

International Association of
Administrative Professionals®
Tri-County Chapter

Tri-County Connection

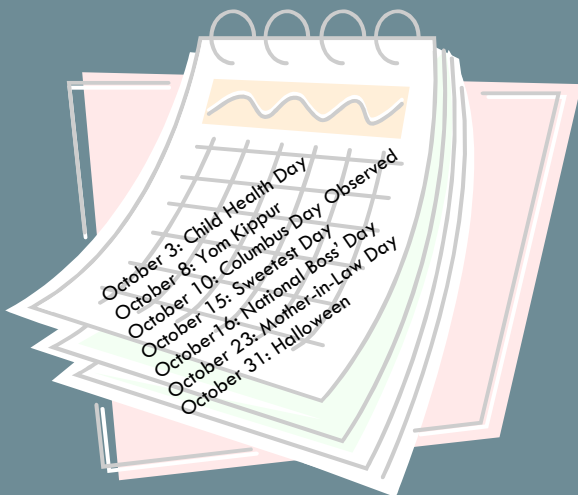
October 2011 ~ Volume 8 ~ Issue 65

Message from the President

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



*Elevating Admins
to Excel in
Today's Office*



At our September meeting, Tim Claxton provided an excellent program on "Making the Grass Greener". We left with many ways to stay motivated, creating a positive influence in our work environment as well as helpful suggestions to decrease the stresses that may occur in our everyday lives ... (smile and deep breathe!).

Fall is here! It is so enjoyable to have comfortable temperatures during the days and evenings. Soon the leaves will be turning to beautiful hues of gold, yellow, and orange. Let's give thanks and enjoy this wonderful time of year. I want to mention a few significant dates in October:

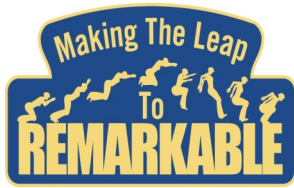
- October 4th – Tri-County will hold its Membership Drive. I want to acknowledge Cindy Johnson, Chair and Donna Greer, Co-Chair for putting this program together in such a quick fashion. Please invite a guest or two to our meeting. We have a dynamic speaker for this event.
- October 7th – World Smile Day – this special day celebrates the yellow smiley face. It offers an opportunity for us to do an act of kindness or help one (or more) persons to smile. Smiling reduces stress and also is very contagious!
- October 16th – Boss's Day – this day is dedicated to all employers and provides us an opportunity to say thank you for supporting us in our roles as administrative assistants. Some attributes that make a good boss are: fair, honest, understanding, approachable, and a good communicator. I hope that all of your bosses reflect these characteristics. The origin of Bosses Day dates back to 1958. An employee, Patricia Bays Haroski, of State Farm Insurance Company in Illinois registered the holiday with the U.S. Chamber of Commerce. Her purpose was to designate a day to show appreciation for her boss and other bosses and she hoped to improve the relationship between employees and supervisors.
- October 31st – Happy Halloween!

Many of you have signed your Member of Excellence Commitment Form. This is a good opportunity to include your participation in IAAP into your performance appraisal. If you do, you will have accomplished one of the criteria in the Pathway of Excellence Member of Excellence -- #11 "integrate IAAP membership and involvement into annual performance plan or review". If you have not signed your commitment form, I encourage you to do so. It is very easy to achieve the eight criteria that are required to achieve the IAAP "Member of Excellence" recognition.

Have a great October. ~

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“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.

**September
Star of the Month
Winner!**

Jannise
Bush

News & Events

In the News...

Fall Shopping Spree

Presented by Central Illinois Admins of Bloomington IL

*The YWCA
Hershey Rd.
Bloomington, IL
Saturday, October 22, 2011
9:00 a.m. – Noon*

Face painting with the Zoo Lady Crew - 9 to 11 a.m.

Expand Your Network

We are invited to attend meetings of the following chapters:

Central Illinois Admins (Bloomington, IL). You will find their schedule of meetings [here](#).

- * \$20.00 if partaking in Meal
- * \$ 5.00 for meeting/speaker only

Cutting Edge (a virtual chapter). You will find their meeting information [here](#).

- * Primary Member (member of the Cutting Edge Chapter): \$5.00
- * Dual Member (member of another IAAP Chapter AND the Cutting Edge Chapter): \$10.00

Chamber “Business After Hours”



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

Hosted by:

SHERMAN'S

**Thursday
October 13, 2011
5:00 - 7:00**

1215 W Glen Ave
Peoria, IL 61614



MEMBER SPOTLIGHT

Deanna Klein, HR Administrator

Komatsu America Corp. , Human Resource Department, Peoria, IL

Deanna is the newest member of Tri-County IAAP. She has been married 33 years and is the mother of two sons. In her free time she enjoys sewing.

Deanna's skills include analytical research and employee relationships. She has a background in office management, human resources, and insurance since 1976.

Tri-County is pleased to have Deanna as a member. We greatly appreciate her willingness to jump right in and take on the role of Chair of the Ways and Means Committee.

Thank you Deanna and welcome aboard!!!

WELCOME

Deanna was inducted at the September meeting by Membership Committee members Donna Greer (on the left) and Cindy Johnson (center).



Employer Recognition

Cathy Aronhalt, Manager

Komatsu America Corp.

2300 Northeast Adams Street
Peoria, IL 61639-0002

Thank you for supporting Deanna in . . .



Happy Birthday

Marjorie Repasz 10/26



IAAP Member Blog

Obtaining Resilience through IAAP

By: [Rose, Azile](#)

Published: September. 16, 2011

When my employer allowed me to become a member in April, I was somewhat timid to this venture since I was appointed the representative for the Administrative Support Team. However, by attending our monthly chapter meetings and attending webinars, it made me and the staff stronger in knowledge and spirit. My boss just gave me a great evaluation with the instruction of positive results from IAAP that was included.

I submit a quarterly report to her about the progress on our Administrative Support Team since we joined IAAP and the senior staff is impressed.

I'm having a great time and will continue to strive for excellence to benefit myself along with my employer. Thanks so much IAAP! ~

IAAP Member Blog

Strategic Plan vs. Business Plan

By: [Brewer, Stacey](#) On Thu, Sep 08, 2011

I've noticed a lot of conversation lately regarding chapters developing a business plan to satisfy the Chapter of Excellence criteria # 5.

It seems that many chapters are simply changing the name on their former strategic plan and calling it a business plan. I would like to emphasize that changing the name on a document does NOT make it a different document! The content itself must be changed.

In the real world, a strategic plan and business plan, while related, are two very different documents. Here's a [link](#) that provides some great explanations! I would encourage everyone to Google it also!

My chapter created a very high-level "business plan" that outlines how we work and what methods we will deliver our mission. We already have bylaws that govern how we operate. So why should we duplicate this document?

Personally, I'm not convinced that a TRUE business plan is necessary for an IAAP chapter. I feel it is a definite must have for IAAP HQ. However, I'm sure there is a reason that the International Board feels it is necessary. Conversely, I think a strategic plan is a must have for IAAP HQ and IAAP chapters! Being that many of our chapter resources are already over tapped, is it really feasible to expect a chapter to have a TRUE business plan? Wouldn't this just be more words on paper? Or is it truly a workable document that is beneficial to chapter leaders?

Developing a strategic plan can truly be beneficial to a chapter in that it can help set priorities and develop initiatives for growth.

I will add my standard disclosure: The contents of this blog are my opinions and personal views based upon my experiences. Your experiences may vary.

~J

I would appreciate your comments!

Member-Suggested Reading

September 2011

The Anticrastination Tip Sheet

From Rita Emmett, Author of The Procrastinator's Handbook and The Clutter-Busting Handbook

Legacy of stuff (Part 4)

In the previous 3 Tip Sheets, I wrote about what to do with the stuff of loved ones who have passed away, and how important it is to communicate with your friends and family about the stuff that YOU might leave behind.



So the questions to start with is: what you are leaving behind and why the heck are you hanging on to that?

Do you understand that for centuries, a family would buy a well built table or chair, or a beautiful lamp or set of dishes, and pass it on to their grown children who happily used it in their house. BUT their house was fairly bare, even the well-to-do didn't have a LOT, and so the new item was a wonderful welcomed addition to their home.

But this is the 21st Century. No generation in the history of the world has ever had as much "stuff" as we have. Think about days of yore when people put all their earthly possessions in a covered wagon to travel out west. Think of the end of the movie, Fiddler on the Roof, where the whole household fit into a cart that they could push like a wheelbarrow to the next town.

In this century, we cannot save all our stuff to pass on to the next generation. There is TOO MUCH of it, and they probably don't want it anyway. It used to be an honor to receive the crib, highchair or bassinet that once belonged to a parent or grandparent. Today, it might be declared "unsafe" and something you would not want to pass on.

We don't even realize how we are so swamped with more stuff than any other generation. While on a tour of Frank Lloyd Wright's home in Oak Park, IL, we saw that the master bedroom closet was no more than 3 feet wide. There was not enough space in the room to fit an additional closet such as a portable wardrobe. I asked the tour guide about where did Mrs. Wright put all her clothes, and she explained that ninety years ago, women had only a few dresses. No need for a big closet. My cousin Mike died at a young age, leaving no family except me. His house was neat and clean, he was not a Pack Rat, but as his best friend, Harry, and I went through his garage, basement, workshop and attic, we constantly asked, "What was he thinking?"

As we came across 8 coffee cans filled with rusty, bent nails that could not possibly be used, we said, "What was he thinking?"

As we came across TWELVE YEARS WORTH of National Geographics, we said, "What was he thinking?" As we came across 42 coffee mugs (a whole cabinet full) and a drawer overflowing with those little packets of soy sauce that comes with take-out, we said, "What was he thinking?"

Then Harry looked at me and said, "I've got to start asking myself, WHAT AM I THINKING? when I see some of the weird stuff that I am saving..... and will never ever use."

There's the question of the day: Look at what is cluttering up your house, your office, your life, and ask "What the heck am I thinking by saving this?"

~From Judy Zimmerman

To read parts 1, 2, and 3 of the Anticrastination Tip Sheet, click [here](#).





feature article

What Your Executive Needs From You

by Julie Perrine, CPS/CAP, MBTI Certified

Throughout my career, I've supported supervisors, managers, vice presidents, and presidents in companies with 5 employees up to 2,500. Some had previous experience in working with an administrative professional, others didn't. There were challenges associated with both. The executives who were used to outstanding administrative support were typically the easiest for me...as long as they didn't expect me to be exactly like the person who had been supporting them before I arrived. I'm sure you can relate. The executives who had never had an admin – or worse yet...had a bad admin – were typically the most challenging. But with a careful assessment of each situation, listening for clues, watching for opportunities, and learning as much as I could about their previous experiences and their current expectations, I was almost always able to win them over. I felt an enormous sense of accomplishment and undeniable pride in my profession when I converted an executive over to not being able to live without his or her admin. To get them to this point, it was my job to continually train and educate them over time on the immense value a super competent, value added, actively engaged administrative professional could add to their life. This is your job, too.



Now the tables have turned, and I've become the "executive in training". I have started building a support team around me. I can tell you it's the most amazing experience of my professional career. It's not that I can't do for myself the things they are doing for me...it's the simple fact that there are 100s of things that need to be done every week. I only have so much time. They only have so much time. So we divide and conquer. I need their help to keep me on track and fill in the gaps as we move forward. In some cases, they are much better at the given task or have more training on it, so they are much more efficient than I could ever hope to be. As a result, I am learning to delegate as many of the other 100s of things as I can to my team. But it has required training and patience from my team as I learn to adapt to this new model of support and working. Your executive is likely in a similar place no matter how long they've had admin support.


I'd like to share with you what I need and expect from my team (and what your executive likely needs and expects from you) as they support me in my executive role:


- I need them to politely **remind, nudge and/or occasionally nag** me to follow up on some things. It's just the nature of the beast.
- I need them to **tell me** when they see me doing something that they know they could just as easily be doing for me instead. They're training me to delegate.
- I need them to **send me information and resources** related to the projects we're working on that they identify as key to the decisions we are making.
- I need them to **identify new technologies** or systems that we should look at to make our projects and business run more smoothly.
- I need them to **fast track my learning curve** by sharing what they've learned with me and the rest of the team about various software, social media, or technology based tools.
- I need them to **point out** when they see me doing something inefficiently because I'm simply stuck in the rut of "this is how I've always done it".
- I need them to be **power users** of the respective software specialties they each have.
- I need them to be **willing to learn** new things.
- I need them to **dig in and figure things** out on their own when we don't have an established project plan or precedent to follow.
- I need them to **question me** on things they don't understand or procedures that don't make any sense. It may be an opportunity to make things run more smoothly.

Continued on page 6.

Resource Websites for Admins

Administrative Arts	administrativearts.com
Admin Advisor	adminsecret.monster.com
	adminadvisor.com
	asapora.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



feature article

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What Your Executive Needs From You

Continued from page 5.

- I need them to **share their ideas** and brainstorms with me even if we aren't able to implement each and every idea they present. This openly collaborative environment becomes electric over time.
- I need them to **tell me** if one of the tasks or projects they are working on is something they absolutely hate doing. I want every member of my team working in their areas of strength the *majority* of the time so I get their BEST every time they touch my projects and as a result they love what they are working on for me, too.
- I need them to **be fully aware of who I am**— my strengths, my personality type, my communication styles, my passions, my interests – so they fully understand how and why I work and communicate the way I do.
- I need them to **share who they are** with me also...their personality types, interests, strengths, etc. so I can fully appreciate who they are.
- I need them to **be problem solvers**.
- I need them to **take the initiative** to fix things that they see need fixing...and to know when they need to ask and when they should just take care of it.
- I need them to **educate me** on their communication styles and preferences so we communicate as effectively as possible.
- I need them to **share their professional goals** with me so I can support them on their career journey just as they support me on mine.
- I need them to **hold me accountable** for doing what I say I'm going to do.
- I need them to **capture the "to do list" items** as we talk through things and then **track them** to make sure we get them done.
- I need them to **initiate the follow up** calls and emails on the "to dos" we are working on so I don't have to remember yet another series of details.
- I need them to **understand how businesses run** so they fully understand and participate in what we are doing each and every day.
- I need them to **professionally represent me and my company** in all they do.
- I need them to **be patient with me** because just like everyone else...I'm still a work in progress.

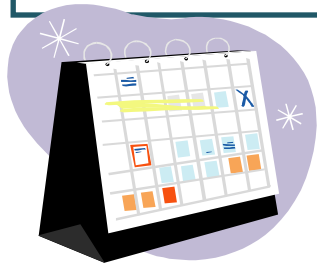
This may seem like a lot. It is. But running a department, managing a team, and leading a company is a lot...a lot of details, a lot of moving parts, a lot of responsibility. That's why **successful executives need outstanding administrative professionals**. I would bet that your executive may need many of these same things, too...even if they have never articulated it to you in these exact words. Even if you've worked together for several years, there are always things you can do to build upon the foundation you've laid and improve the working relationship...to become even more indispensable.

Depending upon the working relationship you have with your executive, some of these things may be easier than others. You may already be doing many of them. What else could you do? Where can you enhance or up level what you're currently doing? Next week, I'll share some of the specific strategies you can use to confidently take action in some of these areas so you **become the admin your executive can't imagine his corporate life without!**

We'd love to hear from you! If you already are doing some of these things...share your strategies with us here by [commenting on this blog post](#).

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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



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

Tri-County

Chapter Meeting

October 4, 2011

"Jewels in your Crown"
Presented by Craig Fowler, CPCU

Location: Midstate College
Address: 411 W. Northmoor Road, Room 303, Peoria, IL

See the [flyer](#) for more details.



* Books will be on sale for \$15.00 each.

October 16, 2011

National Boss Day



International



Tamra Goodall, CPS/CAP
International President

[Message](#) from the President

October 9-12

IAAP Fall Conference
San Diego, CA

November 4-5

CAP Exams

OfficePRO® [Magazine](#)
OfficePRO® [Buyers Guide](#)



Diana Hampton
IL Division President

Illinois Division

Webinar

Meeting Planning 2.0:

Beyond the Basics

Presented by Lisa Olson

Hosted by Illinois Division

November 3, 2011 at 7 p.m. CST

Free for Illinois Division IAAP
members!

Non-Division Attendees Only \$10.00

To register visit:

www.iaap-illinoisdivision.org

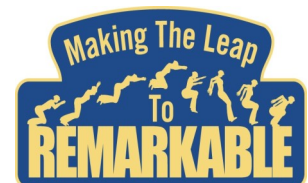
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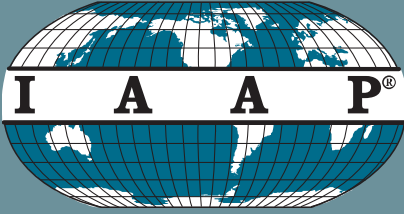
**IAAP Illinois Division is
forming a virtual chapter!**

Informational meetings are
being planned now!

For more information contact:
Diana Hampton, CAP

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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Recording Secretary

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Tammy McBride

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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

Membership

Renewed in May 2011

Jannise Bush, member since 5/1/2009
Jennifer Lee - New Member 05/01/2011
Marge Repasz, member since 5/1/2007

Renewed In June 2011

Tonda Steward, member since 9/1/2004
Judy Zimmerman, member since 8/1/2005

Renewed July 2011

Teri Cagle, member since 10/01/2006
Esmeralda Gloria, member since 8/1/2007

Renewed August 2011

Ciana Brown, member since 10-01/2009
Deanna Klein, New Member 08/01/2011

*Congratulations and Thank You! Thank You for investing in yourself and the IAAP Tri-County Chapter. By renewing your membership you are part of the glue that holds us together. You are the wind in our sails, the brightness of the sun and our voice to others. **Together Everyone Accomplishes More – TEAM!** Your chapter can only be as strong as you want it to be. You have the power and hold the key to your destiny.*

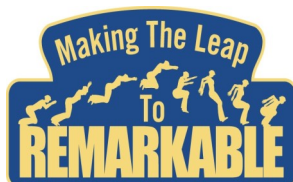
~ Membership Committee

Public Relations / Marketing

The Tri-County Facebook page was created as a way for members to engage other office personnel and become a resource. We, as members, have a lot to offer and we have access to a lot of resources and information that may be useful to others. We also have fun as we learn and grow professionally. Here are a few ways each member can contribute to make our Facebook page a success.

- Share milestones
- Ask questions/start a debate
- Have a contest
- Submit special offers
- Use fill-in-the-blank prompts
- Offer useful tips
- Share a resource
- Post interesting facts
- Ask for predictions

A partial list from SocialFreshAcademy.com.



*Tri-County is a
Chapter of Excellence!*



Personal Enrichment Program (PEP)

Seeking and Building the Right Relationships

Uncover the Secrets of SharePoint

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

“I attended PEP this weekend for the first time. I can truly say I learned a lot. First of all, I was considering the possibility of using SharePoint in my business as a virtual assistant. The decision was not final because I had not had the opportunity to see SharePoint in operation. I have attended presentations about SharePoint, but I needed more detailed information before I made the decision to invest. After seeing Stew Fairly’s presentation with the level of detail he included in his presentation, I can now make a fully-informed decision about how beneficial SharePoint can be for me in communicating and working with my clients.

Over the next few months, I will be sharing more of what I learned and how I am using what I learned in my day-to-day life. A personal philosophy of mine is I cannot say I have truly learned something if it does not bring about a change in my life—the way I think or the way I do things. In addition, I hope other PEP attendees will share the same and help demonstrate the true value of all that IAAP has to offer.”

Jannise Bush, Newsletter Editor ~



Illinois Division

2011-2012

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Tri-County Chapter*

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Illinois Division

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Certification
Division Member-at-Large
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Finance
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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. ~

Training Programs Available for Chapter/Member Use.

Everything You Need to Give a Standing-Ovation Presentation.

The Education and Professional Development Department at IAAP Headquarters now offers selected training programs to members at no charge in electronic format. Programs are set up for you or a chapter member to facilitate. These programs are 1 to 2 hours in length and **may be used as IAAP chapter activities or presented by IAAP members at their companies**. You'll receive: program description and step-by-step instructions; equipment requirements; a complete script or detailed notes; and handout masters.

Titles:

- * Succession Planning (1 hr)
- * Success By Design: Your Professional Skills Portfolio (2 hrs.)
- * Business Etiquette For The Business Professional (1.5 hrs.)
- * We've Got To Stop Meeting Like This (1.5 hrs.)
- * Communication Across Generations (1.5 hrs.)
- * Market Like A Pro (1.5 hrs.)
- * People Reading: The Vital Role That Active Listening Plays In Effective Communication (1.5 hrs.)
- * The Land Of Ah's: Storytelling As A Powerful New Business Communications Tool (1.5 hrs.)
- * Building Trust (1.5 hrs.)
- * Grace Under Pressure: Techniques For Maintaining Your Cool When Things Get Really Hot (1.5 hrs.)

Full descriptions and how to order are [here](#).

Desktop Learning with IAAP

Leading the Boss: How to Improve Your Relationship

The Office Professional: 60-minute Audio Conference

[Order now](#)

Ways IAAP Membership Benefit 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

