

Message from the Treasurer

Strategic planning is defined as the process of identifying an organization's goals and objectives and then determining the best approach for achieving those goals and objectives.

The Wausau Chapter held two strategic planning meetings in October. At these meetings, the Wausau Chapter officers and a majority of the committee chairs sat down to thoroughly discuss the vision of the Wausau Chapter for the upcoming year and beyond.

The focus of the Wausau Chapter's strategic plan will continue to be education and training, membership, and community service. These areas clearly tie to IAAP's mission:

"Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building, and leadership development."

Following are a few of the goals from each category:

Education and Training

- Have 60% of our meeting programs qualify for recertification points each year.
- Encourage our membership to invest in themselves by obtaining certification and re-certification.
- Award annual scholarships to students in the administrative professional programs at local accredited colleges, if funds are available in our treasury.

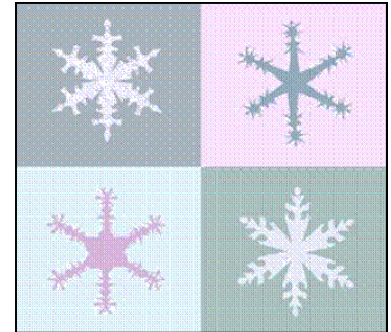
Membership

- RECRUIT, RECRUIT, RECRUIT—We all have benefited from our membership in IAAP and we should encourage others to join in the experience!
- Apply feedback from our chapter surveys to continue to meet the needs of current membership.
- Introduce new members attending their first meeting and make sure they feel welcome. (We discussed how intimidating it can be to walk in to your first meeting.) We would like to set up a mentoring pro-

gram to help new members learn the basics about what IAAP has to offer.

Community Service

- Sponsor a community donation in conjunction with our December holiday social.
- Investigate fundraising opportunities in order to contribute to the Research & Education Fund in honor of International President Mary Ramsay-Drow, CPS/CAP. (See page 8 for more information.)



We also took the opportunity during these meetings to review and update our chapter's marketing plan for 2010-2011 and our budget for fiscal year 2010-2011.

Thank you to all who attended these meetings and who help continue to make the Wausau Chapter successful. We will also be able to use the items discussed at these meetings to help us toward earning portions of four different points (criteria numbers 6, 7, 9, and 19) in the Chapter of Excellence program!

Cheryl Haebich, CPS
Wausau Chapter Treasurer

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Important Chapter Dates for 2010-2011

The Wausau Chapter meets on the 2nd Wednesday of each month at 5:30 p.m.

Dec. 8, 2010	Program: Holiday Social Place: Wausau Mine Company Host: Janet Tharaldson, CPS	Mar. 9, 2011	Program: Business Law Basics Presenter: Ellyn Fuchsteiner Place: Aspirus Wausau Hospital Host: Sheila Rovang, CPS/CAP
Jan. 12, 2011	Program: Office Technology Presenter: EO Johnson Representative Place: Banker's Life Host: Jolie Weiler, FLMI, ACS, AIAA, CSA	Apr. 19, 2011	6th Annual Administrative Professional Event Program: Passionately Cultivate Your Purpose Location: Stoney Creek Inn, Rothschild, WI (Presenters to be determined by committee)
Feb. 9, 2011	Program: Social Networking Presenter: Hugh Macken, VMR Communications, LLC Place: Stage Stop Restaurant, Mosinee, WI Host: Lynette Hieronimus, CPS	May 11, 2011	Program: Annual Meeting & Elections Place: Stoney Creek Inn & Conference Ctr. Host: Betty Dotseth, CPS/CAP

Important IAAP Dates for 2010-2011

Feb. 15, 2011	Registration deadline for CPS/CAP Exams in May	May 6-7, 2011	CPS/CAP Exams
Mar. 6-9, 2011	Spring Conference (former Certification Conference) Hyatt Regency Tampa, Tampa, FL	May 13-14, 2011	Wisconsin Division Annual Meeting (WDAM) Sheraton Brookfield, Brookfield, WI
Apr. 24-30, 2011	Administrative Professionals Week® (APW) Administrative Professional Day® (APD) is April 27	July 24-27, 2011	Education Forum & Annual Meeting Montreal Convention Center Montreal, Quebec, Canada

Chapter Contacts

Ann Dahlke, CPS, President	ann.dahlke@umr.com	715-841-6808
Sheila Rovang, CPS/CAP, Vice President	sheila.rovang@aspirus.org	715-847-2117
Shirley Ecker, Secretary	shirley.ecker@aspirus.org	715-847-2000, X52395
Cheryl Haebich, CPS, Treasurer	chaebich@graebel.com	715-848-6444
Betty Dotseth, CPS/CAP, Newsletter	betts5@aol.com	715-848-6147
Sonia Miller, Webmaster	sonia_a_miller@prescriptionsolutions.com	715-841-5096

October Meeting Recap

Our host, Brittany Rossman, UW-Stevens Point special events coordinator, provided our group with a cozy conference room in the DeBot Dining Center on the University of Wisconsin-Stevens Point campus. The meeting began with socializing and dinner. I must say, UWSP had a very scrumptious meal layout! There were many delicious options from which to choose.

Thank you to our special guest, Irene Scallon, CPS, Wisconsin Division Treasurer, for traveling from her home in Madison to be with us for our meeting.



Lynette Hieronimus, CPS presenting *People Reading: The Vital Role That Active Listening Plays in Effective Communication*.

Lynette Hieronimus, CPS presented the program *People Reading: The Vital Role That Active Listening Plays in Effective Communication*. We learned a lot about listening and how much we really don't listen. She provided some interesting facts about how people "choose" to listen and how it can break down barriers in communication. It can hinder our job performance and the expectations of our customers, creating the loss

of money (millions of dollars per year). Yes, our lack of listening costs consumers millions of dollars per year!

On the humorous side of this tragedy, everyone participated in an exercise to test our listening skills... not a good turnout. There were about ten people on each team. The first person in line had to share a message with the second person, the second with the third, and so on. By the time the message reached the last person in line, the message was nothing like it was when it began. Lynette also shared some techniques to help us become better listeners... at our next meeting, there will be a test (just kidding!).

The business meeting began with the approval of the September meeting minutes. Followed by the Treasurer's report.

Sheila Rovang, CPS/CAP updated us on our progress in the Pathways to Excellence program. We have made progress in obtaining a point for having 60% of our

chapter meetings offer recertification points. Our Chapter has earned half a point for publishing our meeting annual calendar. New mandatory requirements for Chapter of Excellence include:

- Create and maintain an annual budget providing a monthly financial statement to the membership and submit an annual audit report to the division treasurer, and
- Conduct at least one Member Recruitment Meeting.

The following committees provided reports:

- The Newsletter Committee is always looking for interesting stories, helpful hints, members to feature, and recipes.
- The Certification Committee reminded members the CPS/CAP exams will be held November 5-6.
- The Membership Committee reported we have 62 current members. Nancy Kowalski, CPS is looking in to a mentor program for new members. Welcome to our newest member, Courtney Fandre.
- An ad hoc committee, chaired by Janet Tharaldson, CPS met to discuss possible ways to celebrate the Wausau Chapter's 50th anniversary in 2011. The committee recommends holding a celebration separate from the Administrative Professional Event to recognize the chapter's 50th anniversary. It was agreed a public celebration should be held. A celebration committee will be organized so watch for additional information if you wish to participate.
- On behalf of the Publicity Committee, Ann Dahlke submitted several articles/pictures of our chapter to various news sources.



Front row: Wausau Chapter officers—Vice President, Sheila Rovang, CPS/CAP; President, Ann Dahlke, CPS; Secretary, Shirley Ecker. Back Row: WI Division officers—Secretary, Lynette Hieronimus, CPS; and Treasurer, Irene Scallon, CPS.

Carrie Heckendorf
NTC Business Technology Faculty

November Meeting Recap

The November Chapter meeting was held at the Center for Workforce Learning Solutions at Northcentral Technical College, hosted by Angela Vaughan and Dianne Carroll. After an opportunity to reconnect with fellow members, we enjoyed the build-your-own salad bar and feasted on delicious salad, garlic bread, deserts, and beverages.

Wausau Chapter member Dianne Carroll presented *Microsoft Tips & Tricks—The Painless Transfer from Version 2003 to 2007*. Dianne is an assistant in the Organizational Development office and an adjunct faculty member in the Administrative Professional associate degree program at Northcentral Technical College.



Dianne provided screen illustrations showing where the commands are located in the 2007 version, which are different from the 2003 version, the version most of us still use. She noted the importance of the ALT key and explained some of the new features in the very useful handout she provided. It was a great presentation and those in attendance earned one recertification point.

The business meeting followed with approval of the October meeting minutes and an update by Treasurer Cheryl Haebich, CPS on the positive state of our checking and savings accounts. Sheila Rovang, CPS/CAP reported on our progress in the Pathways to Excellence program and said we're well on our way to obtaining our Chapter of Excellence status again this year.

Betty Dotseth, CPS/CAP, Retirement Trust Foundation chair, gave a brief history of The Trust from its inception in the 1940s through its expanded role today. It

has evolved through the years and in 2001, the Retirement Trust Foundation was created with 501(c)(3) status—so any monies contributed to The Trust are now tax deductible.

In addition to the Vista Grande retirement property in New Mexico, RTF *ReVisions* quarterly newsletter, and the monthly e-newsletter we receive, the financial assistance program for retired IAAP members has been formed. It's specifically designed for admins living in retirement communities who cannot afford their housing costs and fall within the other guidelines of the program requirements. Funds are very much needed for these programs, and our chapter conducted a 50/50 raffle, netting \$44 for The Trust (and \$43 for Jolie Weiler, winner of the raffle).



President Ann Dahlke, CPS updated the chapter on proposed fundraising activities in order to provide a gift for our International President, Mary Ramsay-Drow, CPS/CAP, which will be presented at the 2011 Education Forum & Annual Meeting (EFAM) in Montreal. The gift will be donated in Mary's honor to the IAAP Research & Education Foundation. We will be working on ways to raise funds for this gift.

Ann also reminded us that nominations are open for the Wisconsin Division officer candidates and that we will meet next month for our holiday social on December 8. (See page 5 for additional information about the holiday social.)

Betty Dotseth, CPS/CAP
Wausau Chapter Newsletter Editor
Wausau Chapter Retirement Trust Foundation Chair

IAAP's Mission Statement



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

Holiday Social Reminder



Join fellow Wausau Chapter members for an evening of holiday cheer.

December 8, 2010—5:30 p.m. until ?

Wausau Mine Company
3904 West Stewart Ave., Wausau

Appetizers and Pizzas
Cost per member \$7

RSVP at : <http://www.iaap-wausau.org>

This will be “a come-and-go” style gathering with no business meeting. Feel free to stop by to spend some

time networking and sharing holiday cheer with your fellow chapter members.

Remember to bring along your donation items for our chapter’s holiday community service project. This year we’re collecting pet supplies to donate to:

- The Humane Society of Marathon County
- New Life Pet Adoption Center and
- The Neighbor’s Place.

Items will be collected at our November and December meetings for delivery to these three agencies. To see a wish list for each agency, go to <http://fur.ly/3aay>. If you’re not able to attend but would still like to donate items, contact Ann Dahlke at ann.dahlke@umr.com to arrange a time to drop off your donations.



Administrative Professional Event (APE) Committee Report

As announced in the September/October newsletter, the Wausau Chapter’s 6th Annual Administrative Professional Event (APE) will take place on Tuesday, April 19, 2011 at the Stoney Creek Inn, Rothschild. Our theme this year is “Passionately Cultivate Your Purpose.”

Raffle Update: *Please* help our chapter by talking to your employers or businesses, family members, and friends about donating items to make themed gift baskets for our raffle. If you have any personal items you would like to donate, please contact Sara Gast at sgast@amfam.com.

Sponsorship Update: Also, *please* talk to your employers and business networks about being a sponsor for our APE. Every dollar in sponsorship funds helps the chapter by defraying the costs associated with hosting this event, which in turn, benefits each and every person who attends. Sponsorship money helps keep the registration fee at a reasonable cost, helps us hire quality

speakers, rent comfortable accommodations in our venue hall, and purchase delicious refreshments to go with it...and who doesn’t want all those things? Again, if you have information regarding a sponsorship donation, contact Sara Gast.

The APE is a great chance for chapter members to work together, to earn recertification points, and to participate in a charitable fundraiser. We welcome and encourage all chapter members to join our APE committee. Each person helps to make this event a success and make a difference. It’s also a great way to get to know fellow members and do a little networking! Please contact Sara Gast to become a part of the committee.

Sara Gast
Wausau Chapter APE Chair

Amanda Godleske
Wausau Chapter APE Co-Chair

Getting to Know One of Our Members—Janelle Christensen

I attended a business college in Milwaukee in 1991. A family friend had recommended the school; she had graduated with a degree as an Administrative Assistant from there. While I was on summer break in high school, she would ask me to help her with projects. I enjoyed the work and considered the profession a career opportunity.

In 1991 I moved to Milwaukee from rural central Illinois. After graduation, I began my working career as an assistant to a materials handling sales office located in Milwaukee. There were only six employees, me included! I then found an opportunity as an assistant in a healthcare company.

My family consists of my husband Alex, two dogs – Jake and Rogue, and one cat – Magneto. Alex and I met in 1996 and we both relocated to Madison a year later, he from Minneapolis, and I from Milwaukee. We married in 1999 at the State Capitol.



Yes, you can get married there! A job opportunity became available to my husband and we again relocated, this time to central Wisconsin. We have been here since 2002. I joined County Materials (formerly County Concrete) as a sales assistant in January 2002.

My husband and I enjoy camping and taking our dogs for walks in the summer. When the weather brings us inside, I enjoy sitting down with a good long book, compliments of the book club where I am a member. All year long, Alex and I volunteer at New Life Pet Adoption Center in Marathon; currently we care for 11 dogs and 15 cats. Along with cats and dogs, we have cared for rabbits, hamsters, several guinea pigs, and two rats.

Janelle Christensen
Administrative Assistant—Sales
County Materials Corporation

Fun Thanksgiving Facts



Did you know?

- Abraham Lincoln was the first President to designate the last Thursday in November as a day of Thanksgiving, but it wasn't until 1941 that Congress made Thanksgiving an official holiday.
- Nearly 40 million Americans are expected to travel this year to gather with family and friends.
- Minnesota is the top turkey-producing state in the country with 2008 production of 49 million turkeys.
- Californians are the largest consumers of turkey in the United States.
- 88% of Americans will eat turkey on Thanksgiving Day.
- Benjamin Franklin wanted the turkey to be the national bird of the United States; Thomas Jefferson opposed him. It is believed Franklin named the male turkey as "tom" to spite Jefferson.
- The winless Detroit Lions have played every year on Thanksgiving Day since 1945.
- Thanksgiving is celebrated on the second Monday in October in Canada.
- The first Thanksgiving celebration lasted three days.
- The annual Macy's Thanksgiving Day parade tradition began in the 1920s.
- In 2002, retail sales of turkey was approximately \$3.6 billion. Forecasts for 2010 expect sales to reach \$4.18 billion.
- In 2007, President Bush granted a "pardon" to two turkeys and had them flown to Disney World in Florida, where they served as honorary grand marshals in the parade.

Wishing you, your friends, and families a safe and enjoyable holiday together!

Adobe LiveCycle Designer

Adobe LiveCycle Designer is a software program that can be used to create interactive PDF forms and document templates to be distributed, filled out, and submitted electronically. In the past, forms were created and distributed on paper manually. Paper forms can be time consuming to fill out and gather information when complete. By using Adobe LiveCycle Designer, you can distribute forms to a larger audience through e-mail or on the Internet.

Adobe LiveCycle Designer allows you to add static or interactive form object elements such as text boxes, list boxes, drop-down lists, image fields, command buttons (print and submit via e-mail), radio buttons, and check boxes. Form object elements can be set so they are read only, which means the user cannot enter information into that field, or they can be set at required fields, which means the user must enter information before the form can be submitted. Using the script editor panel, designers can create calculations associated with a particular field to add, subtract, multiply, or divide.

There are three different types of forms that can be created using Adobe LiveCycle. The first is an interactive form, which means the user can fill in details online using Adobe Reader or Acrobat. An interactive form also includes buttons for the user to save and send data via e-mail. The second is a static form, which means the form is meant to be printed and filled in manually by the user. The third is a dynamic form, which has a flowing layout that automatically adjusts to the amount of data typed in the form.

Adobe LiveCycle Designer has helped improve job functions and create a paperless environment for some of our processes. Outlined below, is the former process and the new process for handling expiration letters to insureds at an insurance company. You will see how the PDF form saved time and eliminated many of the steps that were part of the process.

Former Process

1. Dept. A collects account documents and places in a cardstock folder.
2. Mail Center routes the folder to Dept. B employee.

3. Dept. B employee completes first portion of processing form in handwriting and places it in the folder.
4. Mail Center routes the folder to Dept. C employee.
5. Dept. C employee completes second portion of the same processing form in handwriting and places it back in the folder.
6. Mail Center routes the folder to Dept. D employee.
7. Dept. D employee reviews and makes final adjustments to the same processing form in handwriting.
8. Dept. D employee creates letter, prints original for mailing plus two copies, and throws away the processing form.
9. Mail Center routes a hard copy of the letter to sales representative.
10. Mail Center routes another hard copy to Dept. E where it is scanned into e-file, then hard copy is thrown away.



Cons: Minimum of 2-5 days, maybe more if folder gets buried on a desk. There are account documents floating around the office—lack of confidentiality.

New Process

1. Dept. B employee accesses any account documents (for reference) online, opens PDF fillable processing form online, completes first portion, and clicks SUBMIT button to e-mail to Dept. C employee.
2. Dept. C employee opens e-mail, completes second portion of form, and clicks SUBMIT button to e-mail directly to Dept. D employee.
3. Dept. D employee opens e-mail and creates letter. Electronic copy of letter is saved into e-file system.

Pros: No paper is routed. No paper exists, except the original letter for mailing. The new process is done entirely via e-mail in a single day, completely eliminating the involvement of two departments.

Heather Renzelmann
Document Specialist
Church Mutual Insurance Company



Happy Birthday

- **November**
 - 2—Karla Zygowicz
 - 4—Sheila Rovang
 - 13—Lynette Hieronimus
 - 21—Stacy Neumann
- **December**
 - 4—Mary Ann Rudersdorf
 - 14—Lynn Heil
 - 19—Michele Kaiser
 - 22—Melissa Siikarla
 - 24—Carrie Heckendorf
 - 28—Robin Krause
 - 31—Audrey Mueller
- **January**
 - 23—Angela Vaughan
 - 24—Kathy Ruenger
 - 28—Diane Jehn



Happy Anniversary

- **November**
 - Michele Kaiser—2 years
 - Nicole Kubiaczyk—2 years
 - Arlene Kroening—7 years
 - Candy Landwehr—9 years
- **December**
 - Jean Marquardt—5 years
- **January**
 - Janelle Christensen—2 years
 - Lynette Hieronimus—14 years
 - Theresa Seliger—24 years



Gift for International President, Mary Ramsay-Drow, CPS/CAP

We are fortunate to have Mary Ramsay-Drow, CPS/CAP of the Milwaukee Chapter serving as the very first International President of IAAP from the Wisconsin Division.

It is customary for the International President's home division to present a donation in her honor at the end of her term. At the 2011 Education Forum & Annual Meeting (EFAM) in Montréal, the Wisconsin Division will present a donation to the Research & Education (R&E) Foundation in Mary's honor. More information on the R&E, Mary's preferred donation recipient, is listed on the HQ website <http://www.iaap-hq.org/aboutus/refoundation.html>

We invite all of our Wisconsin Division chapters to participate in honoring our first International President by conducting a fundraiser (or two, or more!) over the course of the year. Some possibilities for fundraisers for this R&E donation are:

- 50/50 raffle—Wisconsin Division will conduct 50/50 raffles at both Fall Education Conference (FEC) and Wisconsin Division Annual Meeting (WDAM)



Mary Ramsay-Drow

- Silent auction
- Raffle auction—Wisconsin Division will conduct a "basket" raffle at WDAM
- Collect loose change from meeting attendees by passing a small bucket or container
- Ask each member for a donation of \$1
- Book sale - members donate books, CDs, DVDs to be sold at a chapter meeting

Money collected throughout the year should be sent to HQ with a note that it's for the R&E in honor of Mary Ramsay-Drow, and is to be counted as part of the Wisconsin Division gift being presented at EFAM 2011. Also, please send me notice of any donation amounts you send in honor of Mary so I can add it to the amount on the big check that will be presented to Mary at EFAM.

We look forward to honoring Mary for her years of service to IAAP with this donation on her behalf.

Julie A. Thomas, CPS/CAP
2010-2011 Wisconsin Division President

Member Milestones



Kalynn Pempek, CPS/CAP is the new executive director of the Aspirus Health Foundation and Volunteer Services.

Diane Jehn retired on September 3, 2010 after 12 years at Northcentral Technical College and 24 years at John Muir Middle School.

She now has time to read, sew, decorate, hop in her car and go anywhere, and have the gals over for lunch occasionally.



To submit a milestone for a future newsletter issue, email betts5@aol.com or ann.dahlke@umr.com.

Pathways to Excellence Update

The Wausau Chapter is well on its way to achieving Chapter of Excellence for the third year in a row! What exactly is Chapter of Excellence, you might be asking, and why are we so vigorously pursuing it? Well, allow me to explain. *Chapter of Excellence*, along with *Member of Excellence* and *Division of Excellence*, are all part of IAAP's Pathways to Excellence program. Whew, that is a lot of "Excellences!"

The Pathways to Excellence program is based on ten principles, each a fundamental part of what it means to be EXCELLENT at what we do: 1) Certification; 2) Commitment; 3) Communication; 4) Education and Training; 5) Fiscal Responsibility; 6) Leadership Development; 7) Marketing / Research / Community Outreach; 8) Programs and Participation; 9) Recruitment and Retention; and 10) Strategic Planning.

To receive Chapter of Excellence, our chapter must meet 14 of 19 established criteria during the fiscal year. At each monthly meeting, I've been providing an update on our status in meeting the criteria, and our progress chart is printed in each newsletter, as seen on page 10. New for the 2010-2011 year is the MANDATORY requirement of two criteria: 1) Create and maintain an annual budget, provide a monthly financial statement to the membership, and submit our annual audit report to the Division Treasurer, and 2) Conduct at least one Member Recruitment Meeting. Failure to achieve these two criteria, regardless of how many other criteria are met, will prevent us from achieving the Chapter of Excellence designation.

Now to the why... We receive national recognition, a podium banner, half off of our subscription to the IAAP

Web Community, but most importantly, we are forcing ourselves to be the best chapter we can be. We all benefit from that!

To receive Member of Excellence, individual members must meet 8 of 11 established criteria during the fiscal year. A full listing of the criteria can easily be found on the IAAP website under Pathways to Excellence. New for the 2010-2011 year is the MANDATORY requirement of criteria #6, which requires members to pay their membership dues on or before their due date. Failure to achieve this criteria, regardless of how many other criteria are met, will prevent the member from achieving the Member of Excellence designation. What do you get out of it? National recognition, certificate of accomplishment for years one thru four and a pin on the fifth year, and as a bonus, it looks great on your resume!

Bottom line is, the IAAP Pathways to Excellence recognition program is designed to raise our value as career-minded administrative professionals. By meeting the various criteria of Member of Excellence and Chapter of Excellence, we are improving ourselves and improving our chapter.

So...take the initiative to strive toward Member of Excellence and work with chapter leadership to help achieve Chapter of Excellence. Have questions or need assistance? Contact me. Want to take the lead on helping to achieve one of the Chapter of Excellence criteria? Ooooooh, I can almost hear the collective "HECK YEAH" as I type!

Sheila Rovang, CPS/CAP
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	★	★	★	★								
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		★	★									1/2
Annual budget & monthly statements	★	★	★									Year End
Maintain full slate of officers & four chairs	★	★	★									Year End
Leadership/succession officers/chairs trng	★											Dec.
Delegate to WDAM & delegate/proxy to Int	★											May
Member on Div or Int. committee/officer	★											★
Have a seminar, APD or Exec event												Apr.
Apply for Avery or IAAP chapter award												Feb.
Have 15 members & 80% retention												Year End
Conduct at least one recruitment meeting												Apr.
New member orientation												
12% membership increase												Year End
Sponsor new prof. or student chapter												
Strategic plan & member survey	★	★	★									Dec.
★ = Completed items											TOTAL COMPLETE	3
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?												

For information on how YOU can achieve Member of Excellence status go to <http://pathways.iaap-hq.org>

Fall Education Conference Recap

The Wisconsin Division Fall Education Conference was held October 22-23 at the Heidel House in Green Lake, WI. The Wausau Chapter was represented by four members: Ann Dahlke, CPS; Cheryl Haebich, CPS; Lynette Hieronimus, CPS; and Angela Vaughan. Since there were four main education sessions and four attendees, we've each decided to report on a different session. We hope you enjoy our report.



Left to right: Angela Vaughan; WI Division Secretary, Lynette Hieronimus, CPS; International President Mary Ramsay-Drow, CPS/CAP; Cheryl Haebich, CPS; and Ann Dahlke, CPS.

Conflict Resolution by Julie Thomas, CPS/CAP



IAAP International President-Elect Tamra Goodall, CPS/CAP presented this program on the final day of the International Education Forum and Annual Meeting (EFAM) in Boston and after hearing both presentations, I honestly enjoyed Julie's presentation more

than Tamra's. Perhaps it had something to do with the smaller size audience which allowed Julie to interact with us more and the personal stories she included to illustrate her points.

Every leader must learn to deal with conflict in order to be successful. Most of us don't enjoy conflict and would prefer to avoid it at all costs. Knowing some basic information about why conflict exists and ways to resolve it will help us become better leaders.

We learned the basis of conflict resolution comes from Maslow's Hierarchy of Needs pyramid. Conflict arises mainly when our belonging needs and esteem needs are not met.

The best resolution to any form of conflict is win-win with all sides meeting in the middle. Of course, that's not always possible or realistic. Therefore, we were given the following five steps to conflict resolution/collaboration:

1. Setting the stage—pick a neutral, nonthreatening spot to meet to discuss the issue.
2. Share our stories—both sides must have an opportunity to tell their side of the story uninterrupted. You may need to impose time limits, but both sides must be given the chance to be heard under the same rules. Active listening is the key to this step.
3. Create an agenda—Take a moment to understand the issue that needs to be discussed and resolved. Use paraphrasing, "What I heard you say is..." The issue may not be as black and white as you might have initially thought it was.
4. Explain interests and needs—Each side likely has very different needs and you can't come to a good resolution without knowing what each side expects or looks for as the resolution.
5. Solve the problem—Put the final resolution in writing for clarity purposes and recordkeeping, especially if it is performance or corrective action related.

If you hit a wall, you may need to agree to disagree. Realize that some people don't want to resolve their conflicts. They may simply want to vent and aren't looking for your help to achieve a resolution.

Ann Dahlke, CPS

50 Websites in 60 Minutes by Bev Butula



On Friday afternoon, we had the fabulous presentation, *50 Websites in 60 Minutes*. The presenter was Bev Butula, a librarian with the law firm of Davis & Kuelthau in Milwaukee. Bev's energy and enthusiasm about using these websites

made me regret my decision to leave my laptop at home. It was probably a good thing though; I would have spent the evening in my hotel room and not gotten to enjoy my first time attending a Fall Education Conference!

(Continued on page 12)

Fall Education Conference Recap, Continued

(Continued from page 11)

Bev's presentation included great websites she finds helpful for navigating the web. She showed us websites that offer URL shorteners, deep web search engines, historical stock data, and printable flyer templates. As well as fun websites where you can make your own ringtones, listen to online radio with only the song styles you prefer, or find out if those veggies in your refrigerator for the last week are still safe to eat.

Bev also shared with us the scary fact that after someone dies, information about them, including their full social security number, can be found at <http://ssdi.rootsweb.ancestry.com/>.

Wisconsin Division President-Elect, Nancy Arnold, CPS/CAP, has posted Bev's handout with links to all 50 websites on the Web Community. Search for Document #6836 in the Wisconsin Division Resource Library.

Cheryl Peterson, CPS

The PeopleMap System by Pat Swan, M.S.

Pat Swan, M.S. presented The *People-Map* System at our Fall Education Conference held in Green Lake, WI.

Some of Pat's main points were:

- The prevailing source of conflict in relationships is personality differences
- Organizations want:
 - recruitment and retention
 - communication / conflict resolution
 - motivation / good morale
 - productivity / profitability
- We all want to:
 - solve everyday problems
 - achieve goals
 - have satisfying relationships

There are four different types of personalities: leader, task, people, and free spirit. Some people have very strong characteristics in one personality type while most of us have a combination of at least two types.



Successful leaders need good people skills. By recognizing the strengths and weaknesses in ourselves and others, we can learn how to be more productive when the need arises.

Pat had us form groups of the four different personality types to figure out the strengths and weaknesses of each group. Of the four personality types, the people group was the largest group in attendance.

In ending, Pat told us to remember the S.T.A.R. principle:

- S—know your strengths
- T—tap into your strengths
- A—know your Achilles heels that block success
- R—remember to use the strengths of all four types of personalities.

You can read more about the Fall Education Conference in the November issue of the Wisconsin Division Newsletter.

Lynette Hieronimus, CPS

Make Every Event Fun! by Nancy Arnold, CPS/CAP

Not surprisingly, Nancy Arnold, CPS/CAP shared her free spirit approach to making meetings a little more interesting. Her sample agenda was a perfect example of how to use color and design to brighten up the page and capture the audience. She recommended we use border art for the letterhead, watermarks, quotes and quips, and trivia. I especially liked the space allocated for “fantastic ideas (or doodles)!” Many of the conference attendees got into the spirit and offered a unique variety of ice breakers.



Nancy also introduced “purposeful networking/ mingling” where a small item is distributed to each attendee at the event or meeting. Attendees needed to find the corresponding trinket at the appropriate table for seating. This provided a great opportunity for networking with other members from throughout the division rather than just sitting with your own colleagues.

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Fall Education Conference Recap, Continued

(Continued from page 12)

Because Nancy has such a playful approach to life, she stressed the importance of using trinkets and manipulative items to help stimulate ideas. She shared a number of great websites to visit.

www.officeplayground.com for stress toys and other fun office things

www.orientaltrading.com for trinkets, theme-colored items like plates, goodie bags, etc.

www.wikipedia.com for trivia and facts about a lot of things

www.holidayinsights.com for fun and wacky holidays, months, today in history, etc.

www.infoplease.com for tons of interesting information like where is the tallest building? what is the newest country? the psychology of colors, plus games, puzzles, and so much more—one of Nancy's favorites!

Overall, Nancy's creativity and free spirit presentation was quite inspiring and enjoyable. I laughed a lot and

came away with some great ideas. She definitely walked the talk!

Angela Vaughan

In addition to the four educational sessions, we also enjoyed an icebreaker activity where we learned ways to earn points in the Member of Excellence program. At the division's Pathways to Excellence Awards presentation, the Wausau Chapter was awarded \$50 for earning Chapter of Excellence status for 2009-2010.

Following dinner and a reception for International officers, President Mary Ramsay-Drow, CPS/CAP and Great Lakes District Director Wendy Melby, CPS/CAP, we all enjoyed a laugh-filled game of IAAP Squares and an auction for prizes.

On Saturday, Wisconsin Division Certification Chair, Heidi Wolk, CPS/CAP, gave a presentation on the changes to the Certification program coming in November 2010.

We packed a lot of networking and knowledge into two days; each of us returning rejuvenated and excited to apply everything we learned!

Grammar Tips & Tricks—When to Choose “A” Vs. “An”



Most people know to use the article “an” instead of “a” before a word beginning with a vowel, but do you know whether it's appropriate to use “a” or “an” before a silent “h” as in “honor student?”

The key to correct usage is the sound, not the letter that follows “a” or “an.” For example, you would write “a” before a word that starts with the long “u” sound, such as a “uniform” in which the “u” is pronounced like “you.”

Examples:

“An honor student,” because the “h” is silent and the word begins with a soft “o” sound.

“A historic event,” because the word begins with the “hah” or hard “h” sound.

“A one-year contract,” because “one” starts with a “w” sound.

“An x-ray technician,” because the sound is “eks.”

Adapted from
www.businessmanagementdaily.com/articles

Develop a passion for learning. If you do, you will never cease to grow.

~ Anthony J. D'Angelo

Technical Tips and Tricks



This month, Carrie Heckendorf provides us with a helpful tip about how to create a digital signature in Adobe Acrobat 8.0 Professional.

Send your signature in a secure encrypted technology. This process will verify the signer's digital identify. In partnership with leading security vendors, including RSA, Entrust, VeriSign, GeoTrust, and ActivCard, Adobe Document Services provides solutions that instill trust in electronic documents while protecting brand integrity.

1. In Adobe Acrobat Professional, select **Advanced** from the Menu Bar.
2. Select **Sign & Certify** from the dropdown list.
3. Click **Place a Signature**. A window will pop up "Using your mouse, click and drag to draw the area where you would like the signature to appear. Once you finish dragging out the desired area, you will be taken to the next step of the signing process."
4. Click **OK**. Drag and draw the area where you want the digital signature to display. If you draw too small of an area, you will get the following message: "You are about to create a fairly small signature on this document. If you want your signature to be more readable, click Start Over and drag out a larger area for the signature." Click the necessary button: **Sign or Start Over**. Once you have finalized your signature area, you will get a message that reads "Add or create a digital ID to sign and encrypt documents. The certificate that comes with your digital ID is sent to others so that they can verify your signature." Choose **Create a self-signed digital ID for use with Acrobat** and click **Next**.
5. "Where would you like to store your self-signed digital ID?" (The default setting is fine to select.) Select your choice and click **Next**.
6. Enter your information and click **Next**.
7. The next window identifies the location where your signature will be stored by default (I do not recommend changing the location). Create and confirm a password. Remember this password, you will use it each time you want to digitally sign documents in the future. Click **Finish**.
8. A window will open requesting that your password be entered. Enter your password and click **Sign**.
9. You will be taken to a window to save your PDF with the signature. You can save the file over the unsigned PDF (replacing it).
10. Your digital signature will appear in the location selected with a date and time stamp. Your document is officially signed.

Using an Existing Signature

Once you have created your signature, selecting it is easy:

1. In Adobe Acrobat Professional, select **Advanced** from the Menu Bar.
2. Select **Sign & Certify** from the dropdown list.
3. Click **Place a Signature**.
4. Click **OK**.
5. Drag and draw the location of where you want your signature .
6. Enter your password and press **Sign**.

Your signature will only be available on the computer where you create it.

To submit a tip for a future newsletter issue, email betts5@aol.com or ann.dahlke@umr.com.

Learn to get in touch with the silence within yourself and know that everything in life has purpose. There are no mistakes, no coincidences, all events are blessings given to us to learn from.

~ Elisabeth Kubler-Ross

Recipes For A Busy Administrative Professional

Pumpkin Dessert

Ingredients:

1 can (15 oz.) pumpkin
 1 can (12 oz.) evaporated milk
 3 eggs
 1 cup sugar
 1 tsp cinnamon
 ½ tsp cloves
 ½ tsp allspice
 (I added 1 tsp of pumpkin spice)

Mix above together. Put in a 9 x 13 greased pan.

1 stick margarine
 1 Butter pecan cake mix
 Chopped pecans (optional)
 Cool Whip (optional)



Mix the margarine and cake mix together until crumbly. Sprinkle over pumpkin mixture. Top with pecans, if desired.

Bake at 350 for about 1 hour or until a knife inserted in center comes out clean.

Cool and (refrigerate if desired) serve with Cool Whip.

Submitted by Mary Palmer
 Wausau Chapter Nominations Co-Chair

Cube Steak in Gravy

Ingredients:

4 to 6 (4 ounce) cube steaks or round steak
 1/2 teaspoon Cajun seasoning, or to taste
 1/4 teaspoon ground black pepper
 1 (12 fluid ounce) can or bottle lemon-lime flavored carbonated beverage
 2 (10.75 ounce) cans condensed cream of mushroom soup
 1 (1 ounce) envelope dry onion soup mix



Season the steaks on both sides with Cajun seasoning and black pepper. Place the steaks into the prepared baking dish. Pour the lemon-lime beverage over them. Combine the cream of mushroom soup and dry onion soup mix, and pour over the steaks.

Bake, uncovered, for about 1 hour, or until meat reaches desired doneness. Do not open the oven door during the first hour of cooking. Serve over mashed potatoes or rice.

Note: I find the recipe a little too salty. You may want to use just one-half envelope of the dry onion soup mix or possibly use a low-salt cream of mushroom soup.

Directions:

Preheat the oven to 325°F and grease a 9x13 inch baking dish.

Submitted by Patty Pippenger, CPS/CAP
 Wausau Chapter Bylaws & Standing Rules Chair

Trivia Question

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

What is the Wausau Chapter's holiday community service project for 2010?

The answer can be found in this newsletter! Email your

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

The correct answer to the September/October trivia question was: ***"Irene Scallon, CPS is the Wisconsin Division Board Liaison to the Wausau Chapter."***

Congratulations to Pam Karttunen and Nicole Brummond whose names were randomly drawn from those who submitted the correct answer to the trivia question in the previous issue.