

Keyboard Kapers

December 2011



President's Message

Oh the weather outside is frightful....but the members of Greater O'Hare are so delightful! I can't believe it is December already...it seems like just yesterday I was getting on a plane to Montreal to attend my first EFAM. Now, I'm busy shopping, wrapping and decorating getting ready for Christmas. It's hard to believe we are almost through with 1/3 of our IAAP Year. We have accomplished a lot already and I know 2012 will be a great year for the Greater O'Hare Chapter!

Wishing you and your families a very blessed holiday season and a new year filled with all you wish for!

~ Liz

December Meeting Information

Date: December 15, 2011

Time: 5:45pm **Networking & Silent Auction begins**

6:15pm **Dinner (entrée options: Chicken Vesuvio, Chicken Caesar Salad or House Specialty Salad)**

7:15pm **Silent Auction continues and Live Baked Good Auction**

Join us for our annual Holiday Party. You can do a little shopping for gifts and baked goods. Price for member is \$23, non-members \$25. Please contact Bernice Brown for reservations (b.brown@adbglobal.com).

Place: Pescatore Palace—3400 N. River Road, Franklin Park, IL

(Meeting notice is available on our website (www.greaterohare-iaap.org))

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2011-2012 Greater O'Hare Chapter Officers

Liz Dorgan, CAP-OM President Liz.Dorgan_capom@yahoo.com	Philomena Abruscato Vice President abruscatop@worldkitchen.com
Cindy Johnson, CAP Secretary cjohnson7988@yahoo.com	Bernice Brown, CAP-OM Treasurer B.brown@adbglobal.com

Happy Birthday



Happy Birthday to the following Greater O'Hare Members celebrating birthdays in December:

Valerie Fontanetta	December 5
Norma Wanner, CAP	December 17

January Meeting Info

5:45pm Networking

6:15pm Dinner

7:15pm Program - **Ch-Ch-Ch Changes: Navigating Life's Curves and Corners!**

8:15pm Business Meeting

Program has been Approved for 1 Recertification Point

Ch-Ch-Ch Changes: Navigating Life's Curves and Corners!
Presented by Jerilyn Willin, J Willin Consulting Ltd.



It's an inescapable fact: everyone experiences change. Change is everywhere and whether the change is "good" or "bad", it takes some time to settle in to the new situation. How do you navigate changes without losing your footing? How can new life circumstances be less stressful? What are your coping mechanisms?

Positive steps can be taken to help you and others through what can be rough patches in life at work and at home. This presentation, based on the work of William Bridges, examines the stages of navigating change and offers ideas and suggestions for more effectively recognizing and dealing with its effects.

Join this interactive workshop and learn:

- Stages of change: What are they and how do I recognize them?
- What can I do to move forward?

Changes to the IAAP Certification Program

Effective November 2011

One Rating

IAAP has moved from a two rating system to a one rating system, with areas of specialty. The one rating is our Certified Administrative Professional, or CAP. We are also offering specialties, starting with Organizational Management, which will be followed by others in the future. Effective this week, all active CPS ratings will be changed to CAP, and all active CAP ratings will be changed to CAP with the Organizational Management specialty, CAP-OM. You don't need to do anything to your IAAP record; we will be making the changes automatically.

Active ratings include individuals who have recertified as required every five years. In the case of CPS holders who certified prior to January 1988, your rating is considered active and will be changed. Your certification status has nothing to do with your status as an active member of IAAP.

For candidates who tested in November 2011, any appropriate changes to your records will be made automatically after exam results are available in December.

Recertification

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 exam does not change your recertification date, as this is a specialty exam and not a certification.

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 and CAP rating will be expected to recertify five years after they attained or recertified their CAP.

If you have additional questions about recertification, please refer to the Recertification Application.

Proper Usage

Examples of the only proper usage of the CAP rating and Organizational Management specialty are:

- Pat Masters, CAP
- Susan Jones, CAP-OM

Replacement certificates are available, if you choose to purchase one. The cost is \$15 per certificate. CAP plaques are also available. The cost is \$40 if mailed to a US address, or \$45 if mailed to a Canadian address. For those living outside the U.S. and Canada, add an additional \$25 for air mail, or an additional \$80 for courier service.

To order a replacement certificate or plaque if you are within the U.S. or Canada, please complete and submit this form with payment. For those outside the U.S. or Canada, please complete and submit this form with payment. Please allow 4-6 weeks for processing for replacement certificates, and 6-8 weeks for plaques. If you already have a CAP certificate or plaque, you do not need to order a new one.

If you have questions about the change to your personal certification record, you can contact us at certification@iaap-hq.org.

News from IAAP HQ

The HQ annual report and the audited financial reports for 2010-2011 is posted in the web community. Please log in to view the documents. Financially, this fiscal year continues to improve even with the lower attendance at this year's EFAM in Montreal. More information is available in the first quarter financial up-date, found here.

What if you could give the perfect gift to a co-worker or even a friend that would not only show you care, but help his or her career? We have just such a gift. You can give the Gift of Membership or a gift certificate to IAAP for books, conference registration and more.

To gift a membership is to open the world of IAAP to someone who may be laid off or even lost in where to go next in their career. Maybe you can use it to encourage an admin who just got laid off, or as a holiday gift for a family member who is now a part of the profession. Find out more about the Gift of Membership and give something that lasts to your friends, family and co-workers this holiday season.

For a gift certificate, log into the IAAP Bookstore and look for —gift certificates— at the right. It's the perfect way to let someone choose their own gift.



IAAP's E-groups are the place to be. Get in-volved in keeping abreast of what's happening. With a few clicks of your mouse, you can sign up to automatically receive detail to keep up-to-date on current communications within such groups as Newsletter editors, Treasurers, Pathways to Excellence, Certification, Illinois Division, Great Lakes District, etc. If there's currently not an e-group in place on a topic you're interested in, you can start one.

Get involved with those who have interests similar to yours. It's an opportunity of your lifetime!

Check it out at www.iaap-hg.org.

Illinois Division Happenings

Virtual Illinois Professional Chapter Progress

We are excited to announce that Illinois' first virtual chapter (VIP) will have 16 charter members and a full board! An organizational meeting was held on December 1st. Our next step will be to install the chapter in January. The following remarkable leaders have stepped up to serve on the VIP Board:

President: Debra Leonard-Porch

President-Elect: Sandra Plarske, CAP-OM

Vice President: Ann Beyers, CAP-OM

Secretary: Fran Puchli, CAP-OM

Treasurer: Romanita Ross

Dual membership opportunities will be outlined by the VIP Chapter and shared with you when available.

ID DATES TO REMEMBER

JANUARY 2012

ID Webinar —Rules of Engagement-Methods for Effective Communication January 5, 2012 at 7:00p.m. 100 spots will be reserved for IL Division Members ONLY until one week prior to webinar. Then, registration will be open to first come, first served! So, ID members . Get your registration in NOW! This webinar is FREE to ID members!

Register at: <http://tinyurl.com/63ylyxv>

31 R&E 2012 EFAM Scholarship Application deadline

FEBRUARY

15 May 2012 Certification Exam Registration deadline

In The Spotlight



Ellen joined the Greater O’Hare Chapter in 1974. In 1989 she earned her CPS designation.

During her tenure with GOC, Ellen has held all of the officer positions—President, Vice President, Recording Secretary and Treasurer.

Along with being an officer of the Chapter, Ellen has also chaired the Publicity and Nominating Committees, the Strategic Planning Special Committee, the Photography Committee and has been the lead on several of our Fashion Shows. She also worked as a chair for the Secretaries Week and Executive Night Committees.

Ellen is the Sales Manager for Rackow Polymers in Bensenville and has been with the company for 5 years.

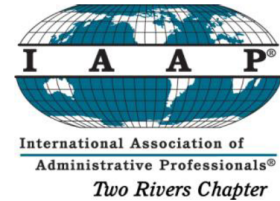
In her spare time, Ellen enjoys gardening, reading, cooking/baking, watching old movies, going to the theatre, needlepoint and drawing/painting.

Ellen’s most memorable moment as a member of the Greater O’Hare Chapter was being named Secretary of the Year—not once, but twice—WAY TO GO!!

Ellen’s words of advice for other administrative professionals:

Don’t Stop Learning!

Two Rivers Chapter



Be a December Diva!
 One Stop Holiday Shopping
 and "Landing a Job in Difficult Times"
Tuesday, December 13, 2011
 5:30 Check-in/Shopping Preview
 6:00-6:30 Dinner/Business Meeting
 6:45 Office Team Introduction
 7:00-8:00 Shopping and/or
 Meet with Office Team Consultants



We know the holidays can be stressful! Come join us for a night of shopping (no malls!) In addition, representatives from Office Team will be available to give us tips on job searching over the holidays and landing your next job! Office Team will have a booth and offer resume critiquing!



INVITE YOUR FRIENDS!!!
 FIRST TIME GUEST WILL PAY REGULAR DINNER FEE

Please RSVP by December 6, 2011

DINNER RESERVATIONS WILL NOT BE CONFIRMED UNTIL RSVP IS RECEIVED.

Reservations received after December 6 will not be honored.

Cancellations are required 48 hours in advance of the event. Late cancellations and no shows will be billed a fee by the chapter. All no show/late cancellation fees must be paid prior to the next TRC event or meeting.

Please RSVP the following information to: - deborah.allen@us.gt.com or send bottom portion to:
 Deborah Allen, 1901 South Meyers Road, Suite 455, Oakbrook Terrace, IL 60181

✂ Cut here and return bottom portion

You can now use PayPal to pay for your dinner.
 See our website for more info: www.iaap-tworivers.org

TRC Monthly Meeting, Tuesday December 13, 2011

- Yes, I will attend without dinner.
- Yes, I will attend and will be having dinner.
 - Member (\$17)
 - Guest (\$17) (normally \$20) – special pricing for guests due to format of meeting
- No, I will NOT be attending.

Name: (please print) _____

Email: _____ Work Home

Phone Number: _____ Work Home



DuPage Chapter



An Executive Leader's Perspective On Exceptional Support, What DOES your executive REALLY need? Monday, December 12, 2011

Speaker: Sheila Musolino, VP US Supply Chain – McDonald's Corporation (See next page for bio)

Program: **Set your Exec up for Success!** Find out what skills are needed and expected for supporting today's corporate leaders by understanding their challenges and obstacles that they face every day.

Set yourself up for Success! Find out what performance measures executives could be looking for in their administrative professional.

Doubletree Hotel
1909 Spring Road
Oak Brook, IL 60523

5:30 p.m. Check-in / Networking

5:45 – 6:45 Dinner

6:45 – 7:45 Guest Speaker

7:45 pm Business Meeting

RSVP to: Sandy Strong – sandy.strong@us.mcd.com by December 9, 2011

Please indicate if you are a member or guest, and if you have special dietary needs.

Dinner compliments of the Doubletree Hotel



Santa's Holiday Toy Express
**Be sure to bring an unwrapped new
toy donation to help local families.**
Sponsor: Oak Brook Fire Dept



Sheila Musolino
Vice President
U.S. Supply Chain Management
McDonald's USA, LLC

Sheila Musolino serves as Vice President, U.S. Supply Chain Management, McDonald's LLC, where she leads the strategic sourcing of all food and beverage purchases equaling approximately \$9 billion for McDonald's 14,000 restaurants in the United States.

Prior to her current role, Sheila was Vice President, Field Supply Chain where she led the field execution of Supply Chain Management strategic initiatives. In that capacity, she directed the distribution of food, packaging, and premiums to all U.S. restaurants and oversaw the implementation of the logistics strategy, a comprehensive initiative to strengthen nearly all aspects of the distribution process.

Sheila started with McDonald's in 1984 as a programmer with the Information Systems department. She worked in Operations Development, Equipment Purchasing and led the purchasing function for the 1996 Olympics in Atlanta. She joined U.S. Supply Chain in 1997, where she held a variety of positions, including product leader for several product categories, Supply Chain lead for new products, and Senior Director, Supply Chain for the Central Division.

Sheila has a bachelor of science in Computer Science from DePaul University. She is the recipient of several McDonald's Team Awards as well as the Leadership Award from the Women's Leadership Network (WLN) of McDonald's. She currently serves as a member of the board of directors of Ronald McDonald House Charities of Chicagoland and Northwest Indiana.

Sheila lives with her partner, Michael, in the western suburbs of Chicago.

###

Do you ever get the feeling that no one listens to you?



Need an effective approach to keep people engaged in what you have to say?

**Illinois Division
presents**

Rules of Engagement: **Methods for Effective Communication Webinar**

Speaker: Dewoun Hayes MAEd, CAP

**FREE for IAAP
IL Division
members!**

**Location: Wherever YOU are!
Date: Thursday, January 5, 2012
Time: 7 p.m. CST**

**\$10 for Non-IL
Division
members!**

Want to attend?

Register at <http://tinyurl.com/63ylyxv>

About Dewoun

Dewoun Hayes MAEd, CAP is Worklife Coach, speaker, and author. She is currently the [IAAP IL Division Secretary](#). She has been a member of the IAAP for over 7 years. Dewoun has a Masters Degree in Adult Education and Training and holds the Certified Administrative Professional designation. Dewoun maintains the blog, the [Office Professionals Place](#), which is dedicated to inspiring, educating, and motivating office professionals all over the world to be above the best.



Get Engage-u-cated!

What you will learn...

- Effective methods for engaging listeners
- Learn how to get people to listen to what you have to say
- Improve assertiveness skills



Approved for 1 recertification point.



Register today for this engage-u-cational webinar!

<http://tinyurl.com/63ylyxv>

Did You Know.....

The flower for the month of December is the Holly or Poinsettia
the gemstone is Blue Topaz or Turquoise



The Clock is Ticking...

Submission deadline for the
November issue of *Keyboard Kapers* is
Wednesday, December 21

Please submit content to
Liz.Dorgan_CAPOM@yahoo.com



Dates to Remember



EDITOR
Liz Dorgan, CAP-OM
Liz.Dorgan_CAPOM@yahoo.com

Keyboard Kapers



Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15 GOC Holiday Party	16	17
18	19	20 Hanukkah Begins	21	22	23	24
25 Christmas Day	26 Boxing Day	27	28 Hanukkah Ends	29	30	31 New Year's Eve

Save the Date! IDAM 2012—June 8-10—Lisle, IL (Wyndham Lisle Hotel)
Hosted by the Two Rivers Chapter

www.iaap-greaterohare.org

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



About IAAP
The International Association of Administrative Professionals (IAAP) is a not-for-profit professional association for office professionals with approximately 28,000 members and affiliates and nearly 600 chapters worldwide. Our mission is to enhance the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development.

The association founded in 1942 as the National Secretaries Association to provide a professional network and educational resources for secretarial staff. The association's name was changed in 1998 to the International Association of Administrative Professionals to encompass the large number of varied administrative job titles and recognize the advancing role of administrative support staff in business and government.

IAAP Core Values
Integrity: We demonstrate this cornerstone of our profession through honesty, accountability and high ethical standards.

Respect: We create respect within our profession and association through listening, understanding and acknowledging member feedback.

Adaptability: We ensure the success of our association by embracing positive change and by nurturing diversity, creativity and visionary thinking.

Communication: We cultivate and maintain excellence by remaining approachable at all levels, communicating openly and building strong relationships.

Commitment: We are steadfast in our goals to develop learning opportunities for career-minded administrative professionals and to strengthen efficiency and effectiveness.