

# Administrative Advantage



Wausau Chapter

January/February 2012

## Message from the Secretary



Happy New Year, Wausau Chapter IAAP members! As I reflect back on 2011, I look at all the exciting things I accomplished, and I can be thankful for the many blessings in my life. My husband and I welcomed our first child together, we vacationed in Las Vegas and New York City, and I attended my first Green Bay Packers game at Lambeau Field.

With the new year comes resolutions. Let's start 2012 with a new outlook on the office and how we can be more productive and successful as administrative professionals.

**Work Smarter:** Is answering the telephone and responding to email messages taking up your time? What can you do to be more efficient and effective? Batch similar tasks such as answering emails or making calls to maximize your time. Once the emails are answered and the calls are made, turn off your phone and log out of email. Set aside specific time frames during the day to complete these tasks and stick to it.

**Increase Your Network Inside and Outside Your Company:** Get to know people, what they do, how they do it, and the skills they use. Being a member of IAAP expands your professional network, and you benefit from the experience of others in your profession. Attend monthly chapter meetings to learn about a variety of topics relevant to your profession. Meetings are held the second Wednesday of each month at the Jefferson Street Inn in Wausau.

**Join a Committee:** Being on a committee gives you a broader view of goals and issues. It also challenges your skills, abilities, and knowledge. Consider joining one of the following committees within the Wausau Chapter of IAAP: Administrative Professional Event, Membership, Newsletter, or Publicity. You will have fun!

**Attend a Seminar or Conference:** Learn new techniques, tools, and concepts to make you more valuable in

your position. IAAP's annual conferences and seminars offer a variety of educational workshops and networking. There are also opportunities at the state level including the Wisconsin Division Fall Education Conference and the Wisconsin Division Annual Meeting. Ask me about my experience at the Fall Education Conference!

**Clean Up:** How many of you have a to-do pile on your desk that keeps stacking up? Identify the tasks that need to be completed. Clear time from your schedule to get caught up on the jobs that always get pushed to the bottom and set a deadline to complete those tasks.

**Look Like a Leader:** Dress and act like the person in the job you would like to have. Become a more visible person in your organization. Consider serving as a Wausau Chapter officer for 2012-2013. One of my goals this past year was to serve as a chapter officer. Chapter officers are charged with the interest of the chapter and its members. You serve as a leader and role model to ensure members are engaged in chapter activities.

**Set Goals:** Setting goals gives you long-term vision and short-term motivation. Setting goals will raise your self confidence as you recognize your potential in achieving the goals you have set. Make certification one of your goals for the new year. IAAP offers three professional

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## Important Chapter Dates for 2011-2012

**The Wausau Chapter meets the second Wednesday of each month at 5:30 p.m. at the Jefferson Street Inn, 201 Jefferson Street, Wausau, WI**

<b>Feb. 8, 2012</b>	<b>Program:</b> Proofreading Techniques and Strategies <b>Presenter:</b> Carrie Heckendorf, Business Technology Faculty Northcentral Technical College	<b>Apr. 24, 2012</b>	<b>Program:</b> 7th Annual Administrative Professional Event Making the Leap to Remarkable Stoney Creek Inn <b>Presenters:</b> Kinza Christenson Gary Broesch
<b>Mar. 14, 2012</b>	<b>Program:</b> Help Improve the Chances of Hiring Good People <b>Presenter:</b> Donna Staples, SPHR Sr. V.P. Human Resources People's State Bank	<b>May 9, 2012</b>	<b>Program:</b> Annual Meeting and Elections No educational program

## Important IAAP Dates for 2011-2012

<b>Feb. 15, 2012</b>	<b>Registration deadline</b> for Certification and Specialty Exams in May	<b>May 18-19, 2012</b>	<b>Wisconsin Division Annual Meeting (WDAM)</b> Holiday Inn & Convention Center Stevens Point, WI
<b>Apr. 22-28, 2012</b>	<b>Administrative Professionals Week</b>	<b>July 22-25, 2012</b>	<b>International Forum and Annual Meeting (EFAM)</b> Gaylord Texan Hotel and Convention Center Grapevine, TX
<b>Apr. 25, 2012</b>	<b>Administrative Professionals Day</b>		
<b>May 5, 2012</b>	<b>Certification and Specialty Exams take place</b>		

## Chapter Contacts

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Nothing is so commonplace as the wish to be **remarkable**.

~ Oliver Wendell Holmes, Sr.

## Message from the Secretary, Continued

*(Continued from page 1)*

ratings for office professionals: CAP, OM, and TA. It shows employers and colleagues you are committed to the profession. Another goal to consider is becoming a Member of Excellence. By becoming a Member of Excellence, it shows you are committed to the value of your IAAP membership through continuing personal and professional development.

**Make Time for You:** Even though we all lead busy lives, don't forget to take time to pamper yourself. Treat yourself to a massage or a pedicure, watch your favorite television show or movie, read a good book or magazine, buy a treat just for you at the grocery store, or call and catch up with a friend, just because.

Heather Renzelmann  
Wausau Chapter Recording Secretary

## Holiday Social Recap

Nine members of the Wausau Chapter gathered for a relaxing holiday social at the City Grill on the evening of December 14, 2011.

We enjoyed appetizers and beverages while chatting about our holiday plans, how much of our shopping was done, the different ways our companies celebrate the holidays with employees, and many other topics.

delivered, North Central Health Care Center Volunteer Coordinator Mary Venztko responded, "Thank You for your donations this Holiday Season!

We appreciate your help in helping our clients and residents have a joyous Christmas season."



Janet Tharaldson, CAP; Cindy Wilke; and Nancy Kowalski, CAP; networking at the holiday social.



Heather Renzelmann and Janelle Christensen, CAP enjoying the holiday social.



Sue Juedes (from UMR); Ann Dahlke, CAP-OM; and Kathryn, an employee at North Central Health Care pose with the many donated gifts from our chapter.

For our chapter's holiday community service project, we collected donations for the residents and clients of North Central Health Care. When the donations were



Vicki LaPorte-Gesicki; Ann Dahlke, CAP-OM; and Shirley Ecker also attended the holiday social.



## Community Service Thank You Letter



December 15, 2011

IAAP Wausau Chapter  
C/o Ann Dahlke-President  
UMR  
PO Box 8076  
Wausau, WI 54402-8076

Dear Ladies & Gentlemen:

Thank you for thinking of us this Christmas Season. We appreciate your kindness and generosity. Your donation of numerous boxes of Christmas gifts will help make the holidays brighter for a lot of clients and residents here at our Facility.

**I love the Christmas season,  
To me it is so grand.  
The spirit of joyous giving  
Breaks forth across this land.**

**It is a time for giving  
To those who have some special need...  
A time for trusting and forgiving-  
A time for doing a worthwhile deed.**

Your thoughtfulness towards our clients and residents will help them have a joyous holiday season. Wishing you and your family Happy Holiday.

Sincerely,

Mary Ventzke  
Volunteer Coordinator

This thank you letter was received from North Central Health Care, in response to the donations we collected for their clients and patients at our November and December chapter meetings.

[www.norcen.org](http://www.norcen.org)

Wausau Campus  
1100 Lake View Drive  
Wausau, Wisconsin 54403  
715.848.4600

Merrill Center  
607 N. Sales Street, Ste. 309  
Merrill, Wisconsin 54452  
715.536.9482

Mount View Care Center  
2400 Marshall Street  
Wausau, Wisconsin 54403  
715.848.4300

Antigo Center  
1225 Langlade Road  
Antigo, Wisconsin 54409  
715.627.6694

## January Meeting Recap

The presenter for our January meeting was Dianne Carroll. Dianne has been a member of the Wausau Chapter since April 2009 and is the organizational development assistant in the Administrative Professional Associate Degree Program at Northcentral Technical College.



Dianne's program *Microsoft Office 2010 and Other Technology Tips* was a popular topic, drawing nearly 35 members and guests out on a cold January evening.

Dianne demonstrated many of the updates Microsoft included when upgrading from 2007 to 2010. She also provided a very helpful handout of Quick Reference Cards for Microsoft 2010 Office, Word, Excel, PowerPoint, and Access.

Dianne also reviewed several helpful websites: Dropbox <http://www.dropbox.com/>, Prezi <http://prezi.com/>, Jing <http://www.techsmith.com/jing.html>, and FileHippo <http://www.filehippo.com/>.

Following Dianne's program, we held our business meeting. After approving the November meeting minutes as presented and listening to the Treasurer's Report, we moved on to new business.

Sheila Rovang, CAP-OM provided an update on our progress in the Chapter of Excellence program. We need to complete an in-person new member orientation prior to June 25, 2012. Sara Gast of the Membership

Committee reported she has been meeting with new members and will work with Sheila to ensure the proper information is captured and reported to the Wisconsin Division in time to earn that point for our chapter. Sheila anticipates our chapter will earn Chapter of Excellence for a fourth consecutive year.

Members were reminded to complete the ten question Winter 2012 survey which opened on January 9, 2012. The survey takes less than five minutes to complete. The responses will be used to help improve our chapter for the benefit of our membership. The survey will close at 12:01 a.m. on January 21, 2012. Two members will be randomly chosen to receive a 4GB USB drive as a thank you for completing the survey. A recap of the survey will be included in the March/April newsletter issue.

Sonia Miller reported on advertising options available on our chapter website and in our newsletter. The Board of Directors approved a special rate of \$50 for ads run between January and June 2012. A copy of the advertising agreement can be found on our chapter website at <http://www.iaap-wausau.org>.

Lynette Hieronimus, CAP nominated Ann Dahlke, CAP-OM for the office of Wisconsin Division secretary for the term of 2012-2013. The nomination was seconded by Lynn Heil. Ann explained the election is held during the business session of the Wisconsin Division Annual Meeting in May and each chapter has one delegate who votes for the officers and amendments to the bylaws and standing rules.

Nominations Chair and Co-chair Lu Prah and Mary Palmer, reminded members to consider running for an office in the upcoming chapter election in May.

## Meeting RSVP Deadline Reminder



The deadline to RSVP for our monthly chapter meetings is 4 p.m. the Friday prior to each meeting.

This is a firm deadline. We need to give the headcount to the staff at the Jefferson Street Inn by 5 p.m. the Friday prior to the meeting.

We will no longer accept late RSVPs for the meal. If you RSVP after the Friday 4 p.m. deadline, you will no longer be able to order a dinner.

Chapter members receive two email reminders prior to the meeting, allowing ample time to RSVP before the deadline for those who wish to order a meal.

## Administrative Professional Event Update

Our 7<sup>th</sup> Annual Administrative Professional Event (APE) is planned for Tuesday, April 24, 2012. The date seems to be approaching quickly as we make preparations for the event. This year's International theme, **Making the Leap to Remarkable** will be incorporated throughout the event.

The day will start early with registration at 10:45 a.m. We will host a vendor expo from 11 a.m. – 12:15 p.m., followed by lunch. After the welcome and IAAP Informational Session, we are pleased to announce Kinza Christensen, a motivational humorist, will deliver an eye opening keynote presentation titled *Increase Your Effectiveness—Be Remarkable*.

Kinza has been recognized nationally as “The Performance Pro,” and will provide strategies for helping us be remarkable as we conquer today's workplace challenges.

As an added bonus, we are excited to have a second presenter, Gary Broesch, director of Corporate Training at Church Mutual in Merrill. You may remember, Gary presented *Give 'Em A Pickle* at our September meeting, which was fantastic. Gary will give an enlightening seminar about dealing with different personalities in the workplace. (We're still working on coming up with a catchy title for his presentation.)

**Raffle Update:** To help offset costs, we are again holding a 50/50 raffle and a gift basket raffle. Mem-

bers are encouraged to donate theme baskets, items, that can be used to create baskets, or logo items donated by their employers/businesses. If you or your employer have any items to donate, contact Lu Prah at [lpahl@rivervalleybank.com](mailto:lpahl@rivervalleybank.com).

**Sponsor Update:** We're also asking Wausau Chapter members and your employers and business networks to consider becoming a corporate sponsor for the APE. Sponsorships can be in the form of a monetary donations, in-kind donations, or individual items for our attendee gift bags. If you or your company is interested, contact Ann Dahlke at [ann.dahlke@umr.com](mailto:ann.dahlke@umr.com).

**Vendor Update:** The committee is also working to finalize the letter and contract to send to potential vendors.

The APE is a great opportunity for Wausau Chapter members to further their education, network, and possibly win prizes, along with earning recertification points. We invite all Chapter members to mark April 24 on your calendars and help make this year's event an outstanding success.

Thank you to the committee members who have stepped forward to plan and help make this event truly **“REMARKABLE.”**

Lynette Hieronimus, CAP  
Wausau Chapter APE Chair  
Lu Prah and Lynn Heil  
Wausau Chapter APE Co-Chairs



Membership Chair Nancy Kowalski, CAP tells attendees about the benefits of membership at the 2011 APE.



A sampling of the raffle baskets displayed at the 2011 APE.



**IAAP's MISSION STATEMENT**  
*"Enhancing the success of career-minded Administrative Professionals by providing opportunities for growth through Education, Community Building, and Leadership Development."*

## Certification News



For members currently holding the CAP certification, IAAP Headquarters has announced a new specialty exam for its Certified Administrative Professional program in the field of technology, called Technology Applications (TA).

To earn this specialty, you must complete three of the OPTIONS Technology modules offered by IAAP, then attain an MOS certification in one of the three modules. If you currently hold an MOS certificate, your previous

certificate cannot be applied to this new specialty exam.

The application deadline for the May CAP exam, OM specialty exam, and the new TA specialty exam is February 15, 2012.

For more information regarding this, visit the IAAP-HQ website and click on the Certification link.

Janelle Christensen, CAP  
Wausau Chapter Certification Chair

## Avery Box Tops Collection

As we begin 2012, I want to share a few reminders regarding the Avery Box Tops coupons. Our chapter collection wrap-up date is April 30, 2012.

I recently received a shipment of Avery Box Tops collection boxes, which you can display in your break room, work area, church, etc. to collect Box Tops coupons. If you are interested in collection boxes, coupon

redemption forms, or need to turn in coupons, contact me at [audrey.mueller@libertymutual.com](mailto:audrey.mueller@libertymutual.com) or 715-843-3347 with any questions related to the Box Tops program.



Audrey Mueller, CAP  
Wausau Chapter Box Tops Coordinator

## Valentine to an Administrative Professional

She's first one in and last to leave, her mark is everywhere. But like a watchful angel, we seldom know she's there.

She guards the gate, protects the boss, efficient through and through. Those binders for this afternoon? All set in Board Room 2.

Mind reading is among her skills, and putting fires out. She juggles tasks and jumps through hoops, yet never one to pout.

Three hands, you see, she does possess, and intellect well bred. Plus humor, tact, diplomacy, and eyes behind her head.

Computer tech and referee, yes party planner too. Committee head, Excel sheet queen—there's nothing she can't do.

We've used the female pronoun, true, throughout this love decree. But sometimes (though it's still quite rare), that admin pro's a he!



*Todd Hunt is business humorist who has spoken at 20 IAAP Division Annual Meetings and APW celebrations. Visit him at [www.ToddHuntSpeaker.com](http://www.ToddHuntSpeaker.com)*

## Getting to Know One of Our Members—Carla Addison

Let me start by saying I am excited to be an Associate member of the Wausau IAAP chapter! This is the second IAAP chapter I have been a part of over the past few years. In fact, my introduction to IAAP started in Birmingham, Alabama.

I was working at the Sheraton Birmingham and Convention Center as a sales manager and my husband was going to Optometry School at the University of Alabama at Birmingham (UAB) when one of my coworkers suggested we check out the Alabama Power chapter of IAAP. They held luncheon meetings once a month on a Wednesday and so I thought, “Okay, let’s go!”

We met several of the women who held committee chair positions that day and decided to join the organization as Associate members. The meetings were educational, fun, and a break from the office! Plus I quickly got to meet and grow relationships with many wonderful women who were established in the area.

Because of our relationship with the IAAP chapter, we were able to host their Regional Conference and we were able to convince our executive chef to put together a cooking class for all the ladies as a conference activity! By the end of the session, they all wanted him to sign their aprons! I was a member of IAAP until my husband and I moved back to Wisconsin, and I truly enjoyed every minute of my membership.

Fast forward to today and we are living in Wausau! I am happy to be back in my home state. And although my home hotel has changed to The Grand Lodge by Stoney Creek (or as others have referred to it ... “the Waterpark Hotel!”) ... I remain a sales manager.

My main objective in my current position is to build relationships with businesses and individuals in and around Wausau that are in need of guestrooms and

meeting space. I am supported by two others in our sales office—our Waterpark Sales Manager Kelsey Knoedler and our Property Service Manager David Brula. Together we work as a team to assist our current and future clients!

I have been with the Grand Lodge for almost a year and a half and have enjoyed getting to know many faces in the Wausau area. Every day is something new and I just love working with so many different people. Whether it’s a company hosting a conference, an individual traveler who will be staying in Wausau for an extended time, or a family planning a reunion, it’s a pleasure to assist!



Earlier, I mentioned my husband, Larry, and I moved from Alabama to Wisconsin after an 8-year hiatus. The two of us met during our college years in Illinois. We were both studying music when Larry decided to switch to Pre-Optometry. During his senior year, we determined that UAB held the most opportunity and as a result, we spent the next four years living in the South!

We have now called Wausau home for a year and a half and actually purchased our first home here. Lucky for me, we moved in May ... as Southern winters are a little different. I was amazed the first year we lived down there that pansies bloom all winter long! They do tease that your blood thins!

Since moving into our new house, we have enjoyed creating a home! Painting and accessorizing have taken up many free weekends. And we love being closer to friends and my family.

Carla Addison  
Sales Manager  
Grand Lodge by Stoney Creek

## The Simple Facts about New Year's Resolutions

Every year, around this time, we resolve to change the way we live for the better. And every year, not long after this time, our resolve fails.

Why is it so hard to keep our New Year's resolutions?

To start with, as humans, we are worse than the focus-challenged Dory, the blue fish, in *Finding Nemo*: "I will exercise. I will exercise. I will exercise. I will... I will... What was it again? Hmm. Oh well. Maybe I'll eat a bag of potato chips and fall asleep on the couch."

As Samuel Johnson said, "People need to be reminded more often than they need to be instructed."

Tradition challenges us: Why wait until the dead of winter to resolve to exercise? Because it's tradition—even though it is also dark 18 hours a day and cold around the clock. Good luck with that.

That tradition also leads us to wait until after seven weeks of holiday-fueled binge-eating to resolve to lose weight. That's like digging a 10-foot hole, shipping off the excavated dirt, then jumping in and resolving to build a 20-foot hill.

Our culture challenges us: During the holidays, you can't swing a pair of ratty underwear without slapping up against a Victoria's Secret advertisement. Talk about unrealistic expectations. We have as much chance of looking like today's models—male or female—as we do of winning the Nextel Cup driving our minivan.

Like NASCAR stock cars, Victoria's Secret models have very few factory-original parts left on them. So while they may be fun to watch, let's not expect the same performance from our own, unmodified chassis.

Technology challenges us: In 1845, in "Walden," Henry David Thoreau wrote about the new technology of the railroad and the effort required to build it, maintain it and then to keep up with the faster pace of life it created. Thoreau said, "We do not ride on the railroad; it rides upon us," perfectly describing our relationship with "labor-saving" technologies.

With BlackBerries, cell phones and email, we can work from anywhere—the family room, the soccer field, the

beach, even the sickbed. About the only place we can't work from is the grave, but I've heard they are working on it. When making a living completely overtakes making a life, what chance do our best intentions have?

So what is the answer? It is this: Simplify.

Start by anchoring long-term goals in what you can control. Don't resolve "to get my teenager to love me." *That* is out of your control! Instead, resolve "to love my teenager no matter what." *That's* one you can control, and as a bonus, both goals become more possible with this approach.

Next, simplify your daily to-do list. Thoreau said, "Our lives are frittered away by detail... I say let your affairs be as two or three, not a hundred or a thousand." When you are feeling overwhelmed, make a list, identify the top two or three items, and then, as Dr. Jim Flamming at First Baptist Church used to say, "Do the next thing."

And don't get down on yourself. Oliver Wendell Holmes, Thoreau's fellow transcendentalist, said, "The greatest thing in the world is not so much where we stand as in which direction we are moving."

*So what is the answer?  
It is this:  
Simplify.*

Finally, let yourself be inspired. God, the laws of the universe, and your family and friends all want you to succeed, and if you follow your dreams, they will help you along.

As Thoreau said, "...if one advances confidently in the direction of his dreams, and endeavors to live the life which he has imagined, he will meet with a success unexpected in common hours... In proportion as he simplifies his life, the laws of the universe will appear less complex... If you have built castles in the air, your work need not be lost; that is where they should be. Now put the foundations under them."

Maybe this year, consider this resolution: Simplify.

*Chuck Hansen is an associate member of the IAAP-Old Dominion Chapter, a motivational speaker, writer and humorist, and author of "Build Your Castles in the Air: Thoreau's Inspiring Advice for Success in Business (& Life) in the 21st Century."* He can be reached at [chuck@chuckhansen.com](mailto:chuck@chuckhansen.com) or [www.chuckhansen.com](http://www.chuckhansen.com).

## Pathways to Excellence (P2E) Chapter of Excellence Progress Chart



Criteria		Completion Date	
1.	Chapter submits annual meeting calendar with education and/or training topics to the members with a copy to the division by October 1.	Sent to Members:	July 15, 2011
		Sent to Division:	July 18, 2011
2.	Chapter submits budget and annual financial review/audit to the members with a copy to the division by December 31.	Sent to Members:	Audit: Sept. 7, 2011 Budget: Nov. 17, 2011
		Sent to Division:	Audit: Aug. 3, 2011 Budget: Nov. 17, 2011
3.	Chapter holds at least one Membership Drive between July 1 and May 31. Chapter submits completed Membership Drive Evaluation form to the division by June 1.	Date of Event:	November 3, 2011
		Form sent to Division:	
4.	Chapter holds at least one New Member Orientation between July 1 and June 25. (New members in attendance must have joined IAAP within the current IAAP fiscal year.) Chapter submits New Member Orientation Evaluation form to the division by June 25.	Dates of Orientation:	July 20, 2011, August 15, 2011
		Form sent to Division:	
5.	Chapter develops and updates business plan. Chapter submits business plan to members with a copy to the division by April 30.	Sent to Members:	October 10, 2011
		Sent to Division:	October 14, 2011
6.	Chapter sends a delegate or submits a proxy (if allowed by division bylaws) to the Division Annual Meeting held in the current IAAP fiscal year.	Form sent to Division:	
7.	Chapter sends a delegate or submits a proxy to the International Education Forum and Annual Meeting held in the current IAAP fiscal year.	Form sent to Division:	April 15, 2011 Ann Dahlke served as delegate to EFAM in Montreal
8.	As of June 30, at least 7% of chapter members (minimum of 2 members) qualify for Member of Excellence.	Names submitted to Division:	

**All eight criteria are mandatory to earn Chapter of Excellence for 2011-2012.**

## Wausau Chapter Library Featured Book

In each newsletter issue, I will select one of the books in the Wausau Chapter library collection to feature. I will provide a brief review of that book's highlights.

The featured book this month is: *Who Moved My Cheese?* by Spencer Johnson, M.D.

In the story, the characters are faced with unexpected change. Eventually, one of them deals with it successfully, and writes what he has learned from his experience on the maze walls. When you come to see "The Handwriting on the Wall," you can discover for yourself how to deal with change, so you can enjoy less stress and more success (however you define it) in your work and in your life.

The chronicle takes less than an hour to read, but its unique insights can last for a lifetime. A MUST read!



A complete list of the books available in the Wausau Chapter library can be found on the chapter website <http://www.iaap-wausau.org/> under the Publications tab. To borrow this or any other book from our collection, contact me by sending an email to [lynette.hieronimus@countymaterials.com](mailto:lynette.hieronimus@countymaterials.com).

Lynette Hieronimus, CAP  
Wausau Chapter Librarian

## Member Birthdays

### January

- 23—Angela Vaughan
- 24—Kathy Ruenger

### February

- 9—Jennifer Borth
- 10—Teresa Anderson
- 14—Sara Paul
- 18—Carrie Kirtland
- 25—Nancy Kowalski
- 26—Diana Paige
- 28—Ann Dahlke

### March

- 16—Janelle Christensen
- 19—Angela Harris-Weiss
- 23—Bonita Buchberger
- 28—Sara Gast



## Membership Anniversaries

### January

- Rebecca Tritten—1 year
- Janelle Christensen—3 years
- Lynette Hieronimus—15 years
- Theresa Seliger—25 years

### February

- Nicole Brummond—4 years
- Shirley Ecker—4 years
- Bonita Buchberger—9 years
- Audrey Mueller—17 years

### March

- Carrie Kirtland—1 year
- Sonia Miller—2 years
- Barbara Brown—3 years



If we are missing your birthday or membership anniversary or the information shown for you is incorrect, please contact [ann.dahlke@umr.com](mailto:ann.dahlke@umr.com) or [nancyk@connexuscu.org](mailto:nancyk@connexuscu.org).

## Membership Changes

Welcome to one new Wausau Chapter member:

- Heather Malueg—November 2011

We also bid farewell to one member who transferred to the Chippewa Valley Chapter:

- Candy Landwehr—December 2011

## Member Milestones



Kelly Clark, CAP-OM, administrative assistant at Liberty Mutual Insurance, passed the Certified Administrative Professional (CAP) exam and the Organizational Management (OM) specialty exam in November 2011.



Robin Krause, CAP-OM, senior executive assistant at Aspirus Clinics, Inc., passed the Organizational Management (OM) specialty exam in November 2011.

To submit a milestone for a future newsletter issue, email [ann.dahlke@umr.com](mailto:ann.dahlke@umr.com). The following milestones will be considered for publication: adoptions, births, weddings, promotions, designations and certifications, recertifications, and degrees earned.

As soon as you can say what you think, and not what some other person has thought for you, you are on your way to being a **remarkable** man.

~ James Matthew Barrie

## IAAP Acronyms

How well do you know the lingo of the International Association of Administrative Professionals (IAAP)?

**APE**—Administrative Professionals Event; our chapter's annual educational conference and our main fundraiser.

**CAP**—Certified Administrative Professional; requires passing an exam comprised of questions designed to test basic knowledge; understanding of concepts, procedures and principles; and application of concepts.

**COE**—Chapter of Excellence; the chapter level of the Pathways to Excellence recognition program.

**EFAM**—Educational Forum and Annual Meeting; held each July. This meeting brings together admins from around the world for continuing education, networking, and association business.

**FEC**—Fall Education Conference; an annual fall conference, hosted by the Wisconsin Division, offering training sessions to enhance any administrative professionals' skills.

**MOE**—Member of Excellence; the member level of the Pathways to Excellence program.

**P2E**—Pathways to Excellence; IAAP's recognition program for members, chapters, and divisions. The program has a set of guiding principles for each level.

**RTF**—Retirement Trust Foundation: The 501(c)(3) organization IAAP created to provide assistance to needy and elderly administrative professionals.

**WDAM**—Wisconsin Division Annual Meeting; annual business meeting and educational conference for Wisconsin chapters held each May.

## Recipe For A Busy Administrative Professional

### Mocha Ricotta Crème

½ cup part-skim ricotta cheese  
 ½ tsp unsweetened cocoa powder  
 ¼ teaspoon vanilla extract  
 1 packet sugar substitute  
 Dash espresso powder (I do not use this ingredient)  
 5 mini chocolate chips (I do not use this ingredient)



Mix together the ricotta, cocoa powder, vanilla extract, and sugar substitute in a dessert bowl. Serve chilled with a dusting of espresso powder and sprinkled with the mini chocolate chips.

Not a huge fan of chocolate or looking for something different? Then try this variation of the same recipe for a change of pace.

### Lime Zest Ricotta Crème

Add ¼ teaspoon grated lime zest in place of the cocoa powder and espresso powder.



Serves 1: Per serving: 261 calories, 15 g protein, 17 g carbohydrates, 14 g fat, 9 g saturated fats, 166 mg sodium, 42 mg cholesterol, 0 g fiber. (Without the espresso powder and chocolate chips, I am sure these numbers are better!)

These recipes were taken from the South Beach Diet Book by Arthur Agatston, M.D.

Submitted by Carrie Heckendorf  
 Business Technology Faculty  
 Northcentral Technical College

## Technology Tips & Tricks



This month, Sara Gast provides us with a helpful tip for using Quick Parts in Outlook and Word 2007 and 2010.

Quick Parts can be found in both Outlook and Word 2007 and 2010. They allow you to save pieces of content so you can easily reuse them without having to type them from scratch.

Here's how you create a Quick Part of your own:

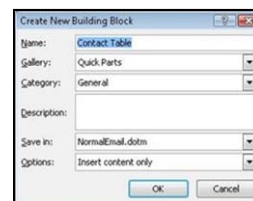
1. **Select the Content You Want to Save.** This step involves selecting the content you have created and want to reuse. In this case, we've selected a table.



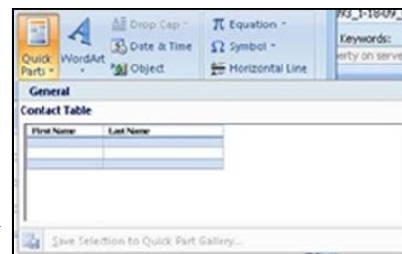
2. **Add the Selection to the Quick Parts.** Now that the content is selected, click on the **Insert** tab in the Ribbon, choose **Quick Parts** and then click **Save Selection to Quick Part Gallery**.



3. **Choose a Name for Your New Quick Part.** Choose a name that you will want for the Quick Part and press OK.



4. **Use Your New Quick Part.** Now that you have seen how easy it is to create Quick Parts, let's look at how it's even easier to use them. Whenever you want to insert your Quick Part, click on the **Insert** tab in the Ribbon, choose **Quick Parts** and you will see a gallery with all your saved Quick Parts.



Clicking on the Quick Part will insert it at the current cursor position. You can find more advanced options by right clicking on the desired Quick Part.

*Jed Brown Outlook Program Manager*  
 The *Living in Outlook* Blog series is about sharing tips and workflows around real-world scenarios.  
<http://blogs.office.com/b/microsoft-outlook/archive/2009/02/02/living-in-outlook-using-quick-parts.aspx>

## Grammar Tips & Tricks



This month, Sonia Miller provides us with several helpful tips for number usage that she found in *The Administrative Professional* by Fulton-Calkins.

1. Spell out numbers 1 through 10; use figures for numbers above 10.

*We ordered nine coats and four dresses.  
About 60 letters were keyed.*

2. If a sentence contains related numbers above and below nine, either spell out all numbers or key all numbers in figures. If most of the numbers are below nine, use words. If most are above nine, use figures.

*Please order 12 memo pads, 2 reams of paper,  
and 11 boxes of envelopes.*

3. Numbers in the millions or higher may be expressed in the following manner to aid comprehension.

*3 billion (rather than 3,000,000,000)*

4. Numbers are spelled out at the beginning of a sentence

*Five hundred books were ordered.*

5. If the numbers are large, rearrange the working of the sentence so the number is not the first word of the sentence.

*We had a good year in 2003. NOT: Two thousand and three was a good year.*

6. Indefinite numbers and amounts are spelled out.

*A few hundred voters turned out for the local election*

7. All ordinals (first, second, third, and so on) that can be expressed in one or two words are spelled out.

*The store's twenty-fifth anniversary was held this week.*

8. When adjacent numbers are written in words or figures, use a comma to separate them.

*On car 33, 450 cartons are being shipped.*

*Fulton-Calkins. The Administrative Professional.  
South-Western, 13th Edition.*

To submit a grammar tip for a future newsletter issue, email [ann.dahlke@umr.com](mailto:ann.dahlke@umr.com).

## Trivia Question

Everyone who correctly answers the following trivia question in the 14 days following the publication of this newsletter issue will be placed in a random drawing for a prize. We'll draw two winners and announce those names in the following issue.

**What new specialty exam has IAAP just announced for its Certified Administrative Professional program? (Provide both the full name and the abbreviation.)**

Hint, the answer can be found in this newsletter!

Email your answer to [ann.dahlke@umr.com](mailto:ann.dahlke@umr.com). Good luck!

The correct answer to the trivia question in the November/December 2011 issue was: *"The Wausau Chapter supported North Central Health Care with our 2011 holiday community service project."*

Congratulations to Cindy Beran and Betty Dotseth, CAP-OM, whose names were randomly drawn from those who submitted the correct answer to the trivia question in the previous issue.

Whatever the status quo is, changing it gives you the opportunity to be **remarkable**.

~ Seth Godin