



A Message from the Certification Chair

Wausau Chapter

January/February 2010

Happy New Year!

If you are like me, the New Year resolutions you initially made are sadly already a distant memory. I have a great idea, though! Why don't you make a new resolution to sit for the CPS and/or CAP exams? Before you say "no way, no how" let me share some information with you that may help ease your fears and encourage you to take on the challenge.

The CPS (Certified Professional Secretary) and CAP (Certified Administrative Professional) exams are based on the premise that an administrative professional should have basic knowledge of office systems, technology, office administration, and management, as well as know how to apply the principles of good human relations and communications. We do these things (and so much more!) in our jobs every day. Therefore, you already have an excellent base of knowledge to build upon. In addition, the Wausau Chapter currently has 19 members who hold the CPS rating and 6 members who hold the CAP rating. This is a huge wealth of knowledge for you to tap into. Use us! Plus, there are usually several individuals at various levels of the study process at all times for you to buddy up with. All that is left for you to do is tackle the nearly 1,000 pages within the exam study manuals.

I will be brutally honest...the exams are not easy. If they were, everyone would be certified, thus diluting its credibility. However, the benefits of certification are numerous for both you and your employer.

For You:

- Greater opportunity for advancement.
- Potential for salary increases/bonuses.
- Greater respect from your employer and peers.
- College credit.
- Most importantly, pride in accomplishment and increased self-esteem.

For Employers:

- It assures that a prospective or existing employee has the highest level understanding and technical skill within the administrative professional field.

Furthermore, employers expect their admin to be thoroughly familiar with current techniques in office practice and procedures and aware of developments in office systems and technologies. In this extremely tight job market, it is critical to stay on top of your game. The CPS and CAP credentials place you one step above the rest.



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Important Chapter Dates for 2009-2010

February 9, 2010	Programs: Leadership Skills for Women in Business Presenter: Diane Postler-Slattery Place: Aspirus, Wausau, WI Hosts: Sheila Rovang CPS/CAP & Vicki LaPorte-Gesicki	April 20 2010	5th Annual Administrative Professional Event (APE) Program: Habits of Highly Effective Employees Presenters: Rick Olson Place: Jefferson Street Inn, Wausau, WI
March 9, 2010	Program: Travel Planning Presenters: Kim Banczak & Scott Hunger of Travel Leaders Place: Domtar, Rothschild, WI Hosts: Kathy Ruenger CPS/CAP & Becky Cushman CPS	May 11, 2010	Annual Meeting and Elections Place: Ruder Ware, Wausau, WI Host: Dorothy Rathjen CPS

Important IAAP Dates for 2009-2010

February 15, 2010	Registration deadline for CPS/CAP Exam in May.	May 7-8, 2010	CPS/CAP Exams
March 8-10, 2010	Professional Education Conference Reno, NV	May 14-15, 2010	Wisconsin Division Annual Meeting, Bridgewood Resort Hotel Neenah, WI
April 18-24, 2010	Administrative Professionals Week®	July 18-21, 2010	International Education Forum and Annual Meeting Boston, MA
April 21, 2010	Administrative Professional Day® (APD)		

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A New Year Message from our Chapter President



The new year is upon us and brings with it new opportunities for personal and professional growth. Your involvement and commitment to IAAP will help you to grow and flourish during 2010! It's encouraging and joyful to see current members and invited guests at each of our monthly chapter meetings. It gives me great inspiration as we continue to grow, share, and learn together. I have a simple message for you today; something for you to think about as we begin a new decade.

Has anyone ever told you what a wonderful person you are?

Think about the following words written by K.D. Stevens:

Just in case you haven't heard these words in a while, I want you to hear them now.

You deserve to know that...

- *It takes someone special to do what you do.*
- *It takes someone rare and remarkable to make the lives of everyone around them nicer, brighter, and more beautiful.*
- *It takes someone who has a big heart and a caring soul.*
- *It takes someone who's living proof of how precious a person can be.*
- *It takes someone just like you.*

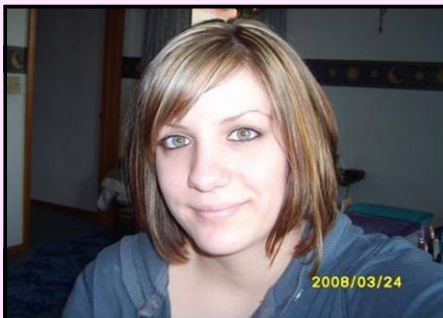
Make this the year of caring, commitment and real joy for yourself and others. Happy New Year!

Angela Vaughan
Wausau Chapter President

Scholarship Award Winner

Brittney Johnson, who attends Northcentral Technical College (NTC), Wittenberg, is the most recent recipient of the Wausau Chapter IAAP Scholarship to the Administrative Assistant program at NTC.

Brittney will graduate in May 2010 with an Administrative Assistant Associate Degree. The \$500 award was presented to her by Angela Vaughan, learning coordinator at Workforce Learning Solutions, NTC, and Doug Jensen, vice president of learning for NTC, on December 5, 2009, at Chet & Emil's in Birnamwood



Brittney Johnson, recipient of the IAAP scholarship award for 2009.

Just as soon as she graduates, Brittney is looking forward to entering the work force full time in her chosen profession as an administrative assistant.

She expressed much gratitude for being chosen to receive this spring's Wausau Chapter IAAP scholarship award. Congratulations, Brittney!



Angela Vaughan presented Brittney Johnson with the IAAP scholarship award at Chet & Emil's, Birnamwood.

A Message from the Certification Chair — Continued

Still need a little more incentive? We are extremely fortunate to have an approved testing site right here in Wausau, at Northcentral Technical College. No travel expenses required!

So...are you up for the challenge? Are you ready to reach the pinnacle of your career? Are you ready to make yourself irresistible to your employer and enticing to prospective employers?

If so, download the *Certification Review* Guide from the IAAP website, and then contact me for additional information on how to apply, study, and pass. You won't regret it!

Sheila Rovang CPS/CAP
Wausau Chapter Certification Chair
sheila.rovang@aspirus.org
715-847-2117

Bylaws and Standing Rules Committee Update

The Wausau Chapter Bylaws and Standing Rules Committee will be reviewing our chapter's standing rules and bylaws.

We plan to meet in February, submit proposed changes to chapter members in March, and vote on the changes at the annual meeting in May.

If you would like to participate on the committee to help review the rules and bylaws, contact Patty Pippenger at 715-842-6776 or patricia.pippenger@libertymutual.com.

Patty Pippenger CPS/CAP
Wausau Chapter Bylaws and Standing Rules Chair

Member of Excellence Update

Pathways to Excellence

In our last newsletter, you learned three easy ways to earn points in IAAP's Member of Excellence program. This month, you'll learn about four more.

- Hold a degree, certificate, or equivalent (a minimum of one year in length) from an accredited college or earn a Microsoft certification. Many of you already hold Associate Degrees from NTC or other educational institutions and can already count this point as one more you have completed. (Place a copy of your degree or certificate in your audit file.)
- Actively participate in Web Community forum discussions or submit an article of 200 words or more for an IAAP publication. An article written for the Wausau Chapter newsletter counts toward this point! (Place a copy of your forum post or the newsletter issue in your audit file.)
- Be a current CPS and/or CAP holder. If you're already certified, this criteria is already met for you! (Place a copy of your certificate in your audit

file.) If you're not, consider joining our chapter's study group to begin working toward this goal.

- Attend non-IAAP professional workshops, seminars, and conferences. This can include training sessions within your own workplace and the educational sessions offered by the Wausau Region Chamber of Commerce. Because our chapter is a member of the Chamber of Commerce, you can attend these events at a reduced cost; often as low as \$15! Another option would be computer courses offered for free through the Marathon County Public Library. (Place a copy of the event flyer and a copy of your receipt, if the course requires payment, in your audit file.)

In the next newsletter, I'll give you ideas for ways to meet more criteria in the Member of Excellence program. In the meantime, if you have any questions, a Frequently Asked Questions (FAQ) section can be found at <http://pathways.iaap-hq.org> or contact me at 715 841-6808 or ann.dahlke@umr.com.

Ann Dahlke CPS
Wausau Chapter Vice President

Pathways to Excellence (P2E) Progress Chart

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		★		★		★	★		★			Need 6
One member earn CPS and/or CAP (you?)					★							★
Sign commitment agreement	★											★
Six newsletters or e-newsletters	★	★		★		★						Need 6
Participate in IAAP web community	★											★
Annual calendar & marketing plan	★				★							★
Annual budget & monthly statements	★	★	★	★	★							Year End
Maintain full slate of officers & four chairs	★											★
Leadership/succession officers/chairs tng	★		★	★								★
Delegate to WDAM & delegate/proxy to Int	★											May
Member on Div or Int. committee/officer	★											★
Have a seminar, APD or Exec event												April
Apply for Avery or IAAP chapter award												Feb
Have 15 members & 80% retention												Year End
Conduct at least one recruitment meeting			★									★
New member orientation												
12% membership increase												Year End
Sponsor new prof. or student chapter												
Strategic plan & member survey	★		★	★								★
<p>As of the end of January, Wausau Chapter has met 9 of the criteria (we need 14!) for the Chapter of Excellence recognition program. We are on our way to this achievement and the \$100 cash award or half off our website! What can you do to help us on this journey?</p>												

December Holiday Social Recap

After being delayed a week due to a winter storm that dumped 11 1/2 inches of snow in the Wausau area, we held our annual holiday social at the City Grill inside the Jefferson Street Inn on December 15.

Those in attendance enjoyed the opportunity to socialize and get to know each other better while enjoying appetizers and a cash bar.

Members were encouraged to bring donations for our annual holiday community service project. This year we chose to support the Salvation Army Shelter with many members donating twin bed sheet sets and sets of towels.



Mary Grams and Nancy Kowalski enjoying the holiday social.



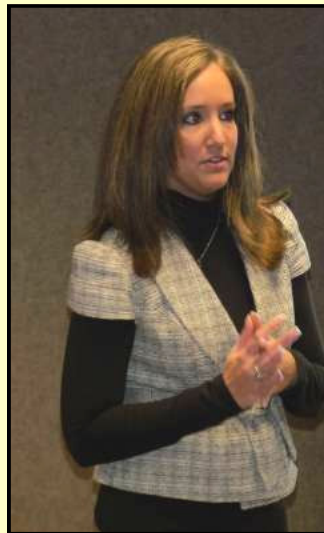
Kay Pomrening is one of our chapter's newest members.



Ann Dahlke and Lynette Hieronimus deliver items collected at the holiday social to the Salvation Army on December 18.

January Chapter Meeting Recap

Wausau Chapter Meeting — January 12, 2010 at the Marathon County Public Library. Natalie Sparacio, Anchor/Reporter for Newline 9, WAOW/TV, presented “Public Speaking and Working with the Media” and gave us a lot of great information about how to successfully connect with your audience. She informed us about how to establish your message when you’re speaking or being interviewed, and gave us tips for generating coverage through relationship building, knowing your audience, taking advantage of media opportunities, tying your story to local issues, and presenting information that would be interesting to people in your community. Natalie regularly conducts interviews on Wake Up Wisconsin and she encouraged these points: be prepared to answer the reporter’s questions with your knowledge and expertise—articulating clearly and confidently your reason for being there. Don’t use “yes” or “no” answers and try to make it as interesting as possible. Speak slowly and stay calm, she advised. She said her favorite interviews



are those when she doesn’t have to ask a lot of questions and the information just comes out naturally. She said effective press releases include the story’s who, what, where, when, why, and photos, CDs and/or videos. She enthusiastically gave us a lot of really great communication points. Her fun presentation was jam-packed with good suggestions, and reminded us that they are always looking for interesting story ideas and interviews.

After a pizza break, a business meeting followed. We approved December 2009 minutes, received Treasurer's Report and voted to approve a preliminary budget for next year. We received an update of our Chapter of Excellence, our APE event in April, the Strategic Plan, and various committee reports. Also, Ann Dahlke and Amanda Mueller are now CPS certification holders! Arlene Kroening encouraged us to visit the Division website; they have two sponsors now who help pay for website expenses.

Getting to Know One of Our Members — Candy Landwehr



I have been a member of the Wausau Chapter since January 2002 and served as the chapter treasurer for the 2003-2004 and 2004-2005 terms. In May 2007, I obtained the CPS designation. For the past two years, I have handled the registration process for the local Administrative Professionals Event (APE) and was fortunate that my employer allowed me to attend last year's International Education Forum & Annual Meeting (EFAM) in Minnesota.

After receiving an Information Processing Specialist diploma from Mid-State Technical College of Marshfield and eager to get into the workforce, I accepted a position as a word processor with Wausau Insurance Companies/Liberty Mutual Group in 1996. The first six weeks involved intense training ranging from transcription, letter and memo creation, and finally mastering the famous Gregg Reference manual! All of our work went through a quality review before we were able to go on to the processing floor. Once on the floor, I was responsi-

ble for typing recording statements, letters, and memos. Beginning in 1997 through 2001, I provided administrative support for various departments including Claims, Facilities, Human Resources, and Underwriting.

In November 2001, I left Wausau Insurance and accepted an administrative assistant position with Wausau Pharmacy Benefits, a business unit of Wausau Benefits. After a few weeks in the position, the pharmacy director shared with me that he was pursuing the development of a new company. I was scared and excited! In August 2002, Innoviant Prescription Benefits Administrator (now Innoviant a Prescription Solutions company) was formed as an independent and comprehensive prescription benefits administrator. We initially had a department of 20 and have since grown to a staff of 173 nationwide. My most recent promotion to administrative services manager was in August 2007. In addition to providing administrative support to the President, Chief Financial Officer, and Vice President of Account Management, I also supervise two administrative assistants located in Wausau.

On a personal note, my husband Jake and I were married in April 2006 and reside in Stratford. We have two pets: a border collie named Rocky and a cat named Carly. Jake and I enjoy fishing, golfing, and spending time up north in the summer with my parents.

Candy Landwehr CPS
Administrative Services Manager
Innoviant, a Prescription Solutions Company

Administrative Professional Event Update

It's hard to believe another Administrative Professionals Event (APE) is already on the horizon. The Wausau Chapter's 5th Annual APE will be April 20, 2010 at the Jefferson Street Inn, Wausau. The keynote speaker will be Rick Olson of Rick Olson Seminars. Rick is from Dallas, WI, and has been speaking nationally since 1979. Please take a moment to visit Rick's website at www.rickolsonseminars.com and learn more about him and his many accomplishments.

Rick's topic will be "Are You Fun to Be With?" There is no shortage of stress in the workplace. Rick will help us discover how to lighten up at work, how to bring the best out of our fellow workers, how to put our spouse/partner on top of the world, how to be a hero to our kids, and MORE!!

In order to make the event even more successful this year, we will be offering raffle items in addition to the door prizes. We're asking Wausau Chapter members/employers to consider donating items we can combine together to make themed gift baskets. If you have an item to donate, please contact Cheryl Peterson at: cpeterson@graebel.com.

The APE is a great opportunity for Wausau Chapter members to work together to showcase the advantages of membership, earn 2 recertification points, and participate in a charitable fundraiser. We invite all Chapter members to join us to make this year's event a huge success. Please contact Cheryl Peterson to join the committee.

Cheryl Peterson CPS, APE Chair
Cindy Wilke, APE Co-Chair

News from International

Dues Increase Effective January 1, 2010

Pursuant to the passage of a bylaws amendment by the delegates at the 2009 International Education Forum and Annual Meeting, effective January 1, 2010 annual dues, payable in U.S. funds, will be submitted based on classification of membership as follows:

- Professional Member \$83
- Professional-Merited Member \$47
- Student Member \$50
- Associate Member \$180

Annual Wisconsin Division dues of \$10 and Wausau Chapter dues of \$6 remain unchanged.

For those members receiving first and second notices before January 1, 2010, payment must have been received before January 1, 2010 or the additional dues will be required. Questions can be directed to membership@iaap-hq.org.

Announcing the New IAAP Logo Store

Have you visited the new IAAP Logo Shop yet? It's a place where you can get IAAP branded products such as shirts, ties, coffee mugs, grocery tote bags, and even dog clothes! The designs are like nothing you've seen from IAAP before. Click here to visit the [IAAP Logo Shop](#).

Don't worry, we still have the IAAP Bookstore where you can order books, CPS/CAP pins, paperweights, new member ribbons and more. You can access both stores from the "Shop" link at the right-hand top of the page at www.iaap-hq.org.



2009-2010 Power of Commitment Commemorative Pin



The 2009-2010 Power of Commitment Commemorative Pin is not just an Administrative Professionals Week pin – it is a pin for all seasons and all reasons! Be among the first to wear the Power of Commitment pin!

Remember, there will not be an International Board theme pin for this year. The Power

of Commitment Pin is being used to commemorate all of the 2009-2010 IAAP year.

All proceeds from the sale of the pins go to the 2010 Education Forum and Annual Meeting Host Committee.

I will once again coordinate a group order for the Wausau Chapter. If you are interested in purchasing a pin, the cost is \$5.50 for the pin with shipping and handling. Checks should be made payable to me. I will submit our group order on February 19, 2010.

Ann Dahlke CPS
Wausau Chapter Vice President



When work, commitment and pleasure all become one and you reach that deep well where passion lives, nothing is impossible.

~ Author Unknown

Member Milestones . . .



Amanda Mueller CPS, lab clerk, The Diagnostic and Treatment Center, achieved the Certified Professional Secretary rating.



Ann Dahlke CPS, senior administrative assistant, UMR, achieved the Certified Professional Secretary rating.

Jean Scherer — UWSP Graduate

On December 19, 2009, I received my Bachelor of Science Degree from the University of Wisconsin-Stevens Point. One of my goals when I began my employment in the Chancellor's Office was to check my degree progress, which brought the commitment to complete my undergraduate degree. With 30-some credits left to go, I began my classes, one per semester. At times I found it very hard, adding the reading and writing of papers, exams, and class presentations to my already full-time job. With the encouragement of my husband, children, co-workers, and faculty, I stuck it out and completed my undergraduate studies this past December.

However, I have not quit my educational experiences. This spring semester, I have enrolled to audit a communication class, "Introduction to Organizational Communication: Theories and Workplace Practices."

The professor has been after me to take his class since the start of my return. I would take the class for credits, but for right now, I want to learn and avoid the stress of papers and exams. I look forward to continuing classes, as my work and boss permit. It has been exciting.



To add to my undergraduate studies accomplishment, a faculty member nominated me for the Chancellor's Leadership Award. In early December, I was notified that the committee had chosen me as a recipient of this honor.

The Chancellor's Leadership Award was developed at the urging of Chancellor Dreyfus in 1978. Until then, the only award given to graduates for their university career achievements was the Albertson Award. Since relatively few met the qualifications for an Albertson Award, Chancellor Dreyfus was concerned that the last thing many of our graduates heard from the university after years of contributions was that they had lost. He felt all who had provided significant service to the University Community should receive some honor. This award is presented each semester, honoring graduating students who, throughout their careers at the university, have contributed significant leadership, demonstrated campus and/or community service, and shown a commitment to personal growth.

Jean Scherer
Assistant to the Chancellor
UW-Stevens Point

Birthdays and Anniversaries

Happy Birthday!

Date	Name
January 15	Marcie Light
January 23	Angela Vaughn
January 24	Kathy Ruenger
January 28	Diane Jehn
February 14	Sara Paul
February 25	Nancy Kowalski
February 28	Ann Dahlke
March 5	Amanda Mueller
March 16	Janelle Christensen
March 19	Angela Harris-Weiss
March 23	Bonita Buchberger

Happy Anniversary!

Date	Name	Years
January 1	Diana Behnke	1 year
January 1	Jacinta Carver	1 year
January 1	Janelle Christensen	1 year
January 1	Candy Landwehr	8 years
January 1	Lynette Hieronimus	13 years
January 1	Theresa Seliger	23 years
February 1	Nicole Brummund	2 years
February 1	Shirley Ecker	2 years
February 1	Amy Heffner	2 years
February 1	Bonita Buchberger	7 years
February 1	Kalynn Pempek	11 years
February 1	Audrey Mueller	15 years
March 1	Janet Hopfensperger	1 year
March 1	Barbara Brown	8 years

Recipe for Busy Administrative Professionals

'Til Payday Casserole

Prep time: 15 minutes

Cooking Time: 25 minutes

Ingredients:

16 ounces 96% or greater lean ground beef
2 16 oz jars of low sodium, no added sugar tomato sauce
1 cup low-fat cheddar cheese or part-skim mozzarella
1 10-ounce box whole wheat pasta
3 cloves garlic
1 small onion, chopped
1 tablespoon butter or margarine

Seasonings to taste: paprika, cayenne, oregano, basil, rosemary, savory, black pepper, garlic, and/or onion

Instructions:

Preheat oven to 350 degrees.

In a large stock pot, boil the water for the pasta. Add pasta and cook until al dente. While pasta is cooking, brown the ground beef in a skillet and add seasonings to taste. Cook until no longer pink, then drain well. In a sauce pan, add tomato sauce, about 1/8 cup of water, seasonings, onion and garlic; cover and bring to a simmer. Drain pasta, then add sauce and browned meat and mix all the ingredients together thoroughly. Pour mixture into a large glass baking dish greased with butter or margarine. Cover with cheese and bake until golden brown, about 30 minutes. Cut into 10 squares before serving for instant portion control.

Nutritional Info:

Calories: 268.9, Total fat: 9.9 g, Cholesterol: 33.7 mg, Sodium: 145.6 mg, Total carbs: 28.7 g, Dietary fiber: 5.1 g, Protein: 18.4 g

Yields: 10 servings of about 3/4 cup each.

\$1.76 per serving, \$17.64 to serve 10; \$7.06 to serve 4

Submitted by Angela Vaughan
Wausau Chapter President

Trivia Question

Everyone who correctly answers the following trivia question in the 14 days after 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.

Name three benefits you, as a member, can expect as a result of earning your Certified Professional Secretary designation.

Hint, the answer can be found in this newsletter!

E-mail your answer to ann.dahlke@umr.com.

Good luck!

The correct answer to the November/December trivia question was "the Salvation Army." Congratulations to Mary Palmer and Mary Grams for submitting the correct answer.

Help Wanted!

The following chapter committees are looking for additional help: Newsletter, Website, Historian, and Membership.

If you have an interest in helping with any of these committees, contact one of the following members:

- Ann Dahlke – ann.dahlke@umr.com
- Betty Dotseth – betts5@aol.com
- Shirley Ecker – shirleye@aspirus.org
- Robin Krause – robinkr@aspirus.org
- Jolie Weiler – jolie.weiler@bankerslife.com

Consider these great opportunities for learning!