

International Association of
Administrative Professionals®

Tri-County Chapter

Tri County Connection

PASSION &
PURPOSE
TRI-COUNTY CHAPTER

October 2010 ~ Volume 7 ~ Issue 56

NEXT CHAPTER
MEETING

October



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

Presented by:

Creating a Professional Interview Portfolio

Leah Grebner, Director of Health
Information Technology
Midstate College

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Message from the President

All Tri-County IAAP Members,

Our 2010-2011 year is off with a bang. On Friday, September 10th and Saturday, September 11th, our chapter hosted PEP (Professional Enrichment Program.) The comments are arriving fast and furiously as to the success of the event.

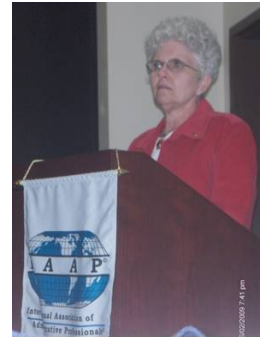
Once again, we showed IAAP members from outside of Peoria that it still does "play in Peoria." Our weekend began with the Mystery Dinner Theatre. We were the "not quite ready for prime-time players," but what fun we had! When you think about why you became a Tri-County member, I'll bet it didn't include being an actor in a play. Tri-County IAAP has offered all of us opportunities to learn and grow and this has truly been that opportunity for many. So many people commented on how much fun they had and how Tri-County certainly knows how to put on an event.

Saturday was a day of learning and networking with other IAAP members. We received positive feedback from that also. We learned about the many uses of Skype and setting up webinars and webcams from Vicky Parry, Marketing Manager, OSF Saint Francis Medical Center. Marie Herman, CIWD, ATM-S of MRH Enterprises offered great insight into electronic job searching and evaluating job sites. She defined strategies that a company would employ when reviewing candidate databases.

Also discussed was the most effective way to input data into resume application forms online. Annette R. Martinez, CLU, ChFC, Vice President Operations-Human Resources at State Farm Corporate Headquarters in Bloomington, IL, addressed the qualities of effective leadership. She told of what has worked for her and what hasn't worked. Key to her leadership role is the ability to listen. Also key are developing mutual trust, living the company's vision and mission, being a good neighbor, providing quality service, developing relationships, and having integrity. Annette offered guidance for developing your personal leadership style and impact. She encouraged us to find our "word" or "gift" and make that our passion.

Have you given any thought as to why you joined Tri-County Chapter IAAP? I encourage you take a few minutes to do just that. Are you receiving what you expected? Perhaps you're receiving more. If not, what can be done to make it happen for you? Do you have any ideas for programs, meeting locations, meals, meeting times, or speakers? This is your Chapter. We have wonderful programs lined up for 2010-2011. Please read about them in this newsletter issue. Make a point of attending meetings as regularly as you can. Whatever you do, do it with **PASSION and PURPOSE**.

Those who attended the September meeting were given Member of Excellence forms to sign. I strongly encourage you to sign the form as your commitment to becoming a member of excellence this year. From there we are on our way to becoming a Chapter of Excellence. Those Chapters becoming Chapters of Excellence will then help IL Division become a Division of Excellence. It's a win-win for all of us. Please view the criteria (a link is provided on page 9) in this newsletter issue. Sign the form and send it to Karen Haensel, CPS/CAP, at OSF Saint Medical Center, 530 NE Glen Oak Ave, Peoria, IL 61637.



Judy Zimmerman,
Tri-County President 2010-11

PEP Photo Album

Friday, September 10th Murder Mystery



Left to right top row: Jeannette Peters, Karen Haensel, Janet Vallianatos, Diana Hampton, Mary Sierra, Terilyn Cagle, Judy Zimmerman, Mary Pyatt, Rose Zenk.

Left to right bottom row: David Link & John Thomas, Diana Hampton's son

Friday, September 11th Professional Enrichment Program



Registration Table:



Diana Hampton, Illinois Division President-Elect, welcoming attendees



Illinois Division prize table



Program



Illinois Division prize table

Event Speakers:



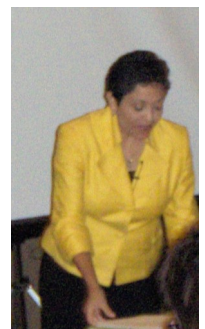
Marie Herman CIWD, ATM-S of Marie Herman Enterprises, Chicago, IL

Presentation: EXTERMINATE THE OBSTACLES IN YOUR ELECTRONIC JOB SEARCH



Vickie Parry, Marketing Manager, OSF Saint Francis Medical Center, Peoria, IL

Presentation: WEBINARS & WEBCAMS—USING TECHNOLOGY TO COMMUNICATE IN TODAY'S WORLD



Annette R. Martinez, CLU, ChFC, Vice President Operations-Human Resources at State Farm® Corporate Headquarters in Bloomington, IL

Presentation: UNLOCK YOUR LEADERSHIP POTENTIAL



Jeanette Peters, Illinois Division presented awards to this year's PEP co-chairs, Judy Zimmerman, president Tri-County and Karen Haensel, vice president Tri-County



Jeanette Peters, Illinois Division and Judy Zimmerman, president Tri-County



Attendees



Prizes won



The CIA, Bloomington's chapter members



Lunch and camaraderie



PEP committee members present during this event from left to right: Diana Hampton, Judy Zimmerman, committee c-chair; Esmeralda Gloria, Deb Steveson, Janet Vallianatos, Debbie Martin, and Karen Haensel, committee chair.



- Featuring:
- Education
 - Recertification points
 - Networking
 - Vendor expo
 - Leadership training
 - Brainstorming
 - Recognition
 - Election of officers
 - Business meeting



International Association of Administrative Professionals®
Illinois Division

Tri-County's New Education Opportunity Contest

Investing in Yourself and Challenging Your Members

by Cindy Johnson, Tri-County Membership Chairperson

In these economic times we all need a little assistance or incentives. You know the saying "WIIFM," what's in it for me! How many retail store tags for additional savings are on your key ring? That's investing in the retail store and yourself by saving money or gaining points to be used towards your future purchase. The key words are investing, yourself and future. Believe it or not, we do this without knowing it. Why not invest in yourself for your future?

The Membership Committee of the IAAP Tri-County Chapter has developed a **M**ember **O**pportunities for **L**earning and **E**ducation Contest (M.O.L.E.). We will be rolling this out to our members for the June 2010 through May 2011 term very soon.

You may ask why we developed this contest? Tri-County and other chapters have experienced a drop in members since last year, and we don't want to lose any more members. Our members are important and valuable to us.

Remember the excitement you felt when you became a member of your chapter?

You were excited about being a part of a professional organization where you could gain knowledge and increase your skills, primarily. Maybe your employer or work environment did not offer any type of onsite education. So after searching the Internet you found the IAAP, liked what you read, and began to put the wheels in motion to find out more.

We want to bring that passion and excitement back! All are linked and are equally important, **MEMBERS + OPPORTUNITIES + LEARNING + EDUCATION**. It is our goal to gain members, grow members, and retain our members. This can be done by offering all of our Tri-County members the same opportunities to increase their skills and knowledge.

Are you still asking "WIIFM"? WIIFM is the opportunity for two Tri-County Chapter members to win a \$75.00 gift certificate at the last meeting of the year—the \$75.00 can be used to attend IAAP education events.

Keep in mind... you have to be involved and participate in order to have your name entered into the contest.

Criteria has been developed by the Membership Committee on how each member can have their name entered for each criteria they achieve, which gives more chances of becoming one of the winners.



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Timeline:

Contest will run from June 2010 through the May 2011 Chapter meetings.

You will be allowed to go back to June of 2010 meeting.

Criteria

- ✘ IAAP Web Community Profile Updates
- ✘ Visit IAAP Web Community twice a month
- ✘ Research on a subject/topic & how to implement
- ✘ Liaison to Chamber of Commerce
- ✘ Attend *Business After Hours* Events
- ✘ Chapter study course leader
- ✘ Leader for the Board or Committee
- ✘ Recruit a new member
- ✘ Bring a guest to a meeting
- ✘ Attend monthly chapter meeting
- ✘ Attend Strategic Planning meeting
- ✘ Member of a committee
- ✘ Mentor
- ✘ Renew Dues/Membership
- ✘ Complete Star/Stellar form
- ✘ Volunteer at any IAAP TC Trade Show or Event
- ✘ Share a "Best Practice"
- ✘ Achieve CPS or CAP Designation
- ✘ Recertify CPS or CAP Designation
- ✘ Achieve MOS (Microsoft Office Specialist) Certification

Points are assigned to each criteria and can be found on the monthly Star/Stellar Form.

Why not start accumulating those points now for an opportunity to win big? Feel free to contact any member of the Membership Committee with your questions.

Members of the committee and how to reach them are:

Cindy Johnson, cjohnson7472@gmail.com, chair

Donna Greer, dgreer@midstate.edu, co-chair

Mary Pyatt, pyatt.j.mary@osfhealthcare.org

Deb A Steveson, deb.a.steveson@osfhealthcare.org.

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 the 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.



[Click here](#)

Have you updated your profile?



Ways and Means Committee Fundraiser

The committee will be selling and taking orders for Halloween candy bouquets at Tuesday's monthly meeting. Prices range from \$15 - \$30.

Networking



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

Thursday, October 14
5:00 - 7:00 pm

Hosted by:

Apartments
AT
GRAND PRAIRIE

5400 Sienna Drive
Peoria IL

Chamber Liaison Needed



Are you passionate about your chapter? Do you like meeting people? If you answer yes to both of these questions, then you are the right person to serve as Tri-County's 2010-11 Peoria Chamber liaison

Email your interest to the Membership Committee listed below:

Cindy Johnson, Chair
cjohnson7472@gmail.com

Donna Greer, Co-Chair
dgreer@midstate.edu

Tri-County Committee Chairs

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](#), Chair



Bring your completed Star & Stellar form to the October meeting. [Click here](#) for form.

OFFICETEAM®

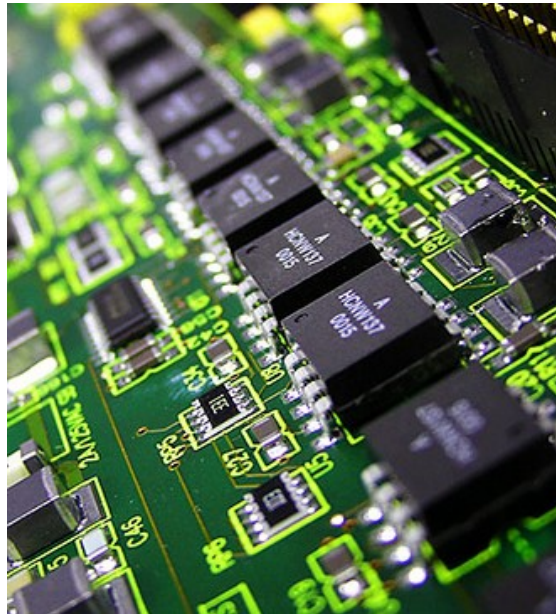
Specialized Administrative Staffing

A Robert Half Company

This article was written by [OfficeTeam](#), a proud sponsor of OfficeArrow and the [world's leading staffing service](#) specializing in the placement of highly skilled administrative and office support professionals

Managing Your Digital Footprint

Chances are, you spend a great deal of your time online, whether it's to maintain a personal website, keep up with friends on social networking sites, interact with other office professionals through discussion boards, or simply surf for news and entertainment. The Web also has changed the way individuals look for jobs - and the way potential employers look at job seekers.



Given the amount of content on the Web today, a hiring manager can learn a lot about you even before he or she calls to set up an interview. In fact, if you're actively looking for a job, you should assume potential employers are using the Internet to search for information about you. That's why it's more important than ever to make sure your online personality frames you in the best light possible.

Here's a step-by-step approach to managing your digital footprint:

Find out where you stand.

Your first step should be to take stock of your online reputation. Search your name, in quotes, on all the major search engines. If your name is common, try combining it with your home city, alma mater, or a current or former employer. Through this process, you should be able to determine what steps to take next, whether that means trying to improve your online image or starting the process of establishing a positive presence on the Web.

Deal with the negative.

If you find something online that may reflect poorly on you (say, college party photos on Facebook or an angry argument about politics you posted to a discussion board), remove

(Continued on page 9)

Happy Birthday

October

- 11th Barbara Calhoun
- 15th Christina Smith
- 22nd Kristen Hinderliter
- 26th Marjorie Repasz

Anniversaries

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



Next Quarter
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@mnci.org



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



Must We Multi-Task? Maybe it's better not to...

Posted by: Joan Burge on 9/13/2010

As I perform seminars throughout North America in every kind of business you can think of, I often encounter people who are proud that they can multi-task.

What about you? Do you regularly multi-task, such as reading e-mails while someone is talking to you on the telephone? I believe that our obsession with technology - with cell phones, computers (as well as e-mails and instant messaging), pagers and fax machines - is creating a lot of stress in our lives. Multi-tasking using these various technologies just makes it worse.

Consider two examples:

Statistics show nearly half of all Americans keep a computer at home primarily as a means to stay in touch or catch up with business while they are out of the office.

Hardly a movie, play or public event can be enjoyed without the interruption of someone's cell phone or beeper.

Bottom line: We can actually be less effective, create mistakes, feel less happy and be less customer-served oriented when we multi-task.

Here are some tips that can help:

Focus on a single project. Don't be tempted to jump back and forth to incoming e-mails when you should be finishing a project.

Leave a voice-mail message that specifies the times you will and will not be able to return to phone calls.

Give co-workers your undivided attention when they speak to you face-to-face at your desk. Takes notes, if needed.

When you are on the telephone, listen to understand the caller's needs rather than read mail, collate papers, etc.

Try your best not to be distracted by activity around you, such as co-workers chit-chatting.

To counteract other stress in the workplace, make an honest inventory of how you spend your time. Rearrange your work and schedule to get the best results in the shortest period of time.

So remember, this week - avoid multi-tasking! Keep your focus on what you are doing, and you will do a great job plus feel less stress. Try it. You might like it. Have a great week!

Joan



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](#).

Managing Your Digital Footprint

(Continued from page 7)

the items yourself or contact the site's administrator to see if you can have the content deleted. Despite your best efforts, you may find there is some information that cannot be eliminated. In those instances, be ready to explain the photos or comments to the hiring manager. Also, make good use of the privacy settings on social networking sites, and consider keeping your personal life separate from your professional life - for example, use Facebook to communicate with friends and LinkedIn to network with industry contacts.

Accentuate the positive.

In addition to cleaning up your online image, you also need to make sure that there are several positive mentions about you online. If you are particularly well versed on a topic related to the administrative field, such as using Excel templates to speed up standard processes, consider contributing to discussion groups to share your expertise with other support professionals. Or join industry organizations; information about meetings you attended, notes from a speech you gave or an article you wrote for the group's newsletter may appear online and position you in a positive light. If you have a personal blog or website that you use for professional purposes, include the link in your application materials. You might also include the URL to your LinkedIn profile if it is robust or link to articles you've written about administrative topics. If you lead the hiring manager to the positive aspects of your online profile, he or she may be less likely to go searching for other - possibly negative - information about you.

Keep it up.

Once you establish an effective digital footprint, you have to maintain it. When you comment to a discussion group, for instance, watch what you say, avoid getting caught up in emotional debates, and don't make critical comments about your supervisor or colleagues. Be selective about who you accept into your online network, as potential employers might contact them during the reference-checking process. And every so often, search your name online to make sure your overall profile is still positive. Consider signing up for Google Alert e-mails, which you can automatically receive when new information about you surfaces online.

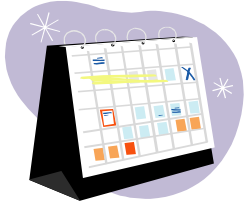
Your digital footprint can say a lot about you, so you need to ensure that it accurately reflects your skills, experience and personality. If you manage it well, your online presence can spark a hiring manager's interest and could land you a job interview - or the job itself.

Resource Websites for Admins

	administrativearts.com
	adminsecret.monster.com
	adminadvisor.com
	asaporg.com
	officeteam.com
	officearrow.com
	planetadmin.net
	proassisting.com
	savetheassistants.com
	theaep.com
	us.deskdemon.com

Pathways to Excellence

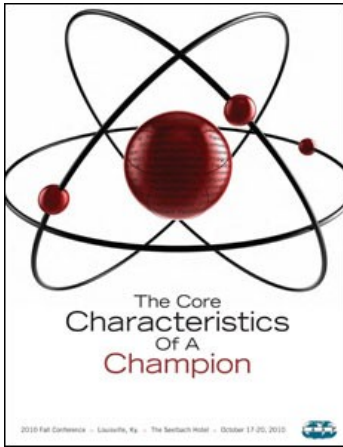
[Click here](#) to review Member of Excellence criteria and commitment form.



Mark Your Calendar for these Upcoming 2010 IAAP Meetings & Events

Tri-County

- September 7, 2010 *“PROJECT-Primary Responsibilities Offer Jurisprudence Excellence Confidence Trustworthiness”*
Jill Wright, Illinois Central College
Location: Jim Maloof Realtor, Peoria, IL
- October 5, 2010 *“Interview Portfolio”*
Leah Grebner, Mid-State College
Location: Jim Maloof Realtor, Peoria, IL
- November 2, 2010 *“How to be Seen as a Key Player”*
Rita Haedicke, OSF Saint Francis Medical Center
Location: Jim Maloof Realtor, Peoria, IL
- January 4, 2011 *“Visionary Leadership and Influencing”*
Steve Grant, S.J. Grant & Associates, Inc.
Location: 309 Restaurant, Peoria, IL
- February 1, 2011 *“Succession Planning for Future Growth of the Tri-County IAAP Chapter”*
Edye Stolz, OSF Saint Francis Medical Center
Location: 309 Restaurant, Peoria, IL
- March 1, 2011 *“Business Ethics”*
Lisa Plantamura, AAIM Employers’ Association
Location: 309 Restaurant, Peoria, IL
- April 5, 2011 *“Administrative Professional Event”*
Program and Speaker to be determined
Location: Fairview Farms, Peoria, IL
- May 3, 2011 *“New Technologies”*
Alisha Raab, Pearl Technology
Location: Two25 at Mark Twain Hotel, Peoria, IL
- June 7, 2011 *Annual Chapter Meeting: New Board Installation, Awards*
Location: Two25 at Mark Twain Hotel, Peoria, IL

International**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>

Speakers:

Cal LeMon is the President of Executive Enrichment, Inc. in Springfield, Missouri, a corporate education and consulting firm, assisting organizations to become more productive through effective leadership. Cal's online, monthly journal for career development, *LeMonAide*, now boasts 10,000 eager readers.

Steven Iwersen is the author of *Chasing Porcupines: How To Lead Prickly People* and President of Aurora Pointe LLC, a speaking and leadership development firm. He teaches audiences how to gain focus on the essentials that create greater personal potential and a positive influence on others.

Jeff Lanza was an FBI Agent for over 20 years. During his tenure at the FBI, he investigated corruption, corporate fraud, money laundering, computer crime and organized crime. Mr. Lanza is a professional speaker who has provided over 750 presentations on the topics of crisis communication, ethics, identity theft, cyber-crime and more.

2011 EFAM (Education Forum and Annual Meeting)

July 24-27, 2011

Montreal Quebec, Montreal Convention Center

More details will be available January 2011



International Association of
Administrative Professionals®
Tri-County Chapter

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*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...*

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