

International Association of
Administrative Professionals®
Tri-County Chapter

Tri County Connection

June 2010
Volume 6 Issue 54

NEXT CHAPTER MEETING

June



Chapter Annual Meeting & Installation of New Officers

Hampton Inn
7806 N Route 91
Peoria, IL 61615
309.256.8878

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

Inside this issue:

Tri-County News	2
May Chapter Meeting	4
Social Networking	5
IAAP 2010 Events	6
Build Your Personal Identity	8

Message from the President

The theme for 2010-2011 IAAP is “**Passion & Purpose.**” **Passion** is defined by Webster as, “intense emotional excitement,” or “the object of any strong desire.” **Purpose** is defined as, “to intend or plan, determination.”

I have a passion for chocolate. It can be dark chocolate, milk chocolate, German chocolate, Swiss chocolate; creamy, luscious, melt-in-your-mouth chocolate.

Another passion I have is for the success and growth of Tri-County IAAP. I experience intense emotional excitement when I see a new member light her candle as she is welcomed to our chapter; to applaud those who have studied for and passed their CPS/CAP examinations; to congratulate those who’ve moved out of their comfort zone to take on a new project or job opportunity; and networking at IDAM and PEP with other IAAP members who share the experiences they’ve had along the way. *What is your passion?*

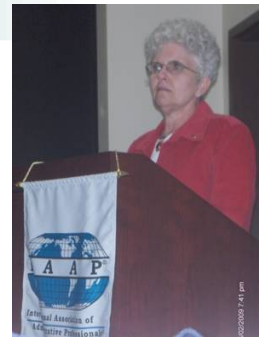
My **purpose** as Tri-County IAAP President 2010-2011 is to promote “**Passion & Purpose.**” I intend, plan and am determined to have many educational opportunities this year. Networking is important at each and every meeting, so there will be more time for that. Recruiting efforts will intensify as we seek more members to incorporate new ideas. New members bring new ideas. New members with new ideas will help us as a chapter, continue to grow.

PEP is coming up in September 2010. This is an awesome educational opportunity, as well as a chance to have fun. Give of yourself by stepping up and participating in the planning of PEP. Do you know of someone who could offer education to our chapter? Pass their name to Professional Development. We need each and every member to give of themselves to make Tri-County successful. Do you have a **purpose**?

Give some thought to your own **passion and purpose.**

- ~ Committee chairs and members are needed for the upcoming year.
- ~ Derive satisfaction from your Tri-County membership—get to know other members by regularly attending monthly meetings. Join a study group.
- ~ Let us know what type of programs you would like by filling out the monthly evaluation forms.
- ~ Tri-County Chapter IAAP offers many opportunities. Take advantage of those opportunities. Develop intense emotional excitement through determination and planning to grow with the many opportunities Tri-County Chapter IAAP has to offer.

Have **Passion & Purpose.**



Judy Zimmerman,
Tri-County President
2009-2010

Tri-County News & Events

Illinois Division Annual Meeting (IDAM)

Submitted by Judy Zimmerman, Tri-County President

On April 30th thru May 2nd, the 58th Illinois Division Annual Meeting (IDAM) was held at Elgin Holiday Inn & Suites Northwest, in Elgin, IL. Friday's seminar told of building relationships by polishing your networking and communication skills. Friday evening was the Open House/Office and Vendor Expo. Chapters were given the opportunity to raise funds for themselves through raffles, contests and/or selling items. We brought back \$110 for Tri-County.

At the Office and Vendor Expo, vendors held drawings for get-a-way weekends, office products, cosmetics, food, etc. There was singing, dancing, a cowboy hat contest (Diana Hampton placed second), and pie. Saturday kept us busy with business meetings and seminars.

"From Shorthand to Texting to??" presenter Judy Beaver talked about technology past, present and future. She discussed expectations of the industry and helped us determine goals to be prepared for these demands – have a portfolio ready to present and asked, "Could that portfolio speak for you?"

"Would You Hire Yourself?" Presenter Nancy Wajler asked, "If you were an employer interviewing a job seeker who is exactly like you in every detail and respect, would you hire that person?"

The Gift of GAB: How Goals, Attitude, Behavior Provide a Top o' the Morning Experience, presented by Conor Cunneen.

The highlight of the weekend, which we were proud to witness, was the installation of two Tri-County members as Diana Hampton was installed as Illinois Division's President-elect and Tonda Stewart as Secretary.

Woohoo Diana and Tonda!



Pictured L-R: Newly elected 2010-2011 Illinois Division Officers, Jeanette Peters, CAP, President; Diana Hampton, CPS/CAP, President-elect; Maria Herman, CIWD, ATM-B, Vice President; Tonda Stewart, CPS/CAP, Secretary; Romanita Ross, Treasurer.



Front Row: Diana Hampton, CPS/CAP, 2010-11 Illinois Division President-elect; Chris Courthouse, CPS/CAP; Romanita Ross, ID 2010-11 Treasurer;

Back Row: Karen Haensel, CPS/CAP; Tonda Stewart, CPS/CAP, Illinois Division 2010-11 Secretary; Judy Zimmerman, Tri-County President; Deanna Brown; Susan B. Rorick CPS/CAP

The IAAP theme for 2010-2011 is

PASSION & PURPOSE
ILLINOIS DIVISION

What is your passion?

Do you have purpose?

Are you committed?

IDAM will be held in the Quad Cities next year, so mark your calendars now and plan on attending.

Jeanette Peters, CAP, President, IL Division, loves a pun. She gave each of us a plastic key chain with a porpoise on it. Her pun was, "When you get to the end of your rope hang on to your passion and **porpoise** (purpose.)"

Highlights from May Chapter Meeting



Lori Rusher, CIA President

Tri-County held its May 4th meeting at State Farm Insurance in Bloomington, IL with its sister chapter, Central IL Admins. Lori Rusher, CIA President, and Judy Zimmerman, Tri-County President conducted the meeting.

The guest speaker for the evening was Eric Hoss, Director of Financial Services at State Farm Insurance, author of "Removing Doubt in an Interview." The book is an innovative and successful approach to job interviewing that shows how to remove doubt in the eyes of the interviewer.

Following are 10 Interviewing Tips:

10. **Know your company!** Do your homework about the organization.
9. **Know yourself!** Use a theme-based answer for "Tell me about yourself." Don't share an oral resume.
8. **Practice!** Participate in mock interviews.
7. **Ask questions!** Prepare 3-4 good questions to ask the interviewer.
6. **Hold the calls!** Never take a cell phone into an interview.



Judy Zimmerman, Tri-County President

5. **Provide important details first!** Get the most important result up front first, and save the detail as background information later in the answer.

4. **Organize your answers!** Have a way to store daily experiences that could be used to answer interview questions, i.e., paper folders or electronically, but needs to be ongoing.

3. **Watch non-verbals!** It is important to watch your posture, always make eye contact with interviewer, and don't fidget.

2. **Thank you!** Always send a thank-you note to the interviewers.

1. **Remove doubt!** The goal of an interview is for the interviewee to remove any doubts the interviewer has about them performing the job. Anticipate and remove those doubts by sharing why they are not relevant to your ability to do the job. The person who gets hired is the one who removes the most doubt with the interviewer – they will hire the person they are most confident in!



Eric Hoss

Visit Eric's website at <http://removingdoubt.com> for more information

Installation of 2010-11 Board of Directors

The following Tri-County members will be installed during the June meeting. *Congratulations!*

President:

Judy Zimmerman

Vice President:

Karen Haensel CPS/CAP

Recording Secretary:

Jannise Bush

Correspondence Secretary:

Barb Atkins CPS

Treasurer:

Tammy McBride

IAAP Code of Ethics

Recognizing that a position 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 (IAAP) established and promulgated four standards of professional conduct and resolve to be guided by them as embodying the ethical ideals of their profession.

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, June 10

5:00 - 7:00 pm

Hosted by:

Peoria Chiefs - O’Brien Field
730 S.W. Adams ~ Peoria, IL

Upcoming:

Thursday, July 22

**Note: it is not the 2nd Thursday of the month.*

5:00 - 7:00 pm

Hosted by:

OSF Saint Francis Medical Center
Milestone Project
530 N.E. Glen Oak ~ Peoria, IL

Thursday, August 12th

5:00 - 7:00 pm

Hosted by:

Greater Peoria Family YMCA
7000 N. Fleming Lane
Peoria, IL 61604



Thursday, June 24

Golf Outing at Quail Meadows

Upcoming:

Thursday, July 5

OSF Saint Francis Medical Center

Thursday, August 19

Barrack’s Cater Inn



Thursday, June 3

4:30 - 6:00 pm

Hosted by:

NTS Telephone Company
205 Enterprise Dr. ~ Pekin, IL

Upcoming:

Thursday, July 1

4:30 - 6:00 pm

Hosted by:

University of Illinois Extension
1505 Valle Vista ~ Pekin, IL

Thursday, July 1

4:30 - 6:00 pm

Hosted by:

Hallmark House Nursing Center
Allentown Rd ~ Pekin, IL

Social Networking Groups

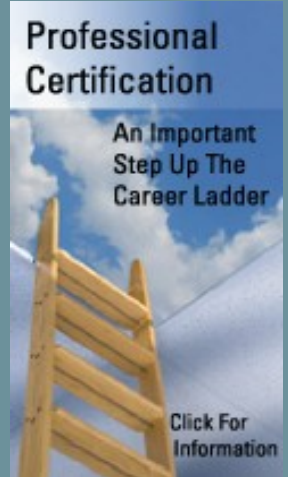
IAAP has formed groups on Facebook and LinkedIn. Visit the links below to join.

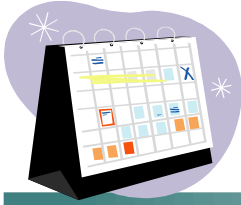
facebook

<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

Tri-County

International

Monthly Meetings/ Educational Programs

June 1

**CHAPTER ANNUAL MEETING
& INSTALLATION OF NEW OFFICERS**

September 7

Chapter Meeting

(location to be announced)

Illinois Division

September 10-11

**Professional Enrichment Program
(PEP)**



*Hosted by Tri-County Chapter
Holiday Inn City Centre, Peoria*



[Click here](#)

*Have you
updated
your
profile?*

EFAM (Education Forum and Annual Meeting)

Boston, Mass. July 18-21

Hynes Convention Center

[Click here for more information.](#)

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

October 17-20

Hilton Seelbach Hotel, Louisville, Ky

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.



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

Options Training Program

Office Professionals Training for Information, Organization, and Networking Skills

Are you looking for a way to expand your workplace skills and get recognized as an outstanding professional?

Do you need a proven training program that fits a slim departmental budget and doesn't take a lot of your time?

Would you like something that can grow with you and focuses on all of you – personal attributes, teamwork, organization, office and information management, task and people skills, and your individual career?

If so, then the OPTIONS Training Program from IAAP is the answer! It contains four skill levels of increasing complexity, each divided into 12 modules, making it a perfect solution for independent or group study over the course of a year. But you can take as much or as little time as you want to complete the program, ending up with personalized certificates for each workbook, .2 CEU or 2 recertification points for each module. At the end of 12 modules or 12 months, you will have attained 2.4 CEU or 24 recertification points for the Certified Professional Secretary (CPS) or the Certified Administrative Professional (CAP) rating.

To learn more, visit <http://www.iaap-hq.org/prodev/options/index.html>

Community Involvement

The Mission of Dress for Success is 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.



Dress for Success Peoria

2nd Annual Girls Night Out Extravaganza



“Walking the Red Carpet of Success”

June 24, 2010

Packard Plaza

5:30pm-8:30pm

\$20 in advance / \$25 at the door



Swiss to Self-Sufficiency

Resources

officePRO [Click here](#) to read the current issue.

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!

 A weekly e-zine to jump-start the work week! 

Stay on the Cutting Edge

Visit <http://www.officedynamics.com/> for more information

Connect with Joan:



[Click here](#)

Contact Esmeralda Gloria at egloria@cat.com for tickets.

Build Your Professional Identity

By Chrissy Scivicque,
OfficeArrow Managing Editor



I have a secret: I have multiple personalities. I know it sounds weird, but I bet you do too.

You see, I'm a different person at work. When I walk into the office, I take on my "professional identity." I'm not saying that I fake who I am. It's just not the same side of my personality that I normally show when I'm at home or out with friends. It's my work personality.

She's a lot stronger than I am. She speaks clearly with confidence and an upbeat, friendly tone of voice. She isn't afraid of making small talk with powerful people (in fact, she usually creates an easy rapport quite quickly). This gal is smooth under pressure, always thinking two steps ahead.

Mr. Toolbox would laugh to see her. She is so different from the frantic, giggly, gullible girl who loses her keys each morning. He wouldn't recognize me in my "professional mode."

I don't think is all that unusual. I think we all create professional identities as a way of separating ourselves from work. It's not a bad thing – in fact, I think it helps keep our lives a little more balanced. Surely people will say this is "being fake" and I don't deny that. There's nothing that says you have to be real at the office. I mean seriously – do you think the guy in the big Mickey Mouse costume at Disneyland always feels like dancing all day?? Probably not. He fakes it. His work personality is fun, free spirited, whimsical and fanciful. He forgets about his real personality – the one that is worried about how Disney's stock is doing in his 401(k) plan. He puts on his professional identity and entertains the kiddies.

You can still be authentic in your "professional identity." It's not like you're creating a whole different life. You're just focusing on different parts of your personality – letting the best parts shine through even when they normally might not.

The question is: what kind of professional identity do you want to build for yourself?

Every day we have the opportunity to walk into the office and project the image of the exact type of professional we want to be. We can be confident, responsible, organized, well-spoken, positive, enthusiastic, driven... You get the idea. Your work "personality" is yours to create. Keep that in mind when you walk in the door and the biggest challenge is behind you.

Think about what you want your professional identity to be. How do you present yourself at the office?

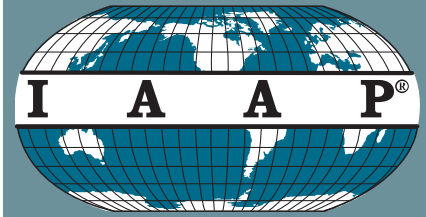
- * Do you show a dedication to hard work or do you barely squeak by?
- * Are you enthusiastic and driven to succeed or do you do the bare minimum to pick up the paycheck?
- * Do you seek out new opportunities or do you hide in the shadows?
- * Do you ask questions and soak up the knowledge or do you act like you know it all?
- * Are you a team player or do you go it alone?

Your identity is completely up to you.

About the Author



Chrissy is an experienced administrative professional with over 10 years working in the field of finance. Her love of writing and desire to help others led to the creation of her first website, The Executive Assistant's Toolbox. It was through this venue that OfficeArrow (then just a team of 5 very enthusiastic people) found her. She quickly recognized that OA was the perfect place to blend her passion for the written word and yes, office work. She considers herself a productivity junkie – a condition she feels is appreciated within the OA community. She is also an avid reader of contemporary literature and is currently working on her first novel about (what else?) office life.



International Association of
Administrative Professionals®

Tri-County Chapter

www.iaap-tricounty.org

Power of

Commitment

to Excel in Today's Office

Tri-County Chapter

Board of Directors

President

Judy Zimmerman

Interim Vice President

Esmeralda Gloria

Recording Secretary

Karen Haensel, CPS/CAP

Treasurer

Becky Hoppe, CPS

Correspondence Secretary

Karen Haensel, CPS/CAP

Newsletter Editor/Webmaster

Debbie Martin

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

Strategic Planning Meeting

June 5th, 2010

9:00a.m.-2:00 p.m.

Midstate Business College

Arline H. Bunch Business Center

411 West Northmoor Road

Peoria, IL 61614-3595

(309) 692-4092

Continental Breakfast /Lunch Provided

RSVP to Judy Zimmerman at

Judy.L.Zimmerman@osfhealthcare.org

Come and share your ideas

for a successful 2010-2011

.....

The IAAP Tri-County Connection is published monthly September – June. Members are encouraged to contribute towards the publication of this newsletter. Please submit articles, announcements and photos by the 15th of the month to Debbie Martin, newsletter editor, at ibmartin@comcast.net.

.....