

Message from the President

July/August 2011

As we start a new IAAP year, we'll soon be making the transition to the new International theme "Making the Leap to Remarkable." The new logo will be available for us to use effective July 28, 2011, following EFAM in Montreal. Personally, I'm eagerly looking forward to a truly **REMARKABLE** year for the Wausau Chapter!

Speaking of remarkable, congratulations to the twelve members who achieved Member of Excellence for 2010-2011. Each year, we have more members earning this honor! See page 8 for the complete list.

I'm excited to announce we once again achieved Chapter of Excellence for the third year in a row! This is important because it helps cover the cost of one half of our website fee. To see which criteria we met to earn the honor this year, see the Pathways to Excellence Progress Chart on page 9. A special thank you goes to Vice President Sheila Rovang, CPS/CAP for tracking and compiling this information for us.

The officers and committee chairs held a board meeting in late June to plan the programs for our 2011-2012 year. Thanks to those of you who completed our summer survey, we had many great suggestions to help us with this process. We're very excited about the programs we've selected and we hope you'll be excited as well. See page 2 for the complete list of what to expect each month.

Our meetings will continue to take place on the second Wednesday of each month at 5:30 p.m. Why not set up a recurring invitation on your calendar right now, before you forget? New this year, **all monthly chapter meetings will be held at the Jefferson Street Inn.**

As our chapter has grown and attendance at our meetings has increased, it's become more difficult to accommodate a group of our size in conference rooms at our members' offices. Over the past year, we also struggled to keep the cost of our meals at or under \$7 per person. Catering costs have increased along with other meeting-related expenses. We made the decision to hold our meetings in one consistent location based on feedback received from you in our February 2011 survey. We realize this is a substantial

change from what you are used to and we look forward to your honest feedback regarding this change when you complete our mid-year survey in January 2012.

Instead of having a member serve as the host for each meeting, we'll review the list of attendees prior to each meeting and ask one of you to serve as the greeter to help our members get to know each other a little better and to encourage us to interact with and meet new people.

Each month, we'll offer a buffet supper to our members for \$12 per person, including tax, tip, and beverage. The buffet dinner will be ready at 5:30 p.m. and each meeting will begin with a welcome message and member introductions, followed by our guest presenter. The business meeting will follow the program and casual networking will be available after the meeting, downstairs in the City Grill.

Our dinner cancellation policy will remain the same. If you become unable to attend a meeting after you have ordered a dinner, you must cancel your dinner reservation by 4 p.m. on the Friday prior to the scheduled chapter meeting, or you will be invoiced for the meal fee.

Ann Dahlke, CPS/CAP
Wausau Chapter President



Inside This Issue

| | |
|--|-------|
| A Message from the President..... | 1 |
| Important Dates for 2011-2012 | 2 |
| Committee Chairs for 2011-2012 and Chapter Contacts..... | 3 |
| Chapter Survey Recap..... | 4 |
| Certification Update | 5-6 |
| Summer Networking Events Recap..... | 6 |
| Getting to Know One of Our Members—Nicole Brummond..... | 7 |
| Pathways to Excellence—Members of Excellence | 8 |
| Pathways to Excellence Progress Chart..... | 9 |
| 15 Ways to Increase Your Influence in Meetings..... | 10-11 |
| Recipe for a Busy Administrative Professional | 11 |
| Member Milestones and Birthdays & Anniversaries..... | 12 |
| Technology and Grammar Tips & Tricks and Trivia | 13 |

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 St., Wausau, WI | | | |
|---|--|----------------------|--|
| Aug. 10, 2011 | Program: Appropriate and Inappropriate Behavior in the Workplace Presenter: Dave Tice, Counselor Aspirus Employee Assistance Services | Jan. 11, 2012 | Program: Software Presentation TBD Presenter: Still Pending |
| Sept. 14, 2011 | Program: Give 'Em a Pickle (Customer Service Presentation) Presenters: Gary Broesch, Corporate Trainer Church Mutual Insurance Company | Feb. 8, 2012 | Program: Proofreading Skills Presenter: Carrie Heckendorf, Business Technology Faculty Northcentral Technical College |
| Oct. 12, 2011 | Program: Minute Taking Presenter: Cari Logemann, Sr. VP & General Counsel, Aspirus, In.c. | Mar. 14, 2012 | Program: Resumes & Interviewing Skills Presenter: Donna Staples, SPHR Sr. Vice President, Human Resources People's State Bank |
| Nov. 9, 2011 | Program A: Certification (30 minutes) Presenter : Janelle Christensen, CPS Certification Chair | Apr. 2012 | Program: 7th Annual Administrative Professional Event No business meeting (Date/location to be determined by committee) |
| | Program B: Effective Networking Techniques (30 minutes) Presenter : Jennifer Bittner, Owner Expressions Gift Baskets by Design | May 9, 2012 | Program: Annual Meeting and Elections No educational program |
| Dec. 14, 2011 | Program: Holiday Social No business meeting | | |

Important IAAP Dates for 2011-2012

| | | | |
|-------------------------|--|------------------------|---|
| July 24-27, 2011 | Education Forum & Annual Meeting Montreal Convention Center Montreal, Quebec, Canada | Nov. 5, 2011 | CAP and CAP-OM exams take place |
| Aug. 15, 2011 | Registration deadline for CAP and CAP-OM exams in November | Feb. 15, 2012 | Registration deadline for CAP and CAP-OM Exams in May |
| Oct. 11-12, 2011 | Fall Conference Sheraton San Diego Hotel & Marina San Diego, CA | May 5, 2012 | CAP and CAP-OM exams take place |
| Oct. 28-29, 2011 | Wisconsin Division Fall Education Conference (FEC) Holiday Inn at the American Center Madison, WI | May 18-19, 2012 | Wisconsin Division Annual Meeting (WDAM) Holiday Inn & Convention Center Stevens Point, WI |

Wausau Chapter Committee Chairs for 2011-2012



A chapter is made up of many leaders. Thank you to the following members who are stepping up to lead the following committees for the coming year.

Administrative Professional Event (APE)

Chair: Lynette Hieronimus, CPS
Co-chair: Luann Prah

Bylaws & Standing Rules

Bonita Buchberger, CPS/CAP

Certification

Janelle Christensen, CPS

50th Anniversary Celebration

Janet Tharaldson, CPS

Historian

Jolie Weiler, FLMI, ACS, AIAA, CSA

Librarian

Lynette Hieronimus, CPS

Membership

Nancy Kowalski, CPS

Newsletter

Editor: Ann Dahlke, CPS/CAP

Nominations

Chair: Luann Prah
Co-chair: Mary Palmer

Publicity

Ann Dahlke, CPS/CAP

Retirement Trust Fund

Betty Dotseth, CPS/CAP

Scholarship/Education

Kathy Ruenger, CPS/CAP

Webmaster

Sonia Miller

We appreciate your time and efforts on behalf of the Wausau Chapter!

Hire people who are better than you are, then leave them to get on with it. Look for people who will aim for the remarkable, who will not settle for the routine.

~ David Ogilvy

Chapter Contacts

| | | |
|--|--|----------------------|
| President Ann Dahlke, CPS/CAP | ann.dahlke@umr.com | 715-841-6808 |
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Chapter Survey Recap

Wausau Chapter members were recently asked to participate in a short survey to gather information about how we can better serve our members. Thank you to everyone who completed the survey.

There were two incentive gifts available to encourage participation in the survey. The two lucky members who each won a \$25 Chamber of Commerce gift certificate are:

- Heather Renzelmann
- Mary Grams

Here is a summary of the questions from the survey along with a sampling of the top responses:

1. Member's first and last name?

We won't list the names of the 30 members who responded to the survey, but we had a response rate of 45%! Twenty-two of you did provide your name, which made you eligible to win one of two \$25 Chamber of Commerce gift certificates. We truly appreciate everyone's time and input.

2. Which days do you prefer for chapter meetings?

Top two responses were:

- Second Wednesday of the month—67.9%
- Second Tuesday of the month—53.6%

3. Which meeting start time do you prefer?

70% of you indicated you prefer to begin our meetings at 5:30 p.m.

4. We noticed an increase in the attendance at our chapter meetings in 2010-2011. If you were one of the members able to attend more meetings, can you help us identify the reason(s) for the increase? (Check all that apply.)

- Not applicable to me—39.3%
- The program topics appealed to me more than in the past—25%

- The change to Wednesdays works better for my schedule—21.4%
- I wanted to attend 8 meetings to earn a Member of Excellence point—21.4%
- I decided to focus more on my own continuing education and networking—17.9%
- I'm a new member just getting acclimated to IAAP—17.9%



5. Indicate any specific topics you would like featured at chapter meetings. Would you be willing to present?

We received a great variety of responses to this question! Thanks to your input, we're planning to offer programs on HR issues such as workplace violence and resume writing and interview skills. Other suggestions included customer service, software training, networking skills, minute taking, and proofreading skills. (See page 2 for the full program schedule.)

7. Are you interested in serving on a committee?

The respective committee chairs will be in touch with members who indicated an interest in serving on specific committees.

8. Is our chapter meeting your expectations? Why or why not?

Twenty members responded to this question and ten skipped this question. All twenty responses were positive.

9. What suggestions do you have to improve our Wausau Chapter?

Thank you for your candor and suggestions for improving our chapter. Your recently elected officers are seriously considering all the great responses to this question. We're excited to implement many of the ideas you suggested.



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 Update

IAAP is moving to one designation for certification beginning November 2011. The CPS certification is being replaced with the CAP certification; CAP certification will become CAP-OM (Organizational Management).



Additional changes for those currently certified are the number of points required for recertification. Currently 90 points are required; this number is being reduced to 60 points. The Experience category is being relabeled as Other Certifications, such as Microsoft certifications. Five points will be awarded for each certification, up to a maximum of 20. The Leadership category will award five points for each position held, up to a maximum of 20. (This includes officer or chair positions for committees). The Education category will be renamed Continuing Education. Thirty points will be a **minimum** requirement in this category. Both workplace and elective categories are being eliminated.

The CAP and CAP-OM exams are both being administered on the first Saturday in November. The CAP exam will be held in the morning and will go from a four-part exam to a one-part exam covering eight areas and take approximately 4-1/2 hours. The Organizational Management (OM) exam will follow in the afternoon and will take 3-1/2 hours. To apply for the Organizational Management certification, you must already have the CAP certification, or be applying for the CAP certification at the same time.

Study materials for the exams are available from Metcalf Educational Services. Prentice Hall no longer offers review materials for the new exam format.

The following is a list of texts used to write the CAP exam questions:

- Bateman, Thomas S. and Scott A. Snell. *Management: The New Competitive Landscape*. Irwin/McGraw Hill.
- Bovee and Thill. *Business Communication Today*. Pearson Prentice-Hall.
- Certo, Samuel. *Supervision*. Irwin/McGraw Hill.
- Dessler, Gary. *Human Resource Management*. Pearson Prentice-Hall.

- Evans, Poppy and Mark A. Thomas. *Exploring the Elements of Design*. Thompson Delmar Learning.
- Fulton-Calkins. *The Administrative Professional Technology and Procedures*. Thompson/South-Western Publishing Co.
- Fulton-Calkins and Stultz. *Procedures and Theory for Administrative Professionals*. South-Western Publishing Co.
- Graham, Lisa. *Basics of Design: Layout and Typography for Beginners*. Thompson Delmar Learning.
- Guffy, Mary Ellen. *Essentials of Business Communication*. South-Western Cengage.
- Horgren, Harrison and Oliver. *Accounting*. Pearson Education.
- Kimmel, Weygandt and Kiesco. *Accounting: Tools for Business Decision Making*. John Wiley & Sons, Inc.
- Norton, Peter. *Computing Fundamentals*. Glencoe McGraw Hill.
- Oliverio, Pasewark and White. *The Office: Procedures and Technology*. Prentice-Hall, Inc.
- Read, Judith and Mary Lea Ginn. *Records Management*. Thompson/South-Western Publishing Co.
- Robbins, Stephen P. and Mary Coulter. *Management*. Pearson Prentice-Hall.
- Schermerhorn, John R. Jr. *Management*. John Wiley & Sons, Inc.
- Shelly, Cashman and Vermaat. *Discovering Computers Complete*. Thompson.
- Smith, Leila R. *English for Careers*. Pearson Prentice-Hall.

The following is a list of texts used to write the CAP-OM exam questions:

- Bateman, Thomas S. and Scott A. Snell. *Management: The New Competitive Landscape*. Irwin/McGraw Hill.
- Bovee and Thill. *Business Communication Today*. Pearson Prentice-Hall.
- David, Fred R. *Strategic Management*. Pearson Prentice-Hall.

(Continued on page 6)

Certification Update, Continued

(Continued from page 5)

- Dessler, Gary. *Human Resource Management*. Pearson Prentice-Hall.
- Guffy, Mary Ellen. *Essentials of Business Communication*. South-Western Cengage.
- Robbins, Stephen P. and Mary Coulter. *Management*. Pearson Prentice-Hall.
- Robbins, Stephen P. and Tim A. Judge. *Organizational Behavior*. Pearson Prentice-Hall.
- Schermerhorn, John R. Jr. *Management*. John Wiley & Sons, Inc.

Additional references to use for review are:

- *The Complete Office Handbook*. Random House, IAAP.
- *The Gregg Reference Manual*. McGraw Hill/Irwin.

Periodicals such as *OfficePro* magazine, *Fortune*, *Forbes*, *Business Week*, and the *Wall Street Journal* are also helpful review materials.

Additional certifications in insurance administration and medical administration are coming.

The application deadline for November's exam is August, 15, 2011. Late applications will be accepted August 16-28, with a late fee of \$50. Following is a link to the application. http://www.iaap-hq.org/sites/default/files/pdf/certification/CAP_OM_Application.pdf

Exam Guides for both CAP and CAP-OM are: <http://www.iaap-hq.org/sites/default/files/pdf/certification/CAPEXAMGuide.pdf> and http://www.iaap-hq.org/sites/default/files/pdf/certification/OM_Exam-Guide.pdf

A recommended 30-40 hours of review are suggested for each exam. If you are interested in a work study group, contact me at (715) 848-1365 Ext. 276 or at janelle.christensen@countymaterials.com.

Janelle Christensen, CPS
Wausau Chapter Certification Chair

Summer Networking Event



On Wednesday, July 13, a small group of Wausau Chapter members gathered along with friends and family for some networking fun on a beautiful summer evening at Athletic Park in Wausau to watch the Wisconsin Woodchucks take on the Green Bay Bullfrogs.

What began as a gorgeous sunny day, turned into a partly cloudy and slightly cooler evening. It was perfect weather for sitting in the bleachers to watch a baseball game! Those in attendance enjoyed good conversation and lots of laughs accompanied by a variety of traditional tasty ballpark treats such as hotdogs and brats.

The game provided plenty of excitement as the Bullfrogs jumped out to an early 0—2 lead. The Woodchucks battled back to lead the game 3—2. Unfortunately, the Bullfrogs scored a two-run homer that the Woodchucks could not overcome. The final score was 3—5.



Wausau Chapter members, friends, and family enjoying the game. (Left to right) **Front row:** Woody Woodchuck; Patti Illingworth, friend of the Dahlkes; Jerome Dahlke, Ann's husband; and Dave Illingworth, friend of the Dahlkes. **Second row:** Rich Heil, husband of Lynn is peeking around Woody, Lynn Heil, Arlene Kroening, and Janelle Christensen. **Third row:** Stephanie Arnold, mother of Tricia Clausen is almost hidden by Woody; Tricia Clausen with son Alex on her lap, who is mostly hidden behind Lynn Heil; and Jenn & Matt Deets, Tricia's sister and brother-in-law, behind Janelle. **Not pictured:** Alex Christensen and photographer Ann Dahlke.

2011 APW Membership Drive Winners

The following article appeared in the June issue of the IAAP newsletter *Connections*.

Congratulations to the following IAAP chapters that conducted a membership drive during Administrative Professionals Week and sustained the highest percentage of net growth from that event:

- 106115 SWANI Chapter (Wisconsin Division)
- 106160 Wausau Chapter (Wisconsin Division)

- 212710 Bermuda Chapter (Greater New England Division)
- 214190 Central Jersey Chapter (New Jersey Division)

These chapters will each receive an IAAP gift certificate in the amount of \$150. Thank you for your passion and purpose in helping grow the association.

Our thanks go to Membership Chair Nancy Kowalski, CPS for her great recruitment speech at our 2011 APE!

Getting to Know One of Our Members—Nicole Brummond



Nicole is a staffing specialist for ABR Employment Services where she assists companies with finding qualified applicants and assists applicants with finding job opportunities that fit their skills. She interviews candidates, does reference checks, and conducts a variety of human resource needs. She's going into her 6th year with ABR. Nicole also acquired her CSP (Certified Staffing Professional) after testing with the American Staff Association, an exam that included lots of labor law.

Nicole previously worked with Springs Window Fashions, Nanik Division, for ten years as international and domestic shipping coordinator. That company closed its doors and went to Mexico. Luckily, because of the Tariff Act, she was able to go back to Northcentral Technical College to get her associate degree in the Administrative Assistant program in 2005. While attending Northcentral Technical College, Nicole completed an internship at Wausau Benefits working with Karla Zygowicz. After graduation, Nicole was referred by Karla to her best friend, Carol Howard, Branch Manager of ABR Employment Services, for their receptionist need. But after only nine months, Nicole was promoted to the staffing specialist position.

Nicole comes from a military family and before moving to Wausau, she lived in Omaha, Nebraska. She graduated from Wausau West High School and then spent some time in Colorado with her brother. On a trip back

to Wausau, she met Brian, the man of her dreams, and instantly knew he was the one for her. That was in 1993 and they married in 1997. He is the assistant manager of the Body Shop for Brickner's of Wausau but is also a race car driver on the side. Brian proudly wears #97 on his car—the year he married his sweetheart! They have two boys, Logan—18 and Austin—12 (their Super Bowl baby), who are both on the honor roll at school. Logan played youth hockey for the Wausau Warjacks and assistant coached this year. He currently plays hockey for Wausau East High School and also has a part-time job. Austin will be a second year pee-pee for youth hockey, loves to do BMX biking, paint balling, and four-wheeling.

Nicole's job at ABR is busy and fulfilling, but her favorite job is watching her boys play hockey and watching her husband race. She absolutely loves to cook and bake and try new recipes, does some card stamping when she has time, was involved with the Workforce Volunteer Council for a while, has been an active member of the NTC Administrative Assistant Advisory Council for the past four years, and is involved with IAAP. Last year she served as recording secretary but soon found out that her hockey mom activities left very little time for taking and transcribing her notes. However, she encourages everyone to serve as a committee or board member because she claims she learned so much more about IAAP by doing that. Nicole's future goals are to continue improving her skills, to continue being an asset to her company, and to continue being a great wife and mom.

Interview by Betty Dotseth, CPS/CAP

Pathways to Excellence—Members of Excellence

Congratulations to the following Wausau Chapter members who achieved Member of Excellence status for 2010-2011!



Janelle Christensen, CPS
2010-2011



Ann Dahlke, CPS/CAP
2010-2011
2009-2010
2008-2009



Cheryl Haebich, CPS/CAP
2010-2011
2009-2010



Angela Harris-Weiss, CPS
2010-2011



Lynn Heil
2010-2011



Lynette Hieronimus, CPS
2010-2011
2009-2010



Nancy Kowalski, CPS
2010-2011
2009-2010
2008-2009



Vicki LaPorte-Gesicki
2010-2011



Sonia Miller
2010-2011



Luann Prah
2010-2011
2009-2010



Heather Renzelmann
2010-2011



Sheila Rovang, CPS/CAP
2010-2011
2009-2010
2008-2009

Of the eleven chapters in the Wisconsin Division, the Wausau Chapter had the most members qualify for Member of Excellence status during 2010-2011. These twelve members represent 18% of our Wausau Chapter members.

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

| Chapter Criteria (need 14 of the 19) | July/ Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | MET! |
|---|--------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----------------------|------|
| Six meetings offer recertification points | ★ | ★ | ★ | ★ | | ★ | ★ | | ★ | | | ★ |
| One member earn CPS and/or CAP (you?) | | | | | ★ | | | | | | | ★ |
| Sign commitment agreement | ★ | | | | | | | | | | | ★ |
| Six newsletters or e-newsletters | ★ | ★ | | ★ | | ★ | | ★ | | ★ | | ★ |
| Participate in IAAP web community | ★ | | | | | | | | | | | ★ |
| Annual calendar & marketing plan | | ★ | ★ | | ★ | | | | | | | ★ |
| Annual budget & monthly statements | ★ | ★ | ★ | ★ | ★ | ★ | ★ | ★ | ★ | ★ | ★ | ★ |
| Maintain full slate of officers & four chairs | ★ | ★ | ★ | ★ | ★ | ★ | ★ | ★ | ★ | ★ | ★ | ★ |
| Leadership/succession officers/chairs trng | ★ | | | | | | | | | | | N/A |
| Delegate to WDAM & delegate/proxy to Int | ★ | | | | | | | | | ★ | | ★ |
| Member on Div or Int. committee/officer | ★ | | | | | | | | | | | ★ |
| Have a seminar, APD or Exec event | | | | | | | | | ★ | | | ★ |
| Apply for Avery or IAAP chapter award | | | | | | ★ | | | | | | ★ |
| Have 15 members & 80% retention | | | | | | | | | | | | ★ |
| Conduct at least one recruitment meeting | | | | | | | | | ★ | | | ★ |
| New member orientation | | | | | | | | ★ | | | | ★ |
| 12% membership increase | | | | | | | | | | | | N/A |
| Sponsor new prof. or student chapter | | | | | | | | | | | | N/A |
| Strategic plan & member survey | ★ | ★ | ★ | | ★ | | | | | | | ★ |
| ★ = Completed items | | | | | | | | | | | TOTAL COMPLETE | 16 |
| Note: Shaded items are mandatory requirements for award | | | | | | | | | | | TOTAL NEEDED | 14 |
| Award: \$100 cash or half off our website fee! What can you do to help us on this journey? | | | | | | | | | | | | |

15 Ways to Increase Your Influence in Meetings



Meeting with groups of people is something we all experience. Whether it's board meetings, business meetings, office meetings, church meetings, or small group meetings, you can do some simple things to build your personal brand and have your words carry more weight.

1. Learn about the participants. If you are attending an important meeting where people will be present whom you have not yet met, learn about them in advance. Google their names, read their websites, review their LinkedIn profiles, or whatever options are available to you. How would you view someone who took the time to learn about you in advance?

2. Dress appropriately. The way you appear in meetings will impact how you are viewed—both at the subconscious and conscious level. When you take pride in your appearance, people will regard you more seriously and will place more value in what you say.

3. Come prepared. Before attending a meeting, review the agenda and come prepared for the discussion. Very few things reflect as negatively on meeting participants as when they are unprepared. If you are part of the presentation, come organized and ready to deliver your message with excellence.

4. Arrive early. When you show up to meetings early, you will likely feel relaxed, comfortable, and in control. Rushing into a meeting at the last minute never feels good. Being there as people arrive allows you to greet and connect with each person individually. Showing an interest in people before the meeting makes them more receptive to what you share during the meeting.

5. Pick a good seat. If appropriate, ask the meeting's organizer where he or she would prefer you to sit. If the seating is open, put some thought into where you would want to sit. As an example, if you will be sitting at a rectangular table, sit at the end of the table. Not only will this allow you to easily see each person at the table, but the end seat is often associated with authority.

6. Conceal your phone. Put your phone on the silent mode when entering any meeting and put it out of sight.

Looking at your phone during a meeting is not only disrespectful, but it is also an indication that the meeting is not your priority.

7. Listen with your whole body. One of the most effective ways to demonstrate your respect for others is to listen with interest. Give your full attention to the person speaking. Make 100 percent eye contact with each person as they speak, lean forward, and listen carefully to what they say.

8. Never interrupt. When people are talking, give them the courtesy of finishing before sharing your thoughts. As you listen, don't give any indication that you have something to say. If you do want to contribute something, wait for the speaker to finish. If everyone is jumping into the conversation, just signal to the person in charge that you have something to share, and then wait until you are called upon.

9. Think before you speak. One of the fastest ways to lose people's respect in meetings is to waste their time with rambling thoughts. Ask yourself, "*What is the best way for my point to be easily understood using the fewest number of words possible?*" People who aren't constantly running their mouths and who are thoughtful in what they say are those who earn people's respect.

10. Participate. If you are part of a meeting, it's important to be an active participant. You can't gain influence if you aren't contributing value. It could be asking a question, volunteering to take the lead on one of the points discussed, clarifying a point, or simply supporting an idea.

11. Take notes. If a topic is being discussed that falls under your area of responsibility, make notes. Don't rely on your memory. Taking notes also indicates that you understand what's being said and are taking your responsibility seriously.

12. Don't be a distraction. Whispering to the person next to you, sending notes around the table, or leaving the room to use the restroom can cause a disruption of concentration for the speaker as well as the audience. It indicates to everyone that the subject being discussed is not important to you.

(Continued on page 11)

15 Ways to Increase Your Influence in Meetings, Continued

(Continued from page 10)

13. Include everyone when talking. When you speak, make it a point to share eye contact with each member of the group. This does not mean scanning the group. It means being intentional to make sure each person feels included.

14. Disagree respectfully. If you have a concern about something being discussed, start by asking questions to better understand the opposing point of view. If you are still concerned, share your position in a humble and respectful manner. If things don't go your way, control your emotions and body language.

15. Don't check out. If you are part of a meeting and a specific agenda item doesn't impact you, stay attentive and involved. I can scan a room and tell who's interested in the discussion and who's not and so can every other intelligent person in the room.

If you will follow these 15 tips at your next meeting, people's respect and admiration for you will grow, your influence among the participants will be felt, your

self-confidence will grow, and your value to the market will increase.

What tips can you share on this subject? What are the things people do that bug you at meetings? What are the characteristics of the people you respect at meetings?

How you conduct yourself in meetings plays an important role in the influence you build within an organization.

About the Author: [Todd Smith](#) is a successful entrepreneur of 30 years and founder of [Little Things Matter](#). To receive Todd's lessons, [subscribe here](#). All Todd's lessons are also available on iTunes as [downloadable podcasts](#). (Todd's podcasts are ranked #20 in [America's top 100 podcasts](#) and #1 in the personal and development field.)

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Recipe For A Busy Administrative Professional

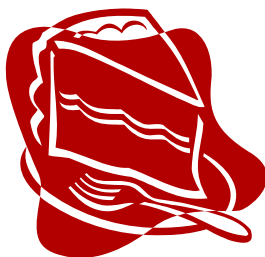
Chocolate Torte

60 Ritz crackers
 ½ c. butter, melted
 2 (4 ½ oz.) boxes instant chocolate pudding
 1 ½ c. milk
 1 quart **softened** chocolate ice cream
 1 large container Cool Whip

Crush crackers. Add melted butter. Press 2/3 mixture in bottom of 9 x 13 pan.

Mix the boxes of instant pudding with the milk. Add the ice cream. Be sure ice cream is soft. Add to pan on top of crumb mixture.

Cover with Cool Whip. Put remainder of Ritz crackers



on top. Refrigerate. (Can also be frozen). Best if made at least 12 hours before serving.

This recipe has become a family favorite. It can be prepared, refrigerated, and served right away, or done ahead of time and frozen. It travels very well when frozen.

We like this best made with chocolate pudding and ice cream but it also tastes great with butter pecan ice cream and coconut cream instant pudding. Or be adventurous and come up with your own combination!

Submitted by Lynn Heil
 Marketing Assistant
 Northcentral Technical Institute

Member Milestones



Cheryl Haebich, CPS/CAP, executive assistant at Graebel Companies, Inc., earned the Certified Administrative Professional rating in May 2011.



Robin Krause, CPS, executive assistant at Aspirus, Inc., earned the Certified Professional Secretary rating in May 2011.



Barbara Brown, CPS, program and services coordinator at the American Society for Laser Medicine and Surgery Inc., earned her recertification in May 2011.



Angela Vaughan welcomed grandson Michael William Vaughan on May 28, 2011. He was 5 lbs., 8 oz. and 19 inches long. Parents Billy and Fran and 10-year-old sister Marris live in Apopka, FL.

To submit a milestone for a future newsletter issue, email ann.dahlke@umr.com.

Happy Birthday



- **July**
 - 2—Mary Grams
 - 2—Candy Landwehr
 - 12—Becky Tritten
 - 14—Mary Palmer
 - 28—Amanda Godleske
- **August**
 - 12—Brittany Rossman
 - 14—Shirley Ecker
 - 15—Cindy Wilke
 - 19—Arlene Kroening
 - 22—Nicole Kubiacyk
 - 26—Pam Karttunen
- **September**
 - 2—Penny Ellenbecker
 - 10—Heather Renzelmann
 - 14—Jean Scherer

Happy Anniversary



- **July**
 - Diane Jehn—3 years
 - Sarah Myszka—3 years
- **August**
 - Penny Ellenbecker—3 years
 - Mary Palmer—3 years
 - Jolie Weiler—7 years
- **September**
 - Mary Grams—2 years
 - Jessica Benton—2 years
 - Sheila Rovang—12 years



If we are missing your birthday or anniversary or the information we show is incorrect, email ann.dahlke@umr.com or nancyk@connexuscu.org.

Technology Tips & Tricks



This month, Ann Dahlke provides us with a helpful tip about some shortcuts to use in Word 2003.

You probably already know you can copy text by using **CTRL + C** and past text using **CTRL + V**, but here are some additional shortcuts you may not know or maybe you once knew but have forgotten!

- **SHIFT + F3**—Use this combination to toggle the selected text between uppercase, lowercase, and sentence case.
- **CTRL + D**—Use this combination to open the font dialog box.

- **CTRL + Y**—This combination will repeat your last action. You can also use F4 to do the same thing.
- **CTRL + DELETE**—When pressed at the beginning of a word, this combination will delete the entire word.
- **CTRL + L**—To left align highlighted text.
- **CTRL + R**—To right align highlighted text.
- **CTRL + J**—To justify highlighted text.
- **CTRL + E**—To center highlighted text.

For a list of even more helpful shortcuts for various Microsoft programs, click on the following link: <http://www.microsoft.com/enable/products/keyboard.aspx>

Grammar Tips & Tricks

Do you know when to capitalize a person's title? I'm often asked why I did not capitalize a title when I provide members with press releases to review.

Corporate, professional, and governmental titles are capitalized when they immediately precede a person's name.

- Wausau Chapter President Ann Dahlke
- Professor Jim Smith of the University of Ohio

When using corporate or governmental titles as part of a descriptive phrase to identify a person rather than as part of the name itself, the title is shown in lowercase.

To submit a tip for a future newsletter issue, email ann.dahlke@umr.com.

- Sheila Rovang, assistant to the CEO and administrative team leader at Aspirus, Inc.
- The treasurer of the Wausau Chapter of IAAP, Cheryl Haebich.



Capitalize the specific names of departments within companies.

- I spoke with Rose from Human Resources.
- Sally is an accountant in the Finance Department.
- The administrative assistants in our IT Department are in a team meeting right now.

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.

Where will the Wausau Chapter monthly meetings take place for the 2011-2012 IAAP year?

Hint, the answer can be found in this newsletter! Email

your answer to ann.dahlke@umr.com. Good luck!

The correct answer to the trivia question in the May/June 2011 issue was: *"The deadline for canceling your dinner RSVP for a chapter meeting is 4 p.m. the Friday prior to a scheduled chapter meeting."*

Congratulations to **Janet Tharaldson, CPS** and **Vicki LaPorte-Gesicki** whose names were randomly drawn from those who submitted the correct answer to the trivia question in the previous newsletter issue.