

International Association of  
Administrative Professionals®  
Tri-County Chapter

# Tri County Connection

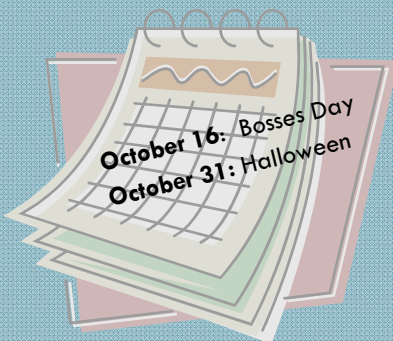
October 2012 ~ Volume 10 ~ Issue 72

## Message from the President

Rebecca Heisler  
Tri-County President  
2012-2013



*Elevating Admins  
to Excel in  
Today's Office*



Our September meeting was wonderful with a great speaker (Ami Dean), topic (Creating Meetings That Inspire: Using Your Entire Brain) and the location (The Rally Point). Look forward to using additional creative meeting space at The Rally Point for some of our future Chapter meetings.

Our next meeting in October is a membership drive with another great presenter (Dewoun Hayes) and topic (OneNote). Please invite other Administrative Professionals... Let's pack the place!

Don't forget, "Quilt raffle", and purchase your tickets at the October meeting.

Remember, October 16 is **Bosses Day!** Here are some interesting facts about Bosses Day.

- \* Boss's Day, also known as National Boss Day or Bosses Day, is a time for many workers to appreciate their employers. It is annually observed in the United States on October 16, or the nearest working day.
- \* Boss's Day is dedicated to all employers and provides a prospect of improving the liaison between employers and their staff. Many workers dedicate this day to their supervisors for various reasons, such as supporting staff with their jobs and careers. This observance also gives employees a chance to recognize those in supervisory positions.
- \* Some people give their bosses cards, gift certificates, or flowers on Boss's Day. This observance is becoming increasingly popular in various workplaces. It has received both praise and controversy.
- \* The concept of National Boss Day began in 1958 when Patricia Bays Haroski, then an employee at State Farm Insurance Company in Deerfield, Illinois, registered the holiday with the United States Chamber of Commerce. She designated October 16 as the special day because it was her father's birthday. Haroski's purpose was to designate a day to show appreciation for her boss and other bosses. She also hoped to improve the relationship between employees and supervisors. Four years later in 1962, Illinois Governor Otto Kerner backed Haroski's registration and officially proclaimed the day. The event's popularity is growing outside the United States and is now also observed in countries such as Australia, India, and South Africa. Note: The dates below show when National Boss Day was first officially proclaimed in 1962, although the concept for this observance began in 1958.

**Hope to see all of you on October 2!**

### Inside this issue:

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Do you have some ideas you would like to share in the newsletter? Contact Public Relations & Marketing

Do you have ways to help on fundraising for the Tri-County Chapter? Contact Ways & Means

## Tri-County News & Events

Win this beautiful and whimsical quilt, depicting last year's theme:



*"Making the leap to Remarkable"*

**\$7 per ticket**  
**or 6 tickets for \$5**



Quilt made by Deanna Klein, Tri-County Member  
Drawing will take place Nov. 6th

Proceeds from the quilt raffle will benefit our IAAP Treasury.

For tickets, please contact:

Judy Zimmerman, Ways and Means Chair | [Judy-L-Zimmerman@osfhealthcare.org](mailto:Judy-L-Zimmerman@osfhealthcare.org)  
Amy Ciota, Committee Member | [Ciota\\_Amy\\_G@cat.com](mailto:Ciota_Amy_G@cat.com)

## Chamber "Business After Hours"

October

**BIRTHDAYS**



Hosted by:



**Thursday**  
**October 11, 2012**  
**4:30 - 6:30**

CIANA  
1803 W Detweiller Dr.,  
Peoria, IL



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

MEMBER SPOTLIGHT

Amy Ciota



Hi, I am Amy Ciota and I am an Administrative Assistant at Caterpillar Logistics Inc. in Morton, IL where I support Phil Weingart, CFO of Cat Logistics, and the Business Resource Services department. Phil encouraged me to become part of an "admin network" and at his discretion, my membership dues are covered by the department. I began my career with Caterpillar as a temporary employee in the Freight Payable department. While there, I put my data entry skills to good use entering shipping documents into the system, after that I became a freight bill analyst and verified payments to freight carriers. I also had the opportunity to train a variety of local and global employees to recognize and key the various types of shipping documents, as well as play an integral part in documenting the processes. Since becoming an Admin, I have acquired many new skills and have focused on providing the best support possible, even through the steady chaos!! I have but one goal...to actually get to my 'To-Do' list!!

Besides the chaos at work, I am a wife and mother of two....Chaos is slowly becoming my middle name!! My son, Corey, is 13 and will be entering his last year of junior high this year. My daughter, Mallorey, is 10 and will be turning 19 this year....I mean....will be entering the 5<sup>th</sup> grade. Both are very active and keep me hopping. My husband, Joe, and I will be celebrating our 19<sup>th</sup> anniversary this fall. We met at work 22 years ago and ironically we work together again (just in different departments). Not to leave anyone out, I also have a beagle, named Izzy, her feline siblings, Ozzy and Daizy and two fire bellied toads, Bob and Casey. I cherish my family and family events and am very close to my two brothers and two sisters, as well as my parents. I had a great childhood growing up in the country and am now raising my family in my hometown, Trivoli (20 minutes west of Peoria). I enjoy community activities and have been very active in community festivals and feel I have left my legacy by being one of the founders of my hometown's Community & Fitness Center. If there is something to be planned, I am always at the ready! As has been the case with the school's PTO, Kiwanis Club, helping with my husband's local volunteer fire department events and work related social club events. I would like to have the opportunity again to train others and I thoroughly enjoy planning events and fundraising.....those are the skills I believe I have a flare for and the ones that make me the happiest! Above all, I have found that I am personally rewarded by helping others. I truly feel that the admin role leaves plenty of opportunities to use the tricks we have up our sleeves to make magic happen (or to reserve a conference room on short notice and amaze the masses!))!!!

I am looking forward to networking with the members of Tri-County and taking advantage of the educational opportunities that IAAP provides!

Employer Recognition



CATERPILLAR INC.

Phil Weignart, Sr. Business Resource Manager

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!!!!!!!

October

- October 02: Name Your Care Day
- October 05: World Teacher's Day
- October 07: Oktoberfest (Germany)
- October 09: Fire Prevention Day
- October 16: Bosses Day
- October 20: Sweetest Day
- October 28: Mother-n-Law Day
- October 31: Halloween

Breast Cancer Awareness Month



*Deadline Due Dates*

Item: Tri-County Chapter Monthly Meeting

Due date: 1<sup>st</sup> Tuesday of the month

Forward to: N/A

Item: Committee Reports

Due date: 1<sup>st</sup> Friday following Chapter Meeting

Forward to: Deanne Klein

Item: Board/Committee Meeting

Due date: 1<sup>st</sup> Monday of the month following Chapter Meeting

Forward to: N/A

Item: Message from the President for Newsletter

Due date: 15<sup>th</sup> each month

Forward to: Christi Brackney

Item: Tri-County Chapter Newsletter Rough Draft

Due date: 18<sup>th</sup> each month

Forward to: Rebecca Heisler (Pres) & Jannice Bush (VP)

Item: Tri-County Chapter Newsletter Email/Post to website

Due date: 1 week prior to Tri-County Chapter Monthly Meeting

Forward to: Email Dist.



**Our Team Building and Recognitions**



Thank you Tonda Stewart for creating a great Team Building exercise as we started off our meetings for the year. As each member held a piece of paper each with a different word belonging to a phrase.

Join a committee, connect with fellow members, attend meetings because

we want you and Tri-County to “Be The One”!



Tonda Stewart, Karen Haensel, Diana Hampton, Janise Bush each received their Member of Excellence Certificates.

CONGRATULATIONS!!!!

Community Day booklets will be available to purchase and sell during the October and November meetings.

You talked - we listened. Our fall Community Day booklet is filled with even better Bonus offers, longer Early Bird hours and a \$10 off coupon with minimal exclusions!

- Take advantage of
- \$10 off coupon featuring minimal exclusions
  - 30% off early bird coupon
  - six additional savings coupons
  - exclusive Community Day Bonus offers
  - three amazing web -exclusive offers

Community Day is a fund-raising event for all 501c3 nonprofit and school organizations. The event is designed to provide local nonprofit organizations with a fun and easy way to raise money for your organization.



### Pathways to Excellence Member of Excellence

During the course of the year, members will work towards success, completing criteria and retaining the documentation of achievement. Once eight (8) “points” have been earned—and by June 30 at the latest—members log onto the IAAP web site and submit an electronic application. For ease in completing the on-line form, it is recommended that members draft their entry using the Excel worksheet that has been prepared. Categories as follows:

- \* Certification
- \* Commitment
- \* Communication
- \* Education & Training (seminars)
- \* Education & Training (accredited school)
- \* Fiscal Responsibility
- \* Leadership Development and Roles
- \* Marketing, Research , and Community Outreach
- \* Program and Participation
- \* Recruitment and Retention
- \* Strategic Planning

### Pathways to Excellence Chapter of Excellence

During the course of the 2012-2013 year, chapters and divisions will work towards success, completing criteria and retaining the documentation of achievement. All eight (8) criteria are mandatory and there are specific deadlines for meeting each requirement. **IAAP headquarters will perform an ongoing audit as each deadline is reached.** Categories as follows:

- \* Leadership Development and Roles (attendance at International Annual Meeting)
- \* Education & Training (seminars)
- \* Fiscal Responsibility
- \* Marketing, Research , and Community Outreach
- \* Recruitment and Retention (Membership Drive)
- \* Recruitment and Retention (New Member Orientation)
- \* Leadership Development and Roles (attendance at Division Annual Meeting)
- \* Program and Participation



## Resource Websites for Admins

	<a href="http://administrativearts.com">administrativearts.com</a>
	<a href="http://adminsecret.monster.com">adminsecret.monster.com</a>
	<a href="http://adminadvisor.com">adminadvisor.com</a>
	<a href="http://asaporg.com">asaporg.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  
Christi Brackney, Editor  
Brackney\_Christi\_M@cat.com

## Tri-County Challenge



As in years past, Dress for Success has been our community services. This is a worthwhile organization with a mission to promote the economic independence of disadvantaged women by providing professional attire, a network of support and the career development tools to help women thrive in work and in life. Learn more, click here: <http://www.dressforsuccess.org/affiliate.aspx?sisid=56&pageid=1>

**How can we help?** Each of you can "Be the One". Here is what you may donate:

- \* To suit our clients in style, Dress for Success currently accepts new or nearly-new and cleaned:
- \* Coordinated, contemporary, interview-appropriate skirt and pant suits

Beautiful, crisp blouses

Gorgeous blazers and jackets

Professional shoes

Practical and professional handbags and briefcases

Coats for all seasons, shapes and sizes

We are particularly in need of larger-size suits and apparel.

### When and How?

Every Chapter meeting – bring your donated items

Leave your item at Registration ( your item(s) will be delivered to Dress for Success).

**Challenge? Are you willing to accept?**

Tri-County to donate at least 20 items from October 2 through May 7

**Special IAAP 70th Anniversary Membership Fee!**  
 Join for a year for \$85!!!!  
 (\$70 + \$15 processing fee)  
 You save 35% off the regular fee!

**DATE:** October 2, 2012  
**WHAT:** IAAP Tri-County Chapter Monthly Meeting  
**WHEN:** 5:15 p.m. Networking/Dinner  
 6:00 – 6:30 p.m. Membership Presentation & Business Meeting  
**WHERE:** Midstate College, 411 W Northmoor, Peoria, IL –Rm 303  
**TOPIC:** Be the One to Use OneNote presented by Dewoun Hayes, MAEd, CAP-OM, Elite Office Concepts, Inc. (webinar)  
**COST:** Free to attend meeting (not necessary to be a member to attend)  
**MEAL:** Dinner cost \$8.00  
**RSVP:** Call or E-mail Mary Pyatt at 309-282-1614/  
<mailto:mary.pyatt@oshealthcare.org> by 9/28/12  
**RECERT:** One Recertification Point

**Connect the Dots**  
 By...  
 Networking  
 Leading  
 Learning

Free!!!

Chapter Training Webinar!

IAAP Illinois Division presents a chapter training webinar!

**Developing Future Leaders**  
**October 3, 2012**  
**7:00 p.m. CT**

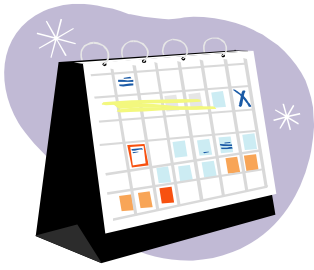
Learn ways to encourage members to lead committees and serve as chapter officers.



Registration

<https://secure.jotformpro.com/form/22324687209961>





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

**Tri-County**



October 31, 2012

*Halloween*

Chapter Meeting

October 02, 2012

Be the One to Use OneNote”  
5:15 p.m. Networking/Dinner  
6:00 – 6:30 p.m. Business Meeting  
Midstate College  
411 W Northmoor Room 303., Peoria, IL

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

**International**



Tamra Goodall, CPS/CAP  
International President

[Message](#) from the President

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

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



Marie Hermann  
IL Division President

**Illinois Division**

**2012-2013  
October Deadlines**

**September 20—October 25**

7-9 PM CST

Microsoft Word 2010 Online Study  
Group

**October 20**

Illinois Division Professional Enrichment  
Program, Hoffman Estates, IL

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



## 2012-2013 Committee Chairs

### Professional Development

Mary Pyatt  
[mary.j.pyatt@osfhealthcare.org](mailto:mary.j.pyatt@osfhealthcare.org)

### Leadership

Open (need a chair)

### Membership

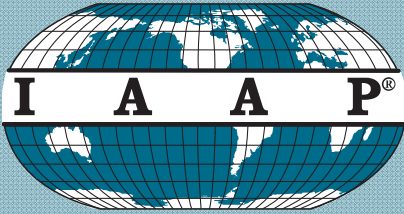
Donna Greer  
[dgreer@midstate.edu](mailto:dgreer@midstate.edu)

### Ways & Means

Judy Zimmerman  
[judy.l.zimmerman@osfhealthcare.org](mailto:judy.l.zimmerman@osfhealthcare.org)

### Public Relations & Marketing

Christi Brackney  
[Brackney\\_Christi\\_M@cat.com](mailto:Brackney_Christi_M@cat.com)



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

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

### Tri-County Chapter Board

#### President

*Rebecca Heisler, BS*

#### 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

## Committee Tidbits

Don't forget to save your Box Tops labels from various products. This will be one of our community projects this year. Ask your family, neighbors, co-workers, and friends to help collect them as well. Tonda Stewart will have a box at each meeting for you to drop them in. We will be collecting the labels Starting now until the beginning of April. We will be deciding on the school that will be the recipient of our labels.



The Board selected the following school as the recipient of our collected Box Tops.  
Pleasant Hill Elementary School  
3717 W. Malone  
Peoria, IL  
Pre-K – 8<sup>th</sup> – 228 children

Last year's winner had 8,000-9,000 Box Tops points, which sounds like an awful lot....but if you break it down weekly and per person it would be roughly:



30 TCC members  
x 10 Box Tops/week  
for 30 remaining weeks (Sept. - Mar.)  
9,000 Box Tops points

Any questions about Box Tops, contact Tonda Stewart (309) 624-2356 [tonda.l.stewart@osfhealthcare.org](mailto:tonda.l.stewart@osfhealthcare.org)





## Core Values of the International Association of Administrative Professionals

As a reminder being a new year and many new faces, I thought it would be a great way to refresh our memories on what we value.

**Integrity:** We demonstrate this cornerstone of our profession through honesty, accountability and high ethical standards.

**Respect:** We create respect within our profession and association through listening, understanding and acknowledging member feedback.

**Adaptability:** We ensure the success of our association by embracing positive change and by nurturing diversity, creativity and visionary thinking.

**Communication:** We cultivate and maintain excellence by remaining approachable at all levels, communicating openly and building strong relationships.

**Commitment:** We are steadfast in our goals to develop learning opportunities for career-minded administrative professionals and to strengthen efficiency and effectiveness.

Let's strive to do our best and be the best we all know we can be!

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

### Illinois Division

2012-2013

### Board of Directors

#### **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

### 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	Exam Dates
February 12, 2012	May 5, 2012
August 15, 2012	November 3, 2012

#### Technology Applications Speciality

1. Complete 3 Options Technology modules (Microsoft Office Suite).
2. Past 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

