



International Association of
Administrative Professionals®
Tri-County Chapter

Tri County Connection

May 2010
Volume 6 Issue 53

NEXT CHAPTER MEETING



State Farm

Oakland Ave. Bldg (OAB)
Bloomington, IL

Must have photo ID to enter at
Security on east side of building.
Parking is beyond the Security
entrance, 2309 Oakland Avenue

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

Removing Doubt in an Interview

presented by

Eric C. Hoss, Director of
Financial Services,
State Farm Insurance

<http://removingdoubt.com/>

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Message from the President

While seeking nominations for the various positions we need to fill, I'm reminded of the many reasons one should volunteer or step up to serve.

1. Shows initiative to employers
2. Expands your professional network
3. Career clarification and validation for those concerning entering the profession
4. Builds your resume
5. Establishes a connection that may lead to future employment
6. Personal fulfillment
7. Continues to strengthen job skills



Judy Zimmerman,
Tri-County President
2009-2010

A story was relayed to me at lunch today:

A college student was interviewing for a summer internship. During the interview she was asked what she knew about the organization. She was able to tell the interviewer that as a high school student she organized a fundraiser, which benefited said organization.

She had no idea when she led the fundraiser that it would one day be of benefit in helping her secure an internship. Even as a student, teachers saw her initiative and organization skills at work. She was unknowingly building her resume and establishing a connection. The fundraiser gave her personal fulfillment.

Service allows you to make the most of your membership, provides valuable learning experiences, gives a good boost to your self esteem, allows you to improve the way things are done and lets you give back to the Tri-County Community. In order for our chapter to grow, we need fresh insights, talents, and skills. Don't wait to be asked, step up and serve.

POWER
of
Commitment
Tri-County Chapter
To Excel In Today's Office

Administrative Professional Celebration

On Tuesday, April 4th, at the Holiday Inn City Centre, Tri-County's Professional Development committee brought together an evening full of excitement, camaraderie, great food, shopping, and gifts to all who were present.

Our guest speaker for the evening was Deb DiSandro. Deb's exuberance and humor captivated her audience as she presented on Purseology. Deb draws a parallel between women's purses and the "baggage" of responsibilities, burdens, and worries they carry. At times she had us in stitches as she took us through the different stages of our lives in the type of purses we carried, from a small child's purse to a small suitcase-size purse.

Deb said that using the Super C in your life is a great way to overcome perfection and take the risks that will bring you more joy, satisfaction and success.

To embrace the Super C you want to remember these three C's: Courage, Creativity and Capable (this is the real key to the Super C.)

Has anyone given themselves permission to be a Super "C" and stop expecting to be an "A" achiever?

Thanks to the Professional Development Committee for an excellent job well done!



Please donate at least 32 cents each time you attend a meeting or professional event. The 32 cents represents the cost per day of your membership.

**Let's all help
"SAVE A MEMBER."**

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, May 13

5:00 - 7:00 pm

Hosted by:

Sam Harris Uniforms

1025 N. Sheridan Rd , Peoria, IL



Thursday, May 6

4:30 - 6:00 pm

Hosted by:

Avanti's Ristorante

3610 W. Kelly Ave., Pekin, IL



Thursday, May 20

5:00 - 7:00 pm

Hosted by:

Water Street Wines

100 State Street, Peoria, IL

Other Social Networking Groups

IAAP has formed groups



on and



Announcements

Job Advancement



Tammy McBride was recently promoted to Administrative Services Manager at Maloof Realty.

Congratulations Tammy!

Happy Birthday

May

- 3 Jennifer Grant
- 16 Mary Pyatt
- 17 Dawn Rickey

Anniversaries

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



Mark Your Calendar for these Upcoming 2010 IAAP Events

Tri-County

International

Monthly Meetings/ Educational Programs

May 4

Removing Doubt in an Interview
presented by Eric Hoss, State Farm

June 1

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

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.

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.

Illinois Division

September 10-11

**Professional Enrichment Program
(PEP)** *See info on page 7.*



*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!



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





Avoiding Interview Mistakes

Article appeared in the November 23, 2009 issue

Fortune Magazine published a hilarious article on 13 dumb mistakes interviewees make. While the interviewing process can give us all the heebie jeebies, being prepared and avoiding common mistakes will set us free from these embarrassing moments.

The magazine collaborated with professional staffing firm, Office Team, to poll several U.S. and Canadian hiring managers to get their stories on interviews gone wrong. The results ran the gamete from plain dumb to just plain unlucky. They recount several instances of poor interviews; however one that stuck out was the story of a man arriving to his interview with his cockatoo perched on his shoulder.

Most of us know that our pets aren't a *normal* accompaniment to an interview; however, there are tons of mistakes we might overlook in preparing to interview.

Arriving late

Perhaps the cardinal rule of interviewing, you should NEVER be late. Arrive 10 minutes early to show that you've accounted for every possible obstacle. If some sort of unforeseen event takes place that causes you to be late, make sure you call the company to notify them, but don't waste time explaining the circumstances as these are often seen as excuses for poor planning.

Inability to articulate

You are the master of your talents, so you better know how to communicate them. Always think ahead of what attributes you bring to a company and practice saying it. They go on to suggest that any weaknesses you possess be turned into positives if asked.

Be decisive and succinct but not overbearing in communicating why you're right for the job. You should never say anything negative and be careful that your confidence is not confused for self entitlement. It's all a delicate balance which is why practice makes perfect.

Talking too much and listening too little

You should never overpower the interviewer. Ideally you want a balanced exchange between yourself and the interviewer. Try not to speak for more than three minutes unless the person you're interviewing with has encouraged it. Don't be afraid of a little silence as it allows the interviewer to take notes.

Failing to research

Never walk into an interview cold. You should have a clear understanding of what the company does before you arrive. Research their product and any other information that will help you convey that you know the company and why you're a perfect match.

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.

Our greatest glory is not in never failing, but in rising up every time we fail.

~Ralph Waldo Emerson

(Continued on page 6)

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Ok, so you've done the research, you arrive early but for one reason or another, the interview goes bad. Perhaps you let a word slip out that shouldn't have or you've confessed too much. How do you recover from interview mishaps?

Most mistakes can be corrected by simply following up in a professional manner. A hand written thank you note or a thank you call after the interview will help you redeem yourself by appearing more professional and appreciative.

You can also use any future correspondence with the interviewer to ask questions you didn't get to address during the interview.

TwentySet.com, a website dedicated to the career enhancements of 20-somethings, suggests that in instances of spilling too much to an interviewer, try to recover during the interview by spinning what was said to be positive. Explain the circumstance as something that made you stronger for experiencing it.

Perhaps the most practical tip for recovering from an interview is learning from your mistakes. This is the perfect opportunity to learn and grow, making you a better candidate for the next interview.

While we've spent so much time primping, plotting and re-researching, it's easy to miss the important information to prepare for. While knowing the company you are interviewing with and how to articulate your strengths are important tools to walk in with, shouldn't we know what an employer is looking for in an interview?

lsnare.com gives examples of possible attributes you should touch on. While they have a laundry list of items to be versed in, these topics are the most important in portraying the stellar worker you are:

Teamwork skills

Be sure to give examples of teamwork you've exhibited in the past. This will show that you work well with others and don't cause distracting drama within the office.

Work related experience

You will likely be asked by the interviewer the skills you've learned that transfer to this potential position, so be ready. Because you've done the research and know this company inside and out, you should be able to give specific examples of past tasks that have prepared you to take on the work load they have to offer.

Flexibility

Nobody wants to deal with a rigid, "my way or the highway" type of person, so be sure to convey your flexibility. Whether it's the hours you're not used to working or a computer program you're not familiar with, express your desire to learn. If it's something you absolutely can't live with, thank them for the opportunity and leave politely.

Appearance

While many businesses are taking a more casual approach to their work appearance, you should always dress nicely for an interview. A suit for men or similarly professional attire for women is the standard and should never be deviated from.

Ambition

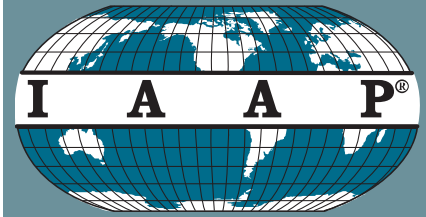
It's important to share your goals and aspirations as long as they're appropriate. Your prospective employer is not likely to be happy with someone who has no desire to climb the corporate ladder so be sure to convey your goals...unless they are with another company. Leave out any information that does not include the company you're interviewing with or is not a position that is attainable within that company.

Interviews can make your stomach knot, your arms perspire, and your tongue tie. I can recall an interview I went on a few years ago. I was wearing uncomfortable shoes that I was not confident in wearing, and my nervousness made me a bit clumsy. As I exited the meeting room, I tripped over the door jam and as I watched the ground plummet towards my face, the executive I was interviewing with reached out his hand and forcefully rescued me from falling. Although this is probably not the reason I didn't get the job, I was none the less mortified that he and the rest of the office witnessed my lack of grace.

Though planning cannot curb a person's clumsiness, we can alleviate some of the jitters by simply being informed. Don't let misconceptions and poor planning stand in the way of your dream job. Heed these warnings and put these tips to practical use to ace your next interview.

Have you committed interviewing faux pas? How did you recover? What have you learned from your interview blunders?





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www.iaap-tricounty.org

Power of

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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

2010 PEP IS PLAYING IN PEORIA!!



ILLINOIS DIVISION

2010 PROFESSIONAL ENRICHMENT PROGRAM (PEP)

HOSTED BY THE TRI-COUNTY CHAPTER



SATURDAY, SEPTEMBER 11, 2010

HOLIDAY DAY INN CITY CENTRE, PEORIA, IL

Save-the-Date!



FRIDAY, SEPTEMBER 10, 2010
MURDER MYSTERY DINNER THEATRE
DOORS OPEN AT 5:30 P.M.



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.