

International Association of
Administrative Professionals®
Tri-County Chapter

Tri County Connection

March 2010
Volume 6 Issue 51

NEXT CHAPTER MEETING

March



Hampton Inn Suites
at Grand Prairie
7806 N. Route 91, Peoria, 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

Work/Life Balance, Part 2

presented by

Jennifer Wilfong,

Founder of

Can Do 4:13 Founder

VENDOR



<http://jackson.scentsy.us>

by Debbie Gomez

Message from the President

Spring, oh Spring, where art thou? Spring reminds me of a new beginning and hope for things to come. Spring, the first sighting of green grass, beautiful, blooming flowers, trees, and the fragrance of ground being turned to receive seed for new growth.

We, too, can spring forth with new growth by attending our Administrative Professional Program on Tuesday, April 6, 2010. The speaker will offer professional information to advance our careers and improve relationships affecting both our professional and personal lives. The opportunity to do a little shopping will be available too. Vendors will be on-site prior to the program and immediately after. You won't want to miss it.



Judy Zimmerman,
Tri-County President
2009-2010

POWER
of
Commitment

Tri-County Chapter

To Excel In Today's Office

Come grow with
Tri-County IAAP.

Inside this issue:

<u>S.A.M. (Save A Member)</u>	2
<u>Educational Program</u>	3
<u>Article by Marjorie Respasz</u>	4-5
<u>Social Networking</u>	6
<u>IAAP 2010 Events</u>	7
<u>How to Set Effective Goals</u>	11

Tri-County Administrative Professional Program

Tuesday, April 6, 2010
Holiday Inn City Center

Guest speaker: Deb DiSandro
www.slightlyoff.com

You won't want to miss her presentation
on **PURSE-suit of Superwoman.**

More details will become available at a later date from the
Professional Development committee.



S.A.M. (Save A Member)

At our February 2, 2010 meeting, the Membership Committee unveiled a new program "Save A Member." This program has been developed to financially help an active member with renewing their dues.

We are asking you to donate at least 32 cents each time you attend a meeting (whether it be our monthly meeting, Administrative Professional Day, Professional Education Day, etc.). The 32 cents represents the cost per day of your membership.

SAM, our newest member, will be at the registration table to take your donation.

If you find you need help to renew your dues you can fill out an application form and submit it to Judy Zimmerman, President. The Board will review your application, and if funds are available, will approve or deny it. The application is available on our website. You can also get an application from any Board member. Applications are confidential and only Board members will know who applies.



To be eligible for SAM's help, you must be an **active** Tri-County Chapter member for at least one year and meet 70% of the following criteria:

- Attend 8 of 10 Tri-County Chapter monthly meetings
- Participate in Tri-County Chapter sponsored project (i.e. Women's Lifestyle Show)
- Participate in Ways and Means project
- Serve on a committee and regularly attend committee meetings
- Attend Tri-County Chapter Strategic Planning Meeting
- Attend Professional Development Day
- Attend Administrative Professional Week Event
- Actively submit a Star/Stellar of the Month form
- Attend IAAP Sponsored Workshop/Seminar other than Tri-County Chapter's (PEP, IDAM)
- Recruit a new member

Let's all help "SAVE A MEMBER."

Submitted by Tonda Stewart, Membership Chair

February's Star Member of the Month Winner!



Happy
Birthday

March

- | | |
|----|--------------------------------|
| 13 | Debra Johnson |
| 14 | Jennifer Updike
Donna Greer |
| 15 | Jacki Wetterauer |
| 28 | Barbara Atkins |

Anniversaries

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

Tri-County's February Educational Program

"Leading Up – Office Professionalism"



Mr. Thomas Bower, President, Bower Communications and co-founder of Mindset Consulting and Dr. Chuck Stoner, Robert A. McCord Professor of Executive Management and Professor of Management at Bradley University were the presenters at Tri-County's February meeting held at Caterpillar, Morton, IL

Mr. Bowers began his presentation by stating that leading up is a process – not an event, and stated

that there were six (6) key words of acts/truisms to ensure good communication with the 'boss.' Those words being: **credibility**, competence, character, contribution, courage and fun. What you do in the morning may have an effect on a leading-up conversation. It is important to have **credibility** by asking yourself if you are creditable or believable. **Character** followed and is defined to do what you say you are going to do, and do it on time. **Contribution** is another attribute. Ask yourself if you are just working a job, or are you making a difference? Another key word is **courage**, which means to be real. We all live and work in difficult times. And the sixth key word, **fun**. What you're working on is supposed to be fun! Another way to look at fun is to ask yourself these questions: Am I challenged? Do I have openness with my boss and peers? Do I stretch who I am and what I may become?

He also talked about office professionalism and shared two points: 1) there is no place in any organization for sarcasm; 2) OCB – organization citizenship behaviors.

Dr. Stoner accredited two words to exhibit in every organization: respect and significance. If an organization does not have a culture of respect and significance, it is probably not a good working environment to be in.

Dr. Stoner also talked about how to handle a conflict encounter with the boss utilizing the SBI method – situation/behavior/impact – which is a powerful way to communicate. (It may be a good idea to practice beforehand and/or be comfortable in the situation before confronting the boss).

➤ Share situation (S) ➤ Focus on behavior (B) ➤ Talk about the impact (I)



Resources



Dr. Stoner recommended the following two books:

1. *The Leadership Challenge*
2. *Credibility: How Leaders Gain and Lose It, Why People Demand It*, both books are authored by James Kouzes and Barry Posner.



2:00 a.m.

Sunday, March 14th

Note: Special thanks to Karen Haensel and Cindy Johnson for supplying me with their notes. *Debbie Martin, Tri-County newsletter editor.*

A Life Dream Fulfilled

Marjorie Respasz, Tri-County chapter member, has a bucket list and one of her goals was to travel to Haiti. In January of this year, her goal was achieved. Here is her story:

A trip to Haiti with the Friends of the Children of Haiti had been on my "Bucket List" for over 12 years. Last fall my husband and I decided this was the year to go. On Sunday, January 10 our group met to pack our bags of medical supplies, donated items of clothing, diapers, baby formula, shoes, and hygiene items. We are all set to leave on Monday, January 17. On Tuesday, January 12 the earthquake strikes. Three of our team members were already at the clinic in Cyvadier, Haiti. It was 9 hours before we finally got word that all three were fine and that our clinic sustained very little damage.

Then we got word from American Airlines that all flights into Port Au Prince were canceled until further notice. Our team leaders were working on alternate transportation, so they asked us to be ready to leave at a minute's notice. We got a call on Sunday afternoon, January 16, that some anonymous person was donating a plane from Ft Lauderdale to Jacmel, Haiti. On Monday night we met our team members in Ft Lauderdale. Over the next two days our team made our way to Haiti, in eight separate commuter flights. Since Jacmel is a small airport with no lights, only small planes can fly in and it must be before dark.

We arrived in Jacmel on Wednesday just as the sun was setting. Our plane landed on a very short, very primitive runway. The Haitian children come running to the plane with wheel barrels to unload our bags and supplies. The clinic was just a short drive from the airport.

The clinic is a very nice three-story building. The bottom floor is the clinic area. The second and third floors are living quarters for the team members. The clinic does have running water and electricity although we never knew when it would be on.

After a dinner of rice and beans, we have a team meeting to assign jobs. We have physicians, nurses, paramedics, two pharmacists and several of us who are not medical. My job was counting pills and laundry. The clinic does have a washing machine but it takes about three hours to do one load because of the lack of water pressure. Then everything gets hung on the line. Every evening everyone goes thru the laundry and picks out their belongings. That in itself is rather amusing!

On Thursday a young woman comes to the clinic with eight-day-old premature twins. The woman is the babies' aunt. The mother began having seizures when she delivered the children and was still very ill. She had no prenatal care. The aunt had been feeding them sugar water with a spoon so they had never sucked. The

babies were examined and the pediatricians tried to explain to the aunt that the babies are very sick and may not live if they were not better cared for. Our medical personnel tried to get them into an orphanage so they could get the care they needed but all the orphanages were full. It was my husband's and my job to try to feed the babies. Since we have twin granddaughters, we have a little experience in feeding premature babies. I was successful in getting a few ounces into one of them but the other



Marge and Jim holding the twins.

baby was too weak to suck. The doctors put an IV into his head. He never even flinched when they put the IV in. Neither baby cried.

The other problem was that the babies do not have enough body heat. They needed to be in an incubator but, of course, we do not have one. So some of the guys in our group found some scrap strips of metal, aluminum foil and saran wrap and made an incubator! It was incredible to see something built from nothing and to watch the team work together to try to save these babies. The team met and set up a feeding schedule for the night. My shift started at 5 AM. When I walked into the room, they were crying! What an amazing sound when just the day before they were too sick to even make a sound. But the babies were still very ill and the pediatricians did not feel that we had the equipment to care for them, as they needed to be cared for. The Canadian Military were set up in Jacmel. We had a disaster relief person on our team so he connected with the Canadians and made arrangements for the twins to be flown via helicopter over the mountains into Port Au Prince, where the Israelis had a hospital set up with a Neonatal ICU. We packed the babies into wash tubs with blankets and diapers to secure their heads for the trip. A piece of my heart left with the twins. We have not heard anything about them since. Their aunt went with them and my prayer is that they have made it back to their parents and that their mother is well enough to care for them. Hopefully, on my next trip to the clinic, they will come thru the gates, and I can tell them that I had a part in their lives.

Throughout the rest of the days at the clinic we saw earthquake-related injuries and heard many stories of people who had lost

Haiti (Continued on page 5)

Haiti

(Continued from page 4)

friends and family. On Sunday we took a ride through Jacmel, which is a city of about 30,000. Around 3,000 people were killed there. The city looked like a bomb had gone off. They were living in tents in the middle of the street. Everyone was afraid to go inside so everything was set up outside.

We did get time to go hiking thru the country side and go to the beach. It is an absolutely beautiful country but with extreme poverty. On the last day we were there, we walked thru the goat paths, which would be our sidewalks, and handed out candy and little toys to the children. They were so excited to get some little trinkets! I decided to give away my running shoes. When I walked out the gate with the shoes in my hand, all these children ran up to me! How could I decide who to give them to? I had them all sit down and I tried them on each child until I found one that they fit. That is one of the best memories of my trip.



We find out that American Airlines is still not flying into Port Au Prince, so our Disaster Relief person steps up to the plate again. United Airlines was donating a plane and staff to fly relief workers from Chicago into Port Au Prince and back to Chicago. He got our entire team schedule on one of those flights. On the morning we left, we got up at 3 a.m. to drive over the mountains. What an incredible ride! These roads would not even be open in America! There were mud slides and rocks that had fallen down the mountains. It took us about 3 hours to get to Port Au Prince. It was absolute destruction! Three-story buildings were reduced to rubble. The people were living in the streets in homemade tents, which consisted of a stick and a sheet. The different militaries from around the world had setup tent cities. There were no sewers, no bathrooms, and no running water. I know what I saw but I still cannot comprehend it. We arrived at the airport and everything has been moved outside. The terminal was still standing but had large cracks, so it was not safe to be inside—we sat outside for 4 hours and waited for our plane.

We saw planes and military from all over the world. It is amazing how everyone came together to help the Haitians. We talked to some US military people who had not had a shower in 8 days. The airport had four port-a-potties for the entire airport. Needless to say, they were pretty nasty!

We boarded the plane and were treated like royalty. The plane was staffed with United Airlines Corporate staff donating their time. They had water, sandwiches, fruit, candy, and energy bars for us. They could not make us comfortable enough. We even had pillows and blankets for free!

Life in Haiti was bad before the earthquake, but the Haitian people are resilient. They have a strong faith in God that gets them through. They have nothing but are content and happy. I am still trying to process this incredible experience. I am home now and back to my life in the US, but a part of my heart is still in Haiti. □

Mark Your Calendar for...

CENTRAL IL. ADMINS (CIA)

MARCH 9, 2010

CHAPTER MEETING

5:00 p.m. Networking/Dinner

5:45 – 7:30 p.m. Business Meeting/Speaker

The Chateau Hotel and Conference Center,
Lafayette Room,

1601 Jumer Drive, Bloomington, IL

TOPIC:

Craig Fowler, CPCU – Jewels In Your Crown

Program Title: "You Want Me To Work With
Who?" Author: Julie Jansen

Program Description:

"Eleven Keys to a Stress-Free, Satisfying,
and Successful Work Life... No Matter Who
You Work With"

Program Outline:

Eleven Keys To Get Results: Confidence,
Curiosity, Decisiveness, Empathy, Flexibility,
Humor, Intelligence, Optimism, Perseverance,
Respect, Self-Awareness, and Difficult People

MEAL:

Dinner cost \$15.00

(must be paid by March 4)

Checks Payable to: Central IL Admins

RSVP:

Call or E-mail Deanna Warner at

deanna.warner.jav3@statefarm.com, (309)

763-8290 by noon on March 5

(No refunds after the deadline
of 3/05/10.)

Mail checks to: Lisa Stump B-3

One State Farm Plaza

Bloomington, IL 61710

1st Day of Spring

March 20th



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, March 11th

5:00 - 7:00 pm

Hosted by:

Midwest Food Bank

9005 N. Industrial Road

Peoria, IL



Thursday, March 4th

4:30 - 6:00 pm

Hosted by:

Pekin Country Club

310 Country Club Drive

Pekin, IL



Thursday, March 18th

5:00 - 7:00 pm

Hosted by:

**CT Gabbert DreamMaker
Bath and Kitchen**

1323 S.W. Adams

Peoria, IL

Social Networking Groups

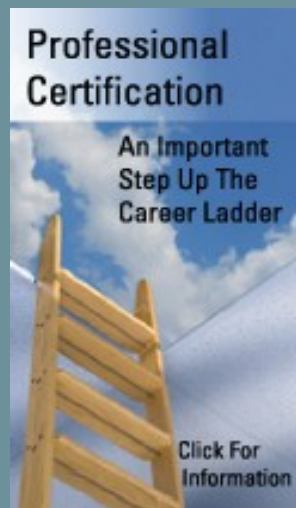
IAAP has formed groups on Facebook and LinkedIn. Visit the links below to join.

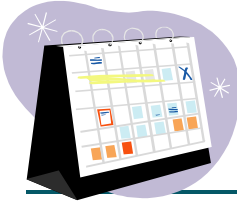
facebook

<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

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.

Return on Investment

The [ROI \(return on investment\)](#) document will help you develop your proposal in order to gain the support to attend an IAAP event.

Follow the easy steps in the document to show your supervisor the ROI and value you and your organization will gain by attending an IAAP conference and/or event.



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



Have you updated your profile?

[Click here](#)

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!

IAAP Workplace Survey

IAAP is conducting a survey and would like your opinion on the economy, the job hunt, working for your boss and social networking. There are 11 questions. Please give them your anonymous opinion on the [IAAP Workplace Survey](#).

Yesterday



tomorrow

58TH ILLINOIS DIVISION ANNUAL MEETING REGISTRATION

April 30 – May 2, 2010
Elgin Holiday Inn & Suites Northwest
495 Airport Road
Elgin, Illinois



Today



TENTATIVE AGENDA

Celebrate... Yesterday, Today and Tomorrow

2010 Illinois Division Annual Meeting

April 30-May 2, 2010 at the Holiday Inn Hotel & Suites Northwest, Elgin, IL

Friday, April 30, 2010

10:00 a.m. – 8:00 p.m.

Registration and Credentials Open

10:00 a.m. – 8:00 p.m.

Hospitality Suite Open

Silent Auction Item Viewing

1:00 p.m. – 4:00 p.m.

2010 Illinois Division Professional

Development Seminar (Optional event)

Breakthrough Networking for Administrative Professionals

Speaker: Lillian Bjorseth, President
DuoForce Enterprises, Inc.

7:00 p.m. – 10:00 p.m.

Evening of Welcome

Office Expo and Vendor Mart

Chapter Fundraising

Country Hat Contest

Line Dancing & Special Music

Saturday, May 1, 2010

6:30 a.m. – 8:15 a.m.

Registration and Credentials Open

Hospitality Suite Open

Silent Auction Item Viewing

8:30 a.m. – 8:45 a.m.

First Time Attendee Orientation

Parliamentary Briefing Session

9:00 a.m.

Opening Session

Welcomes

From Shorthand to Texting to?

Speaker: Judy Beaver, The Office Pro
Adjunct Instructor, Elgin Community College

BUSINESS SESSION

11:30 a.m. – 12:15 p.m.

Balloting for Illinois Division Officers

12:15 p.m. – 1:30 p.m.

Recognition Luncheon

1:30 p.m.

BUSINESS SESSION RECONVENES

Would You Hire Yourself?

Speaker: Nancy Wajler, Adult Learning Special
Assistant to VP of Academic Affairs, Harper College

5:30 p.m. – 6:00 p.m.

Networking (Cash Bar)

6:00 p.m.

Banquet

Entertainment – Diamond Renditions

Michael Palmisano, Neil Diamond Impersonator

2010-1011 Division Officer Installation

Wendy Melby CPS/CAP

2009-2011 Int'l Director, Great Lakes District

Sunday, May 2, 2010

7:00 a.m. – 8:00 a.m.

Hospitality Suite Open

8:00 a.m.

Brunch

The Gift of GAB: How Goals, Attitude, Behavior Provide a Top o' the Morning Experience

Speaker: Conor Cunneen, award-winning humorist

Ending Business Session

Adjournment

OFFICETEAM® Are You an Office MVP?

Specialized Administrative Staffing

With many companies still operating with lean teams and tight budgets, your contributions to the business are more valuable — and more noticeable. Are you doing what you can to distinguish yourself as one of your firm's top performers? Ask yourself the following questions to determine if you truly are an office MVP:

Do you have a winning attitude? The best employees are positive and take challenges in stride. How have you handled a difficult boss or coworker, budget cut, or error in the past? Admitting to a mistake, for example, can be difficult and humbling, but firms value those who can make a tough call and take the corrective action necessary to quickly rectify the situation.

Can you change tactics? It's important that you're determined to get the job done, but you also must remain flexible. Top performers don't give up on problems; instead, they tackle them from multiple angles. The next time you hit a roadblock, try adjusting your strategy or soliciting input from a colleague for a different point of view.

What are your professional goals? Top performers strive for success in everything they do and have a good sense of what it takes to get them to the next level. Setting long-term goals for your career can give you focus and prevent you from just drifting along.

How do you handle difficult choices? The most valuable employees can be counted on to exercise good judgment and make tough decisions. So consider how you typically approach complex problems. The best decision makers remain calm and carefully weigh the facts before acting.

Are you a good sport? MVPs always act ethically and don't climb over others on their way to the top. Basing your choices on a set of strong values can help you act appropriately no matter the situation.

OfficeTeam is the world's leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has more than 325 locations worldwide, and offers online job search services at www.officeteam.com.

The 6th annual OfficeTeam Administrative Excellence Award

The OfficeTeam *Administrative Excellence Award* recognizes the outstanding performance of an administrative professional who demonstrates continued commitment to leadership, education and operational efficiency within his/her organization, and who provides meaningful contributions to his/her employer.

IN PARTNERSHIP WITH:

[International Association of Administrative Professionals \(IAAP\)](#)

SUPPORTERS:

[CareerBuilder.com](#), [Dress for Success](#), [MeasureUp](#), [OfficeArrow](#) and [SkillSoft](#)

PROMOTE THIS AWARD:

Please use [this flyer](#) which has been created to help you promote the award to your manager, colleagues, and fellow IAAP members.



NOMINATE

The deadline for entries is April 30, 2010.

How to Set Effective Goals

In my experience, people often set very strong professional goals at work but neglect to do it for any other area of life. While career is typically the most structured part of life, it doesn't have to be only one that benefits from clearly defined goals. Today, I encourage everyone to take the time to establish at least one solid goal for each area of your life.

Here are some examples (some of these may not apply to you):

1. Professional
2. Relationships (family, friends, co-workers)
3. Fitness/Health
4. Intellectual
5. Community Involvement
6. Financial
7. Education
8. Artistic

A "good" goal has 5 distinct elements. Remember the "SMART" acronym:



Specific: What do you want to achieve? How will you achieve it? Why is it important to you? Clearly define the outcome you want.

Measurable: Establish concrete criteria for measuring your success. Use actual numbers, target dates, or specific events to indicate when your goal has been achieved.

Achievable: Your goals should push you past your comfort point but you should still be able to attain them with effort and commitment.

Relevant: Your goals should be important to you and the outcome should impact your life. Likewise, you should have the ability to directly impact them. Don't set goals that aren't significant or that you can't do anything to impact achievement.

Timely: Your goals should have a time element established. This will keep you on track and prevent you from simply pushing a goal off infinitely into the distant future. It should matter now and you should have a sense of urgency about it.

Use the following tips to help you with your goal setting:

- ◆ Keep it simple - just a few sentences for each will be plenty.
- ◆ Write your goals down! "The discipline of writing something down is the first step toward making it happen." (Lee Iacocca)
- ◆ Make a commitment to review your goals regularly.
- ◆ Allow your goals to reflect your values. Let your sense of "inner purpose" guide you.
- ◆ Visualize achieving your goal. See it, taste it, smell it. Feel your goal before it happens.
- ◆ Use motivating, positive language.
- ◆ Make your goals emotional. Use words that have an impact on you - energizing, compelling, inspiring words.
- ◆ Share your goals with others and ask for their support.
- ◆ Reward yourself along the way. Even small achievements deserve recognition.
- ◆ Create goals for different increments of time (one week, one month, three months, one year, five years, ten years, etc.)
- ◆ Make sure your goals are yours - not just what others expect of you.
- ◆ Be sure to track your progress along the way - we'll be talking more about this in the next few days. For now, be sure to check out my [Goal Tracker Template](#) if you haven't already. □

About the Author



By Chrissy Scivicque,
OfficePro Managing Editor

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.



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membership

Don't let
your IAAP
membership
lapse.

The benefits of IAAP can help navigate a turbulent economy. If you've been laid off, networking with other IAAP members may help you find your next job.

Here's how membership in IAAP benefits you:

The educational benefits you receive at the division, chapter and international levels help make you indispensable to your employer. Local chapters hold training and networking events to keep you current on the administrative profession.

You receive member discounts on education and professional development resource materials, conferences, the yearly **International Education Forum and Annual Meeting** and on the Certified Administrative Professional or the Certified Professional Secretary exams, making professional development more affordable.

IAAP publications keep you current on information and trends in the administrative profession. With your membership you receive: *OfficePro* magazine; *OfficePro Express*, an e-newsletter full of research, trends and technology information and *IAAP Connections*, the association's monthly e-newsletter

Your membership also entitles you to full access to the updated IAAP Web Community at community.iaap-hq.org. You have unlimited access to documents relevant to today's office professional, networking tools and educational resources.



Renew Today!

Upcoming Events/Educational Programs

March 2 **Work/Life Balance, Part 2**
presented by Jennifer Wilfong, Can Do 4:13 Founder

April 6 **PURSE-suite of Superwoman**
presented by Deb DiSandro

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**

Please contact
**Judy Zimmerman, or a
Board Member, if you are
interested in becoming the
next Tri-County
Newsletter Editor.**

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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.

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International Association of
Administrative Professionals®

Tri-County Chapter

www.iaap-tricounty.org

*Power of
Commitment
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**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