

International Association of
Administrative Professionals®
Tri-County Chapter

Tri-County Connection

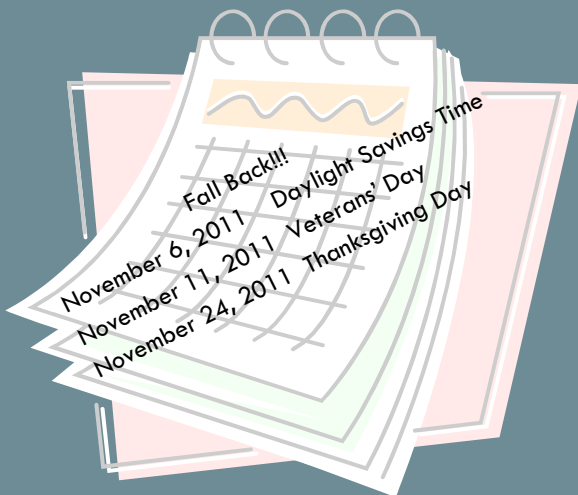
November 2011 ~ Volume 8 ~ Issue 66

Message from the President

Karen Haensel, CPS, CAP
Tri-County President
2011-2012



*Elevating Admins
to Excel in
Today's Office*



We have great speakers planned for this upcoming year and our October meeting did not disappoint -- Craig Fowler had an energetic presentation entitled "Jewels in Your Crown, Mining the Treasures Within". He identified the following skills that are needed to develop ourselves and others:

- * Trust and Integrity
- * Communication
- * Self-Awareness
- * Leadership
- * Diversity and Inclusion
- * Flexibility and Adaptability
- * Mentoring
- * Advocacy

Pathway to Excellence

I'm proud to announce that the Tri-County Chapter completed a successful audit and we have achieved the 2010-2011 Chapter of Excellence award. We should be receiving our banner soon. We are well on our way for another year in achieving the 2011-2012 Chapter of Excellence criteria. We have completed the following to-date:

- * Submitted our programs for the year to Illinois Division
- * Presented 2011-2012 chapter budget to chapter members for approval; submitted chapter budget and annual financial review report to Illinois Division

- * Submitted our 2011-2012 Business Plan to Illinois Division
- * Held Membership Drive in October -- will submit forms to Illinois Division

Have you been working on your Member of Excellence criteria? We need at least 7% of our chapter members to achieve Member of Excellence before we can qualify for Chapter of Excellence. If you have any questions, please don't hesitate to contact me.

Community Project

Just a friendly reminder that our community project this year is Dress for Success. Please bring item(s) to the chapter meetings to be eligible for a drawing at the end of year. Currently the Dress for Success Program seeks purses, blouses and shoes, but they are always happy to receive any type of clothing.

As Thanksgiving approaches, we have many things to be grateful and thankful for in our professional and personal lives. I wish you and your family a safe and wonderful Thanksgiving. ~

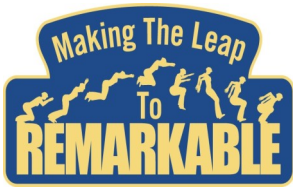


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Christmas Social.
What would you
like to do?



“Star of the Month”

Tri-County recognizes the efforts of our members at each meeting. Each month members can earn points by participating in personal/professional development activities. The points are totaled, submitted to the Leadership Committee, and tracked throughout the year. The *Star of the Month Form* used for tracking points as they are earned can be obtained from a Leadership Committee member or from our Tri-County website under the [Resources](#) tab.

October

Star of the Month
Winner!



Tri-County News & Events

In the News...

Audit Results

To: Judith L. Zimmerman
On behalf of the Tri County Chapter

Subject: Audit: Pathways to Excellence 2010-2011

The 2010-2011 Pathways to Excellence audit is now complete. Congratulations to the Tri County Chapter on achieving the "Chapter of Excellence" designation for the 2010-2011 IAAP year.

In reviewing the backup material to your submission, it is evident that your chapter is committed to IAAP excellence. Your audit backup material is very thorough.

Thank you for participating in the Pathways to Excellence program this past year - keep up the great work!

Sincerely,

The Pathways to Excellence Sub-committee

Chamber “Business After Hours”

Hosted by:



Thursday
November 10, 2011
5:00 - 7:00 p.m.

Henricksen
401 Water Street, Suite 250
Peoria, Illinois



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

MEMBER SPOTLIGHT



Tammy McBride, BA, Administrative Assistant

Jim Maloof/Realtor, Peoria, Illinois
Tri-County Chapter Treasurer

Tammy has been a member of IAAP and Tri-County Chapter since 2008. She enjoys the friends she has made, networking with the other administrative professionals and knowledge she receives from others.

Tammy is a mother of 4, 3 girls and 1 son. They are Jada (20), Dyana (15), Danyelle (14) and Jeffrey (9). She resides with her boyfriend (Steve) and his son (Alex) and has Steve's daughter (Rylee) on weekends. They have an active household of 7! She is originally from New York, just south of Buffalo and has been in this area since 1997. She graduated from Midstate College in May, 2010 with her BA of Science Degree Majoring in Accounting. She has worked at Jim Maloof/Realtor as assistant to Michael Maloof, President and Sponsoring Broker, since September 2005.

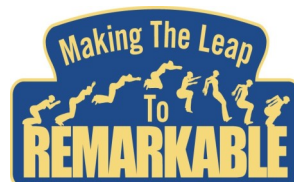
Tammy loves to spend time with her family. She especially enjoys golf, bowling and anything that involves relaxation!!

Employer Recognition



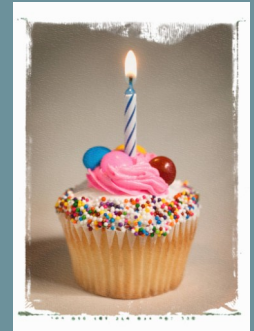
Michael Maloof
President and Sponsoring Broker

Thank you for supporting your employees in



Happy Birthday

Sharon Dyer, November 24



HAPPY

ANNIVERSARY!!!

...to our members who will be renewing this month.



IAAP Member Blogs

Recommended Reading for This Month

This would be a good one to share with your bosses :)

Is There Such A Thing As A FREE Lunch, or There Really Is Such a Thing As "Quid Pro Quo" Virginia...

Created By: [Leonard-Porch, Debra](#) On Fri, Oct 28, 2011 08:52 PM



What would you do?

From Subordinate to Supervisor

Created By: [Hayes, Dewoun](#) On Thu, Oct 20, 2011 12:28 PM



Do you have one to share?

"You want me to do what? " - a collection of the most outrageous requests given to you by your boss

Created By: [Sgromolo, Patricia](#) On Thu, Oct 13, 2011 02:53 PM



Why blog?

Read

For personal and professional growth.

To set you apart from other job candidates, when needed.

Should be started while you are employed.

You do not have to be an expert—be humble and show humility.

Member Submissions

Dale Carnegie "How to Win Friends & Influence People in the Digital Age"

By Janet Vallianatos, Leadership Chair

Since starting my administrative career in 1991 with the Central Illinois Dale Carnegie franchise, I've become more aware of how I make friends and influence others. Smiling, becoming a good listener, give honest, sincere appreciation, don't criticize, condemn or complain are just a few of Dale Carnegie principles that millions, including me, worldwide have learned and follow today.

One of Dale Carnegie's best-selling books "How to Win Friends & Influence People" has sold more than 30 million copies in the past 75 years, and has opened the eyes of millions who have read and followed his commonsense approach to communicating. With the 100th anniversary coming up in 2012, the Dale Carnegie organization has revised his book. "How to Win Friends & Influence People in the Digital Age" will be available October 4th at your favorite book retailer.

In today's world, where more and more of our communication takes place across wires and screens, Dale Carnegie's lessons have not only lasted but have become all the more critical. Though he never could have predicted today's technology, Dale Carnegie proves a wise and helpful teacher in this digital world.

We may communicate today with a wider range of different tools and with far greater speed than he probably could have imagined. But his advice on how to communicate, lead and work efficiently remains priceless for all ages.

To learn more, visit our website at www.centralil.dalecarnegie.com



Becoming the Admin They Can't Live Without (Part 2 of 3)

By Julie Perrine, CPS/CAP, MBTI Certified
Friday, October 7, 2011

Train your executive to delegate. You do this by politely pointing things out to your executive when you see them doing them that you know you could just as easily be doing for them. Do this by asking questions or making gentle suggestions:

- Could I save you some time as you prepare for that meeting by running those reports for you?
- I really enjoy working on presentations like this, if you'd like me to take a first run at this before the next staff meeting, I'd love to give it a try.
- Did you know I love working on newsletters?

I often used this same tactic when I saw my executive doing something inefficiently or simply because this was how he'd always done it.

- As we plan for the next board meeting, would it make you more efficient if I handled [fill in the blank] for you?
- Have you ever considered grouping your one-on-ones together in the same morning or afternoon so you can block your time more efficiently. I'd be happy to help coordinate that for you.

I always appreciate it when my team questions me on things they don't understand or procedures that don't make any sense. It's usually an opportunity to make things run more smoothly. It's an opportunity for you to help your executive work more efficiently, too.

Pay attention to the key company initiatives your executive is involved in or researching. Make it a point to scan the magazines, trade journals, and daily newspapers that come into your office. When you see information and resources related to the projects they are working on or key industry competitors, flag them before you ever put them in their inbox. This saves your executive time and energy in skimming the publications themselves and shows you are engaged in what's going on around the office. I used to spend about five to ten minutes a day doing this when I sorted the daily mail or while I ate a quick lunch. It doesn't have to consume hours of your day, and it's very educational for you as well!


Share new technology or systems with your executive that you think could make your projects and company run more smoothly. Share it with your IT people, too. Don't just sit on information you come across or complain because things don't run well. If you have an issue you'd like to solve, get online and do some proactive research to see what solutions may be available that you haven't seen yet. Network with other professionals online and see what they are using to solve the same problem. On this same note, you can fast track your executive's learning curve by sharing what you've learned with them and the rest of the team about various software, social media, or technology based tools. One of my own team members just did this for me. She suggested we start doing live stream video as a delivery mechanism for our upcoming programs we are planning. I didn't know what that meant exactly, so I asked her to explain. After a few minutes of explanation, I knew she was right. And we'll soon be giving this new technology a try as we deliver training to admins around the globe. All of this was simply because one of my team members was willing to introduce me to new technology and fast track my learning curve. I didn't have to spend time researching it myself; my team did the work for me, and now all we have to do is implement it.

Be a POWER USER of the software you regularly use. Not everyone has to use the same programs in the same ways on their respective jobs. But know which ones you are expected to know as your primary tools to get your job done and be a POWER USER of each of them. Who do your team members ask questions to first when they get stuck in a program? YOU. Being a power user of the program yourself makes it quick and easy for you to answer their questions, but it also ensures you are efficient and effective at doing your job instead of wasting hours trying to figure the program out or using it inefficiently. Take every training opportunity you can get. (If you need some pointers on how to get your training requests approved, [read more here.](#)) For admins, I'd have to especially encourage you to be a power user of your company's calendar management program. There are few things I've seen agitate an executive more quickly than an admin who is sending or updating multiple meeting requests because they don't know how to use the software efficiently or correctly in the first place. It's the straw that breaks the camel's back because it's an irritant that is unnecessary and highly confusing all at the same time.

Continued on page 6.

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



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 Jannise Bush, Editor contactme@jabservices.org

Becoming the Admin They Can't Live Without (Part 2 of 3)

Continued from page 5.

Calendars are sacred because they involve committing people's time, so not knowing what's accurate and what isn't on your own calendar is highly frustrating for your executives and team members. Plus it's a big waste of their time and energy (and yours!) trying to figure it out.

Be willing to learn new things. Get over the fact that software and technology keeps changing; **prepare for it.** In this day and age of advancing technologies, you are going to have to embrace the fact that what got you here won't get you there. You may be able to avoid the company issued smart phone for a while longer, but you should still be learning how smart phone technology works in the meantime. If you're still using Office 2003, you'd better find some training classes as soon as possible for Office 2010; you're going to be in for a BIG shock. When it comes to new software or programs, you really want to have made the transition before your executives and teams do because they are going to have questions and they are going to be asking you. Find out if you can join the pilot programs at your company for rolling these new software packages out so you can be ahead of the curve. The same goes for learning how to use social media sites and developing some website development skills. Just because you haven't been asked to do any web based tasks yet, doesn't mean you won't ever be. Even Sharepoint requires some basic web skills, and a lot of companies are using this technology more and more to stay connected and collaborate across offices around the world.

Learn to listen. This may seem obvious, but it's not as obvious as it should be. It's important to listen to what they are asking and the instructions they are giving the first time before interrupting or assuming. It's also important to watch the non verbal cues that accompany their words. Both are involved in how your executive communicates the message. It's also important to listen to what is happening around you. I have had several executives who thought I knew how to read their minds. I didn't. I simply listened to what was happening in my office space. As the admin, we are many times placed in close proximity to those we support, so I was typically able to hear my executives when they were on the phone promising to send follow up information or documents that I was responsible for sending. I always made little notes as I overheard these tidbits so I could prompt them later if they didn't pass the information along to me (which also frequently happens with busy executives). Often I would catch pieces of conversations that were occurring as team members walked past my desk that gave me clues on how to proactively follow up. Always remember there is a time and a place for everything. It may not always be appropriate to stop someone the moment you hear them say something and ask for more details; follow up discretely later, though, and it will likely be better received. It's not eaves dropping or sticking your nose where it doesn't belong if you're using the information to support the progress and efforts of the team. Always use discretion in how you handle the information you overhear, realize you may not have the full story, and make sure you confirm with the appropriate team members how you should proceed once you do have more information from which to act.

Learn to communicate well both in writing and verbally. If you truly want to support your executive in a meaningful and involved way, you absolutely must be able to communicate well in writing and when you speak. You are a direct representative of your executive and your company every time you send an email and each time you answer the phone. Your boss will be more likely to delegate important responsibilities to you, involve you in higher level projects, and respect your skills and abilities if you can communicate well.

This list of strategies will certainly take you further down the path of **becoming the admin your executive can't imagine his or her corporate life without.** In our final segment next week. I'll take you even deeper and show you how to proactively share your personality preferences with your executive (as well as discover theirs) and show you how deepening your understanding of business operations will make you an indispensable part of your executive's corporate team.

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Julie Perrine, CPS/CAP, is a personality strategist, personal brand analyst, and administrative mentor who teaches administrative professionals and entrepreneurs how to increase their professional opportunities and achieve more productive and meaningful relationships by utilizing innovative technology, ideas, and people. Learn more and request your FREE copy of our special report "Creating Your Strategic Administrative Career Plan" at www.AllThingsAdmin.com



PEP

One of the topics covered:

Discovering Your Talents and Skills . . . "What Will I Be When . . .?"

As indicated last month, I would like to share on a regular basis some of what I learned from attending my first PEP and how it has impacted my life.

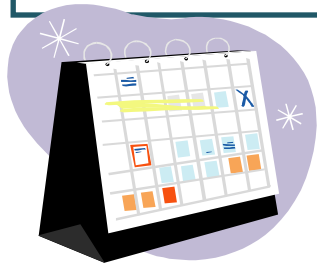
Lessons learned: Just say "thank you" with a smile. "Expert" and "perfect" are not synonymous.

Impact: With this in mind, my self-confidence grows a little more with each task completed.

During this presentation, the speaker made a very interesting observation—women do not know how to take a compliment. If someone tells us we did a great job we often say "thank you but ____." The blank is usually filled in with some observation about how imperfect it was. (Up to that point, I thought I was the only one who did that.) This demonstrates a lack of self-confidence, which was one of the reasons cited why admins do not pursue continuing education and professional development. We do not see our admin roles as careers. They are just jobs that we do.

Admins are experts. Experts "have extensive skill or knowledge in a particular field." Perfect does not exist, so why do we constantly compare ourselves to an unachievable standard? "What will I be when... my confidence level is healthy?" ~





Join Us! Mark Your Calendar for these Upcoming IAAP Meetings & Events

Tri-County



November 24, 2011

Thanksgiving

December—Christmas Social

TBA

Chapter Meetings

- January 3, 2011 "Birds and Bees of E-mail Etiquette" Webinar
Speaker: Dewoun Hayes
Organization:
- February 7, 2011 Time Management/Organization
Speaker: Steve Grant
Organization:

International



Tamra Goodall, CPS/CAP
International President

Message from the President

November 4-5
CAP Exams



OfficePRO® Magazine
OfficePRO® Buyers Guide



Diana Hampton
IL Division President

Illinois Division

2011-2012

Free Webinars

If you did not get a chance to register for the September 18th webinar presented by Marie Herman "Sharing Data Across Microsoft Programs", it is available on the Illinois Division website <http://www.iaap-illinoisdivision.org/Home/>



The next scheduled webinar will be Thursday, November 3rd, "Meeting Planning 2.0" presented by Lisa Olson. You can register via the Illinois Division website.

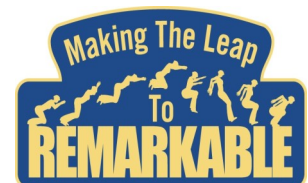


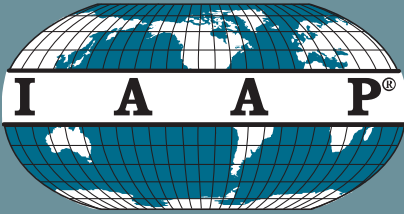
RTF (Retirement and Trust Foundation) is offering scholarships for EFAM.

Scholarships will be given to first-time attendees and individuals who are currently unemployed. Applications can be found on the IAAP website: <http://www.iaap-hq.org/news/re-offering-new-scholarship>



Visit Illinois Division website for more details.





International Association of
Administrative Professionals®

Tri-County Chapter

www.iaap-tricounty.org

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

**Tri-County Chapter
Board**

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Karen Haensel, CPS, CAP

Vice President

Rebecca Heisler, BS

Recording Secretary

Jannise Bush, BS

Treasurer

Tammy McBride

Correspondence Secretary

Barbara Atkins, CPS, CAP

**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

2011-2012 Committee Chairs

Professional Development

Mary Pyatt
mary.j.pyatt@osfhealthcare.org

Leadership

Janet Vallianatos
janetv@mtco.com

Membership

Cindy Johnson
cjohnson7472@gmail.com
Donna Greer
dgreer@midstate.edu

Ways & Means

Deanna Klein
dklein@kac-peoria.com

Public Relations & Marketing

Jannise Bush
contactme@jabservices.org

Committee Tidbits

Help Wanted

PR & MARKETING COMMITTEE

Each task below would require no more than 30 minutes per month of your time and would make a major contribution toward helping your chapter run efficiently and remain a Chapter of Excellence. Your help is needed.

- * Someone to take photos at our Chapter meetings for our newsletter.
- * Someone to submit press releases/announcements twice monthly.
- * Someone to research IAAP on-line communities for newsletter content.
- * Someone to help with generating (and implementing) publicity ideas to maximize chamber resources.
- * Someone to help update the website.

For more information, please contact Jannise Bush, PR/Marketing Chair.

Would you like to serve on a committee?

Yes?

Contact a committee chair today (see contact information above).



**FROM THE NOMINATIONS COMMITTEE**

Would you like to serve on the Illinois Division Board? We need you!

Illinois Division Bylaws
ARTICLE III – Section 3 – Nomination and Election

C. Any Chapter, by vote of its membership, may nominate any of its Professional members or any Professional Division Member-at-Large, as a candidate for Division office as follows:

1. Name, address, and Chapter or Division affiliation of the candidate.
2. Candidate's qualifications and education, professional, and IAAP background.
3. That the candidate is employed in accordance with the IAAP definition of an administrative professional.

D. Nominations may also be made from the floor at the Annual Meeting, by a candidate's Chapter Delegate, or if no chapter affiliation, the Division Member-at-Large Delegate, or if none, any Chapter Delegate, provided that, at least two weeks prior to the Annual Meeting, the qualifications and supporting documents have been submitted to the Committee on Nominations for approval. Nominations from the floor must receive two seconds.

Please contact:

Crystal Davis CPS/CAP
 Home: (630) 323-2867
 Work: (312) 602-8550
 Cell: (630) 415-6142
Crystal.Davis@us.gt.com

Are you interested in joining a Virtual Chapter?

Virtual Illinois Professionals (VIP) may be for you!

IAAP Illinois Division Virtual Chapter Info Session on October 19, 2011 was recorded. If you missed it, the webinar was recorded for your convenience. [Click here!](#)

Illinois Division
2011-2012
Board of Directors

President

*Diana Hampton, CAP, MOA
 Tri-County Chapter*

Vice President

*Tonda Stewart, CPS/CAP
 Tri-County Chapter*

President-Elect

*Marie Hermann, ATM-S, CIWD
 Two Rivers Chapter*

Secretary

*Dewoun Hayes, MAED, CAP
 Chicago Lake Shore Chapter*

Treasurer

*Lisa Olson
 Two Rivers Chapter*

Illinois Division
Committees

Bylaws and Standing Rules
 Certification
 Division Member-at-Large
 Liaison
 Finance
 Membership
 PR & Marketing
 Nominations
 Parliamentary Advisor
 Retirement Trust Committee
 Webmaster



Illinois Division Newsletter

A link to the latest issue is on the ID homepage.

[Click Here](#)

For more information about your ID Board/Committees, [click here.](#)

Tri-County

Elevating Admins to Excel in Today's Office

Options Technology

Each module comes with an easy-to-follow study guide, practice exercises and expert instruction on CD, video or downloadable databases.

Measure how much you've learned by taking pre-test and post-test assessments. If you start on a course at work and then get busy on the job don't worry. There's no time limit to finish.

With Options hands-on learning, you get Comprehensive technology training that will increase your productivity as you move from the basic to advanced levels.

Hone your skills and prove your competency with Microsoft Office certification. Options Technology gives you everything you'll need to prepare for the Microsoft certification exams.

Each manual has been highly rated by ProCert Labs, which tests the percentage of correlation between the information in the materials and its relevancy to the exams. Options Technology has earned one of the highest scores of any instructional materials.

Be confident in your knowledge of Microsoft Office as you use the post assessments to measure your readiness to take your certification exams. Use Options to join the ranks of those who have mastered technology and are certified.

The Options Office Skills Training

Program provides quality training for office support staff through a series of self-study modules spanning four skill levels. Materials can be used individually or in groups. After choosing a skill level, employees can reasonably finish one module per month. Each employee receives a certificate after finishing the module, completing the assignments and submitting them to IAAP. Those who complete all 12 modules are eligible for 24 IAAP Certified Administrative Professional recertification points.

Through Options:

- * Develop confidence
- * Learn to manage difficult customers/situations
- * Become proficient at business writing
- * Gain a variety of new skills without the expense and time of college
- * Refine interpersonal skills
- * Do more with less
- * Adapt to the changing workplace

Desktop Learning with IAAP

The Guide To Making Work Optional

Speaker: Bill Losey

Listen free [online](#).

Ways IAAP Membership Benefits You

- * The opportunities for personal and professional growth can be used to set and achieve yearly evaluation goals that benefit you and your organization.
- * You can advance beyond the opportunities offered in your current position.
- * You can prepare to advance your career either with a current or future employer.
- * You will have more options.

Research/Trends: Listen to recorded interviews.

Bookstore: Series of 50-minute books from \$13.95 to 16.95

OPTIONS TRAINING PROGRAM