

International Association of
Administrative Professionals®
Tri-County Chapter

Tri County Connection

February 2010
Volume 6 Issue 50

NEXT CHAPTER MEETING



Caterpillar

(Morton facility)
500 North Morton Avenue
Morton, IL

Networking /

Dinner Buffet* 5:15 – 6:00

Business Meeting 6:00 – 6:30

Presentation 6:30 – 7:30

Adjournment 7:30

*Dinner \$15.00 per person

EDUCATIONAL PROGRAM

Leading Up – Office Professionalism

Presented by:

Thomas Bower

Bower Communication President &
Mindset Consulting Co-founder
and

Dr. Chuck Stoner

Professor of Executive Management
at Robert A. McCord &
Professor of Management
at Bradley University

POWER
of
Commitment

Tri-County Chapter

To Excel In Today's Office

Message from the President

We just celebrated Christmas, so how can it be February already? So much has happened in this short span of time. We've had our monthly Tri-County IAAP meeting, our February board meeting and sponsored a new chapter, all in January 2010.

Plans are underway for PEP 2010, hosted by Tri-County and held here in Peoria in September 2010. Stay tuned for more details. We will be seeking actors to play very important roles in our "mystery dinner event" to be held in conjunction with PEP.

In March, our January speaker, Jennifer Willfong, will be presenting part 2 of her program. Excitement mounts to see how many members will have taken her challenge to identify their passion, know their purpose, prepare their bucket list, plan how to finance that list and know there will be setbacks.

We will be travelling to Caterpillar, back to Hampton Inn, and then to Bloomington in the coming months.

***"We're counting on you.
Each and every member
can make a difference."***

We lost members to the Bloomington chapter, which bring me to recruiting. New members are needed to replenish our "stock." New members come with new ideas, new opportunities for networking, educational programs and additional voices for Tri-County IAAP. When was the last time you brought a guest to a meeting? If you have been away, please know that you are missed.

Two of our members are seeking nomination for Illinois Division office, Vice President Elect, Diana Hampton, for President Elect and Tonda Stewart, CPS, CAP for Secretary.

I am in awe of how Tri-County has grown since its inception. Martin Luther King said, "I have a dream." Tri-County IAAP has had a dream also. We're not there yet. With all you do and continue to do to help this organization grow, the dream will come to fruition. What are your dreams for Tri-County? What part will you play? Are you taking Jennifer Willfong's challenge? Are you recruiting new members? Are you regularly attending monthly meetings? What office will you hold next year? We're counting on you. Each and every member can make a difference.



Judy Zimmerman,
Tri-County President
2009-2010

Tri-County's January Educational Program



Your Priorities Fulfilled



Have you ever thought about what you are passionate about, and what your purpose is in life? Jennifer Wilfong, founder of [Can Do Balance](#) 4:13 (Philippians 4:13: I can do all things through Christ who strengthens me), does. Identifying your passions and purpose in life are the first steps in your journey to attain balance in your life.

At January's Tri-County chapter meeting, held at Hampton Inn Suites at Grand Prairie, Peoria, Jennifer presented on Work/Life Balance (Part 1), and how administrative professionals can prioritize their passions and purpose, and implement an action plan to achieve

balance. She stated that by January 23rd, most of us have forgotten our New Year's resolutions, let alone embraced them. She asked what we wanted to accomplish this year, this month, and live the second half of **our** life the way **we** want to.

Jennifer believes in people with *Can Do* attitudes. Can Do Balance is all about fulfilling your priorities. She said people don't take the time to write down their priorities and then sharing them with the special person in your life.

Jennifer challenged us to put into place five practices, as follows:

1. Prioritize passions and purpose
2. Balance
3. Bucket List
4. Financial Plan
5. Leverage Trials

Jennifer Wilfong will return in March for Part 2 of her presentation. You won't want to miss this, as members who have taken on the challenge will share what they've accomplished thus far.

**January's Star Member
of the Month Winner!**



**Jacki
Wetterauer**

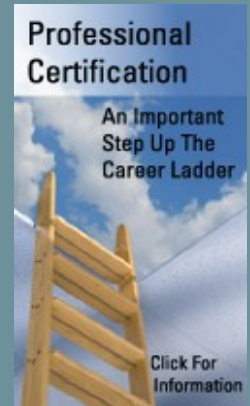
Passions...

*"a strong feeling or emotion"
"something that is desired intensely"*

Purpose...

*"an anticipated outcome that is intended or that guides your planned actions"
"cognitive awareness in cause & effect linking for achieving a goal..."*

[Click here to download Part 1 of Jennifer Wilfong's presentation and get started on putting your five practices into place.](#)



Click For Information

Bloomington Chapter's Installation

CIA Installation Ceremony

Article submitted by Judy Zimmerman, Tri-County Chapter President



Hawthorne Suites, Bloomington, IL, was the location for the Central IL Admin's Installation Ceremony held on Tuesday, January 12, 2010. They are currently 52 members strong. What an incredible beginning! President Judy Zimmerman, Interim Vice President Esmeralda Gloria, Crystal Courtouise CPS/CAP, Jacki Wetterauer, and Tonda Stewart CPS/CAP represented Tri-County IAAP.

Representing Illinois Division were President Peggy Harshman, President Elect Jeanette Peters, Patricia Siebrasse CPS, and Secretary Danna Smith CPS/CAP.

Central Illinois President Lori Rusher, Patricia Siebrasse and Illinois Division President Peggy Harshman.

We were truly honored to sponsor this chapter as we

saw yet another dream come true for IAAP members. The dream was fulfilled by Tri-County IAAP Bloomington members to have an IAAP chapter in their community. Several of the new Bloomington members held either an office or participated on committees while members of the Tri-County Chapter. They walked their talk and are sharing those experiences with Central IL Admin's IAAP chapter. We wish them the best and plan to have at least one meeting per year with them.



Tri-County President Judy Zimmerman presents the gavel to Central IL Admin's new President, Lori Rusher."

The following thank you note was received from the Bloomington Chapter:

"We wish to extend our gratitude for graciously accepting our recent invitation to be present at the Installation Ceremony of the new IAAP Chapter, the Central IL Admins. Your presence and encouraging, inspirational words promote the values we share as the CIA's set out to build a professional network of like-minded individuals in Central Illinois. As you reminded us, our path to success is not only linked to the day-to-day support we provide in the workplace, but, also, to the responsibility we each have to grow and develop our own skills and talents that will lead to mutual success for all. By providing a structure for professional development and leadership, members of the Central IL Admins accepts this challenge to partner with businesses and together build success within our communities. Once again, we thank you for helping make the IAAP Central IL Admin's installation ceremony a momentous event."

Congratulations Central IL Admins!

Announcements

Job Advancement

Savanna Bohm recently accepted an Administrative Assistant position at Illinois Neurological Institute at OSF Saint Francis Medical Center.

Savanna has been part of the OSF family since 2003 and has recently acquired her BBA (Bachelor's in Business Administration).

Congratulations Savanna!

Happy Birthday February

- 3rd Tonda Stewart
- 6th Deborah Steveson
Jannise Bush
- 22nd Cindy Johnson

Anniversaries

Congratulations to those members who are celebrating another year with Tri-County Chapter!

Networking

Chamber "Business After Hours"

Take advantage of these great networking opportunities.

Contact Barb Calhoun at Barb.Calhoun@cliftoncpa.com for further details on each of these Chamber "Business After Hours" events.



Thursday, February 11th

5:00 - 7:00 pm

Hosted by:

Sherman's

1215 W. Glen

Peoria, IL



Thursday, February 4

4:30 - 6:00 pm

Hosted by:

Varsity Publications

309 S. 3rd

Pekin, IL 61554



Thursday, February 18

5:00 - 7:00 pm

Hosted by:

Midwest Technical Institute

288 High Point Lane

East Peoria, IL 61611

Name badges available for order

A name badge can be ordered at a cost of \$10.00.

They will be white with black lettering. The size may vary from the example below.

If you would like to order one, please contact Tonda Stewart at 624-2356 (w) or 370-4456 (c).

Name badges **must be pre-paid** before it can be ordered.

Remit payment to: Tonda Stewart CPS/CAP, 2612 High Meadow Drive, Bartonville, IL 61607.

For those at OSF, send via in-house mail to: Tonda Stewart CPS/CAP, Corporate Office, Decision Support.

Info needed:

- ◆ Name as you want it to appear on badge
- ◆ Any designations you want on the badge (i.e. CPS and/or CAP)

Example:



Tonda L. Stewart
CPS/CAP

Tri-County Chapter

Social Networking Groups

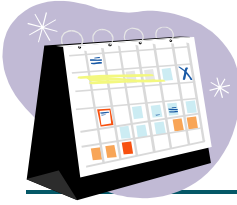
IAAP has formed groups on Facebook and LinkedIn. Visit the links below to join.

facebook

<http://www.facebook.com/group.php?gid=41788346387>

LinkedIn

<http://www.linkedin.com/groups?gid=97764>



Mark Your Calendar for these Upcoming 2010 IAAP Events

Spring Conference

Reno, Nev., March 8-10, Grand Sierra Resort & Casino

[Click here for brochure.](#)

[Click here for online registration.](#)

EFAM (Education Forum and Annual Meeting)

Boston, Mass. July 18-21, Hynes Convention Center

The 2010 registration brochure will be available April 1, 2010.

The International Education Forum & Annual Meeting is IAAP's premier event taking place during the summer with over 1,200 attendees. This event offers more than 50 education workshops focusing on topics from management skills to leadership development. Attendees will have the opportunity to see the inner workings of the association by attending the business sessions that highlight the association leadership. And don't forget the numerous networking events that provide social gatherings with your peers.

Fall Conference

Louisville, Ky., Oct.17-20, Hilton Seelbach Hotel

The Fall Conference is held each October in various locations in North America. This 2½ day conference provides opportunities to network, share ideas, problems and solutions with other admins. You will have the opportunity to hear three to four top-notch presenters and return to your job with renewed energy and vitality. You will also receive recertification points if you are an active CPS and/or CAP holder. You can receive CEU as an alternative to recertification points.

Pathways to Excellence

Information concerning the 2010 Pathways to Excellence program is available at <http://pathways.iaap-hq.org>, including the commitment forms that can be downloaded.



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officePRO EXPRESS [Click here](#) to read current and past issues.

OFFICETEAM

[Click here](#)

to learn about OFFICETEAM's Presentations for IAAP chapters/divisions and corporations... not only are these presentations **FREE**, but also qualify for recertification credit!



Valentine's Day
February 14th



Office Dynamics announces Adminology™, an online resource for career-minded Administrative Professionals and the companies who love them.

Change your life, one work day at a time.

On January 10, 2010 Joan Burge, CEO and President of Office Dynamics, announced a new online spectrum of career enhancement tools for Administrative Professionals. Adminology is available to anyone, providing free access to a vast array of resources, such as articles, podcasts, White Papers, in-depth surveys, booklets and webinars.

The 21st century has emboldened those with drive and charisma to lead the way to a new movement of flawless execution and advancement. Adminology offers broad, visionary solutions to achieve these goals.

Adminology prepares organizations for the future succession of their top executive's administrative support.

Adminology provides tools to instill excellence into every day through mastering skills, artfully applying expertise and establishing great chemistry with everyone encountered. An Event of Distinction

Adminology is the new, ongoing, ever-evolving philosophy of the Administrative Profession. It is the purposeful study of past workplace trends and successes, blended with the highest new standards evolving today and tomorrow.

Adminology will combine the ART and SCIENCE of the profession to achieve maximum SUCCESS by incorporating and LEVERAGING your TIME and TALENTS. It is a new CULTURE within itself.

Adminology will provide LEADING EDGE information and STRATEGIES that will be the new conduit for the Administrative Profession. Its FUTURE-FOCUSED thinking will bring out the BEST in you. ADMINOLOGY is success, personified.

Adminology will set a NEW STANDARD, reaching out to today's brightest Administrative Professionals. Top companies, both large and small, from one Administrative Professional to thousands around the globe, will benefit. Webinars, podcasts, white papers, in-depth surveys are all components of Adminology.

So be part of the coming age of Administrative Professionals. Join the ADMINOLOGY culture today. It's free, it's easy. Go to OfficeDynamics.com to register. BLAZE a trail to success! The journey begins January 2010.



Administrative Professional's Blog-A-Thon is Coming!

Office Dynamics has announced that they will hold their 2nd Annual Blogathon for Administrative Professionals in the month of April. Each day Blogs will be posted during the month with free education and tips specifically for admins. [Read more.](#)



Joan Burge was one of the first advocates for the administrative profession and a bona fide business success story. An executive since the early 1990, she spent 20 years working her way to the top -- starting as a receptionist, and eventually supporting mid-size and Fortune 500 companies until she serviced in the executive administrative positions and launched her own company. Having worked on "both sides of the desk," Joan infuses that rare perspective into every aspect of the business -- and it's a primary reason our clients keep relying on us for training and development opportunities they can get nowhere else.

Creating Positive Habits for the New Year

Sometimes creating a habit can be just as hard as breaking one. Many of you have made New Year's Resolutions to help start the year off on the right foot and perhaps learn a few new tricks to become a more well rounded (or maybe less rounded) person. In order to help you open yourself up to new experiences and improve your life, here are a few steps for creating new and better habits:

The Goal

It's important to write down your goals for creating a new habit. Whether you want to begin an exercise routine or become more organized, you have to state your objective. Write it down somewhere you will look often. Try making a nice poster to hang over your desk or on the refrigerator. Or, keep a journal for tracking your progress. Write down your frustrations as you move forward and make note of the things that have helped you adapt. This will be a memoir of your journey. Document everything and enjoy it.

The Benefits

Next, write down the benefits of reaching this goal. Your new exercise routine might help you lose weight and become stronger, so write that down. If you get organized, you can get your job done faster and find things quicker. State each and every positive outcome of completing your goal.

You'll want to do the same thing with the adverse effects of not creating this new habit. What will it cost you if you do not start an exercise routine? Are you at risk for health issues? Will your job suffer if you cannot get your work organized? Will you perhaps miss out on a promotion?

The Plan

Now you'll want to make a plan of action. Decide when you will begin creating these new habits and how often you will attempt to do them. As part of this, you will have to decide how you will begin your new exercise routine. What steps will you take to become more organized? List each and every action that will bring you closer to the goal and follow them exactly. If you come up with new ones along the way, write those down too.

Commit

You should plan to give your new habit 6 to 8 weeks to catch on. If you can absolutely commit to doing this, you should eventually find that it will become second nature. Go over your plan several times a day to make sure you are on pace and reward yourself with positive affirmations or other motivating treats.

Deciding to change something about yourself is the hardest part of taking on healthier habits. It's not something to be entered into lightly and it can't be done half-heartedly. If you're going to make the commitment, stick to your plan and review the benefits and consequences often to keep yourself in line. If you fail the first time around, don't worry. You can pick yourself back up and try again. It's never too late for new beginnings.

About the Author

By Libby
Huffman



Libby is a staff writer for OfficeArrow®, the world's first online collaborative community developed specifically for Office Professionals, by Office Professionals. With OfficeArrow you can do your job better, faster and with more satisfaction by tapping into a group of trusted friends and business associates - some you already know; others you'll get to know as you interact with them.



[Click here](#) to visit the IAAP Logo Shop

Anything Is Possible For Admin Pros



By Carrie Spell-Hansson

"I have a passion for administrative professionals—because I've been one."

Proven techniques to help you succeed as an admin.

How you project yourself is how people will perceive you. When I first walk into a class, I ask my students: What are your thoughts about me? My point is — each of us is communicating something just by what we wear. What you felt like in the morning is what you're communicating to people. You don't have to have on expensive attire, just be clear on what you want to communicate.

You're the experts in what you do. You're not just an admin. You bring skills and talents to your organization that no one else has. You have the ability to organize the office and your boss(es), and be the gatekeeper. When you're supporting high-level executives, you're putting together vital projects for them, such as PowerPoint presentations and financial reports.

Realize that you do have power. You're making important choices. If you're working for the CEO, your choices can affect the entire organization.

Respect yourself, so others will give you the respect you deserve.

Make sure your messages reflect the "three V's": Verbal, Vocal, IndiVisual. If you're saying one thing, and your body language says another, you're sending a mixed message. It's a question of light traveling faster than sound. What people see visually is what they respond to. What did your body language say? That's the message they'll get and respond to.

It's not about you. Women have the tendency to take everything personally. But most of the time people, are so busy in their own heads, they're responding to whatever they're upset about. I use little post it notes on my bulletin board, car dashboard and computer. They say: "It's not about me." When people say something nasty, I say to myself, This is not really about me. That dovetails into being assertive.

When you recognize that it's not about you, you don't feel that you have to constantly defend yourself.

Being assertive is about making choices, and not unconsciously communicating to people. You can choose to hold back and say nothing, because it's not about you. As a black man in America, my son has to deal with some underlying issues that may still come to the surface when he interacts with people. When someone has an issue or problem with him based on a myriad of things, i.e., race, gender, communication style, etc., he has a choice in how he reacts—it's their issue. We don't have to live from a place of always defending ourselves.

Be willing to accept your mistakes. Recognize that women in particular have a tendency to want to be perfect. There's no such thing. I'm an expert, not because I have all the answers, but because I know how to find the answers. I don't think any of us intentionally make mistakes; I tell my staff that every job that I take on I see as an \$800 million job. Whether it's a volunteer job or I'm getting paid \$5K for one day, I approach every job the same. I strive for perfection so I can achieve excellence. But I will make mistakes and so will you. When you do, be willing to say, "Yes, I made a mistake, here are the steps I'm taking to rectify the mistake, and this is what I have done to ensure that I don't make that mistake again."

Remember, just correct it, don't beat yourself up about it. Let's say you make a mistake because of a process that's out of date. Think about taking on the responsibility of presenting a new process to the boss, one that's more cost- or time-effective. Don't just present a problem, present a problem and suggest a solution.

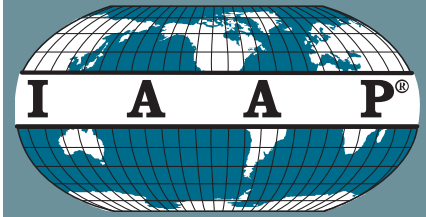
Saying "I'm sorry" is a verbal tic. It's not always necessary. When we share our thoughts, feelings, wants and needs in a clear, direct and honest manner, we begin to realize that we often apologize unnecessarily. Of course, we must always remember the rights and needs of others.

Source: [American Society of Administrative Professionals](http://www.iaap-tricounty.org)

Carrie Spell-Hansson is Executive Director of The Folke Institute that specializes in transformative learning—active, rather than passive, learning that results in changed behavior and individual empowerment.

Upcoming Events/Educational Programs

- February 2** **Leading Up – Office Professionalism**
presented by Thomas Bower, Bower Communications and Robert McCord, Professor of Executive Management & professor of Management at Bradley University
- March 2** **Work/Life Balance**
presented by Jennifer Wilfong, Can Do 4:13 Founder
- April 6** **Where Are My Keys?**
presented by Judy Marcus, Memory Lady
- April 18-24** **Administrative Professionals Week**
- April 21** **Administrative Professionals Day**
- April 30–May 2** **IDAM 2010**
- May 4** **Removing Doubt in an Interview**
presented by Eric Hoss, State Farm
- June 1** **CHAPTER ANNUAL MEETING
& INSTALLATION OF NEW OFFICERS**



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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

The IAAP Tri-County Connection is published monthly September – June. Deadline for members to submit articles, announcements and photos is the 15th of the month to the Newsletter Editor, Debbie Martin, at ibmartin@comcast.net.