter during the 2011-2012 IAAP year. Have a great summer!

*Karen*

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### “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.

MAY

Star of the Month  
Winner!



## Tri-County News & Events



### 2012-2013 Board

**Rebecca Heisler**  
President

**Jannise Bush**  
Vice President

**Deb Steveson**  
Treasurer

**Deanna Klein**  
Recording Secretary

**Cindy Johnson**  
Correspondence Secretary

### New Members

**Rachel Conklin**  
Water Street Solutions  
[rconklin@waterstreet.org](mailto:rconklin@waterstreet.org)

**Lori Mattiazza**  
Water Street Solutions  
[lmattiazza@waterstreet.org](mailto:lmattiazza@waterstreet.org)

**Amy Ciota**  
Caterpillar, Inc.  
[Ciota\\_amy\\_g@cat.com](mailto:Ciota_amy_g@cat.com)

**Karen Tooley**  
OSF Healthcare

## ANNIVERSARIES

Tammy McBride

## Chamber “Business After Hours”

Hosted by:



**Thursday**  
**June 14, 2012**  
**4:30 to 6:30**  
(Note: New Time)

**Sky Harbor Steak House**

1321 N. Park Road  
West Peoria, IL 61604



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

## MEMBER SPOTLIGHT



**H**i. I'm Janet Vallianatos. I'm the Administrative Assistant for S.J. Grant and Associates, Inc. the Central Illinois Dale Carnegie Training franchise. I've

the Peoria IDAM co-chair for the Networking luncheon and dinner committee.

I graduated from the Electronic Computer Programming Institute and begin my career at Montgomery Wards in the Credit Department on Adams Street. When we moved to Northwoods Mall in 1973, my computer knowledge helped me in training others for the changes that were taking place. I continued to work in the credit department/layaway department until my son arrived. I then worked part-time in other department at Montgomery Wards. After my sons started school, I was offered the director job at Sylvan Learning Center in Peoria. That experience brought me to the secretarial position at Dale Carnegie Training.

Friends and family tell me that I'm really good at organization. I like everything to be in it's proper place.

My boss, Steve Grant, has followed my activities in the Tri-County IAAP organization by paying my yearly dues since 2005, my registration fees to IDAM, PEP, and many other professional training that I've attended. During my yearly evaluation, IAAP is always discussed and is part of my PRD or job description along with including my membership in the company's future financial budgets.

worked with the Dale Carnegie organization for 21 years as the office secretary/manager and Administrative Assistant through two franchisees. Our territory included Northern Illinois from the Wisconsin border south through Central Illinois to Vandalia, IL, from Kirksville, Missouri to the Indiana border.

I've been married to Donald for 38 years; have two sons, and six grandchildren. I enjoy reading western/romantic paperback books, golf, traveling. A little known fact about me is that I get really excited at basketball, football, baseball games (only the games my sons or grandchildren are participating in, nothing professional)

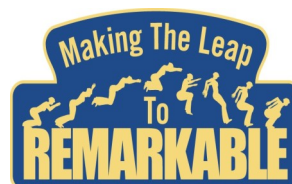
I've been involved in the Tri-County chapter since 2005. I was the Recording Secretary, Chairperson of the Camaraderie committee for two years, and Chairperson for the Leadership committee for two years. I was

## Employer Recognition



S. J. Grant and Associates, Inc.  
Central Illinois Dale Carnegie Training  
Steve J. Grant, President

*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.



## CELEBRATE!!!!

## June

- 1 Dare Day
- 2 National Bubba Day
- 1 National Doughnut Day
- 2 National Rocky Road Day
- 3 Repeat Day (I said "Repeat Day")
- 6 National Gardening Exercise Day
- 6 National Yo-Yo Day
- 7 National Chocolate Ice Cream Day
- 8 Best Friends Day
- 8 Name Your Poison Day
- 15 Smile Power Day
- 17 Eat Your Vegetables Day
- 18 National Splurge Day - Oh yeah!!
- 20 Summer Solstice
- 22 National Chocolate Eclair Day

*26 Forgiveness Day*





Avery Dennison and IAAP are excited to announce the call for entries in the 2013 Avery Great Results Chapter and Division Achievement Awards Program. Great prizes and international recognition for this program will be awarded to chapters and a division that display excellence in specific areas of operations such as outstanding educational programs, promotion of professional certifications, and membership recruitment and retention. If your chapter and division exhibit excellence in these areas, then your chapter and division should apply.

Deadline submission for the applications is **February 1, 2013.**

**Applications will be available in October 2012.**

The Avery Great Results Chapter and Division Achievement Awards Program provides great prizes and international recognition to chapters and a division that display excellence in specific areas of operations such as outstanding educational programs, promotion of professional certifications, and membership recruitment and retention.

For complete information on both awards.



### OfficeTeam Administrative Excellence Award

The OfficeTeam Administrative Excellence Award recognizes the outstanding performance and dynamic accomplishments of an administrative professional who demonstrates continued commitment to leadership, education and operational efficiency within his or her organization, and who provides meaningful contributions to his or her employer.

## IAAP Resources

### Job seekers and Employers

The IAAP website has a [Career Center](#) for job seekers as well as employers/recruiters. Job postings are for a wide variety of positions, not just administrative assistance.

- ◇ If you are looking for work post your resume here and view job openings.
- ◇ Is your employer hiring for any positions? Refer them to this resource.

### Career Center

This area was constructed to help connect our members with new employment opportunities. Use the links below to guide you as you begin your job search. Employers and recruiters: You now have access to our specialized niche.

#### Jobseekers

- [Post an Anonymous Resume](#)  
Post your resume online today! Whether you're actively or passively seeking work, your online resume is your ticket to great job offers!
- [View Jobs](#)  
Access the newest and freshest jobs available to professionals seeking employment.
- [Personal Job Alert](#)  
Create Job Alerts and never let a matching job opportunity pass you by! New jobs that match your search criteria will be emailed directly to you.
- [Create Jobseeker Account](#)  
Your personal jobseeker account will allow you to find jobs, manage your resumes, and set up job alerts. Get started today!
- [Access Your Jobseeker Account](#)  
Log into your account to begin managing your job search. Create and manage job alerts and view job offers from employers.

#### Employers / Recruiters

- [View the Resumes](#)  
Check out our resumes and only pay for the ones that interest you! We have access to some of the best professionals in the field.
- [Post a Job](#)  
Reach the most qualified candidates by posting your job opening on our online Career Center.
- [Products/Pricing](#)  
Regardless of your staffing needs or budget, we have a recruitment product that's right for your business.
- [Create Employer Account](#)  
Quickly post job openings and manage your online recruiting efforts with ease by setting up an account with us today!
- [Access Your Employer Account](#)  
Log in to begin managing your online recruiting account. Post jobs to our site and browse candidates interested in your positions.

**Questions/Feedback**  
If you need assistance or have feedback about this service contact customer service

### Member of Excellence 2012-2013

Your goal for 2012-2013 is MOE, and you would like to meet criterion #8. Consider making your presentation using an IAAP presentation package. All of the work has been done for you. Each package includes: *Facilitator's Guide, Participant Materials, PowerPoint Presentation, and Trainer Instructions.*

Presentations for you to choose from (which can be used as IAAP activities or presented by members at their companies) can be found via the following links.

#### IAAP Chapter Programs: [Constructing Your Career](#)

- ◇ Constructing Your Career: Admin 4.0
- ◇ Constructing Your Career: Building Relationships
- ◇ Constructing Your Career: Expanding Your Vision
- ◇ Constructing Your Career: Getting to the Heart
- ◇ Constructing Your Career: Invisible Promotion
- ◇ Constructing Your Career: Mobile Devices
- ◇ Constructing Your Career: Multiple Managers
- ◇ Constructing Your Career: Scheduling and Tracking
- ◇ Constructing Your Career: SharePoint
- ◇ Constructing Your Career: Succession Planning
- ◇ Constructing Your Career: Virtual Meetings, Virtual Teams
- ◇ Constructing Your Career: Where Do I Fit?

#### [Educational Resources](#): Programs Available for [Chapter-Member Use](#)

- ◇ Succession Planning
- ◇ Success By Design: Your Professional Skills Portfolio
- ◇ Business Etiquette For The Business Professional
- ◇ We've Got To Stop Meeting Like This
- ◇ Communication Across Generations
- ◇ Market Like A Pro
- ◇ People Reading: The Vital Role That Active Listening Play In Effective Communication
- ◇ The Land Of Ah's: Storytelling As A Powerful New Business Communications Tool
- ◇ Building Trust
- ◇ Grace Under Pressure: Techniques For Maintaining Your Cool When Things Get Really Hot

## Tech Talk: Untangling the Web

### Discover the Power of Social Networks for Finding a Job

By Tammy Finch Posted Feb 22, 2012 @ 09:44 AM

One of my clients was telling me how finding a job can be a frustrating experience. I suggested her joining LinkedIn and connecting with others within her industry and a few recruiters. I feel that one of the fastest growing methods of finding a job is networking through social network sites. Social network sites can be an extremely valuable tool that will help you learn of job opportunities that are not even posted on job websites yet.

While social network sites have become the more popular way to find a job, it can be overwhelming because there are so many choices. It is important to know what you are doing when promoting yourself on one of these sites, or you can leave the wrong impression. Here are some tips to succeed in finding a job through social networks.

#### Benefits of Using Social Networks

- Establishes a professional online presence that will present your skills and accomplishments.
- Allows you to find others interested in your field of work and connect with these people for advice and knowledge they have in this area.
- Helps you to identify employers and key contacts within a company you are targeting. This will increase your invisibility as a candidate.
- Allows you to create a well designed profile for recruiters to view.
- Allows you to create relevant information and supply resources relevant to your industry.
- Helps you to generate referrals.

#### Tips for Using Social Networking to Find a Job

While social networking is one of the best ways to search for a job, it can completely damage your credibility and/or chances of being hired if you are not careful in your approach. There are many mistakes you can make during your social networking campaign for finding a job. If you follow these tips, you may be able to avoid these mistakes and have

a successful outcome.

#### Complete your Profile

Your profile is basically your resume. You will want to make sure you complete the profile extensively. If your profile is not complete, this could deter a person from connecting with you because there is not enough information up front for them to make an informed decision. Go through each step and include any and all information you can about your experiences and employment history.

#### Research yourself

This is important because this is exactly what an employer who is interested will do. See what is out there when you type in your name. Make sure you are aware of anything that is negative associated with your name. This way you will be prepared to defend yourself, rather than be shocked at what is being reported. More than likely, the negative information is not even regarding you, but someone with your same name. However, this way you will be prepared to explain this information. To do this, simply do a Google search.

#### Remember Proper Etiquette

Just because you are online does not mean you should throw proper etiquette out the door. Being online might give you that little bit of extra confidence you need to approach a person that you would not normally have face to face; however, it is important that you are not too forward in your approach. Don't forget the "small talk." This will help you build a rapport with that person where you can then transition into talking about the employment opportunity.

#### Utilize Social Networking Tools and Apps

Enhance your online image by using the tools they provide. These tools can truly add depth to your profile, which can enhance your professional image.


You may need to combine some methods to help you increase your chances for employment. For example, you are more likely to find a job through Twitter if you connect it with a blog or LinkedIn URL.



Social networking is an excellent resource for searching for that dream job. Just remember that your approach can truly impact your chances of finding that perfect job. A professional image is extremely important. Take care to protect your online image, and you could be on your way to a lucrative career.

*Tammy Finch is a well-known website designer and social media consultant from East Peoria, IL, and the founder of Web Services, Inc. She has more than 13 years of experience teaching clients to use the Internet as a business tool, and has worked with companies ranging from large medical facility clients to brand-new startups. Ms. Finch has given numerous talks on the power of sites like Facebook, Twitter, and LinkedIn, and specifically how to use them to grow sales, deepen customer relationships, and improve recruiting. In addition to managing hundreds of websites and social profiles for her clients, she is a frequent contributor to numerous business publications.*

## 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> |
|  ADMIN SECRET        | <a href="http://adminadvisor.com">adminadvisor.com</a>               |
|  ASAP                | <a href="http://asaporg.com">asaporg.com</a>                         |
|  OFFICETEAM          | <a href="http://officeteam.com">officeteam.com</a>                   |
|  Office Arrow        | <a href="http://officearrow.com">officearrow.com</a>                 |
|  PlanetAdmin         | <a href="http://planetadmin.net">planetadmin.net</a>                 |
|  ProAssisting        | <a href="http://proassisting.com">proassisting.com</a>               |
|  Save the Assistants | <a href="http://savetheassistants.com">savetheassistants.com</a>     |
|  The AEP           | <a href="http://theaep.com">theaep.com</a>                           |
|  DeskDemon         | <a href="http://us.deskdemon.com">us.deskdemon.com</a>               |



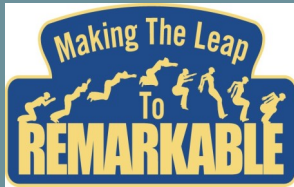



**The IAAP Tri-County Connection is published monthly Sept – June.**

**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



## BLOGS

### Resumes That Get Results

Posted By: [Susan Fenner](#) July 20, 2011 3:28 pm  
 Posted In: [IAAP Podcasts](#)

Rob Hosking, Executive Director of OfficeTeam, a key business partner of IAAP, talks about resumes and how they have changed over the years and what it takes to get your information noticed and remembered by a prospective employer.



IAAP - TWEET

### 4 Tips for Inspiring Passion in Employees

Passion is easy for an entrepreneur, but keeping that spark alive as a company grows is another story. Here are four tips for keeping the fire burning.

IAAP - PODCAST

### How To Handle Interruptions By The Boss

Interruptions are difficult enough to deal with, but what do you do when your boss is the biggest culprit? Jeff Davidson of Breathing Space Institute offers admins some valuable suggestions.



## From the 2012-2013 Tri-County Board

### Secretary

June marks a fresh beginning for the new board of the Tri-County Chapter of IAAP. The board will share their fresh start with some great women in history who had their beginning in June.

- ◇ Martha Washington born June 2, 1731
- ◇ Jeannette Rankin (first woman elected to the U.S. Congress) born June 11, 1880
- ◇ Anne Frank born June 12, 1929
- ◇ Harriet Beecher Stowe born June 14, 1811
- ◇ Helen Keller born June 27, 1880
- ◇ Maria Goeppert Mayer (first American woman to win the Nobel Prize) born June 28, 1906

I am looking forward to working with the other board members and the Tri-County Chapter members to make this a remarkable and energetic year.

Deanna Klein, Recording Secretary  
 IAAP, Tri-County



### Vice President

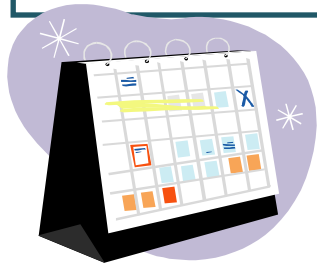
Hello Tri-County,

I wanted to take a moment and thank everyone for nominating and electing me as Vice President for 2012-2013. I am honored the members have this much confidence in me. I have never been the Vice President of anything, but I will do my best to rise to the occasion.

My involvement with Tri-County has allowed me to grow both personally and professionally in ways I would not otherwise. The leadership and skill-building opportunities are limited only by my imagination and time. For the price of membership, I get a whole year of experience in an area of my choosing, I can try and fail without ridicule, and I have the support and encouragement of my fellow IAAP members. AND I get to have fun in the process!

Jannise Bush,  
 2012-2013 Vice President  
 Tri-County IAAP





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

### Tri-County

## June 2012



### Chapter Meeting

June 23, 2012

Strategic (Business Plan) Meeting  
8 a.m. to Noon (Saturday)

Location: Midstate College

This is a great opportunity to provide input into our goals for next year.

### International



Tamra Goodall, CPS/CAP  
International President

Message from the President

OfficePRO® Magazine  
OfficePRO® Buyers Guide

**November 3, 2012**  
CAP & OM Exams

**July 21, 2012**  
EFAM

Registration is now  
open!



Diana Hampton  
IL Division President

### Illinois Division

## 2011-2012

## June Deadlines

**1**

Submit Membership Drive information to ID Secretary.

**25**

Submit New Member Orientation information to ID Secretary.

**30**

Submit incoming officer form to HQ.

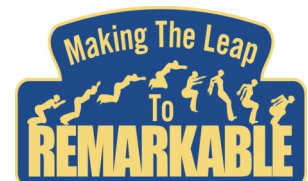
**30**

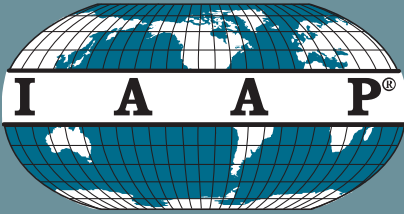
Deadline to submit DOE, COE, and MOE.

## October 20

Illinois Division Professional Enrichment Program, Hoffman Estates, IL

Visit Illinois Division website for more details.





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*

**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](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)

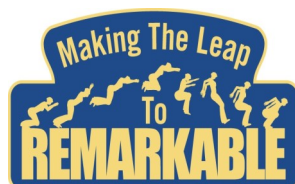
## Committee Tidbits

### COMMITTEE MEMBER POITIONS

We are seeking volunteers for next year to serve in a leadership and/or committee role. This may be the time to challenge yourself and further develop your leadership skills. As administrative professionals we provide leadership in our own offices on a daily basis, without even knowing it! The following positions as committee chairs/co-chairs are available. Also, each committee will need members to help fulfill the goals of the chapter. Please let Rebecca Heisler, our incoming TC President, know if you are interested in a chair position or being on a committee.

- ◇ Membership Committee Chair
- ◇ Leadership Committee Chair
- ◇ Certification Chair
- ◇ Ways & Means Chair
- ◇ Public Relations/Marketing Chair
- ◇ Professional Development Committee members

Pssst...you would meet MOE Criterion #7.





**IT'S BACK!  
SUPER RAFFLE!**

Your choice of hotels: **Hyatt Lisle** or **Marriott Bloomington**. Includes an overnight stay and dinner.

Tickets only \$5.00 each! (credit card purchasing available until noon Friday June 8).

**Buy your tickets on-line now (via credit card) or at IDAM 2012 (cash or check).**

Winners chosen during IDAM 2012. Winner does not need to be present to win.

Share the link with friends, family, co-workers! Funds benefit Illinois Division General Education Fund.

**2012-2013 Illinois Division Board Nominees**

**President**

*Marie Hermann, ATM-S, CIWD  
Two Rivers Chapter*

**Vice President**

*Elizabeth Dorgan, CAP-OM  
Greater O'Hare Chapter*

**President-Elect**

*Lisa Olson  
Two Rivers Chapter*

**Secretary**

*Open*

**Treasurer**

*Brenda Stefanowski  
Lake County Chapter*

**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



Illinois Division Newsletter

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

[Click Here](#)

For more information about your ID Board/Committees, [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 ID website for more information.

### CAP & Organization Management

#### Application Deadlines

#### Exam Dates

August 15, 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

#### Some Capital Advice

Submitted by Ray Weikal on Wed, 10/12/2011  
Texting and social media have spawned a digital shorthand that's increasingly encroaching on the office. The proper use of capitalization seems to have become one of the primary victims of this trend in post-modern communication. Missing, misplaced or misused capitalization can make an important business document appear awkward and uninformed.

**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.

# OPTIONS TRAINING PROGRAM