

International Association of
Administrative Professionals®
Tri-County Chapter

Tri County Connection

TRI-COUNTY
IS 6 YEARS OLD!

September 2010 ~ Volume 7 ~ Issue 55

NEXT CHAPTER
MEETING

September



Jim Maloof

803 W. Pioneer Parkway
Peoria, IL

*(Right next to Green Chevrolet
at the corner of Pioneer Parkway and
Knoxville Ave. Convenient
parking on both sides of the building
and along the side as well.)*

Networking /
Dinner Buffet* 5:15pm - 6:00pm
Business Meeting 5:45pm - 6:30pm
Presentation 6:30pm - 7:30pm
Adjournment 7:30pm

*Dinner \$10.00 per person.

EDUCATIONAL PROGRAM

PROJECT

Primary Responsibilities:
Offer Jurisprudence, Excellence,
Confidence, Trustworthiness

Presented by:

Jill Wright
Associate Dean of English
and Language Studies at Illinois
Central College

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Message from the President

Excitement is mounting and curiosity is building for PEP 2010, hosted by Tri-County Chapter IAAP.

We begin the event with a Mystery Dinner Theater on Friday evening, September 10th at the Holiday Inn City Centre in Peoria, IL. The mystery is centered on a group of movie actors, a fashion designer, and director celebrating the night before the big awards night. Someone will be murdered. As the play is presented, you will be enjoying dinner, conversation, entertainment, and guessing “who dun it.”

On Saturday, September 11th is PEP, Professional Enrichment Program. The day begins with registration, welcome, breakfast, and is followed by superb speakers. You’ll have networking opportunities. Professional enrichment will be gained as you engage in presentations by our speakers. This is a tremendous gift you can give yourself in which to refocus on your **Passion and Purpose**.

By now, you have received the minutes from Strategic Planning. Our focus this year is on education and leadership. Many terrific programs have been planned for presentation at our monthly meetings. You’ll not want to miss any of them. Just imagine how professionally enriched you’ll be by June 2011. Treat yourself to utilizing your membership in Tri-County Chapter IAAP. Tri-County is your gift to you. Learn, grow, stretch, and participate in this incredible organization. Better yet, invite someone else to come as a guest to one of our meetings. Share with others what you receive by your membership in Tri-County. Your continued membership in Tri-County Chapter IAAP is something of which to be proud.

PASSION & PURPOSE

TRI-COUNTY CHAPTER

I asked membership in June to name their **Passion and Purpose**. Come to the September meeting with your **Passion and Purpose** as your focus. If there are programs that you want, please indicate on our monthly evaluation form.

We look forward to an exciting year of camaraderie, fun, education, along with personal and professional growth. **Welcome back!**



Judy Zimmerman,
Tri-County President
2010-2011

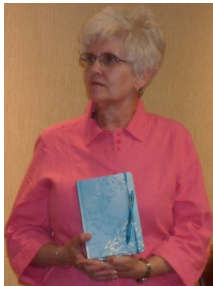
Chapter Celebrations

Tri-County's June 1st meeting, held at Peoria's Hampton Inn, was an evening of accolades and awards.



IL Division president, Peggy Harshman (photo left), along with Diana Hampton, IL Division president-elect, presided over the installation of the 2010-2011 new officers.

President:
Judy Zimmerman



Vice President:
Karen Haensel



Treasurer:
Tammy McBride,



Recording Secretary:
Jannise Bush



Correspondence Secretary:
Barbara Atkins



Congratulations to Tri-County's 2010-11 Board Members!

New Members Inducted



Megan Archdale



Ciara Brown



Tonda Stewart, membership chair (right), inducted Tri-County's newest members, Ciara Brown (left), Holiday Inn City Centre, recruited by Barb Calhoun, and Megan Archdale (center), OSF Medical Group, recruited by Rebecca Heisler, during June's chapter meeting. **Welcome Ciara and Megan to Tri-County!**

Awards & Recognitions

Stellar Award & Perfect Attendance



Cindy Johnson

Star Award



Esmeralda Gloria



Contest Winner!

Congratulations to Savanna Bohm for winning a free renewal membership.

Tri-County Committee Chairs

Following is the list of committees and the members who have stepped forward to serve as chair for that committee. If you're not currently on a committee, please consider serving and contact a chairperson.

Professional Development

Savannah Bohm, Chair

Bohm, Savanna R.

Savanna.R.Bohm@INI.ORG

Membership

Cindy Johnson, Chair

ckjohnson@mmci.org

Ways and Means

Esmeralda Gloria, Chair

egloria@cat.com

Public Relations and Marketing

Crystal Courtouise, Chair

courtouise@gmail.com

Leadership

[Janet Vallianatos](mailto:Janet.Vallianatos), Chair

Happy Birthday

September

- 9th Danna Smith
- 11th Becky Hoppe
- 13th Diana Hampton
- 17th Judy Zimmerman
- 19th Gracita Edwards
- 24th Debra Schunk

Networking

The Membership Committee is seeking a member who would be interested in serving as Peoria Chamber of Commerce liaison? If interested, please contact Cindy Johnson at ckjohnson@mmci.org for further details.



Thursday, September 10
5:00 - 7:00 pm

Hosted by:

Apartments at Grand Prairie

5400 Sienna Drive

Peoria IL



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




Bring your completed Star & Stellar form to the September meeting.

Please note that there have been some changes made to the criteria, which will be explained during the September meeting or via email.

Anniversaries

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



Next Chapter
September

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 Debbie Martin, Editor
ibmartin@comcast.net
or demartin@mmci.org

Certification and Recertification Changes

Effective November 2011

Certification

IAAP's Certification Program will be changing **effective November 2011**. In an attempt to answer as many questions as possible, we've developed this question & answer sheet. We're excited about the upcoming changes, and we hope that you will be too. Our goal, as always, is to maintain a vibrant program that's marketable to the professional community. These changes will help us achieve a much simpler system of expansion with an understandable and easier to explain certification program. If you still have questions after reviewing this sheet, email certification@iap-hq.org.

What ratings will now be available from IAAP? IAAP is moving from a two rating system to a one rating system, with areas of specialty. The base rating will be Certified Administrative Professional, the **CAP** rating. We will also offer a specialty in Organizational Management, the **CAP-OM**.

When is this change effective? November 2011.

How will this change affect me if I am currently certified? Effective November 2011, all active CPS ratings will be changed to **CAP**, and all active CAP ratings will be changed to **CAP-OM**.

Will the exam format change? Yes, the **CAP** exam will become a **one-part** exam, testing similar material to our current three-part exam. The **CAP-OM** exam will also be a **one-part** exam, testing similar material to the current Part 4 of the CAP exam.

Will additional specialty areas also be offered? Yes, in the future, there could be a specialty in technology and software, or in medical administration, and more. At least one year's advance notice will be given prior to each specialty designation being available.

When will the Certification Review Guide be updated? The preliminary exam outlines are available now; we anticipate new sample questions and an updated bibliography by November 2010.

Will review materials be available to study for the new November 2011 exams? We will provide both Pearson/Prentice Hall and Metcalf Education with the revised examination outlines by November 2010. Once they give us a revision schedule, we will share that information.

Please keep in mind, the IAAP certification exams are not written from the review materials. The exams are written from the college texts listed in the Certification Review Guide. The review materials are intended as an aid to review something you already know, and are not intended to teach everything that is on the exams.

Who will be eligible to take the new CAP exam? Applicants with no college degree will need four years of verified administrative experience; applicants with an associate degree will need three years of verified administrative experience; and, applicants with a bachelor's degree will need two years of verified experience. All experience must be within the past fifteen years, and must include twelve months continuous with one employer within the past five years. All experience requirements must be met prior to applying for approval to take the CAP exam. Will students be able to take the CAP or CAP-OM exam? Students will be eligible only if their experience requirements have been met at the time they apply.

If I am a new candidate, how do I attain the CAP rating and the specialty designation? You can first apply to take the one-part CAP exam, and then after attaining the CAP rating, come back and apply to take the one-part Organizational Management specialty exam. OR You can apply initially as a candidate for the CAP-OM, and take both the one-part CAP exam and the specialty Organizational Management exam at the same time. Will the exams still be multiple choice? Yes. There is no change in the testing format. How many questions will be included in the exams? The one-part CAP exam will be 300-350 questions. The one-part Organizational Management exam will be 150-170 questions.

FOR CURRENT CANDIDATES

How will these changes affect current CPS and CAP candidates? Current candidates, and those applying for the November 2010 and May 2011 exams, will have through May 2011 to complete all parts of the existing exams. After the May 2011 exams, any CPS or CAP candidate who has passed only one part will automatically be moved to the new CAP exam; any candidate who has passed two parts will be given through November 2011 to complete their final parts.

Complete details will be provided individually to all eligible retake candidates before both the May 2011 and November 2011 exams.

How will the recertification requirements change? Here is a list of the largest changes to IAAP’s recertification program:

- ✘ The **number of points** required for recertification will be **reduced** from **90 to 60**.
- ✘ The **Experience** category will be renamed “**Other Certifications**.” 5 points will be awarded for each certification, up to a maximum of 20.
- ✘ The **Leadership** category will award points for officer or chair positions for committees **active for at least 7 of the 12 months in the IAAP year**. 5 points will be awarded for each position held, up to a maximum of 20.
- ✘ The **Education** category will be renamed **Continuing Education** and will tightly follow the **exam outline**; credit will only be given for education in these areas. 30 points will be a minimum requirement in this area.
- ✘ The **Workplace Projects** category will be eliminated.
- ✘ The **Elective** category will be eliminated.

When will these changes become effective? These changes are effective **immediately**. However, the Certification Department will accept applications under either the new guidelines or the old guidelines until **April 1, 2011**.

What topics are covered in the exam outline? While it’s impossible to be exhaustive in a document such as this, the general categories are:

- ✘ Computer hardware, systems & configuration
- ✘ Document layout, design & reproduction
- ✘ Software
- ✘ Managing Physical Resources
- ✘ Records Management
- ✘ Communication
- ✘ Human Resources
- ✘ Accounting Procedures & Analysis
- ✘ Time Management
- ✘ Organizational Planning
- ✘ Advanced Administration
- ✘ Team Skills
- ✘ Advanced Communication

How does this change affect programs that chapters and divisions submit for recertification credit? With the elimination of the Elective category, chapters and divisions should adhere closely to the exam outline when submitting programs for recertification approval. Look for new application documents soon from the Certification Department.

What IAAP committees “count” in the Leadership category? With a very few exceptions, the committees recognized and tracked by the Membership Department will count as fulfilling the requirement. Please consult the “Officers & Committee Chairmen” listing, Document #531 in the Web Community Resource Library, for a list. As a general rule, the committee must be a standing one (active for at least 7 of 12 months) and its work must be far-reaching; not limited to a singular, time-based project or event.

Why is IAAP changing the requirements for recertification? There are many reasons for the changes. First, to bring our program more in line with generally accepted standards for recertification across the board; most programs require 60 hours per recertification period. Over the years, we have also noticed the frustration applicants have had with the nebulous quality of some of our recertification categories. This change attempts to combine these two changes to make for a more tightly defined program that adheres more closely to accepted principles.

Following is a table showing the current system and the changes:

PREVIOUS RECERTIFICATION CATEGORIES & POINTS		REVISED RECERTIFICATION CATEGORIES & POINTS	
Points Required	90	Points Required	60
Category Title	Max Points Allowed	Category Title	Max Points Allowed
Education	90 Points (Minimum 30)	Continuing Education	60 (minimum 30)
Experience	30	Other Certifications	20
Leadership	30	Leadership	20
Elective	30		



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



The attitude that makes every day worthwhile

Posted by: Joan Burge on 5/10/2010

Do you know that it only takes one obstacle in an otherwise-perfect day to make you feel less-than-best? Especially in these hectic times, when every employee is pressed to achieve more in less time with fewer resources, a single hiccup can make you feel like everything is in upheaval. Let's face it: Instability or chaos of one form or another is everywhere. We cannot control that. But we can control our attitudes. We can control how we choose to respond to a negative situation. It's easy to respond negatively to a problem, of course. The key to success (and the challenge for top performers) is to see the positive in every troublesome issue, and turn obstacles on their head so we benefit in some way.

Say you walked into the office this morning, and you were feeling great.... Better than great – fantastic! You woke up in a splendid mood. All your favorite songs were playing on the radio on your ride into work. You were looking sharp in a new outfit. Everything was going your way. But as soon as you stepped foot into the doorway of your department, a colleague approached you with a last-minute report for you to finish, a supervisor called you into her office to urge you to pick up your productivity, and your son rang your cell phone to say he forgot his lunch. Could you smile and make the best of it?

Being positive when you're in a tough spot is a skill we can all benefit from developing. I'm going to share with you some ideas from my Star Achievement Series® curriculum.

Make the Right Choice

Every time you are challenged by an individual, thrown into a difficult situation, or faced with a hectic day, *you have a choice*: To be happy and continue on with your day or to be upset and let your entire day be ruined.

Make the Right Choice

Life will always throw out challenges to you. There will always be a Nancy Negative or Don Dragon trying to upset your attitude. *You can make the decision* every morning that you will face whatever comes your way with poise and tact.

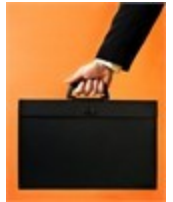
Make the Right Choice

If *you make this a daily practice*, before you know it, you won't have to think about what to do or make a concentrated effort to do it. It will come naturally, and you will find yourself a happier, more peaceful, and more productive person.



Creating a Career Portfolio™

All Adminologists need a Career Portfolio. If you have been following me or Office Dynamics for years, you know I've been preaching this to admins. In our World Class Assistant™ high end boot camp, we spend a few hours on this subject and I have attendees sketch a draft portfolio. It is amazing how many participants wrote me months later to tell me...



[Click [here](#) to read the rest of this article .]

Joan Burge's Administrative Assistant Education Videos

Click [here](#) to view the Adminology Skill Set series.

Click [here](#) to view the Summer Series .

Administrative and Executive Assistants Competencies for 2010 and Beyond.

What are the skills, attitudes, behaviors needed for the new decade? This is a big question. There are numerous organizations, companies like Office Team, associations, and administrative web sites of all shapes and sizes predicting the future. So who do you believe? Who should you follow so you are not led down what may seem like the right path and then end up at a dead end? Read more... click [here](#).

Now is the time to move on Adminology and make changes.

View this important [announcement](#) from Joan Burge.

10 Body Language Mistakes Women

Leaders Make ~ Carol Kinsey Goman, Ph.D.

There are two sets of body language cues that followers look for in leaders: warmth (empathy, likeability, caring) and authority (power, credibility, status). Although I know several leaders of both sexes who do not fit the stereotypes, I've also observed that gender differences in body language most often align with these two groupings. Women are the champions in the warmth and empathy arena, but lose out with power and authority cues.

All leaders are judged by their body language. If a female wants to be perceived as powerful, credible, and confident, she has to be aware of the nonverbal signals she's sending. There are a number of behaviors I've seen women unknowingly employ that reduce their authority by denoting vulnerability or submission. Here are ten body language mistakes that women leaders commonly make.

1) They use too many head tilts. Head tilting is a signal that someone is listening and involved -- and a particularly feminine gesture. Head tilts can be very positive cues, but they are also subconsciously processed as submission signals. Women who want to project power and authority should keep their heads straight up in a more neutral position.

2) They physically condense. One way that status is nonverbally demonstrated in a business meeting is by physically taking up room. Lower-status, less-confident men (and most women) tend to pull in their bodies and minimize their size, while high status males expand and take up space. So at your next meeting, spread out your belongings and claim your turf!

3) They act girlish. Everyone uses pacifying gestures when under stress. They rub their hands together, grab their upper arms, and touch their necks. But women are viewed as much less powerful when they pacify with girlish behaviors (twirling hair, playing with jewelry, or biting a finger.)

4) They smile excessively. While smiling can be a powerful and positive nonverbal cue -- especially for signaling likeability and friendliness -- women should be aware that, when excessive or inappropriate, smiling can also be confusing and a credibility robber. This is especially true if you smile while discussing a serious subject, expressing anger, or giving negative feedback.

5) They nod too much. When a man nods, it means he agrees. When a woman nods, it means she agrees -- or is listening to, empathizing with, or encouraging the speaker to continue. This excessive head nodding can make females look like a bobble-head doll. Constant head nodding can express encouragement and engagement, but not authority and power.

6) They speak "up." Women's voices often rise at the ends of sentences as if they're asking a question or asking for approval. When stating your opinion, be sure to use the authoritative arc, in which your voice starts on one note, rises in pitch through the sentence and drops back down at the end.

About the Author



Carol Kinsey Goman, Ph.D., president of Kinsey Consulting Services, is a keynote speaker and seminar leader for corporations, associations and government agencies. Author of *THE NON-VERBAL ADVANTAGE - Secrets and Science of Body Language at Work*, Carol's new book, *THE SILENT LANGUAGE OF LEADERS* will be published by Jossey-Bass in the spring of 2011.

Clients include 98 organizations in 21 countries -- corporate giants such as Consolidated Edison, Royal Bank of Canada and PepsiCo; major non-profit organizations such as the American Institute of Banking, the Healthcare Forum and the American Society of Training and Development; high-tech firms such as Cisco, Hewlett-Packard and Texas Instruments; membership organizations such as The Young Presidents' Organization and The Conference Board; government agencies such as the Office of the Comptroller of the Currency, U.S. Army Tank-automotive and Armaments Command, and the Library of Congress; and international firms such as Petroleos de Venezuela, Dairy Farm in Hong Kong, and Wart-silla Diesel in Finland.

For information contact Carol by phone: 510-526-1727, email: CGoman@CKG.com, or through her web sites: www.CKG.com and www.NonverbalAdvantage.com.



September 22nd

10 Body Language Mistakes Women Leaders Make

(Continued from page 7)

7) They wait their turn. In negotiations, men talk more than women and interrupt more frequently. One perspective on the value of speaking up comes from former Secretary of State Madeleine Albright, who – when asked what advice she had for up-and-coming professional women – replied, “Learn to interrupt.”

8) They are overly expressive. While a certain amount of movement and animation adds passion and meaning to a message, women who express the entire spectrum of emotions often overwhelm their audience (especially if the audience is comprised primarily of males). So in situations where you want to maximize your authority -- minimize your movements. When you appear calm and contained, you look more powerful.

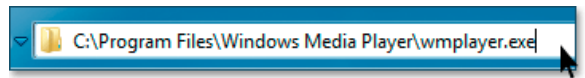
9) They have a delicate handshake. Women with a weak handshake are judged to be passive and less confident. So take the time to cultivate your “professional shake.” Keep your body squared off to the other person -- facing him or her fully. Make sure you have palm-to-palm contact and that the web of you hand (the skin between you thumb and first finger) touches the web of the other person’s. And, most of all, remember to shake hands firmly.

10. They flirt. Women gain likeability, but lose the competitive advantage in a negotiation when they flirt. In a UC Berkeley study female actors play the roles of sellers of a biotech business. Half were told to project a no-nonsense, business approach. Half were instructed to flirt (using the nonverbal behaviors of smiling, leaning forward suggestively, tossing their hair, etc.) – but to do so subtly. The outcome was that the “buyers” offered the flirts (dubbed “likeable losers”) 20% less, on average, than what they offered the more straitlaced sellers.



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

10 characters not to use in a filename



You may think that naming a file is an easy task. However, there are some important restrictions on the characters that you are allowed to use.

Windows file and folder names may be up to 255 characters long, and Windows prohibits specific characters from appearing in filenames, such as:

<(>:"/\|?*

These characters are all forbidden, while these other ones can only be used with certain restrictions.

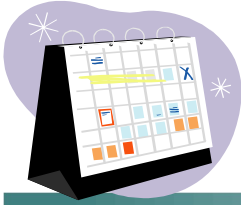
= [] .

When browsing through files on Windows, the backslash \ is used to separate the components of a [path](#) (ex C:\Documents\), while the period is used to separate the base file name from the [extension](#), example [.doc](#) (word document) In addition, the [dot](#) (.) is not allowed as the first or final character of a filename. Whenever the user tries to type a forbidden character in a filename, Windows complains with a clear error message.

So basically, our top tips when creating a filename on your Windows computer are: include a date reference, an indication of what the file may include, what type of document it is, ensuring that the order of the information follows a logical order, and last but not least remember that you are only allowed to use the characters below!

{ } ^ [] ` = , ; ' . _ -
abcdefghijklmnopqrstuvwxyz
0123456789

For more Tech related articles visit <http://www.liutilities.com>



Mark Your Calendar for these Upcoming 2010 IAAP Meetings & Events

Tri-County

International

Monthly Meetings/ Educational Programs

October 5

Topic: **Interview Portfolio**
Speaker: Jennie Greenan (tentative)
Location: Jim Maloof Realty,
803 W. Pioneer Parkway, Peoria, IL

November 2

Topic: **How to be Seen as a Key Speaker**
Speaker: Rita Haedicke
Location: Jim Maloof Realty

Illinois Division

September 10-11

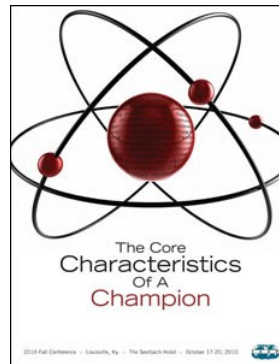
Professional Enrichment Program (PEP)

Hosted by Tri-County Chapter
Peoria, IL



Fall Conference, October 17-20

The Seelbach Hilton Louisville



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. For more information go to

<http://www.iaap-hq.org/events/certification/2010/brochure.html>



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www.iaap-tricounty.org

*Power of Commitment to
Excel in Today's Office*

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IAAP Tri-County Chapter
Members resolve to *enrich us,
our employers and our
communities by...*

Chance to win a FREE Meal

Complete your IAAP Tri-County Web Community Profile ([Click here](#)). [Login](#) in using your User Name and Password (if you already have an account). If you don't have an account, you will need to create an account.

Deadline will be Thursday, September 2nd, 2010. Your name will be entered into a drawing to have your IAAP October Meal paid for. **The drawing will take place at the September 7th meeting.**

Once you have completed your profile, please email anyone on the Membership Committee that you have completed this..

Cindy Johnson - cjohnson7472@gmail.com; Donna Greer - dgreer@midstate.edu; Mary J. Pyatt - mary.j.pyatt@osfhealthcare.org

- Promoting professional and educational growth
- Encouraging camaraderie between Administrative Professionals
- Sharing career advancement opportunities
- Being an advocate for the IAAP Organization
- Developing Leadership Skills