

# Administrative Advantage



Wausau Chapter

September/October 2011

## Message from the Treasurer

### INUREMENT

If you are like me, the first time I heard that word I thought...“this has got to be something BAD.” But then I decided to do some homework and figure out exactly what inurement means for the Wausau Chapter of IAAP.

When I did a search in the IAAP-HQ International Library, I found a very helpful Q&A document posted by Laura Giokas <http://fur.ly/603j>. Wisconsin Division Treasurer Irene Scallon, CPS included the topic of inurement in a presentation she gave at a recent IAAP leadership training session. After reviewing these documents, I am not nearly as afraid of the “I word” as I used to be!!

Merriam Webster’s Dictionary defines inurement as “to become of advantage.” The IRS says 501(c)(3) and 501(c)(6) organizations must not be organized or operate for the benefit of private interest and that no part of the net earnings of the organization may inure to the benefit of any private individual. (IAAP is a 501(c)(6) organization.)

A lot of words for a pretty simple concept! Money cannot be spent by our chapter on things that benefit a single individual or specific group of individuals without offering the same benefit to all members.

#### What we can continue to do:

- ◆ Provide scholarships at local colleges, as long as the colleges administer the program and make the final selection of the award recipient.
- ◆ Pay for our chapter delegate and alternate to attend EFAM or division events, as long as the individual is serving in an official capacity and such payments abide by our chapter bylaws.
- ◆ Pay for IAAP board members to attend leadership training, as long as the training will ultimately benefit the governance as a whole.
- ◆ Provide prizes, for example door prizes at meetings. This is allowed as long as both members and non-members are eligible to enter the competition. A specific example of this is our monthly attendance drawing. All chapter members have the option to attend the

meetings. We also include the names of guests in attendance, so they have the opportunity to win.

- ◆ Donate funds to the RTF.
- ◆ Offer incentives for nonmembers to join the Wausau Chapter, such as waiving chapter dues.
- ◆ Give away small token gifts during meetings to encourage participation.
- ◆ Pay for the educational speaker’s dinner as a show of appreciation for their time and preparation.
- ◆ Pay for dinner for members, as we did with our May Annual Meeting to celebrate our 50th anniversary. This gesture was offered to all members, so even though not everyone attended, it cannot be considered inurement.



#### A few things we cannot do:

- ◆ Raise money for an individual who is ill and then send a check from the chapter.
- ◆ Provide free dinner coupons to new members or members who have attended a set number of meetings in the year.
- ◆ Offer membership scholarships to specific members.

Hopefully this helps make INUREMENT a little less scary for everyone!!

Cheryl Haebich, CPS/CAP  
Wausau Chapter Treasurer

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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 St., Wausau, WI |  |               |  |
|---|--|---------------|--|
| Oct. 12, 2011   | <b>Program:</b> Preparing Governing Board Minutes<br><b>Presenter:</b> Cari Logemann, Sr. VP & General Counsel Aspirus, Inc.   | Feb. 8, 2012  | <b>Program:</b> Proofreading Skills<br><b>Presenter:</b> Carrie Heckendorf, Business Technology Faculty Northcentral Technical College   |
| Nov. 9, 2011  | <b>Program A:</b> Certification (30 minutes)<br><b>Presenter :</b> Janelle Christensen, CPS Certification Chair<br><b>Program B:</b> Effective Networking Techniques (30 minutes)<br><b>Presenter :</b> Jennifer Bittner, Owner Expressions Gift Baskets by Design | Mar. 14, 2012 | <b>Program:</b> Resumes & Interviewing Skills<br><b>Presenter:</b> Donna Staples, SPHR Sr. V.P. Human Resources People's State Bank      |
| Dec. 14, 2011   | <b>Program:</b> Holiday Social<br>No business meeting  | Apr. 2012     | <b>Program:</b> 7th Annual Administrative Professional Event<br>No business meeting<br>(Date and location to be determined by committee) |
| Jan. 11, 2012   | <b>Program:</b> Software Presentation TBD<br><b>Presenter:</b> Dianne Carroll, Organizational Development Assistant Northcentral Technical College   | May 9, 2012   | <b>Program:</b> Annual Meeting and Elections<br>No educational program   |

## Important IAAP Dates for 2011-2012

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



## August Meeting Recap



We kicked off our first meeting of the 2011-2012 IAAP year on August 10 with a great program titled *Appropriate and Inappropriate Behavior in the Workplace* presented by Dave Tice of Aspirus Employee Assistance Services.

We learned the most important factor in determining whether or not workplace behavior is considered appropriate is not the perpetrator's intentions, but rather each individual's perception of the situation.

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

Treasurer Cheryl Haebich reported our chapter's books had passed their annual financial review and this information has been submitted to the Wisconsin Division. Cheryl also has received a copy of the Wisconsin Division Treasurer's Report for the fourth quarter of 2010-2011. Any members who wish to review this information should contact Cheryl directly.

Sheila Rovang congratulated the twelve chapter members who earned Member of Excellence for 2010-2011. Members who kept track of their progress in the program but did not meet the required eight of the eleven criteria should contact Sheila for recognition of their efforts by the chapter.

Two members sat for the certification exams in May 2011. Robin Krause was congratulated for earning her CPS designation and Cheryl Haebich for earning her CAP.

Janet Tharaldson reported the date has been set for our chapter's 50th anniversary celebration. We will host a Chamber PM together with the Jefferson Street Inn and the City Grill on November 3, 2011. See the article on page 5 for additional details about this event.

Lynette Hieronimus reported she is creating a list of the chapter's library materials to be posted on the chapter's website. See the article on page 5 for additional information about the Wausau Chapter library materials.

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Human beings, for all their pretensions, have a **remarkable** propensity for lending themselves to classification somewhere within neatly labeled categories.  
Even the outrageous exceptions may be classified as outrageous exceptions!

~ W. J. Reichmann

## Chapter Contacts

|  |  |                      |
|--|--|----------------------|
| President Ann Dahlke, CPS/CAP          | <a href="mailto:ann.dahlke@umr.com">ann.dahlke@umr.com</a>                     | 715-841-6808         |
| Vice President Sheila Rovang, CPS/CAP  | <a href="mailto:sheila.rovang@aspirus.org">sheila.rovang@aspirus.org</a>       | 715-847-2117         |
| Treasurer Cheryl Haebich, CPS/CAP      | <a href="mailto:chaebich@graebel.com">chaebich@graebel.com</a>                 | 715-848-6444         |
| Corresponding Secretary Shirley Ecker  | <a href="mailto:shirley.ecker@aspirus.org">shirley.ecker@aspirus.org</a>       | 715-847-2000, X52395 |
| Recording Secretary Heather Renzelmann | <a href="mailto:hrenzelmann@churchmutual.com">hrenzelmann@churchmutual.com</a> | 715-539-4431         |
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| Webmaster Sonia Miller                 | <a href="mailto:sonia_a_miller@optum.com">sonia_a_miller@optum.com</a>         | 715-841-5096         |

## September Meeting Recap

Gary Broesch, corporate trainer from Church Mutual Insurance Company presented *Give 'Em A Pickle*, a program about customer service at our September 14 meeting.

We learned no matter what line of business we're in, we're all in the people business. If our customers aren't happy, we'll soon be out of business. We also learned how to use attitude, consistency, and teamwork to provide top notch customer service.

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

Vice President Sheila Rovang, CPS/CAP described the Member of Excellence program and provided a copy of the Member of Excellence Commitment Form to sign. She also reviewed our progress in the Chapter of Excellence program and included a helpful chart so everyone could see exactly what our chapter needs to do to earn this distinction for a fourth consecutive year.

Members were reminded to register for the Wisconsin Division Fall Education Conference (FEC) in October.



Gary Broesch presented *Give 'Em a Pickle* at our September 14 chapter meeting.

See page 14 for additional information about FEC. Several members indicated they were interested in attending this year.

President Ann Dahlke, CPS/CAP outlined the Avery Box Tops challenge and Audrey Mueller, CPS offered to serve as our chapter's Box Tops coordinator. See page 8 for additional information about the Box Tops program.

Bylaws and Standing Rules Chair Bonita Buchberger, CPS/CAP reported she continues to follow up with the Wisconsin Division bylaws and standing rules chairperson regarding approval of the amendments to our chapter bylaws and standing rules which we voted on and passed in May 2010 and May 2011.

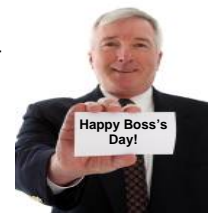
Certification Chair Janelle Christensen, CPS informed us Northcentral Technical College in Wausau is no longer listed as a testing site for future certification exams. This site was dropped because of low numbers. They typically like to see 5-10 exam candidates for each scheduled exam date. NTC is still willing to host the exams and she is working to see if the site can be reinstated for the May 2012 exam. Janelle will keep us informed as she continues her investigation.

## Boss's Day Recognition Letter

Is your boss supportive of your membership in IAAP? Would you like to thank and acknowledge him or her for that support?

This year, in honor of National Boss's Day on October 16, 2011, we'd like to offer you the opportunity to have a thank you letter sent to your boss in recognition of the support of IAAP he or she provides to you all year long.

If you would like your boss to receive a letters, send your boss's name and complete mailing address to Shirley Ecker at [shirley.ecker@aspirus.org](mailto:shirley.ecker@aspirus.org) by September 30, 2011.



Letters will be mailed the week of October 10, 2011 and will be signed by the Wausau Chapter president.



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

## Wausau Chapter 50th Anniversary Celebration Update

Mark your calendars for **Thursday, November 3** at the **Jefferson Street Inn** when the Wausau Chapter of IAAP will celebrate our 50<sup>th</sup> Anniversary with a Business PM jointly hosted with the Jefferson Street Inn and the City Grill.

A Business PM is a Wausau Region Chamber of Commerce-sponsored event. As such, they will use their mailing and email list to send out invitations to over 1,100 individuals.

Besides putting together all the details for a great celebration, we are looking for all our former "retired"

IAAP members. We want to make sure we invite all our former members. If you have any contact information for past members, please send an email to Janet Tharaldson at [jtharald@wdhprint.com](mailto:jtharald@wdhprint.com).

As soon as the details are finalized, we will give you all the event and registration information. In the meantime, if you have any questions, feel free to contact me at the email address above or at 715-845-0624.

Janet Tharaldson, CPS  
50th Anniversary Celebration Chair

## Wausau Chapter Library Materials

The purpose of the Wausau Chapter IAAP Library is to provide and distribute administrative, secretarial, and office profession publications and information to chapter members.



### Checkout and Member Guidelines:

- Publications are available at chapter meetings or events. You may also check out publications by contacting me directly and completing the provided checkout form. If publications are not available at the time requested, you may place your name on a waiting list; when the book becomes available, you will be contacted.
- Checkout limit is two publications per member.
- Written notice (via mail or email) is given to members when publication(s) are checked out for longer than 3 months from the checkout date.
- Written notice (via mail or email) is given to members for final request to return publication for checkout longer than 6 months from the checkout date. Chapter member negligence to return publications after 6 months is to reimburse the chapter for the replacement value of the publication.
- Publication checkout is limited to Wausau Chapter IAAP members only.

### Publication List, Purchase, and Donation:

- Library publications and information are kept by the

chapter Librarian and will be posted on the Wausau Chapter website this month.

- Purchase of additional books is to be approved by the chapter Board of Directors and/or by a motion approved at a chapter meeting.
- Chapter will accept donations from members or organizations. (The donator's name will be noted in the front cover of the publication.)

In each newsletter issue, I will pick out one of the books in our collection to feature and I will provide a brief paragraph about that book's highlights.

The first featured book is: *Business Etiquette and Professionalism* by M. Kay duPont. The book is an easy read and contains information on the following:

- What is Business Etiquette?
- Principles of Impeccable Work Behavior
- Meeting People
- Telephone Etiquette
- Electronic Etiquette
- Planning and Attending Business Meetings
- Planning and Attending Meal Meetings
- Business Invitations and Gifts
- Multicultural Etiquette

Lynette Hieronimus, CPS  
Wausau Chapter Librarian

## Globe University and IAAP Business Alliance Partnership

Developing business relationships, strengthening the local work force, and ensuring strong networks for professionals and college graduates are three goals Globe University—Wausau and the International Association of Administrative Professionals (IAAP) Wausau Chapter share. In an effort to collaborate and achieve these goals, IAAP and Globe University signed a Business Alliance Partnership agreement in July 2011.

This is a no cost agreement providing customized training opportunities, scholarships to all members of IAAP Wausau Chapter, and collaboration opportunities for business development and education ambitions. In addition, the Business Alliance scholarship is an incentive for businesses' members to earn degrees to succeed in their jobs and achieve career goals.



Celebrating the signing of the Business Alliance Partnership Agreement between Globe University and the Wausau Chapter of IAAP are: Front row: Christine Ellis and Ann Dahlke, Back Row: Adam Smrcka, Michelle Hauer, and Robert Trewartha.

As a result of the Business Alliance Program, Globe University has secured more program advisory committee members and qualified instructors, which improves Globe's academic delivery quality.

IAAP Wausau Chapter will receive quarterly customized training and development opportunities through access to Globe Education Network's resources. Globe University—Wausau looks forward to collaboration with the Wausau Chapter of IAAP.

If you or your business is interested in Business Alliance opportunities please feel free to contact Michelle Hauer, SPHR, director of career services: [michelle-hauer@globeuniversity.edu](mailto:michelle-hauer@globeuniversity.edu) or Christine Ellis, campus communications and community relations specialist: [christineellis@globeuniversity.edu](mailto:christineellis@globeuniversity.edu).

## Wausau Chapter Policy on Memorials



Recently, the question was asked, "What does our chapter do to acknowledge a death in the family of one of our members?" The Wausau Chapter does address this sad occasion in our bylaws and standing rules. The statement below is taken from our Standing Rules page.

*The Board of Directors or appointed designee shall send a card upon the death of a member, or a member of the immediate family (immediate family shall include husband, wife, mother, father, or child), or a relative with whom the member resides. Shall send memorial/flowers in an amount not to exceed \$30, if approved by the Board of Directors.*

The Wausau Chapter will also recognize the loss of a family member who does not fall into the description of immediate family as defined in the standing rules by sending a sympathy card on behalf of the chapter.

If you become aware that one of our chapter members has suffered the loss of a family member, please notify one of the Wausau Chapter officers so appropriate arrangements can be made in a timely manner.

If the member prefers, instead of sending a floral arrangement, the chapter may also provide a monetary donation to a charitable organization designated by the family.

The **remarkable** thing about the human mind is its range of limitations.

~ Celia Green

## Getting to Know One of Our Members—Shirley Ecker



I have been employed with Aspirus Wausau Hospital since October 2000. After graduating from Wausau West High School in 1978, I began working in the health care field at the Stahmer Clinic as a receptionist. In May 2011, I graduated from Northcentral Technical College in Wausau with an Office Assistant certificate and an Associate Degree from the

Administrative Professional program. After being out of school for 33 years, it was quite an adjustment to study and do homework again.

My family consists of my husband, Randy, our children Catherine, 27, and twin sons Christopher and Jonathon, 20. My husband is employed at Old Castle Glass in Schofield. Catherine and her husband Richard have been married for three years and live in Wausau. Jonathon is a sophomore at UW-Eau Claire in Spanish Education, and Christopher is enrolled at Northcentral Technical College in the Marketing program.

In my spare time, which is rare, I enjoy reading, gardening, and needlepoint. On occasion, I treat myself to

a massage at Aspirus Women's Health. My family and I are very involved at our church – Pilgrim Lutheran in Wausau. We have organized the church's annual rummage sale and maintained the Memorial Garden in honor of our members who have passed on. In May 2006, I graduated from the East Central Synod of Wisconsin Lay School of Ministry. This two-year program consisted of classes in Systematic Theology, Spirituality, Church History, Old and New Testament, and other classes. I currently assist the pastor of our church with worship services and lead worship services when she is gone on vacation.

In February 2008, I became a member of the Wausau Chapter of IAAP after attending my first meeting as a guest of Kalynn Pempek. I immediately got involved as a member of the Membership Committee. The following year, I was membership chair, and have for the past two years served as corresponding/recording secretary. If you have not served as an officer or on a committee, I encourage you to check it out; it is an experience that can help you in your career. By being involved in these committees, I have enhanced my Microsoft Word and Excel, and minute taking skills.

Shirley Ecker  
Administrative Assistant,  
Cardiovascular Specialty Services  
Aspirus Wausau Hospital  
Wausau Chapter Corresponding Secretary

## The Retirement Trust Foundation

The Retirement Trust Foundation (RTF) needs you! Please continue to help share the word about the Housing Subsidy for Admins in Need (HSAN) Program of the Retirement Trust Foundation. This important program provides financial assistance towards housing costs for any retired administrative professional living in a retirement community and meeting the housing assistance criteria. Assistance is accessible to all members within the six districts of IAAP.

The next deadline date to submit applications is fast approaching — **November 15, 2011**. If you or some-

one you know needs housing assistance, and meets the housing requirements, please go to the RTF website at [www.iaap-rtf.org](http://www.iaap-rtf.org) for more information about the program and to find the application, or contact IAAP Headquarters and ask for the Controller's Office for assistance.

**THE RTF STANDS READY  
TO HELP ADMINIS IN  
NEED!**

THE  
**Trust**  
RETIREMENT TRUST  
FOUNDATION

## Give Back With Box Tops For Education



The Box Tops for Education® program was created by General Mills, Inc. in 1996 as a way for everyone to pitch in and raise money to help kids, teachers, and schools. The program has helped local schools across the country earn cash to get the things they need—from books and school supplies to playground equipment and computers. Through the Box Tops for Education program, American schools have earned over \$320 million in the past 15 years.

By simply clipping the Box Tops coupons found on many everyday products, you too can help area schools raise money. To see a complete list of products that feature the coupons, click on the following link: <http://www.boxtops4education.com/Image.aspx?id=6509>

Did you know Avery offers a Box Tops for Education Challenge for IAAP? Avery will award an education grant in the amount of \$2,000 to the chapter who collects the most Box Tops coupons and an education grant of \$500 to the chapter who collects the second largest number of Box Tops coupons in support of the program. Better yet, Avery will award two sets of first and second prizes—one set of prizes to chapters with less than 40 members and one set to chapters with 40 or more members. All Box Tops coupons are eligible, not just those found on Avery products.

The program runs from July 1, 2011 through April 30, 2012. Chapters have until May 15, 2012 to report their year-end collection results to IAAP.

Last year, in the first year of the Avery program, IAAP chapters collected over 53,000 Box Tops coupons for their local schools. The only Wisconsin Division chapter to participate in the Avery challenge last year was the Chippewa Valley Chapter. They collected and submitted 639 Box Tops coupons, finishing twelfth among chapters with less than 40 members.

Many of you are likely already clipping and saving the Box Tops coupons for your child's school. You can participate in this challenge and still give the Wausau Chapter credit for those Box Tops coupons your child takes to school. Simply download the Avery Box Tops for Education Program 2011-2012 Redemption Form found at: <http://fur.ly/5zdc> and ask the Box Tops coordinator at your child's school to verify the number of Box Top coupons you are donating, and then bring the form back to our chapter so we can turn it into Avery at the end of the challenge.

Thank you to Audrey Mueller for serving as the Box Tops coordinator for the Wausau Chapter. Contact Audrey at [audrey.mueller@libertymutual.com](mailto:audrey.mueller@libertymutual.com) or 715-843-3347 with any questions related to the Box Tops program.

## Save Lids to Save Lives



Yoplait's signature pink lid program, *Save Lids to Save Lives*®, takes place during September and October to raise funds for Susan G. Komen for the Cure®, the world's largest grassroots network of breast cancer survivors and activists. Watch for pink lids to appear soon in your favorite local stores.

For every pink lid collected and mailed in by December 31, 2011, Yoplait will donate 10 cents to Susan G. Komen for the Cure, up to \$2 million.

Mail your washed lids to the following address:



Save Lids to Save Lives  
PO Box 9656  
Grand Rapids, MN 55745-9656

You can mail up to ten flattened Yoplait lids in one regular size envelope with one first class postage stamp.

**Be sure to include your return address and zip code on your envelope.** Lids submitted are tracked by zip codes, which allows the donated funds to go directly to each sender's local Komen affiliate. That means the 10 cents donated for every lid you mail will come directly back to the central Wisconsin area to help women in Langlade, Lincoln, Marathon, Portage, Taylor, western Shawano, and Wood counties.

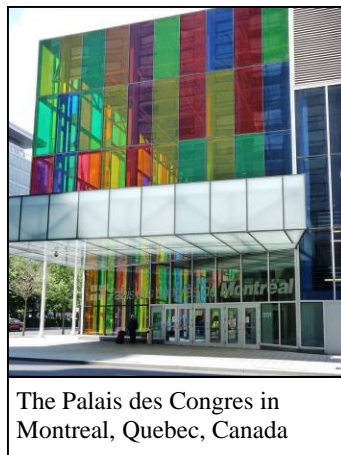
For more information about the program or answers to FAQs, visit Yoplait's website <http://yoplait.com/save-lids-save-lives/> or visit [www.komen.org](http://www.komen.org) for more information about Susan G. Komen for the Cure.

## Education Forum and Annual Meeting (EFAM) Recap

IAAP's 66th International Education Forum and Annual Meeting (EFAM) took place July 23-28, 2011 at the Palais des Congres in Montreal, Quebec, Canada.

I arrived in Montreal on Friday evening, meeting former Wisconsin Division President Pat Falkenhagen, CPS/CAP in Detroit for our flight into Montreal. Fortunately, we chose Delta Airlines for our flights to Montreal, as the Wisconsin Division members holding tickets on American and United Airlines experienced multiple flight delays due to bad storms in Chicago.

After arriving in Montreal and making our way through Customs and Immigration, Pat and I shared a cab to our respective hotels. After taking a few minutes to unpack and get settled, we met in the Palais des Congres to register and pick up our materials for the days ahead.



The Palais des Congres in Montreal, Quebec, Canada

On Saturday, I enjoyed two education sessions. The first was *Secrets to Supporting Multiple Bosses* with Debra Fox and the second was *Relationship Building: Your Sphere of Influence* with Dan DeSalvo. I enjoyed both sessions and it was a good way to kick off the conference. Saturday evening was relaxing as more members from the Wisconsin Division arrived and we enjoyed spending time with old friends and making new ones.

Sunday began with the opening Business Session, where the members of the International Board were introduced and we heard reports from the Credentials Committee, the Retirement Trust Foundation (RTF) chairperson, and campaign speeches from the 2011-2012 International Board candidates, including Pat Falkenhagen, CPS/CAP, a candidate for Great Lakes District Director.

In her State of the Association speech, International President Mary Ramsay-Drow, CPS/CAP told us 2010-2011 was a much better economic year than the previous one was for our association. Year-end budget estimates show we will have a budget surplus of about \$160,000 as compared to the deficit of \$450,000 at the

end of the previous IAAP year. The full text of Mary's speech can be found in the International Library on the IAAP website at <http://fur.ly/5wtm>.

Sunday afternoon, we attended the Great Lakes District Caucus where Great Lakes District Director Wendy Melby, CPS/CAP from the Wisconsin Division, Waukesha Chapter presided. Afterwards, we attended the Office Expo. The number of vendors was down from prior years due to the complications of shipping samples and products across the border to Canada.

Sunday evening brought the Evening of Welcome, complete with two Canadian Mounties from the Department of Tourism and someone dressed in a moose costume! It was fun getting together with the other members of the Wisconsin Division.



Members from the Wisconsin Division enjoying the Evening of Welcome

On Monday morning, I fulfilled my responsibility as our chapter delegate by voting for the 2011-2012 International officers. Since there were three candidates for Great Lakes District Director, the delegates from the Great Lakes District each had to vote a second time, since the first ballot did not result in a clear winner.

Following the balloting, several of us attended the Leadership Luncheon sponsored by Avery where we were entertained by Bob Abrames as he presented *Lead, Follow, or Get Out of the Canoe*.

Monday afternoon, the Business Session reconvened and the delegates voted on the proposed bylaws and standing rules for IAAP and the RTF. This process

*(Continued on page 10)*

## Education Forum and Annual Meeting (EFAM) Recap, Continued

(Continued from page 9)

went more quickly than I had anticipated. The most controversial amendment was #1, which proposed a minimum number of members for a chapter. The amendment was amended several times, but ultimately was defeated.

Here are the results of the proposed amendments to the **IAAP Bylaws & Standing Rules:**

- Amendment # 1—Failed—Regarding the minimum chapter size.
- Amendment # 2—Adopted—Regarding simplifying the dues structure.
- Amendment # 3—Adopted—Regarding discounting dues for a period of time for promotion.
- Amendment # 4—Adopted—Regarding waiving processing fees for returning members.
- Amendment # 5—Adopted—Regarding clarifying the board term.
- Amendment # 6—Adopted—Regarding striking the word "international" and adding "Retirement Trust Foundation" trustee.
- Amendment # 7—Adopted as amended—Regarding the number of division candidates that can be nominated for international office (amended to allow no more than one candidate rather than the two as proposed).
- Amendment # 8—Failed—Regarding providing a list of delegates who failed to vote.
- Amendment # 9—Adopted—Regarding striking words from the IAAP bylaws that are now shown in the RTF bylaws.
- Amendment # 10—Adopted as amended—Regarding adding the words "and Retirement Trust Foundation Bylaws" that allow the IBSR Committee to review the RTF bylaws.
- Amendment # 11—Regarding wording that was moved to the RTF bylaws.
- Amendment # 12—Adopted—Regarding adding the task of reviewing the RTF bylaws to the IBSR Committee.

**RTF Bylaws & Standing Rules:**

- Amendments # 1 thru # 6—All adopted as written and presented.

To view a complete set of the proposed Bylaws and Standing Rules amendments go to: <http://fur.ly/5wtu>.

Following the vote on the amendments, the newly elected International Board members were announced and installed:

**Officers:**

- President Tamra Goodall CPS/CAP
- President-Elect Karlena Rannals CPS/CAP
- Vice President Judith A. Yannarelli, CPS/CAP
- Secretary Antoinette Smith CPS/CAP
- Treasurer Wendy S. Melby, CPS/CAP

**District Directors:**

- Canada District Lina Veglia
- Northeast District Bianca M. Constance
- Northwest District Kristi Rotvold, CPS/CAP
- Southeast District Doris Goode, CPS/CAP
- Southwest District Dortha Gray, CPS/CAP
- Great Lakes District Tammy S. Pierce, CPS/CAP
- Affiliate Representative Leanne M. Fisher, Grad-Cert Bus, JP
- Retirement Trust Foundation Jean Bohinski, CPS/CAP and Patricia Row, CPS/CAP



Members of the 2011-2012 International Board of Directors being installed by Mary Ramsay-Drow, CPS/CAP.

Last on the schedule for Monday was a speech by IAAP Executive Director Don Bretthauer, CAE. The full copy of this speech is available at <http://fur.ly/5wtm>.

Tuesday morning began with a humorous yet informative presentation by Clinton Kelly. He gave us simple tips for ways to always look our best and even had some brave volunteers from the audience step on stage.

(Continued on page 11)

## Education Forum and Annual Meeting (EFAM) Recap, Continued

(Continued from page 10)

Tuesday evening's keynote session was *A Kick in the Attitude: Recharge Your Work and Life* by Sam Glenn. Sam began his presentation by creating a large chalk painting on stage and left us all holding our sides from laughing so hard during his presentation. The chalk painting was later auctioned at the banquet on Wednesday night, raising an astounding \$4,000 for the IAAP Research & Education Fund.

Wednesday was another full day of educational sessions followed by the final night banquet. Members of the Milwaukee Chapter and Wisconsin Division swelled with pride as checks for donations to IAAP's Research & Education (R&E) Foundation were presented in honor of Mary Ramsay-Drow. We also listened as 2011-2012 International President Tamra Goodall, CPS/CAP gave her incoming president's address. The full text of her speech is posted at <http://fur.ly/5wtm> along with the other speeches.

On Thursday morning, I attended the leadership training session that wrapped up the whole event. Murrelle Rodrigo was a wonderful and inspirational speaker and it was good to end the event on such a positive note.

Thank you for allowing me to serve as your chapter delegate again this year and for entrusting me to vote in your best interest. I'm already looking forward to attending the 2012 EFAM in Grapevine, TX. What would it take to convince you to attend with me?

Ann Dahlke, CPS/CAP  
Wausau Chapter President



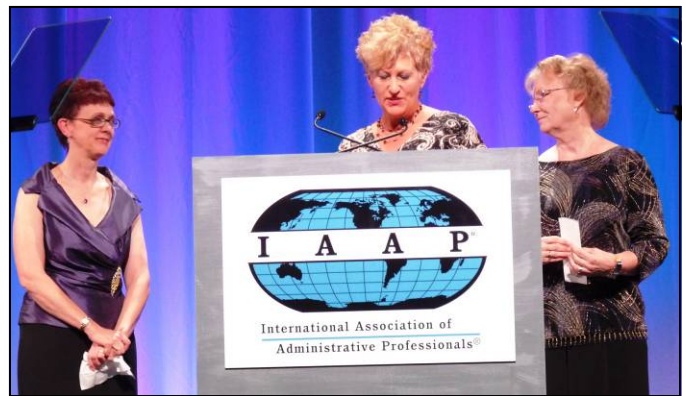
Having a little fun at the Evening of Welcome; I'm posing with the Mounties!



2011-2012 International President Tamra Goodall, CPS/CAP at the banquet on Wednesday.



This is the chalk painting Sam Glenn created live on stage during his presentation.



Milwaukee Chapter President Kristi Rae Sanders and Cassie Laskowski, CPS making the check presentation of \$500 to the R&E Foundation in honor of Mary Ramsay-Drow on behalf of Mary's home chapter, the Milwaukee Chapter.



The Wisconsin Division presented a check for \$2,350 to the R&E Foundation in Mary's honor. Shown left to right are: Nancy Arnold, CPS/CAP; Julie Thomas, CPS/CAP; Mary Ramsay-Drow, CPS/CAP; Wendy Melby, CPS/CAP; Cassie Laskowski, CPS; and Kristi Sanders.

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



| <b>Criteria</b> |   | <b>Completion Date</b>       |                                 |
|-----------------|---|------------------------------|---------------------------------|
| 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<br>Budget: |
|                 |   | Sent to Division:            | Audit: Aug. 3, 2011<br>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:               |                                 |
|                 |   | 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:             |                                 |
|                 |   | Sent to Division:            |                                 |
| 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                  |
| 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.**

## Member Milestones



**Lynette Hieronimus, CPS**

2010-2011  
2009-2010  
**2008-2009**

### **CORRECTION**

Lynette Hieronimus has earned Member of Excellence status for three years. The years 2008-2009 were accidentally omitted from the article in the July/August 2011 issue.



Kristina Bung-Riddle has been promoted to senior administrative specialist at Wipfli LLP.

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

The following milestones will be considered for publication: adoptions, births, weddings, promotions, designations and certifications earned, recertifications earned, and degrees earned.

## Happy Birthday

- **September**
  - 2—Penny Ellenbecker
  - 10—Heather Renzelmann
  - 12—Courtney Fandre
  - 14—Jean Scherer
  - 18—Sonia Miller
- **October**
  - 4—Kristina Bung-Riddle
  - 18—Jean Marquardt
  - 27—Nicole Brummund
  - 31—Vicki LaPorte-Gesicki
- **November**
  - 2—Karla Zygowicz
  - 4—Sheila Rovang
  - 13—Lynette Hieronimus
  - 21—Stacy Newman



## Happy Anniversary

- **September**
  - Mary Grams—2 years
  - Jessica Benton—2 years
  - Sheila Rovang—12 years
- **October**
  - Courtney Fandre—1 year
  - Laura Roggenbauer—1 year
  - Carrie Heckendorf—3 years
  - Melissa Siikarla—3 years
  - Betty Dotseth—16 years
  - Patty Pippenger—21 years
- **November**
  - Michele Kaiser—3 years
  - Nicole Kubiacyzk—3 years
  - Arlene Kroening—8 years



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

## Wisconsin Division Fall Education Conference



**Wisconsin Division Fall Education Conference (FEC)**  
**October 28-29, 2011**  
**Holiday Inn—American Center**  
**Madison, WI**



Don't miss your opportunity to meet IAAP members from throughout the Wisconsin Division and earn up to 7 re-certification points while attending great programs such as:

- ***Ed-Venture*** a team-building exercise with Jeff Messer from Blackhawk Technical College
- ***Market Like A Pro*** by Ann Dahlke, CPS/CAP and Heidi Hoefler, CPS
- ***The Serenity of Shared Features, So You Think You Know Word?, Power Tips for Power Users of Power-Point, Excel Enthusiasm, and Office Tricks from the Trenches*** with Heather Ferrise and Mary Gasperovich of T3 (T3 is the premier, Microsoft-certified, instructor led, technology training provider in south-eastern Wisconsin.)
- ***Building Trust*** by Wisconsin Division President-Elect Kathleen Princeton, CAP

You'll also have the opportunity to enjoy a group activity with a Halloween theme, enjoy a recognition luncheon with P2E Award presentations, participate in 50/50 raffles, and meet International Treasurer Wendy Melby, CPS/CAP and Past International President Mary Ramsay-Drow, CPS/CAP.

Donate your gently used, original, DVDs and CDs to the Wisconsin Division! Items will be priced to sell at the conference. Non-attendees are also welcome to send donations of DVDs and CDs along with conference attendees!

Early bird registration fee of \$115 is available until October 7. Reduced rates are also available for those who are only able to attend one of the two days. Registration information is available at [www.iaap-wisconsin.org](http://www.iaap-wisconsin.org) or you can register online at <http://wisconsindivision2011fec-eorg.eventbrite.com/>.

To reserve your hotel room at the conference rate of \$105/night plus tax (single/double), call the Holiday Inn direct at 608-249-4220 or visit their website [www.holidayinn.com/madisonwi](http://www.holidayinn.com/madisonwi) and use group code "IAP" in the main reservations area on the right side of the page. Room rates are guaranteed until September 27 so don't delay!

## Recipe For A Busy Administrative Professional

### Shredded Beef/French Dip Sandwiches in the Crock Pot

- Beef Roast (Chuck roast is **NOT** recommended as it will make the Au Jus greasy – I use an English cut roast)
- 1 jug Johnnie's Au Jus (found in the catsup aisle)
- 1 package (dry) zesty or regular Italian dressing mix
- 1 can beef broth



Place beef roast(s) in crock pot and pour the above mixture over the top. Cover and cook in crock pot for 10 hours on low (cook for less time on high).

Before serving, shred the beef and add a can of mushrooms (if you like them). Serve shredded beef on buns with Au Jus on the side for dipping.

Submitted by Patty Pippenger, CPS/CAP  
 Forms Design Technician  
 Liberty Mutual Insurance

## Technology Tips & Tricks

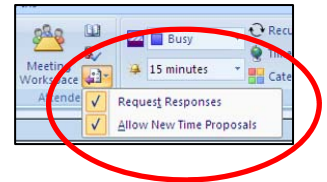
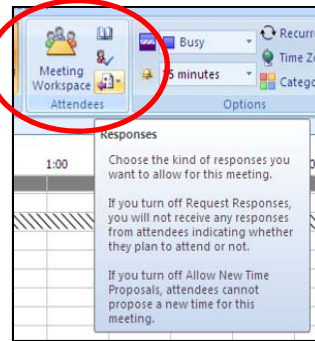


**This month, Ann Dahlke provides us with a helpful tip to use in Outlook 2007.**

Do you need to send a meeting invitation to a very large group of people? If you don't want all the accept and decline responses to clog up your email inbox, here's how you can turn off those responses for this particular invitation.

Once you have the invitation set up with all the information loaded including the people you want to invite, look at the Attendees Tab. (It's the one showing three people sitting around a table.) On the right side of the tab are three buttons. The lowest button is for responses. Hover over this button and review the information pro-

vided. Click the button to uncheck these options and then send the meeting invitation to the attendees.



Now, when the attendees accept or decline your meeting invitation, you won't receive an email message from each atten-

dee in your inbox. This will mean fewer messages for you to have to sort through and delete!

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

## Grammar Tips & Tricks



An ellipsis is a set of three periods used to show the omission of words from quoted material. Use an ellipsis to show an omission at the beginning, in the middle, or at the end of a sentence. When the omission is at the end of a sentence, be sure to insert the appropriate punctuation to end the sentence (period, question mark, or exclamation mark) and then add the ellipsis.

*Susan explained, "The monthly meetings . . . begin at 5:30 p.m." (The ellipsis replaces the omitted words: held on the second Wednesday of each month.)*

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

Use an ellipsis to indicate hesitation or trailing off in dialogue or train of thought. If the sentence is considered incomplete, use only the ellipsis. If the sentence is considered complete, use a period and then the ellipsis.

*Kim was unsure how to proceed . . .*

*Bob wondered, would the next step be as difficult as the first? . . .*

Regardless of how you use the ellipsis, it's best to use it sparingly. Using it too often, especially in email messages, can make you appear indecisive or lacking in self-confidence.

## 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.

**How many recertification points could you earn by attending the full 2011 Wisconsin Division Fall Education Conference?**

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

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

The correct answer to the trivia question in the July/August 2011 issue was: ***"The Wausau Chapter monthly meetings will take place at the Jefferson Street Inn."***

Congratulations to Sonia Miller and Vicki LaPorte-Gesicki whose names were randomly drawn from those who submitted the correct answer to the trivia question in the previous issue.