

International Association of
Administrative Professionals®
Tri-County Chapter

Tri-County Connection

March 2012 ~ Volume 9 ~ Issue 67

Message from the President

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



*Elevating Admins
to Excel in
Today's Office*



Many of you receive Monday Motivators, a weekly e-zine by Office Dynamics. The topic of the February 6th issue is being a change agent. We will soon be asking chapter members to 'step up' into leadership roles as we approach the 2012-2013 IAAP year. Some of you have already said yes, but we need more of you to say yes. Are you a change agent?

A change agent lives in the future, not the present. Regardless of what is going on today, a change agent has a vision of what could or should be and uses that as the governing sense of action.

A change agent is fueled by passion, and inspires passion in others. Change is hard work. It takes a lot of energy.



A change agent has a strong ability to self-motivate.

A change agent must understand people.

Remember this is your chapter and we need everyone to step up and lead. **Make Your Leap to Remarkable!**

If you were not at the February meeting, you missed an awesome presentation from Steve Grant. It was wonderful to have a full room during this presentation.

The theme for this year's Administrative Professional Week is "Admins: The Pulse of the Office." The Professional Development Committee is planning a great event for April 3rd. We have an energetic speaker lined up for our APW event:

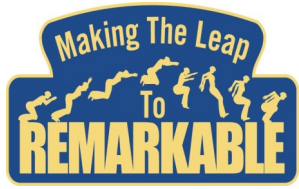
Johnny Campbell
The Transition Man



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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.



Tri-County News & Events

Celebrating 70 Years

Tri-County is participating in the 70/70 membership drive. New professional members or former members absent for at least two years can join for \$70 (plus \$15 processing fee).



AAIM Employer’s Association
Administrative Professionals Day Breakfast
 Running a Lean Office
 Mt. Hawley Country Club
 April 25, 2012
 7:30 to 9:45 a.m.

This will be a humorous approach to all the things that need to get done in a day! Tri-County members can attend at the member rate of \$35. Reserve a table for 8, the cost is \$210 (\$26.25 per person). See attached flyer.



ANNIVERSARIES

December 2011

Sharon Dyer Susan Fulton
 Donna Greer Deb Schunk
 Deb Steveson

January 2012

Tracy Cannon
 Lisa Chrostowski
 Danna Smithy

Chamber “Business After Hours”

Hosted by:



Thursday
March 8, 2011
5:00 - 7:00

PIP Printing and Marketing
 8325 North Allen Road
 Peoria, Illinois



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

There will be a drawing for a weekend getaway to Galena (2 nights + \$50 gift card) and a Kindle. There will also be additional gift cards available.

MEMBER SPOTLIGHT



Welcome to New Member

Christi Brackney
Administrative Assistant to
Marylean Abney

Hello, my name is Christi Brackney and I am an Administrative Assistant.
I work for Accounts & Freights Payable here at Caterpillar.

I am a mother of four, (18, 17, 15, 13), a nanna to a 3-month-old granddaughter, and a mother to a 14-month-old foster daughter. I am married to a wonderful guy. I enjoy taking photography pictures and spending time outside. We love boating, four-wheeling, and fishing. I enjoy selling Scentsy on the side.

I have a wide range of knowledge from working with Transmissions, Engines, Undercarriage, Lower Powertrain, Facilities Management, and now Accounts & Freights Payable. I received my Associates in Business Management and Computer Technology back in 2004. I will graduate this fall with my Bachelor in Paralegal and Legal Studies.

I enjoy helping and organizing. I feel my strongest skills are my organizational skills.

Employer Recognition



Marylean Abney
Accounts Payable Services
Caterpillar, Inc.

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.



New Members

Sworn in during our February 2012 meeting:

Debbie King
Christi Brackney



Star of the Quarter
2011-2012



Tonda Stewart

**IAAP Tri-County Chapter
Survey Monkey Results
January 2012**

13 Responses to Survey

I am familiar with the chapter's strategic plan?

Yes: 92.3% (12) No: 7.7% (1)

What topics/programs would you be interested in seeing presented at a chapter meeting?

- * Project Management
- * IAAP Headquarters information updates. New Certification info – didn't realize it was an actual test to take. Bookkeeping for dummies – so ladies would not be afraid of being the treasurer (I know I am awful and have no idea how to do it). All ages are value added to the office, young and older (what was old becomes new again – the peace sign is now popular, unfortunately it was popular when I was in high school, now it is when my grandchildren are in high school.) Positive attitude is a big part of success. Identifying personality types and how to work with them.
- * Technology processes/procedures pertaining to our field.
- * Anything to do with the ever changing technology
- * Soft skills and technical skills.
- * Identifying personality types and how to work with them.
- * Some of the programs being offered in Las Vegas, Drama Free Office, etc.
- * How to stay current in technology, i.e., iPads, iPhones, whiteboards, setting up Live Meetings, etc.
- * More about the organization and why it is important to get involved and I would like a presentation on the history of IAAP.
- * More technology and future trends

The chapter provided a webinar in January. Would you like to have the chapter provide more webinars in the future?

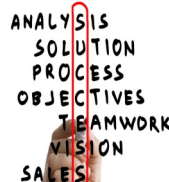
Yes: 92.3% No: 7.7%

How can the Tri-County Chapter better serve you as a professional?

- * Don't know
- * Encouragement/resource
- * Educational opportunities – hands-on workshops
- * Keep meeting physically on a monthly basis. Webinars are great, but I truly miss the social aspect of seeing one another each month. I get home, I get involved, I forget to sign in for the webinar.
- * Keep offering informative and innovative programs.


As our chapter can only succeed with everyone's involvement, how can we get more members involved in committees and board positions?

- * Don't know
- * The ICE exercises or Q & A time each time – enjoyment, commitment sounds simple, seemed to work when I was president. Everyone stayed involved, we need to play a little, laugh a little, get to know each other. Then we can build relationships and want to get involved and stay involved.
- * Not sure
- * IDK – has to be their passion – discounted membership?
- * Approach specifically targeted businesses to offer a year's free membership to TC IAAP for one of their OPs. This would increase business leaders awareness of us as well as enhance a career of a fellow professional – who would then reciprocate by expanding our knowledge in areas we hadn't thought of.
- * Continued on page 6.



*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

Tips on managing someone else's inbox

by ADMINISTRATIVE PROFESSIONAL TODAY on MARCH 2, 2012
11:00AM in OFFICE MANAGEMENT, OFFICE ORGANIZER

Keep on top of the boss's or someone else's inbox with these proven tips from the trenches:

1. Avoid duplicating work to the extent that you can. Admin Chrissy says she used this system: File email in three folders for your manager: Junk, Personal and News. Leave only work-related email in his inbox. "If this was all I did, it would have been enough to keep him sane when dealing with his in--box," she says.

Once a day, her boss went through his inbox, flagging those for her to follow up on. After she'd handled the flagged email, she flagged the items again, this time in a different color. And, of course, she cc'd him on any follow-up work she did. "If you don't, it's likely that a week from now your boss will come into your office wondering what happened with a specific issue," she says.

2. Scan for timely actions. For her exec, admin Kelli red flags any emails that need to be processed "today." She and her boss also meet daily to review the calendar and highlight messages that need prompt attention. **Tip:** Consider printing out and delivering any hyper-urgent emails for an attention-stretched boss.

3. Customize any system you adopt. Many admins use a folder system, but the folder titles vary. Admin Adlee weeds through her boss's email to find any that she can file into folders titled Urgent, FYI and Delete. Yet another admin uses folders titled Action Required, Expense Reports and Market Reading.

"Everyone has a specific way they want things done," says Chrissy, "and many executives are very particular."

Meet with your executive to get an understanding of what she expects from you. Does she want you to bring urgent email to her attention, or simply handle it yourself? Does she want you to open and review any attachments? Are there certain senders whose emails should be considered private? Should you unsubscribe her from Junk lists? Get clarity on expectations. ~

Continued from page 5.

- * *The \$64,000 question. Perhaps offer recognition for participation. A drawing for a big prize. Although we're all very busy, we must get the buy-in from all members in order to keep the chapter afloat.*
- * *I think this will be easier with larger membership numbers (not sure how to building membership). When the membership is small, it's a burden on active members to try to do it all. Also, need to appreciate that some members come for education but don't wish to participate on committees at this time. If they feel pressured, may not feel welcome to attend.*
- * *The 'walk in my shoes' sounds like a good idea. I thought the best practice was good. Maybe try that again and ask a different member to do that each month.*

As we grow personally and professionally, would you be interested in 'walking in my shoes' with a board member and/or committee chair to gain more knowledge about leadership of your chapter?

Yes: 30.8% (4) No: 69.2% (9)

Are you adequately informed about chapter news and activities?

Yes: 100%

Is the Tri-County Connection newsletter informative?

Yes: 100%

Do you go to the IAAP Tri-County website to view the newsletter and board packet?

Yes: 53.8% (7) No: 46.2% (6)

Will you renew your membership when it expires?

Yes: 100%

"Maximizing the 1440"

By Steve Grant
Tri-County Chapter Meeting
February 2, 2012

The topic sounds a little mysterious and turned out to be very eye opening. The 1440 is the total number of minutes we have to work with each day (24 hours). Mr. Grant did a great job of outlining for us a means of maximizing that time. He pointed out that you cannot save it or invest it, but you can decrease the stress, gain a sense of control, and learn to manage our time wisely.

The key to maximizing our time is to add purpose/focus to what we do. Try the following.

- ▶ First, list everything that you do.
- ▶ Next, stop and take a look at the big picture. In light of all you do, consider these questions.
 - What's important?
 - What is it you don't want in your life?
 - What is it you do want?
 - What's keeping you from what you want?
- ▶ Now think about all the different directions you are pulled in each day. Do you find chaos?
- ▶ Now, take the list you created and label each item as follows Important or Not Important, then each of those items should be labelled Urgent and Not Urgent. You will end up with four lists:

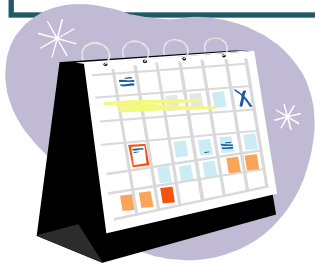
Important/Urgent: crisis, deadlines, meetings, repairs

Important/Not Urgent: Vision/Mission, planning, clarifying values, relationships, process improvement

Not Important/Urgent: phone calls, interruptions, e-mails, voice mail, reports, drop-ins

Not Important/Not Urgent: trivia, internet, games, "escapes," junk mail, busy work

According to Mr. Grant, professionals spend most of their time in the Important/Not Urgent category. Keep track of how much time you spend doing each activity for at least one year and purposely schedule your time according to what is important to track the change in your focus and productivity. ~



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



Diana Hampton
IL Division President

Tri-County

Chapter Meetings

March 6, 2012

"Introduction to Microsoft Office 2010"

Speaker: Jacob Adams, President
Organization: Sora Technologies, LLC

Location: Midstate College
Address: 411 W. Northmoor Road, Peoria, IL
See the [flyer](#) for more details.



April 3, 2012

"The 21st Century Leader"

How to lead, manage, and influence when you are not in charge.
Speaker: Johnny Campbell, The "007" of Change!

Location: Childers Banquets Facility
Address: 3113 North Dries Lane, Peoria, IL
Time: 4 pm to 8 pm

Illinois Division

2011-2012

Administrative Professionals Week

April 22, 2012



Administrative Professionals Day

April 25, 2012

~

IDAM

June 8 -10, 2012

Lisle Illinois

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

International



Tamra Goodall, CPS/CAP
International President

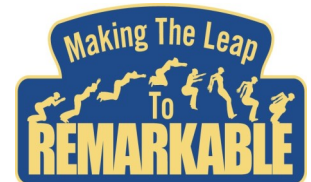
[Message](#) from the President

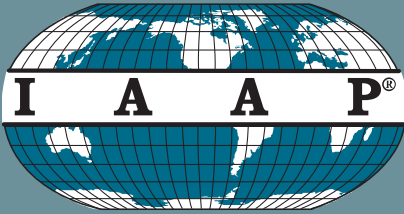
October 9-12, 2012

IAAP Fall Conference
San Diego, CA

May 5, 2012 CAP Exams

OfficePRO® [Magazine](#)
OfficePRO® [Buyers Guide](#)





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 opened the nominations for the 2012-2013 Tri-County Board positions of:

- * Vice President
- * Secretary
- * Treasurer
- * Corresponding Secretary

We have a list of volunteers that have stepped up to be placed on the ballot (thanks to all who have said yes), but we need to open the process up to chapter members who might like to be placed on the ballot also. I have attached the job descriptions for your review.

If you are interested in placing your name on the ballot for one of the positions, or serving as a committee chair or co-chair, please email Karen at Karen.Haensel@osfhealthcare.org or Janet at janetv@MTCO.com before March 30, 2012.

Public Relations / Marketing

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

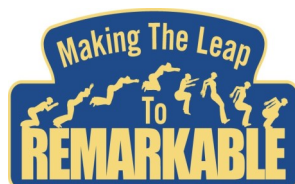
Ways & Means

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.





**CENTRAL IL ADMINS (CIA) CHAPTER
MEETING ANNOUNCEMENT**

Power of Commitment to Excel in Today's Office
www.IAAP-CIA.org
Tuesday, March 13, 2012

5:15 p.m. Networking/Welcome/Desserts
5:45 p.m. A Strategic Approach to Work-Life Balance, Dr. Christine Winkler,
Division Chair for Business Programs Lincoln College-Normal
6:45 p.m. Announcements
7:00 p.m. Adjourn

PRICE: \$5.00 Desserts/Meeting only
FOOD: Variety of Desserts / Hot Cocoa Buffet / Water available
WHERE: COUNTRY – Customer Service & IS Services Building
1711 GE Road, Bloomington, IL 61704

RSVP: Click on the link below indicating your preference – it will send an email
to Aimee Rusher with your response.

DEADLINE: Please RSVP by 12:00/Noon March 9, 2012 (strict deadline)
Reservations/Changes/Refunds received after March 9 cannot be
honored.

Names need to be turned into Security at COUNTRY – **please bring a
photo ID for entrance into the building.**

PAYMENT: Payment confirms your attendance. Please send to:
Deb Johnson, State Farm Insurance, 112 E. Washington/9th Floor,
Bloomington, IL 61701



V.I.P. CHAPTER

First Free Webinar
“Job Interviewing Skills—It’s NOT Just About the Suit”
1 CAP Certification Point Available
March 8, 2012
7:30 to 8:30 p.m. CST

(Dual membership available: \$10/year, \$5/seminar.)



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



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 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

A blue banner for "ADMINISTRATIVE PROFESSIONALS WEEK". On the left is a logo for "ADMINS THE PULSE OF THE OFFICE" with "apw" and "2012". In the center, "ADMINISTRATIVE PROFESSIONALS WEEK" is written in large, white, outlined letters. Below it is a globe with "IAAP" underneath. A ribbon across the bottom says "APRIL 22-28". On the right, the website "iaap-hq.org/events/apw" is displayed in white.