

International Association of
Administrative Professionals®
Tri-County Chapter

Tri County Connection

September 2012 ~ Volume 10 ~ Issue 71

Message from the President

Rebecca Heisler
Tri-County President
2012-2013



*Elevating Admins
to Excel in
Today's Office*



Hello everyone!!

Enjoying the cool day after a blistering summer, I hope each of you are as well. Where did the summer go? Kids heading back to school... Looking forward to getting into a routine!

The Board and I are gearing up for an exciting and wonderful Tri-County year. Each of the committees is in the planning stages for the year. It is not too late to join a committee. Again, each of the committees needs help. Please reach out to the Chairs or myself. This is a wonderful way to network and make our Chapter a success.

MARK your Calendar:



August 15 Deadline to sign up for November CAP exam.

August 18 Illinois Division Leadership Conference – Open to all members!!!! See below for details.

September 4 Our first Chapter meeting... it is going to be **Exciting**. **Be looking for details.... Coming soon!!!!**

October 20 Professional Enrichment Program – Hoffman Estates, IL

Look for an update from our Illinois Division President, Marie Herman on page 9. There are some important dates as well as educational opportunities.

Please take a moment to reflect on how each of you as members can help "Be the One" to make Tri-County a Success!!!!!!!

Inside this issue:

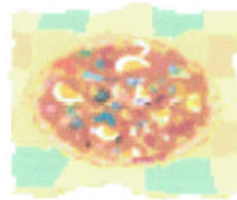
Tri-County News	3
Chamber "Business After Hours"	3
Member Spotlight	4
Calendar of Events	8
Tri-County Committee Tidbits	9
Illinois Division Updates	10

Tri-County News & Events

Happy 8th Birthday Tri-County Chapter!

Tri-County Chapter chartered in September of 2004!!

Come helps us celebrate our 8th year of excellence & see what all the fuss is



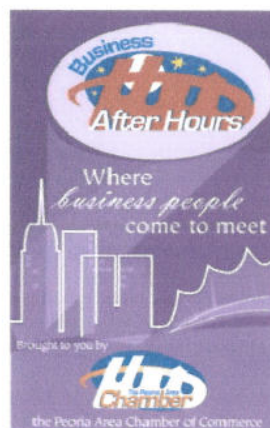
Chamber "Business After Hours"

Hosted by:



**Thursday
September 13, 2012
4:30 - 6:30**

**Four Points by Sheraton
500 Hamilton Boulevard
Peoria, IL**



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



"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.

JUNE

**Star of the Month
Winner!**



MEMBER SPOTLIGHT

Esmeralda Gloria



I grew up in Pekin, IL but a true native of Texas. My father moved us to Illinois in '67 to get a job at Caterpillar. To make a long story short he never did work at Caterpillar but I did and currently there. I have done a little bit of everything; waitressing, retail, travel agent, data entry, payroll, supervisory, and lastly administrative assistant. I've always considered myself shy but I

always got in trouble at school for talking and that's because I had no one to talk to at home so I looked forward to school for the social aspect. If I go to school now though it's to study and I would rather not do that as life fills me up with so many things to do. Besides living in Texas and Illinois, I've also lived in California and North Carolina. I love living in the big cities, there's always something to do besides sitting at home watching tv. I am always on the go and I suppose that's to get away from the quietness of being alone, and I've lived alone for many, many years except for my son, Andy. He's now grown and got married for the first time in July.

I have so many hobbies and no time to do them; I miss reading and crocheting. I try to do a crochet project for the Gloria Family reunion so I need to start on that for 2014. I guess you could say my hobbies right now are my at-home party businesses. I'm a Chocolatier for Dove Chocolate Discoveries and an Independent Designer for Origami Owl Living Locketts. These two businesses alone keep me very busy with home parties and quarter auctions.

My favorite food is a really good fall-off-the-bone ribs and a really thin pizza. I think my favorite color is black, it goes good with anything and when I wear black people think I've lost weight.

I think I'm still trying to figure out what I want to be when I grow up. I had every intention of becoming an accountant but so many forks in the road have lead me to so many different places and jobs. Life has a way of turning around, I now support the Corporate Controller of Caterpillar, so I'm surrounded by accountants! Times have changed and I have no idea what they are talking about.

I guess the moment that stands out for me is when a new boss (attorney) arrived and within a few weeks asked me to put together a PowerPoint she would present to the board of directors. Well I had never done a PowerPoint so my supervisor got me started and I figured the rest on my own. This really helped stretch my knowledge; I was able to use this knowledge in my next position that required merging several presentations into one on a weekly basis.

The best advice I can give is when you're in a new position/group/company don't assert your knowledge on your new co-workers. No one wants to hear how you did it in your old job. Listen and learn how it's done and when the time is right make the changes you feel will be of benefit but don't make the change just because that's how you've always done it. Always be open to new ideas and changes.

Employer Recognition



CATERPILLAR INC.

Janie Copeland, Corporate Controller

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!!!!!!

September

- 4 Labor Day
- 5 Be Late for Something Day
- 5 Cheese Pizza Day
- 6 Fight Procrastination Day
- 9 Grandparent's Day
- 9 National Pet Memorial Day
- 11 911 Remembrance
- 12 Chocolate Milk Shake day
- 17 Constitution Day
- 18 National Cheeseburger Day
- 22 Business Women's Day
- 22 Oktoberfest
- 28 Nation Good Neighbor Day



Founded in 1921...

The Heart of Illinois United Way brings together people from business, labor, government, health and human services to address our community's needs. They serve Marshall, Peoria, Putnam, Stark, Tazewell and Woodford Counties.

<http://hoiunitedway.org/>

Cyber Crime & Protecting yourself

The National Homeland Security tackles one of the most serious economic and national security challenges: cyber threats. National Cyber Security Awareness is basically Shared Responsibility, which reflects the interconnectedness of the modern world and the message that all computer users have a role in securing cyberspace.

Through a series of events and initiatives across the country, cyber awareness should consistently engage public and private businesses to raise awareness and educate Americans about cybersecurity, and increase the resiliency of the Nation and its cyber infrastructure. As each American is on line every day, they allow themselves to become vulnerable. If we can follow some simple steps, not only will each individual avoid explosion of information being leaked, their personal assets, and private information can remain safe. Here are just a few tips that the United States Computer Emergency Readiness Team provides as suggestions:



1. **Choosing and Protecting Passwords** - Passwords are a common form of authentication and are often the only barrier between a user and your personal information. There are several programs attackers can use to help guess or "crack" passwords, but by choosing good passwords and keeping them confidential, you can make it more difficult for an unauthorized person to access your information.
2. **Virus and Spyware Defense** - Using anti-virus and anti-spyware software is an important part of cyber security. But in an attempt to protect yourself, you may unintentionally cause problems.
3. **Common Myths** - There are some common myths that may influence your online security practices. Knowing the truth will allow you to make better decisions about how to protect yourself.
4. **Keeping Children Safe Online** - Children present unique security risks when they use a computer—not only do you have to keep them safe, you have to protect the data on your computer. By taking some simple steps, you can dramatically reduce the threats.
5. **Safeguarding Your Data** - When there are multiple people using your computer and/or you store sensitive personal and work-related data on your computer, it is especially important to take extra security precautions.



6. **Cybersecurity for Electronic Devices** - When you think about cybersecurity, remember that electronics such as smartphones and other internet-enabled devices may also be vulnerable to attack. Take appropriate precautions to limit your risk.

7. **Avoiding Copyright Infringement** - Although copyright may seem to be a purely legal issue, using unauthorized files could have security implications. To avoid prosecution and minimize the risks to your computer, make sure you have permission to use any copyrighted information, and only download authorized files.

The National Security and the United States Computer Emergency Readiness Team, their missions are to improve the national's cybersecurity in all aspects while maintaining the constitutional rights of American's.

<http://www.us-cert.gov/>

How to Deal with Difficult Co-Workers

By Dorie Clark, Contributor Posted May 23, 2012 @ 09:55 AM

We've all had a co-worker who's driven us nuts – a micromanaging boss, a suckup colleague, a slacker employee. You might think your professional life would improve dramatically if they weren't around. But, says [Diana McLain Smith](#), author of *The Elephant in the Room: How Relationships Make or Break the Success of Leaders and Organizations*, they could actually be your ticket to dramatic professional growth. "Anytime you find yourself up against somebody who frustrates you, that person is telling you that you're at the limits of your competence," she says. "That's why you're frustrated – because you don't know how to deal with them. You need to make a conscious choice: do you need to learn how to deal with that person in order to be successful?"

Interpersonal relationships often get short shrift in the workplace, says McLain Smith, because "we think of business as the rational arena, where it's about analytics and the substance of the work – and of course it is. But very quickly, relationship issues start to affect how well we handle the substantive issues." So if you're having problems with a colleague, it's important to address them head-on. But simply changing your own attitude isn't enough. "The self-help bromide is *'I have to change myself and not let it get to me, so I'll meditate or just let it go.'*" she says. "But how long can you do that before your blood starts to boil?"

The answer, instead, is to change the relationship dynamic. McLain Smith advises stepping back to evaluate your interactions – even going so far as to transcribe your conversations immediately after the fact, to capture the nuances of what you say to each other. "You can't come up with an intelligent way of altering the dynamic until you know what the dynamic is," she says. "You have to map the interaction, which creates a way of understanding how each person's behavior is eliciting a behavior the other person doesn't like."


For instance, you may find yourself in a pattern of forcefully advocating for a position with your colleague, which he strongly opposes. But if you step back to ask about his concerns and what he's trying to accomplish – and begin to address those goals – he might not feel the need to oppose you so much. "You need tools to help you look at the relationship patterns," says McLain Smith. "Without that, you'll always default to thinking it's about the individual. It becomes the usual suspects – he doesn't really care, he doesn't get it, what a jerk."

Indeed, she says, "People tend to think in terms of motives and people's character, despite the fact that cognitive psychology has proved for the last 30 years that when people act one way and not another, it's more often due to situational factors rather than due to character." The upshot? Your dynamics with your colleagues, no matter how well established, are not permanent and intractable. Instead – with time and practice – you can change and improve the way you relate.

What are your strategies for dealing with difficult co-workers? How do you work to build strong relationships?

Resource Websites for Admins

	administrativearts.com
	adminsecret.monster.com
	adminadvisor.com
	asaporg.com
	officeteam.com
	officearrow.com
	planetadmin.net
	proassisting.com
	savetheassistants.com
	theaep.com
	us.deskdemon.com



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
 Christi Brackney, Editor
 Brackney.Christi@iaap.com

Dorie Clark is CEO of Clark Strategic Communications and the author of the forthcoming *Reinventing You: Define Your Brand, Imagine Your Future* (Harvard Business Review Press, 2013). She is a strategy consultant who has worked with clients including [Google](#), [Yale University](#), and the Ford Foundation. Listen to her [podcasts](#) or follow her on [Twitter](#).

IAAP Members



BLOGS

One of the Best Jobs in 2012: Administrative Assistant

Posted By: Charlene Blair March 20, 2012 @ 03:14 PM
Posted in: IAAP Podcasts
Link from: Money, USNEWS

They talk of how the days are gone as administrative Assistants used to only answer phone but now the increase of power allows these individuals to demonstrate their information and communication skills. The Bureau of Labor Statistics project 5.8% growth in the Administrative Assistant job field from 2010-2020.



End of one Year.....Start with another

Our last meeting of 2011-2012 ended with a great success. As the recognitions were handed out, the new court was sworn in, and the laughter, smiles, and jokes made their way around the room, a great team spirit was growing. Our leaders have provided such guidance and everyone's participation, it is great to know that Tri-County Chapter will continue to grow successful.



BLOGGING



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



Diana Hampton
IL Division President

Tri-County



September 03, 2012

Labor Day

Chapter Meeting

September 04, 2012 "[Creating Meetings That Inspire: Using Your Entire Brain"
5:15 p.m. Networking/Dinner
6:00 – 6:30 p.m. Business Meeting
The Rally Point
324 Liberty St., Peoria, IL
On-street parking available **OR** park in Jefferson Bank
Parking Deck at your own cost

See the [flyer](#) for more details.

Illinois Division

**2012-2013
September Deadlines**

September 5

Using Twitter to Track Your Executives
Travel Issues. webinar led by Kemetia
Foley

October 20

Illinois Division Professional Enrichment
Program, Hoffman Estates, IL

International



Tamra Goodall, CPS/CAP
International President

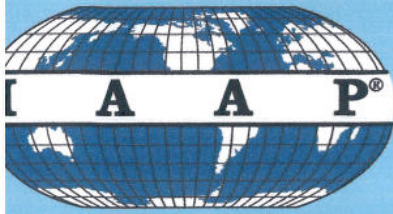
[Message](#) from the President

November 3, 2012
CAP & OM Exams

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

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*

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Board**

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Vice President

Jannise Bush, BS

Recording Secretary

Deanna Klein, BS

Treasurer

Deb Steveson

Correspondence Secretary

Cindy Johnson

*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

2012-2013 Committee Chairs

Professional Development

Mary Pyatt
mary.i.pyatt@osfhealthcare.org

Leadership

Open (need a chair)

Membership

Donna Greer
dgreer@midstate.edu

Ways & Means

Judy Zimmerman
judy.l.zimmerman@osfhealthcare.org

Public Relations & Marketing

Christi Brackney
Brackney_Christi_M@cat.com

Committee Tidbits

The New court for Tri-County Chapter



Heads Up!!!! We will be holding a raffle to hand off this beautiful quilt made by Deanna Klein. Collections for the quilt will be from September through October and the raffle in November. The drawing is just in time for Christmas!





A message from our Illinois Division President

I AM in Grapevine, TX was an amazing experience! I wish everyone had the opportunity to visit me at least once in their lifetime. So much to see and do in such a short period of time!!! Start saving your pennies now for Anaheim, CA!!!

I wanted to take a few minutes to remind you of some upcoming deadlines and make you aware of some events and dates on the horizon:

August 15, 2012 - Deadline to sign up for the November CAP exam!!! Please remind your members!

August 18, 2012 ? The Illinois Division Leadership Conference is open to all members! We've got a great lineup of training and development scheduled for attendees! This event is free and lunch is included! While the training is focused on leaders (chapter officers and committee chairs/members), it is open to anyone who wishes to attend. We have some really exciting things to share with you about our upcoming year and we hope you'll be able to join us. We will also have a social / networking time following at nearby Oberweis Dairy (at your own cost) before you head back home for anyone who is interested in staying for a nice little ice cream treat. Please take a moment to fill out a short registration form to let us know you are attending so we have an accurate count. Please share this with your chapter members.

<https://secure.iotformpro.com/form/21936347010952>

September 5, 2012 - Please note that we will be offering a **webinar** (free for Illinois Division members!) on September 5 led by Kemetia Foley on the subject **Using Twitter To Track Your Executive's Travel Issues**. The flyer is attached and the registration form is here:

<https://secure.iotformpro.com/form/22214537897966>

October 20, 2012 ? Our Professional Enrichment Program is being held October 20, 2012 in Hoffman Estates. Please note that we are planning an AMAZING Friday night fundraiser for the foundation of IAAP as well as a phenomenal day of educational programs on Saturday! Details will be announced at the IDLC and sent out following.

I hope that each and every member will step up to Be The One this year!!! I'm looking forward to a fantastic year and I can't wait to see what surprises and delights the chapters will have.

Marie Herman, CAP-OM, ACS
2012-2013 Illinois Division President



Illinois Division Newsletter

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

[Click Here](#)



**International Association of
Administrative Professionals®
Illinois Division**

Illinois Division

2011-2012

Board of Directors

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Two-Rivers Chapter*

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Greater O'Hare Chapter*

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Open

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Lake County 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](#).

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

February 12, 2012
August 15, 2012

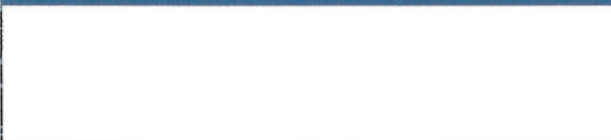
Exam Dates

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



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

