



International Association of  
Administrative Professionals®  
Tri-County Chapter

# Tri County Connection

May 2013 ~ Volume 10 ~ Issue 79

## Message from the President

Rebecca Heisler  
Tri-County President  
2012-2013



Dear Members,

As I write the May update, it is a beautiful sunny spring day. Love it!!! I feel like I should be home doing some spring cleaning or playing outside.

This past weekend we held our APW education day "Today's Mobile Office: Don't be left out!". If you were unable to attend, you missed an excellent event. We had wonderful speakers, learned about 365, Cloud and what's new at Microsoft, and some good tips for our cell phones (i.e. Cozi.com, groupme and keyring). Our breakfast was delicious, networking (met new Admins from Cat, our CIA sister chapter), and everyone won a door prize.

Our next meeting will be May 7 regarding "Juggling Multiple Priorities". As a busy Admin, wife, mom, and friend, this is something I can always use some help with. How about you? Don't forget to RSVP by May 3 to Mary Pyatt. (See attached flyer for details)

Also, within the next few weeks, nominations for the 2013-2014 Chapter Board will be sent out. If you are interested in a Board position, please do not hesitate to contact me.

Rebecca Heisler

Tri-County IAAP President, 2012-2013



*Elevating Admins  
to Excel in  
Today's Office*



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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

May

### Anniversaries



Janet Valliantos	5/2005
Rebecca Heisler	5/2007
Marge Repasz	5/2007
Nancu Dial	5/2012
Lori Mattiazza	5/2012

May

### BIRTHDAYS

Lori Mattiazza 5/19



## Tri-County News & Events

*Have you ever thought about why you use the equipment that you use or the reason you work in a particular way? Today's society is an ever changing environment that never leaves you with a dull moment, but with a horizon of full expectations.*

*There wasn't a better way to spend a Saturday morning as for attending an educational seminar. The Tri-County Committee members had compiled a fabulous group of topics as well as speakers to inform our local members, sister chapter members, and guests. Learning the virtual office, Office 365, various apps to use, and even comparing the style of equipment used on a day to day basis, gave each of us an ample opportunity to personalize our work habits but also our home environments.*

*I personally feel that this was a great turnout, great choice of food and beverages, and most of meeting so many new individuals. This great had a vast selection for door prizes from Scentsy, Microsoft, Verizon, Becks Florist, OSF, and even a hotel stay!*

*The choice is ours to make a difference. We help our Management staff to know key areas that we can even help improve towards. Remember, ADMINIS ARE THE FRONTLINE!*

## Chamber "Business After Hours"



May 09, 2013  
4:30—6:30 pm

Peoria Chiefs  
730 Southwest Jefferson Ave  
Peoria

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

MEMBER SPOTLIGHT

*Mary Pyatt*



She has been married to Terry for 38 years. Throughout that time Mary has two children and two beautiful grandchildren. "I am proud to say I have worked at OSF Saint Francis Medical Center for 41 years!" explains Mary.

Watch Out!! Mary's very competitive! She loves to play games with involvement in Cursillo, WATCH, and TEC movements here in Peoria. You might catch her eating pizza or pasta as those are her favorite foods!

"I joined IAAP because I had never seen a group like this before for our secretarial profession. I knew that I would learn so much about our profession in this group. I am a charter member. " Mary enjoys the networking and education she received at every meeting along with the meeting of new individuals.

She hopes that as a people person she can still assist patients as a secretary. She knew she could never be a nurse at the hospital, beings she doesn't like blood.

Growing up, Mary didn't relay think about jobs. She dreamed of being married, having children, and grandchildren. She stills has time and ways to go before getting to be a great grandparent, her grandchildren are only 4 & 7. She definitely plans on being around long enough to see them!

She loves her job and has so many favorite moments at work. She is the secretary for the OSF Surgical Weight Loss Center of Excellence Program. She helps patients through the program so they can have weight loss surgery. She pride herself in living the OSF mission "serving with the greatest care and love" to help these patients to change their lives.

Mary's favorite quote from Heart Math - Franklin P Jones:

"Love doesn't make the world go round, love is what makes the ride worthwhile."

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!!!!!!

May

- May 01: May Day
- May 05: Cindo De Mayo
- May 07: National Teacher Day
- May 12: Mother's Day
- May 18: Armed Forces Day
- May 27: Memorial Day

- National Bike Month
- Mental Health Awareness Month
- Arthritis Awareness Month

Employer Recognition



Thank you for supporting your employees in





**“We make a living by what we get, but we make a life by what we give.” ~Winston Churchill**

So many people are in need all the time but most recently with the floods, it's a great time to give something back.

I am thankful on a day to day basis for what I am able to wake up to. The benefits and blessings that surround me allow me to encourage myself and others to help those who have or became less fortunate due to any reasoning.

Volunteering is proven to be good for your health and your happiness. Have you ever noticed those volunteers at hospitals, Red Cross, other facilities? They seem happy, living longer, feeling fulfilled!

Take the time to share your heart. Sometimes all it takes is a cup of coffee or as simple as a kind word! Submitted by:Christi Brackney

**Be  
The One**

## Team Building & Recognitions

### THE SUPER HERO IN ALL OF US

By: Deanna Klein



We all have a superhero inside of us. We perform amazing acts every day. Some if not most of the time we are invisible.

The International Association of Administrative Professionals defines administrative professionals as individuals who are responsible for administrative tasks and coordination of information in support of an office related environment and who are dedicated to furthering their personal and professional growth in their chosen profession.

As administrative professionals we are constantly doing these things in front of as well as behind the scenes. We know what needs to be done and just do it. We do not wait for someone to tell us. We are the invisible super hero of the office.

There is a meeting coming up and you know they will need a certain report or link even though they have not asked for it. And pouf it appears for them. The invisible super hero strikes again.

There is a group of guest and what "No Coffee". The invisible super hero strikes again and coffee and donuts appear with a room for them to meet in. The invisible super hero strikes again.

As administrative professionals we may not have the speed of Superman, the looks of Wonder Woman (at least I do not), or the sidekick to help us like Batman had Robin but we get the job done.

We need to remember that even though we do not always get the recognition we would like our bosses do appreciate us and know that we can be counted on. We take pride in our job/profession and will continue to be the INVISIBLE SUPER HERO of the office.

## Upcoming Dates:

May 8, 2013 – Educational Webinar – Overview of Office 365.

May 15-June 12, 2013 – Access 2010 study group! This will be our final Microsoft Office study group of this program year.

June 7-9, 2013 – Illinois Division Annual Meeting – Be the One Singular Sensation at our annual meeting in Rolling Meadows, IL. We're putting together a FANTASTIC event for you with dual tracks of education on Friday afternoon, a wonderful vendor expo on Friday evening, our business meeting Saturday morning, more education (including a special panel discussion on international travel arranging) on Saturday afternoon, our memory creating banquet on Saturday night and additional education and wrap up on Sunday morning. Our goal is to provide 8 recertification points during the weekend plus fun, fellowship, music and merriment. Please help us to spread the word! Attached is the Illinois Division Annual Meeting registration packet. Listed below is the link to register. <https://secure.jotformpro.com/form/30615463021947>

June 24—FREE Chapter Success Webinar – Lisa Olson and I will be hosting a special webinar devoted to helping incoming officers Start Your New Year on the Right Note.

### 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




The forms are available on the website. Remember it's a great way to keep track of your progress and in result of an audit.



## Resource Websites for Admins

	<a href="http://adminstrafforparts.com">adminstrafforparts.com</a>
	<a href="http://adminsecret.monster.com">adminsecret.monster.com</a>
	<a href="http://adminadvisor.com">adminadvisor.com</a>
	<a href="http://asapora.com">asapora.com</a>
	<a href="http://officeteam.com">officeteam.com</a>
	<a href="http://officeatrow.com">officeatrow.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://thenap.com">thenap.com</a>
	<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  
 Christi Brackney, Editor  
 Brackney\_Christi\_M@ca1.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?isid=56&opaid=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

## A Message from our International President

In two short weeks we'll celebrate Administrative Professionals Day. I know how hard administrative professionals work so all of you deserve a pat on the back for your contribution to the workplace. As many of you know, APW is a great time to hold special chapter meetings to draw in those working in office and administrative professions that may not yet know about IAAP. From the list of chapters hosting events, it's apparent many of you are taking advantage of Administrative Professionals Week to get the word out. Great job!

It's been exciting to watch the donations roll in over the last two weeks for The Foundation of IAAP's inaugural fundraiser: The Amazing Walk. As I write this, already over \$10,000 has been pledged during the first week. If you don't know about it yet, [visit the webpage](#) and pledge today! All of your donations go back to helping those in our profession.

Have you registered to attend EFAM in Anaheim? Be sure to check out the "[What's New?](#)" tab to see the changes we made from the feedback we received from you. Also, take a few minutes to read about what's going on in the business of IAAP and the proposed bylaw amendments to be considered. You can find the proposed bylaw amendments in the [IAAP Web Community](#), on the homepage under "Recent News." Also under that section is a link to those members running for international office. It's your association and whether or not you're a voting delegate, it's important.

Last month I wrote to you right before I attended the Futures Conference. Late March I mailed out an all-member letter bringing everyone up-to-date on the timeline for what's ahead for the strategic goals and objectives that came out of the Futures Conference. I again want to thank you for your input in making the Futures Conference a success. I also want to impress on you, the members who are IAAP, how important it is for us to have your help going forward. If you haven't already, please answer the [Call for Volunteers](#). The board and staff can't do this alone. We need you. More importantly, we want your input.

As an administrative professional, you serve in a special role in your company. Enjoy the recognition and happy Administrative Professionals Day!

Karlana Rannals, CAP-OM  
International President





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

**Tri-County**



May 12, 2013

*Mother's Day*

**Chapter Meeting**

May 07, 2012

Juggling Multiple Priorities  
5:15-6:00 Dinner/Social time  
6:00-6:30 Business Meeting  
6:30-7:30 Education

OSF Saint Francis Medical Center  
Gandhi Conference Room  
North Parking Deck, Peoria, IL

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

**International**



Karlena Rannals, CAP-OM  
International President

[Message](#) from the President

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



Marie Hermann  
IL Division President

**Illinois Division**

**2012-2013  
Deadlines & Educational  
Events**

July 27-31, 2012  
ARAM 2013

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



## 2012-2013 Committee Chairs

### Professional Development

Mary Pyatt  
[mary.i.pyatt@osfhealthcare.org](mailto:mary.i.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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*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

Rebecca Heisler, BS

#### Vice President

Jannise Bush, BS

#### Recording Secretary

Deanna Klein, BS

#### Treasurer

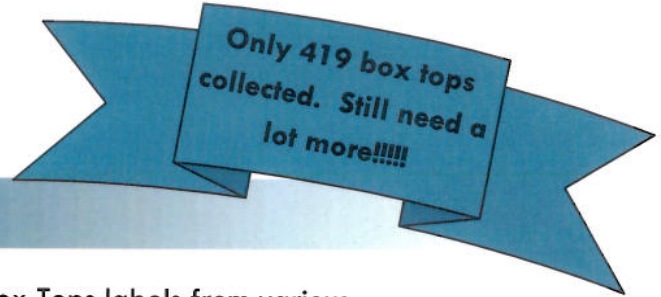
Deb Steveson

#### 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)





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

**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

There are

# Angels

God puts on this Earth

**Who care for us and guide us.  
You can feel their love and gentleness  
as they walk through life beside us.**

**They do great things for us every day  
they whisper in our ears,  
they even hold us in their hearts  
when we are filled with all our fears.**

**They are always there to give a hug  
and try to make us smile.  
They treat us with respect and love,  
they treat us like their child.**

**God blessed me with an Angel,  
I'm proud to call my own.  
She's been with me throughout my  
life, been with me as I've grown.**

**She's guided me the best she can,  
she's taught me like no other,  
and I'm thankful I'm the lucky one  
who get's to call her...**

# Mother

Kathleen J. Shields - May 14, 2006

# 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.

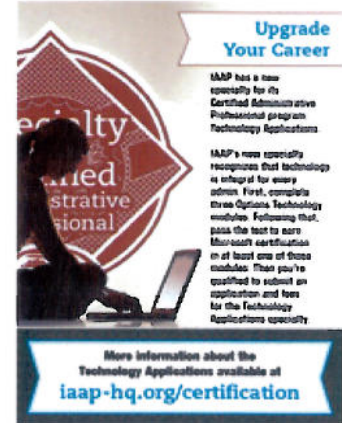
Each manual has been highly rated by ProCert Labs, which tests the percentage of correlation between the information in the materials and its relevancy to the exams. Options Technology has earned one of the highest scores of any instructional materials.

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	Exam Dates
February 15, 2013	May 4, 2013
August 16, 2013	November 2, 2013

### 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

PowerPoint 2010 Study Group Begins February 5

## 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

