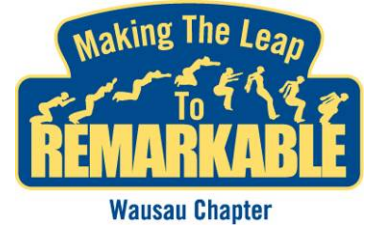


Administrative Advantage



November/December 2011

Message from the Secretary



Fall has arrived with the colorful leaves and the smell of the cool, crisp, fresh air with winter just around the corner. As we plan for the Thanksgiving and Christmas seasons, we are reminded of the spirit of giving to others and the many things we have to be thankful for—especially family, friends, co-workers, and the other special people in our lives.

Do you have a special friend, family member, or co-worker who already has everything they need? Why not give them a gift membership to IAAP or invite them to join you at one of our monthly meetings? The Wausau Chapter meets the second Wednesday of each month at 5:30 p.m. at the Jefferson Street Inn in downtown Wausau. In December, we hold a holiday social.

Giving the gift of IAAP membership is a great way to give a friend access to a vast network of administrative professionals and opportunities for education and leadership development through IAAP. To give a gift of membership, simply go to <http://www.iaap-hq.org/join> to locate the correct form (new member or renewal) and email the completed form to membership@iaap-hq.org. It's that easy!

By inviting someone to join IAAP, you are giving them the ability to develop their leadership skills, network with other professionals, attend a variety of educational presentations, and learn about job opportunities available with area employers. IAAP membership includes access to several publications, including *OfficePro*[®], which keeps members up to date on the profession and activities of the association. IAAP's *Connections* newsletter provides information on projects the association is involved in, updates to the Certified Administrative Professional and Organizational Management exams, and the recertification process.

IAAP offers a variety of annual conferences and seminars, which provide a large array of low-cost educational work-

shops at the local, division, and international level. Locally, there are monthly chapter meetings with learning opportunities and the Administrative Professional Event (APE) held in April.

While attending Northcentral Technical College in the Administrative Professional program, I was introduced to IAAP by a member of the Wausau Chapter. I attended my first meeting in February 2008 and joined right away. I attended my first Administrative Professional Event (APE) in April 2008 and have attended the APE each year since then. I am very impressed by the organization of the APE put on by our chapter.

Your membership also benefits your employer by giving you the knowledge and tools necessary to help you be a more effective contributor to your company. You stay current with the latest technology and trends in office administration, saving your employer time and money.

As the holidays approach, I encourage you to take a few minutes out of your busy lives to give thanks for those who are special to you. I wish you and your family a happy and safe holiday season!

Shirley Ecker
Wausau Chapter Corresponding Secretary

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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

| | | | |
|----------------------|---|----------------------|---|
| Dec. 14, 2011 | Program: Holiday Social No business meeting | Mar. 14, 2012 | Program: Resumes & Interviewing Skills Presenter: Donna Staples, SPHR Sr. V.P. Human Resources People's State Bank |
| Jan. 11, 2012 | Program: Software Presentation TBD Presenter: Dianne Carroll, Organizational Development Assistant Northcentral Technical College | Apr. 24, 2012 | Program: 7th Annual Administrative Professional Event Stoney Creek Inn |
| Feb. 8, 2012 | Program: Proofreading Skills Presenter: Carrie Heckendorf, Business Technology Faculty Northcentral Technical College | May 9, 2012 | Program: Annual Meeting and Elections No educational program |

Important IAAP Dates for 2011-2012

| | | | |
|----------------------|--|-------------------------|--|
| Nov. 5, 2011 | CAP and CAP-OM exams take place | May 18-19, 2012 | Wisconsin Division Annual Meeting (WDAM) Holiday Inn & Convention Center Stevens Point, WI |
| Feb. 15, 2012 | Registration deadline for CAP and CAP-OM Exams in May | July 22-25, 2012 | International Forum and Annual Meeting (EFAM) Gaylord Texan Hotel and Convention Center Grapevine, TX |
| May 5, 2012 | CAP and CAP-OM exams take place | | |

Chapter Contacts

| | | |
|--|--|----------------------|
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| Treasurer Cheryl Haebich, CAP-OM | chaebich@graebel.com | 715-848-6444 |
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October Meeting Recap

The presenter for our October 12, 2011 meeting was Cari Logemann, senior vice president and general counsel for Aspirus, Inc. Cari's presentation, *Preparing Governing Board Minutes*, was especially relevant since we may be asked to take minutes in a variety of meetings as we perform our daily job duties.



Following Cari's program, we held our monthly business meeting.

Treasurer Cheryl Haebich, CAP-OM presented our draft 2011-12 budget and explained we need to find places to cut our anticipated expenses, or we will need to hold a fundraiser in order for our budget to balance. Suggested ways to reduce our expenses included reducing the scholarships we provide to students at NTC in half to provide two \$250 scholarships, delaying the purchase of a set of certification books, and increasing the registration fee for our Administrative Professional Event (APE). Members were asked to email additional suggestions to chapter officers.

The officers decided to discontinue the Monthly Attendance Incentive Drawing and replace it with a 50/50 raffle at each meeting. This night's 50/50 raffle netted \$76, with \$38 going to the winner, Lu Prah, and \$38 in income to the chapter.

Members each received copies of the chapter's 2011-2012 Strategic Plan and Marketing Plan. All were asked to review the information and contact chapter officers with any questions or concerns. The main updates this year included removing any practices which could be considered inurement.

Members were reminded to register for the chapter's 50th anniversary celebration on November 3, 2011 via the chapter website in order to have their registration fee paid by the chapter. Guests and nonmembers should register through the Wausau Region Chamber website.

APE Chair Lynette Hieronimus, CAP reminded us the tentative date for the APE is April 24, 2012 at the Stoney Creek Inn. One way we can raise additional funds is through the basket raffle at the APE. Members were asked to check with their employers for donations of raffle items. Members were also asked to donate items themselves; suggestions included craft items, unwanted gifts, and even cash donations. All donations are welcome and can be paired with other items to create larger baskets. Donations will be accepted at all future chapter meetings leading up to the APE.

Carrie Heckendorf will soon have students in NTC's Administrative Professional program looking for internship positions. If you know of any openings for students, contact Carrie at heckendorf@ntc.edu.

Meeting RSVP Deadline Reminder

The deadline to RSVP for a monthly chapter meeting 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. that 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 you ample time to RSVP before the deadline if you wish to order a meal.



November Meeting Recap

For our November 9, 2011 meeting, we had two 30-minute presentations instead of a one hour long program.

Our first presenter, Janelle Christensen, CAP presented *Certification Chat* to bring us all up to date on the many changes to IAAP's certification program. (See the article on page 10 for more information about the changes.)



Presenters Jenn Bittner and Janelle Christensen, CAP

Our second presenter was Jenn Bittner, owner of Expressions Gift Baskets by Design and branch manager at Associated Bank. Jenn presented *Effective Networking Techniques*. Jenn loves to network and connect people who can help one another.

Following the two presentations, we held a business meeting.

After approving the October meeting minutes as presented, we moved on to discussing our chapter budget. Treasurer Cheryl Haebich, CAP-OM explained which areas in the budget were reduced in order to balance the

budget for 2011-2012. A few areas of reduction included:

- Reducing the amount spent on Historian supplies
- Cutting student scholarships in half
- Removing delegate expense reimbursement for the WDAM and EFAM
- Postponing the purchase of a set of Certification study books
- Reducing the budget for APE

Following Cheryl's explanation of the cuts, the chapter members voted and passed the budget as presented.

Members were reminded to continue donating items we will use to create raffle baskets at the Administrative Professional Event (APE) in April. We also need corporate sponsors for the event so members were reminded to ask their employers for sponsorship donations.

Our December meeting will be a holiday social with no business meeting on December 14 at the Jefferson Street Inn. Instead of a sit down meal, we'll enjoy appetizers so members can come and go as their schedules allow.

This night's 50/50 raffle was \$81, with \$40.50 going to the winner, Lu Prahl.

Membership Changes

Welcome to the following new Wausau Chapter members:

- Carla Addison—September 2011
- Cindy Beran—October 2011
- Linda McCraw—October 2011
- Jeanine Anderle—November 2011

We also bid farewell to the following members who ter-

minated their membership with the Wausau Chapter:

- Sarah Myszka—June 2011
- Diane Jehn—June 2011
- Kalynn Pempek—July 2011
- Laura Roggenbauer—September 2011
- Courtney Fandre—September 2011
- Arlene Kroening—October 2011



International Association of
Administrative Professionals®

IAAP's MISSION STATEMENT

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

Happy 50th Anniversary, Wausau Chapter!

It was 50 years ago the Wausau Chapter of National Secretaries Association (NSA) was founded here, now known as our beloved Wausau Chapter of International Association of Administrative Professionals. We were also known as the Professional Secretary International (PSI). When looking back at what has happened over the last 50 years in our profession, you must say we have certainly EVOLVED.



Cheryl Haebich, CAP-OM and Mary Palmer decorate before guests arrive.

the beloved “correction tape.” Gone is the carbon paper (yuck do you remember that stuff?), gone are the Ditto machines, and gone are the punch card machines used to enter information into the computer.

We took time together on November 3, 2011 to celebrate 50 years of inspiring, learning, teaching, and growing. Over 35 of our members were there to help celebrate, and I believe everyone there had a great time.



Jolie Weiler and Sheila Rovang, CAP-OM hand out gifts.

We have EVOLVED from a profession that was notoriously known for making coffee and typing.



Wisconsin Division President Nancy Arnold, CAP-OM and Fox Cities Chapter Treasurer Kathy Mason, CAP-OM.

Today, we play an integral role in the organizations where we work. We are leaders who can be trusted, we are professionals who can be counted on, and we are technically savvy people who look forward to challenges that continue to stretch us.

Office machines and tools we have EVOLVED from include the IBM Selectric typewriter, and



Many of us were able to reconnect with past members and possibly meet some new members. We celebrated with over 200 members of the Wausau Region Chamber and the party atmosphere was bolstered by the great food, cake, and music.

Thank you to the great committee who helped plan this wonderful event: Mary Palmer; Heather Renzelmann; Cheryl Haebich, CAP-OM; Betty Dotseth, CAP-OM; Lyn Hieronimus, CAP; Sheila Rovang, CAP-OM; Ann Dahlke, CAP-OM; Jolie Weiler; Lynn Heil; and Becky Tritten.

Janet Tharaldson, CAP
Wausau Chapter 50th Anniversary Chair

Members who attended the 50th anniversary celebration received a special gift to commemorate the occasion. These special 30-minute hourglasses were handed to each Wausau Chapter member as they arrived.

The gold tag in the center of each hourglass reads, “50 years of inspiring, learning, teaching, and growing. Wausau Chapter IAAP 1961-2011.”

If you weren't able to attend the celebration, you can still purchase an hourglass for \$5, the same amount the chapter paid for the members who attended the event. To purchase one for yourself, call Sheila Rovang, CAP-OM at (715) 847-2117 or email her at sheila.rovang@aspirus.org.



Several members inquired about the bakery that made the cake for our anniversary.

The cake was purchased from Loving Traditions Cakery, LLC, owned and operated by Debbie Meier in Weston.

If you would like to try someplace new to purchase a cake for your next special event, call Debbie at (715) 370-8859, email her at loving-traditionscakeryllc@gmail.com, or visit her website at www.lovingtraditionsllc.com to see the choices available to you.



Work-Life Balance

“Calgon® , take me away!” The television commercial that began broadcast in the early 1970’s portraying stress and chaos in one scene, followed by a woman relaxing in a bath of Calgon bath beads, relieving her tensions. I am doubtful that it was a fail-safe solution, but many striving for work-life balance can dream of such simple escapes.



Today, the boundary line between work and home is not precise. It is not simply creating an equal balance between the number of hours worked to the number of hours for your personal activities. Life is and should be more fluid than that. We all have different priorities and different lifestyles resulting in no universal definition. Likewise, work-life balance changes from day-to-day and over time.

Achievement, purpose, enjoyment, and happiness are core elements of work-life balance. Quint Studer, CEO of the Studer Group, emphasizes in most of his discussions to focus on the “Why?” I agree that in analyzing your work-life balance, this is an important question; however, I would also add in “When?” and “How?”

Ask “Why?” ... do you want to do a good job today?... do you want a new car? ... do you want to put your children through college? ... do you want to have dinner with your family? ... do you want to come to work at all? Then consider the “When?” ... was the last time I achieved something great at work? ... was the last time I cooked breakfast for my family? ... did I read a good book? ... was a fun day? And finally, “How?” ... can I get everything done at work today? ... do I make sure my children get to hockey practice? ... can I succeed at work without my home life taking a hit?

When you have asked *your* “Why?,” “When?,” and “How?” begin to evaluate where your work-life balance lies and the areas you would like to improve. Include work, family, friends, and self in your assessment. Additionally, be sure to consider achievement, purpose, and enjoyment. Of course, not all the questions will be easily answered. Exploration and reflection can direct your path and assist the success of your health, family, career, and SELF.

Cindy Ann Beran, CLA
Administrative Assistant—Patient Care Services
Memorial Health Center

Holiday Community Service Project

Each year, the Wausau Chapter officers select a local charitable organization to support for our holiday community service project. This year, we’ve selected North Central Health Care.

Many clients and residents at North Central Health Care have no family or friends to remember them at Christmas. Last year, staff members received over 400 Christmas gift requests for individuals in need. A full list of suggested items was emailed to all chapter members, but here are a few quick suggestions:

Personal Items

Wallets or coin purses; sweatpants, sweatshirts, or flannel shirts—size large and up; gloves, mittens, winter caps, and scarves; disposable cameras; anklet socks; Hankies; t-shirts, underwear—size medium and up; slip-on watches; costume jewelry; rubber-soled slippers—size medium and up; quartz wall clocks with large numbers;

men’s belts, suspenders, and caps.

Recreational

Puzzles with 250-500 pieces, games for all ages from pre-school to adult, word search and crossword puzzle books, coloring books, crayons, and paint with water books; music CDs (polkas, western, or relaxation); books and small toys for children; small size photo albums; simple craft kits and embroidery kits; and trinkets to use as Bingo prizes.

Donations will be collected at our November and December meetings for delivery to North Central Health Care. If you’re not able to attend but still wish to donate items, contact Ann Dahlke, CAP-OM at ann.dahlke@umr.com or (715) 841-6808 to arrange a time to drop off your donations prior to December 14.



Globe University Scholarship

Globe University/Minnesota School of Business (GU/MSB) realizes the important role the business community plays in the successful economy and global competitiveness that is critical to the growth of our state's workforce. Partnerships which promote the vision for improving the workforce and thereby improve the economy are integral to the GU/MSB mission.

In order to form a strong partnership for building a globally competitive workforce, GU/MSB offers a Business Alliance Scholarship to students currently employed by businesses that have taken the necessary steps to become an approved strategic partner through the GU/MSB business alliance, like our Wausau Chapter of IAAP.

Students currently employed by approved business partners, or members in the case of our Wausau Chapter, must meet the following criteria for eligibility for the Business Alliance Scholarship:

1. Provide a personal goal statement (1-2 pages typed) stating the applicant's background, interests, aspirations, and how they will incorporate their education into improving the workforce.
2. A statement from a supervisor or manager employed by the strategic partner (and in our case the president of the chapter) that defines the reasons the student should be considered for the Business Alliance Scholarship.

3. Copy of your current resume.

Approved scholarships will be awarded for 10 percent of the cost of tuition only, up to a maximum of \$5,000, for students accepted into degree (associate, bachelors, and masters) programs. Scholarships will be awarded and applied to the student's account each quarter of attendance in equal disbursements. For instance, students awarded the maximum amount enrolled in a bachelor's program will receive 12 equal installments \$416.67 dividing the 36-month program into 12 quarters.

Awards will be adjusted based on the total cost of tuition minus credits applied for prior learning assessment, work experience, advanced standing, transfer of credit, etc. Questions regarding scholarship eligibility and the disbursement of an award can be directed to the financial aid department at Globe University by calling (715) 301-1300.

If you or your business are interested in Business Alliance opportunities, please contact either Michelle Hauer, SPHR, director of career services at michelle-hauer@globeuniversity.edu or Christine Ellis, campus communications and community relations specialist at christineellis@globeuniversity.edu.

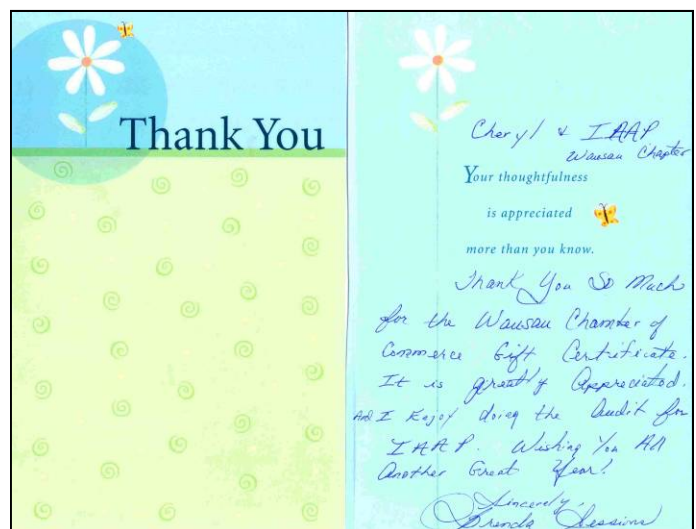
Ann Dahlke, CAP-OM
Wausau Chapter President

Thank you from Brenda Sessions

Each July, our chapter is required to have our financial books reviewed for completeness and accuracy. For several years now, Brenda Sessions, CPA has been providing this service to us by auditing our books.

In appreciation for Brenda's time and service to our chapter, we purchase a gift certificate from the Wausau Region Chamber of Commerce for Brenda.

Cheryl Haebich, CAP-OM recently received this thank you card from Brenda and we wanted to share the card and Brenda's note with the rest of the chapter.



Getting to Know One of Our Members—Lynn Heil

It was in April of 2009, after I had attended the Administrative Professional Event along with the encouragement of co-worker Angie Vaughan, when I decided to join IAAP. IAAP provides the opportunity for professional enrichment and great networking. This last year my involvement helped me become a Member of Excellence.

Ten years after I became an administrative assistant for the Marketing Services Department at Northcentral Technical College (NTC), I joined IAAP. I love the variety of duties and responsibilities my job allows. No two days at work are the same. Like many other administrative professionals, my team often calls me the glue that keeps us all together. We are responsible for the publications for the college, media relations, and so much more! I work with both internal and external customers.

What makes me proud of my role is knowing how the education our students receive really makes a difference in their lives. I am in awe of many of them and the sacrifices they make to pursue their degree. For many of them, this is just the beginning of their learning journey as upon completion of an associate's degree, they go on to earn a bachelor's degree. Learning is life-long. NTC encourages their employees to take classes and update their skills. My IAAP membership is part of my professional development plan.

I didn't start out to be an administrative professional. After earning a bachelor of science degree in Home Economics Education, I taught home economics at D.C. Everest for a few years until our first son was born. At that time, I chose to be a full-time mother. Two more children kept me busy at home. When I decided to re-enter the workforce, I did it part-time at a fabric store. This allowed me to work evenings and weekends while my husband was home with the children. As a benefit, I sewed a lot of model garments, which I enjoyed, and it helped clothe the family. For awhile, I did some substitute teaching and taught sewing classes for NTC, in addition to working at the fabric store. This got to be a little too much.

So I decided I wanted to be on the same schedule as my family and find a Monday through Friday day job.



Since there weren't any teaching openings in my field, I took a part-time job as a receptionist for a small law firm where I typed on an electric typewriter for the first time. While working in the morning, I went to NTC for a typing refresher course in the afternoon. I barely finished the typing class when they wanted me to work full-time. Over the next twelve years, I learned a lot about offices and the legal field. Computers came in and I sure liked doing things on the computer rather than using carbon paper in multiple copy forms on the typewriter. Typos were really a pain to correct! By the time I left the law office, I was doing some legal assistant work and served as a witness for many will and document signings.

The opening at NTC allowed me to get back into an educational setting. About this same time, we got email and Lotus Notes. I am still teaching as I work with Work Study students in our office and serve as a mentor for new administrative professional employees. The same organizational skills that served me well in teaching are a vital part of my role in the office.

I've been a Marathon County resident all of my life. We moved from Dorchester to Mosinee when I was going into the seventh grade. My parents were cheese makers. My mother was one of the first female licensed cheese makers in the state of Wisconsin. While many of my friends were busy milking cows before and after school, I was busy wrapping cheese. I liked that it was only once a day. Working with my family in the cheese factory helped me develop a strong work ethic which has served me well.

On a personal note, my husband, Rich, and I celebrated our fortieth wedding anniversary this summer. We have lived at the same location in Weston for thirty-nine of those years, where we raised our family. We are active in our church. I serve as secretary of the Marathon County Graduate Home Economists, once a professional organization like IAAP. Now that most of our members are retired, it is more of a social group.

(Continued on page 9)

Getting to Know One of Our Members—Lynn Heil—Continued

(Continued from page 8)

My favorite title these days is “Grandma.” We are blessed with four grandchildren, all under the age of five. I enjoy seeing things through the wonder of their eyes and minds. As they live in Verona and Janesville, we spend many weekends in the southern part of the

state. Rich and I enjoy going to car shows, traveling, photography, and spending time with family and friends. Life is good!

Lynn Heil
Marketing Assistant,
Northcentral Technical College

EFAM Scholarship Opportunity



So you would like to attend IAAP’s Educational Forum and Annual Meeting (EFAM)... but money is tight. I have good news for you! If you haven’t heard yet, IAAP’s Research and Education Foundation (R&E) has created a scholarship opportunity to help you make that happen.

Starting with EFAM 2012, the R&E has created a new scholarship program to help first-time attendees or temporarily unemployed administrative professionals attend EFAM. The scholarship covers the early bird registration fee, which for Montreal was just less than \$700! The cost of travel to and from the convention and the hotel charges would still be your responsibility. But with the registration fee covered, the trip might be affordable enough for you to make the commitment.

EFAM 2012 will take place July 22-25 in Grapevine, TX. Scholarship applications are currently being accepted. January 31, 2012 is the submission deadline. Scholarships will be awarded to the chosen recipients on March 31, 2012.

Maybe 2012 is already looking a little busy. Maybe your family vacation is already planned for late July and

you know you can’t make it. Maybe you need more than eight months notice to plan for this type of event. Keep these future EFAM dates and locations in mind:

- July 28–31, 2013 in Anaheim, CA
- **July 27—30, 2014 in Milwaukee, WI**
- July 26—29, 2015 in Louisville, KY

Those of you interested in attending EFAM can look on the IAAP website for details and the scholarship application specific to your situation (either a first-time attendee or temporarily unemployed). The website address is: <http://www.iaap-hq.org/news/re-offering-new-scholarship>.

You have nothing to lose, but so much to gain. EFAM is an amazing opportunity for professional development.

I would love to attend EFAM, but my budget is tight. Milwaukee is only a short drive away and I’ll have plenty of time to plan for it. I will apply for the scholarship—and 2014 might be the year!

Sonia Miller
Sr. Administrative Assistant
Prescription Solutions by OptumRx

Watch for Box Tops Coupon Expiration Dates

As 2011 draws to a close, remember to check the expiration date on the Box Tops for Education coupons you’ve collected. Turn in any coupons that expire December 31, 2011 prior to the expiration date. If you do not have a specific school where you turn in your coupons, contact Wausau Chapter Box Tops Coordinator Audrey

Mueller, CAP at audrey.mueller@libertymutual.com.

If you learn about any local stores offering bonus Box Top coupons, contact Wausau Chapter President Ann Dahlke, CAP-OM at ann.dahlke@umr.com. Ann will share the information with the rest of the chapter.

An Attitude of Gratitude

Any behavior that is positively reinforced will get repeated. What the heck does that mean? Simply put, if you like something, say so or show your appreciation and it will happen again. But, in addition, developing an attitude of gratitude will make you a person of choice—someone people will want to be around, work with, and please.

If there's so much to be gained from something as small as saying, "Thanks, I appreciate that..." or "Thanks, I appreciate you ...", then why doesn't everyone do it? There's lots of reasons, but I can think of a few: not wanting to show that you need help/support and appear weak or inept; feeling uncomfortable telling certain people (like higher ups or strangers) they are valued; being in an environment where people aren't routinely praised (openly or in private); not making a habit of acknowledging the good, but rather seeing the glass as half empty.

Have you missed an opportunity to show gratitude?

- Acknowledging a door held open or someone letting you cut in line ahead of them.
- Waving thanks to a driver who lets you turn in front of him when he could have made the light.
- Telling a co-worker she's your role model.

- Bringing a small gift to a boss who changes his deadline to accommodate your work schedule.
- Complimenting the appearance of someone who is usually "invisible" at work.
- Telling your exec you like his style and support of you as a professional.
- Letting the IT staff know that the bugs are fixed and things are purring along.
- Commenting the janitors for turning a messy office into a spotless workplace.
- Thanking someone for their quick response to an e-request.

I once read a child's story where the refrain between a teeny tiny ant and other farm animals who helped each other out of dangerous situations, was always "It may not have been a big thing to you, but it was a very big thing for me." I've never forgotten that line and think of it often.

An attitude of gratitude may not be a big thing for you, but I can guarantee, it is a big thing for others!

Susan Fenner, PhD
IAAP Headquarters Staff

Certification Update

Effective November 11, 2011, all active CPS ratings have changed to CAP and all active CAP ratings have changed to CAP with the Organizational Management specialty, CAP-OM. You don't need to make any changes to your IAAP record, Headquarters will make the changes automatically.

All CAP holders are required to recertify. This is based on the date of your initial rating, or when you last recertified. Passing the Organizational Management test starting in November, 2011 does not change your recertification date as this is a specialty exam and not a certification. You will; however, earn five points toward the recertification of your CAP designation.

These changes do not impact your recertification deadline. Those who previously held a CPS rating will need



to recertify five years after they either attained their rating or last recertified. Those who had both the CPS/CAP rating will be expected to recertify five years after they attained or recertified their CAP.

Replacement certificates are available for purchase. The cost is \$15 per certificate. Replacement CAP plaques are also available. The cost is \$40. To order a replacement certificate or plaque, click this link <http://fur.ly/69qu>, then complete and submit the form to headquarters along with your payment. Allow 4-6 weeks for processing of replacement certificates and 6-8 weeks for plaques.

Janelle Christensen, CAP
Wausau Chapter Certification Chair

Wisconsin Division Fall Education Conference (FEC) Recap

Five members of the Wausau Chapter were among the 56 attendees at the Wisconsin Division Fall Education Conference in Madison on October 28-29, 2011. Each of our attendees has prepared a report about a different educational workshop from the conference. We hope you enjoy hearing about the sessions we attended.

Friday afternoon began with two concurrent sessions. Half of the attendees participated in *Ed-Venture* presented by Jeff Messer of Blackhawk Technical College while the other half attended *Market Like a Pro* presented by Ann Dahlke, CAP-OM. Then the groups swapped rooms so they could participate in the other session. The second session of *Market Like a Pro* was presented by Heidi Hoefler, CAP, president of the Southeast Wisconsin Chapter.

Market Like a Pro—Ann Dahlke, CAP-OM

Back in August, I attended leadership training for Wisconsin Division chapter presidents and vice presidents where Nancy Arnold, CAP-OM asked for volunteers willing to present *Market Like a Pro* at the Fall Education Conference. The presentation was already prepared, so I thought, “Why not? After all, I’ll earn another point in the Member of Excellence program and stretch my public speaking skills again.”



Heidi Hoefler, CAP and Ann Dahlke, CAP-OM presenters for *Market Like a Pro*.

This presentation is based on the book *Guerilla Marketing Excellence, The Fifty Golden Rules for Small Business Success* written by Jay Conrad Levinson. As I explained each of the fifty rules, I included examples for ways the members could more effectively market themselves, their employer’s products and services, and their IAAP chapters. Some of the overall important points included:

- Convenience has become a commodity more important than cost. Make it easy for your end users.
- As communication avenues increase, consumers are bombarded with more opportunities and information than they can process. They need help focusing on the important things.
- You’ll stand out from the crowd if you are credi-

ble and provide a superior product or service that meets a current need. Who you are speaks louder than what you say.

- Talk less and listen more.
- Selling is all about creating relationships and caring for your customer. The bottom line is profit and growth but the purpose is to fill a need and create your own niche.

Speaking in front of other IAAP members isn’t nearly as scary as you might think. It’s really a friendly audience made up of our peers who are willing to let us practice our new skills and provide great feedback. I highly recommend you try it sometime!

Ed-Venture—Lynette Hieronimus, CAP

This was the first totally interactive workshop I have ever attended. I enjoyed it very much and Jeff’s presentation kept me entirely alert throughout the course of the discussion.

By demonstrating with objects passed around to designated members, we were shown how our communication skills either enhanced or hindered the outcome. The biggest hurdle we had to overcome was to actually listen carefully what the presenter was asking us to do. This is also true in our jobs. If we don’t listen carefully to the original directions or take notes as the tasks are presented to us, either mentally or writing them down, the outcome of our work will turn out quite different. Our attitude also reflects on how well we do our jobs either at work or getting our daily chores done at home. Sometimes we have to deal with change when we least expect it. Being able to make changes while doing our jobs with integrity and class is what makes us into remarkable administrative professionals.



Jeff Messer explains one of his interactive activities.

Following the afternoon sessions, we enjoyed a Mexican buffet for dinner and participated in some fun evening activities similar to the game show *In It to Win It*. We moved among various stations, playing simple games to earn play money. The money was later used

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Wisconsin Division Fall Education Conference (FEC) Recap—Continued

(Continued from page 11)

to “purchase” prizes that were auctioned off by Kathi Princeton, CAP-OM. Many of the attendees donned Halloween costumes to make the evening more festive. All of the Wausau Chapter attendees donned sparkly black shirts and headbands with cat ears.

Microsoft Office Tips from the Trenches—Heather Renzelmann

Heather Ferrise and Mary Gaspervich of T3 Training in Brookfield, Wisconsin presented *Microsoft Office Tips from the Trenches*. The presentation was broken down into three sections: *So You Think You Know Word, Excel Enthusiasm*, and *Power Tips of Power Users of PowerPoint*. Mary and Heather provided some great tips for the power users of the Microsoft Office products.



T3 trainers Mary Gaspervich and Heather Ferrise.

Here are some quick tips that may make your job easier:

- In Microsoft 2007 and 2010, in your Recent Documents list, you can click the push pin next to the document, and it will always stay on your list. In 2010 it will bring the file to the top of the list. It will not bring it to the top of the listing in 2007.
- In Microsoft Word, if you press the Alt key, you can select text vertically on a page.
- Double clicking on the Format Painter option will leave it turned on until you turn it off.
- If you work with tables in Microsoft Word, you can rearrange the information by selecting the row, holding down Alt + Shift, and using the arrow keys to move information instead of cutting and pasting.
- In Microsoft Excel, a quick way to copy a worksheet is by holding down the Ctrl key and dragging the tab.

I was a first time attendee to the Fall Education Conference. I enjoyed networking with other administrative

professionals from around the state of Wisconsin. It was great to see there are many others working in the same type of profession who have the same passion for their job.

Following the morning’s software training, we attended a recognition lunch where members and chapters were recognized for their achievements in the Pathways to Excellence program.

Building Trust—Robin Krause, CAP

The final presentation of the Fall Education Conference was *Building Trust* presented by Wisconsin Division President-Elect Kathi Princeton, CAP-OM.

Trust is needed in all areas of life. I think everyone can agree that we trust different people, at different levels, in different situations. Some people immediately trust new acquaintances and continue that trust until a situation may arise when the trust is broken, while others need the individual to earn their trust over time. In all of these cases, someone you trust will hold confidences, won’t use shared information against you, and will say what they mean.



WI Division President-Elect Kathi Princeton, CAP-OM.



Left to right: Heather Renzelmann; Robin Krause, CAP; Lynette Hieronimus, CAP; Janet Tharaldson, CAP; and Ann Dahlke, CAP-OM.

Everyone wants to interact with people they can trust. Turn that around and ask yourself if you are someone who is trustworthy. Are you genuine? Are you a good listener? Are you empathetic? Do you maintain confidences? Trust is a gem ... are you sparkling?



Grand Lodge by Stoney Creek and Logger’s Landing Waterpark
 Now offering half price waterpark passes on Thursdays and Sundays!
 For information on birthday parties and lock-ins,
 call us at 715-241-6300



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: |
| | | Sent to Division: | Audit: Aug. 3, 2011 Budget: |
| 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. | Date of Orientation: | |
| | | 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: *Raving Fans—A Revolutionary Approach to Customer Service* by Ken Blanchard and Sheldon Bowles

This book has sold more than 600,000 copies. It gives advice and information on delivering stunning customer service and achieving miraculous bottom-line results. As stated, "Your customers are only satisfied because their expectations are so low and because no one else is doing better. Just having satisfied customers isn't good

enough anymore. If you really want a booming business, you have to create Raving fans."



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.

Lynette Hieronimus, CAP
Wausau Chapter Librarian

Member Birthdays

November

- 2—Karla Zygowicz
- 4—Sheila Rovang
- 13—Lynette Hieronimus
- 20—Carla Addison
- 21—Stacy Newman
- 22—Janet Schreiber
- 28—Sharon Riebe
- 30—Jeanine Anderle

December

- 4—Mary Ann Rudersdorf
- 14—Lynn Heil
- 19—Michele Kaiser
- 22—Melissa Siikarla
- 24—Carrie Heckendorf
- 26—Dianne Carroll
- 28—Robin Krause
- 31—Audrey Mueller

January

- 23—Angela Vaughan
- 24—Kathy Ruenger



Membership Anniversaries

November

- Michele Kaiser—3 years
- Nicole Kubiacyzk—3 years

December

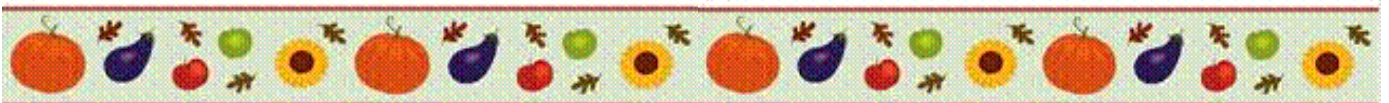
- Jean Marquardt—6 years

January

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



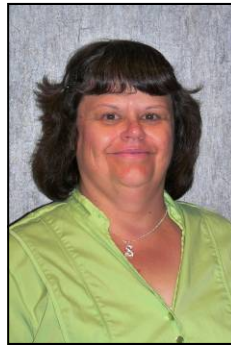
If we are missing your birthday or membership anniversary or the information shown for you is incorrect, please contact ann.dahlke@umr.com or nancyk@connexuscu.org.



Member Milestones



Sheila Rovang, CAP-OM was selected as the recipient of the 2011 ATHENA Young Professional Award presented by the Wausau Region Chamber of Commerce in November 2011.



Shirley Ecker was promoted to administrative assistant at Cardiac and Pulmonary Rehab/Aspirus Heart and Vascular Institute (AHVI) in September 2011.



Nancy Kowalski, CAP and her husband John are excited to announce they are expecting their first child in May 2012.

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

Recipe For A Busy Administrative Professional

Semi-Homemade Apple Dumplings

Apple Filling

- 4 apples peeled, cored, and cut into quarters
- 12 teaspoons brown sugar
- 2 tablespoons ground cinnamon
- 4 teaspoons ground nutmeg
- 8 tablespoons butter

Pastry

- 1 can of biscuits (qty. of 8) from the refrigerator case

Syrup

- 1-1/2 cups brown sugar
- 1-1/2 cups water
- 1/4 teaspoon ground cinnamon
- 1/8 teaspoon ground nutmeg
- 3 tablespoons butter



Preheat oven to 375° F. In medium saucepan over medium heat, combine ingredients for syrup. Bring to a boil, remove from heat, and set aside.

Roll out the biscuits individually into a large circle. Put in 2 quarters (1/2 an apple) in the center of each pasty. Dust each apple with the sugar/nutmeg/cinnamon. Dot with a tablespoon of butter. Bring corners together at the top of the apple and seal shut.

Place each dumpling seam side down, evenly spaced in a 9 x 13 cake pan. Pour syrup over dumplings and sprinkle with additional sugar, if desired. Bake for 30 minutes until the apples are tender and the dough is golden brown.

Serve warm or cold. Great with vanilla ice cream!

Submitted by Sonia Miller
Wausau Chapter Webmaster

Nothing is so commonplace as the wish to be remarkable.

~ Oliver Wendell Holmes, Sr.

Technology Tips & Tricks



This month, Ann Dahlke provides us with a helpful tip to use in Excel.

Have you ever set up a spreadsheet for your boss only to have him or her decide to rearrange the data so that the column headings become the row headings? There's a quick way to do this in Excel without having to recreate the whole spreadsheet!

First select and copy the desired data in your spreadsheet. The next steps differ based on which version of Excel you are using.

In Excel 2003

- Select the target location by clicking on the cell

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

where you want the newly transposed information to appear. (The new location must be outside of the cells you copied.)

- Choose **Edit > Paste Special > Transpose**.



In Excel 2007 or 2010,

- Go to the **Home tab > Clipboard group > Paste button drop-down > Paste Special > Transpose**.

Grammar Tips & Tricks



Recently, I came across an article about Compound Confusables, words that can mean one thing when written as a single word and something very different when written as two separate words. Using the wrong word or words can change the meaning of your sentence.

Awile and A While: The adverb **awile** means for a short time. *The members were asked to stay for **awile** to discuss the issue.* The noun **a while** refers to a period of time. *Once in **a while**, all the calendars align and meetings become easy to schedule.*

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

Already and All Ready: The adverb **already** means previously or by this time. *Sue had **already** addressed that topic.* The phrase **all ready** means completely prepared. *We were **all ready** to board the plane and begin our vacation.*

Log in and Login: The verb **log in** means to start using a program or system by typing a specific word or combination of characters. *I tried to **log in** to the new payroll system.* The noun **login** refers to the name or password you enter to begin using a program or system. *Carol could not find her **login** name for the new system.*

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.

Which charitable organization is the Wausau Chapter supporting for our 2011 holiday community service project?

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 September/October 2011 issue was: ***“You could earn 7 recertification points by attending the full 2011 Wisconsin Division Fall Education Conference.”***

Congratulations to Amanda Godleske and Sheila Rovang, CAP-OM, whose names were randomly drawn from those who submitted the correct answer to the trivia question in the previous issue.