



International Association of
Administrative Professionals®
Tri-County Chapter

Tri County Connection

November 2009
Volume 5 Issue 48

NEXT CHAPTER
MEETING



November

Chateau on the Lake
Route 29 - North Pekin

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

“Tools of Social Networking”

Presented by:
Esmeralda Gloria

Administrative Assistant,
Caterpillar Logistics
Services, Inc. & IAAP Tri-County
Vice President

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Gift of Membership

... A new program is being launched by Headquarters

Do you have a special co-worker or friend who is also an administrative professional? If you'd like to do something special for him or her, we have the perfect idea: The **Gift of Membership**. It's a great way to introduce your friends and co-workers to IAAP. Maybe it's a way to help that admin who just got laid off, or as a special gift for your son or daughter who is now a part of the profession.

It's easy to give the **Gift of Membership**. You can either mail/fax in the Gift of Membership form or call Headquarters with your information, including payment, and the name and contact information of the recipient. After the membership department gets the information, they will send out an e-mail informing the recipient of his or her **Gift of Membership**. It only takes a few minutes but gives a gift that lasts an entire year.

Don't let another day go by. Give the perfect gift, the **Gift of Membership**. You can access the sign-up forms here: <http://www.iaap-hq.org/join/gift.html>

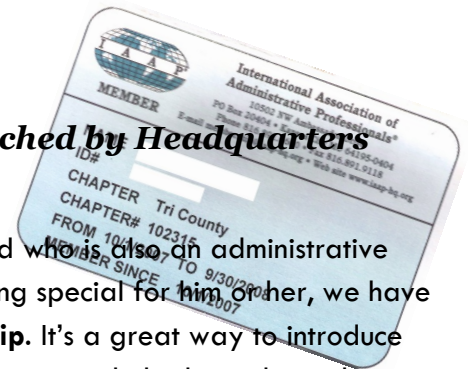
New Member Inducted

Jannise Bush (picture on the right in photo), who transferred in from an at-large membership, was inducted into the chapter during October's meeting.



Welcome Jannise!

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



Tri-County News & Events

October's Star Member of the Month Winner!

WooHoo!



Remember to complete your sheets for October and return to Esmeralda prior to the November 3 chapter meeting.

Baby News!

Barb Atkins and family welcomed an 8 lb, 15 oz, 20.5" grandson, Alexander Jackson Kent, on October 8th.

Marge Repasz and family welcomed a 7 lbs, 1 oz. granddaughter, Olivia Jane Repasz, on September 21st. This is the 16th grandchild for Marge!



Congratulations, Grandma Barb and Grandma Marge!

Mentoring

Please contact Mary Pyatt at mary.j.pyatt@osfhealthcare.org if you are interested in becoming a mentor for our organization.

"Remember, the goal of IAAP is leadership development. If everyone were leaders already, they wouldn't need us."

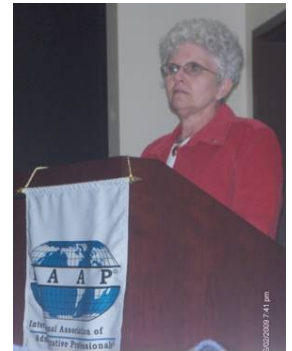
- Excerpt from CONNECTIONS Newsletter/June06

Message from the President

Fall brings thoughts of my mother. We always did major house cleaning in the fall. Even after I married, I would help my mother hand wash all of her knickknacks, polish furniture, wash down walls, wax floors, and the list went on and on. I must admit that my home suffers from lack of major house cleaning. Oh, I clean, but not in the same way my mother

did. I had an opportunity to participate in the webcast, "Part with Your Sentimental Clutter without Breaking Your Heart" by expert Rita Emmett. My mother has been gone for ten years and I still have boxes of her things in storage. Things I will never use. Things I will not sell. Things no one else in the family wanted. What I took from the webcast is that I have my memories of her. I don't need "things" to keep those alive. Choosing specific items to decorate my home, a piece of jewelry, or a lace shawl from her belongings would be sufficient. There are other things in my life as well. How about all those gifts of cute desk accessories, mugs, and pens we receive? How many mugs do we need? We tell ourselves we can't part with an item because it came from so and so.

I have a long weekend coming up and I've designated a portion of that time to parting with sentimental clutter in my home office. I've taken a before picture and there will be an after picture. Multiple desk accessories, pictures, pad folios from everywhere, pens, and memorabilia from events will be packed up and sent away. The first step taken has been to commit to a specific segment of time three days per week leading up to the long weekend. Clearing out the clutter doesn't mean that we don't love the giver. The things in storage could bring joy to someone else. My clutter could be someone else's treasure and my home office space will be clutter free. I know my load will be much lighter.



Judy Zimmerman,
Tri-County President
2009-2010

News from Illinois Division

Report by Diana Hampton, ID Vice President



HQ Profiles Needed!

Remember to go to the IAAP Headquarters website, log-in and create your profile as soon as possible. Our chapter continues to grow, so please remember to add a picture of yourself. Let's set a goal for TC to be the first chapter to have 100% of its member profiles completed!

HQ and ID will be communicating via e-groups and you don't want to be left out! Tri-County has an e-group blog for us to communicate with each other. <http://www.iaap-tricounty.org/IAAPHQ/TriCountyIL/eGroups/Default.aspx>

ID Raffles Announced

The Illinois Division is holding **two raffles to increase interest in CPS/CAP certification and recertification and to generate funds for the Division**. One is a raffle to have your CPS/CAP exam fees paid for the November 2010 or May 2011 exam. Another will pay your recertification fees for 2010.

Ticket costs are as follows:

CPS/CAP Certification Fee Raffle

\$5 each or \$10 for 3 tickets

CPS/CAP Recertification fees

\$2 each or \$5 for 3 tickets

Winners will be drawn at the Illinois Division Annual Meeting on May 2, 2010. (*Winners do not need to be present to win; but we hope you'll be there!*)

The third is a **50/50 raffle**, where half of the money raised goes to the winner! Tickets will be sold all year long with the winner drawn at IDAM on May 2, 2010. We are hoping for one tremendous pot!

Again, winners do not need to be present to win. 50/50 Raffle – \$2 each or \$5 for 3 tickets

Contact Diana Hampton for tickets.

Happy Birthday

November

24th Sharon Dyer

26th Robin Pearson

Anniversaries

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



2:00 a.m.
Sunday,
November 1st

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, November 12
5:00 - 7:00 pm

Hosted by:
**Goodwill Industries
of Central Illinois**
1409 W. Pioneer Parkway
Peoria IL 61615

Peoria Chamber is offering social media sessions, where people can discover, read, and share news, information, and content. For more information visit: <http://www.peoriachamber.org/goto/SocialMediaMemberSessions>

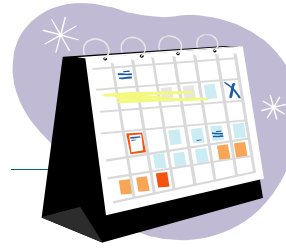


Thursday, November 5
4:30 - 6:00 pm

Hosted by:
Timberlake Rehab & Health
2220 State St.
Pekin, IL 61554



**No Business After Hours
scheduled in November**



Mark Your
Calendar for these
Upcoming Events

November 14

2 One-Stop Holiday Shopping
Exposition Gardens, Peoria

0 December 17
(Tri-County’s holiday social outing)



9 Conklin’s Barn II Dinner Theater
Goodfield, IL

2 March 8-10
Professional Education Conference
Reno, Nevada

0

1 April 18-24
Administrative Professionals Week

0

April 21
Administrative Professionals Day



Information concerning the 2009-2010 Pathways to Excellence program is available at <http://pathways.iaap-hq.org>, including the commitment forms that can be downloaded.



From Chaos to Control: Find Your Sanity at Work *by Joan Burge*

Become A Star Achiever



Do you feel like there aren't enough hours in the day to complete your work? Sometimes, do you feel like you take two steps forward and three steps back? Does your "to do" list seem never-ending? You're not alone! Most of office professionals today feel the pressure of too much to do in not enough time – especially in our tight economy when many organizations have fewer employees, yet the same amount of work.

So, how do we move from a chaotic-feeling environment to feeling like we have some kind of control? First, do an analysis of the little things that eat away at your time throughout the day. I call these "Time Robbers" and they are broken into two categories. As you read the list, think about which ones happen to you most often.

Time Robbers

Factors Externally Imposed

- ◆ Telephone interruptions
- ◆ Meetings
- ◆ Social visiting
- ◆ Other people's deadlines
- ◆ Unexpected delays
- ◆ Mistakes of others
- ◆ Paperwork and reports
- ◆ Poor communication
- ◆ Co-workers with problems
- ◆ Responding to crises

Factors Self-Generated

- ◆ Lack of good organization
- ◆ Procrastination
- ◆ Trying to do too much
- ◆ Snap decisions that backfire
- ◆ Failure to listen
- ◆ Inability to say "no"
- ◆ Lack of motivation
- ◆ Lack of focus
- ◆ Lack of creative effort
- ◆ No system of self-accountability

Procrastination. Do not keep putting off a task that needs to be done. Tackle tasks promptly. Remember to use this rule: Handle each piece of paper (or each e-mail) only once.

Outside Interruptions. Politely prevent others from disrupting you at your desk. How can you tactfully do that? Try any of these three methods:

- ◆ Don't put down your pen or pencil, and don't stop working. Don't relax or fold your arms. Instead, lean forward or sit upright. Glance up only to say "Hello, Bill. How may I help you?" or "Hi, Bill. What can I do for you?" This visually signals to Bill that you are not dropping your work to chit-chat with him. You are acknowledging his presence and want to help.
- ◆ Since some people may not get your message, physically do something; pick up the phone and start dialing or turn to the computer and begin typing.
- ◆ Be friendly, but direct. Say something like, "Bill, I'd like to talk to you, but I'm in the middle of a deadline. Maybe we can talk at lunch or later in the day."

Wasted Steps. Save steps. Organize your work logically according to the errands you must do to avoid unnecessary trips back and forth. For example, accumulate items for copying, and plan to go to the copier two or three times per day. Unless something is urgent, you can put it aside for planned trips. You can save even more steps by planning out your errands and making sure you have everything you need before leaving your desk.

Lack of Detail. When given a project or task, get all the information you can at once. This way you will avoid going back several times to the person who initiated the task. People often give us a piece of information rather than the entire picture

Joan Burge Webinars *for the Administrative Professional*

Joan Burge **FREE** Webinar Series:

26 Weeks to Administrative Excellence

Take your career to the next level! View Joan Burge's new series 26 Weeks to Administrative Excellence at www.OfficeDynamics.com

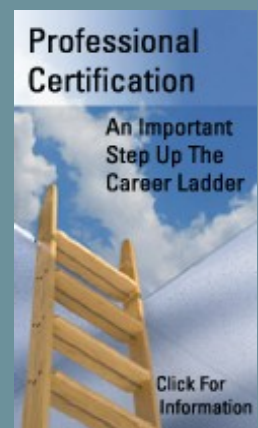
Videos are 4-20 minutes long, and you can start the series at any time.

Resources

[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!

Web Community Tip Of the Month

For smoother and quicker searching in our Web Community, [learn new tricks here!](#)



of their thoughts. Imagine a puzzle. The person providing you with information sees the entire puzzle – the big picture. However, when communicating what is needed, he or she may only give you a small part. This makes it harder for you to do an adequate job. It sometimes creates errors and re-work because thoughts and needs have not been defined clearly. Help others give you the details required to perform at your highest level and most efficiently by asking questions and clarifying what you think you heard.

Inability to Say “No.” Of course you want to be helpful, but what if you are already swamped? How do you decide when to say no to a request? Ask yourself if this is part or an extension of your job. If not, is it a way to advance your career or are you being taken advantage of?

Crisis. A crisis is an unexpected interruption or major impact above and beyond the normal day’s events that requires your immediate attention. Expect the unexpected to occur during the day. Head off crises by finding out why things go wrong and learning to anticipate the outcome of events.

Managing Events. Establish some quiet time throughout the day to get yourself reorganized and mentally back on track so you can tackle the day’s activities and events as they occur, planned or unplanned.

Plan Ahead. It is important to take time to plan the next day and next few days. There is plenty of opportunity to be reactive. The more you plan and organize your work, the less stress you experience and the more effective and productive you become.

Coping With Conflicting Priorities. Everyone in the workplace deals with this, and it is the number one question I hear from administrative professionals in terms of how to handle 4 or 5 "A" priorities. So here are my tips; some might work better than others for you. The most important thing to remember is to stay with the "A" priority task before going to a "B" or "C" even though they may take less time or are more fun!

- ◆ Ask for specific deadlines – not simply “ASAP”
- ◆ Clarify early in the day what is the most important priority for the day (or even do the night before).
- ◆ Make deadlines public information.
- ◆ Start a log sheet. (Share with others on your team or anyone involved in different aspects of the project.)
- ◆ Make your own decision and stand by it.
- ◆ Create a “to do” list and estimate time for each item.

Establishing Priorities

A: This item is of extreme importance.

B: This item is important, but could wait until tomorrow, if absolutely necessary.

C: This item would be nice to complete, but it’s not absolutely necessary.

- ◆ Categorize tasks into A, B or C. (You don’t have to write a list! Prioritize in your mind and place items in your “to do” folder or tray.)
- ◆ Then take the A priorities and decide which is the most important item – the one task that must be done today. That becomes A1, the next most important would be A2, and so forth.
- ◆ Always work on the A priorities before going to B or C priorities.

Build Structure Out Of Chaos. Here is a laundry list of other tips and techniques I have used for more than 36+ years and they all work.

- ◆ Standardize processes.
- ◆ Focus on tasks of high value.
- ◆ Clarify objectives.
- ◆ Learn to think on paper.
- ◆ When given a project or task, get all the information you can at once.
- ◆ Establish some quiet time throughout the day to get reorganized and mentally back on track.
- ◆ Recognize what time of day you are most productive.
- ◆ Excuse yourself from idle chatter after a few minutes.
- ◆ Search for alternatives: a simpler, faster way.
- ◆ When involved in discussions, stick to the issue at hand.
- ◆ Finish what you start; avoid jumping around (multi-tasking).
- ◆ Keep an organized workspace.

Become A Star Achiever

Source: OfficeArrow @ http://www.officearrow.com/the_star_achiever

A Star Achiever stands out in today’s work environment. Becoming a Star Achiever is a lifestyle - a way of thinking, performing and being. Using a philosophy of excellence, Joan Burge helps you dig deep within to draw upon skills, teamwork, strategy and attitude so you grow to your fullest potential. In these monthly columns, she shares advice and gives hints on how to advance your career and become a more indispensable team member.

Joan developed the Star Achievement Series®, a 12-part Certification and Designation (CEAP) training program designed to promote "Star Performance" among administrative, support and front-line staff. She is the creator and host of the Annual Conference for Administrative Excellence™, the World Class Assistant™ Certificate program, and more than 36 customized workshops and seminars for administrative professionals.

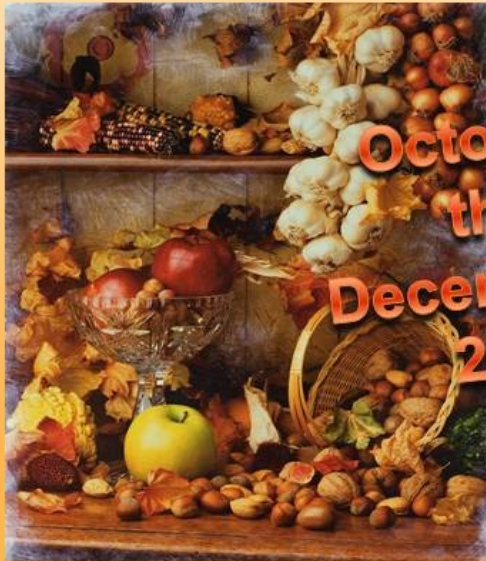


Holiday Fundraiser



Order Now!!

Call Sandie
655-2001
Or Jessica
624-3293



**October 8
thru
December 22
2009**

<i>Pecan Halves</i>	<i>\$8.00</i>	<i>Deluxe Mixed Nuts</i>	<i>\$8.00</i>
<i>Giant Salted Whole Cashews</i>	<i>\$9.00</i>	<i>Whole Almonds</i>	<i>\$7.00</i>
<i>Sweet & Salty Trail Mix</i>	<i>\$5.00</i>	<i>Almond, Cranberry Granola Mix</i>	<i>\$5.00</i>
<i>Blueberry Walnut Granola</i>	<i>\$7.00</i>	<i>Cherry Pecan Granola</i>	<i>\$7.00</i>
<i>Harvest Medley Mix</i>	<i>\$8.00</i>	<i>Choco. Coated Pecans</i>	<i>\$8.00</i>
<i>Choco. Coated Giant Cashews</i>	<i>\$8.00</i>	<i>Choco. Coated Almonds</i>	<i>\$7.00</i>
<i>Choco. Coated Peanuts</i>	<i>\$4.00</i>	<i>Dk. Choco. Cranberries</i>	<i>\$6.00</i>

****All are in 1lb. Bags****

Thank you so much for supporting IAAP Tri-County Chapter!

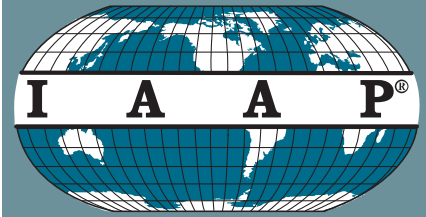
GREAT FOR HOLIDAY GIFTS! 

The IAAP Tri-County Connection is published monthly Sept – June. Deadline for submission of articles, announcements and photos is the 20th of the month.

Please email all correspondence to Debbie Martin at ibmartin@comcast.net.



**Thursday,
November 26th**



International Association of
Administrative Professionals®
Tri-County Chapter
www.iaap-tricounty.org

*Power of Commitment
in Today's Office*

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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