



Keyboard Kapers

November 1, 2011

Inside this issue:

President's Message	1
November Meeting Info	1
Birthdays	2
Anniversaries	2
December Meeting Info	2
News from IAAP HQ	3
Illinois Division Happenings	4
In The Spotlight	5
Would You Endure a Bad Boss?	6
Did You Know...	7
November Calendar	8

President's Message

The air is a little crisper and the leaves are falling, I guess summer is finally over.

November is a busy month. We start with the Certification Exams on November 5th. Philomena Abruscato, GOC Vice President, is sitting for the exam in Joliet—Good Luck Phil!!

Next comes an end to Daylight Savings Time— don't forget to set your clocks back on November 5 after midnight!

November also brings us Veteran's Day. A day where we should all remember the brave men and women who put their lives on the line for our freedom. Many never returned home and we should honor and remember them as well. If you know any service men or women, why not give them a call or send them an email to let them know you are thinking about them.

November 12 is the Elgin Chapter's Annual Fashion Show at the Seville—tickets are available for purchase until November 7. If you haven't purchased a ticket yet, please contact Pat Pollmann, CPS, President of the Elgin Chapter (630/864-6395)

On Thursday, November 17 the Greater O'Hare Chapter will hold it's monthly dinner meeting and program. Details on the program are below.

Finally, we celebrate Thanksgiving on November 24. This has traditionally been a great food day with turkey, stuffing, cranberry sauce, pumpkin pie and I'm sure lots of other traditional dishes for everyone. Although the turkey, etc. is great, we should remember those who are less fortunate. Why not drop off some non-perishable items at a local food pantry or help out at a local soup kitchen. It's a great way to give back and also helps us better appreciate the gifts we have been given—shelter, food and families who love us!

I am thankful, of course, for my family but I am also thankful for the friends I have made by being a member of IAAP. From my family to yours, Happy Thanksgiving!

~ Liz

November Meeting Information

Date: November 17, 2011

Time: 5:45pm **Networking**

6:15pm **Dinner**

7:15pm **Time Management for the Business Professional**

Presented by Beth Randall, CPO, CRTS (Joe Organizer)

8:15pm **Business Meeting**



This presentation is full of ideas on how to realize where you are wasting time and how to solve it. Do you have time robbers that you want to get rid of? We will discuss goals, using a calendar or planner, to do list, procrastination, avoiding interruptions and time management during meetings.

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

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

**2011-2012
Greater O'Hare
Chapter Officers**

**Liz Dorgan, CAP
President
Liz.Dorgan_CAPOM@yahoo.com**

**Philomena Abruscato
Vice President
Abruscato@worldkitchen.com**

**Cindy Johnson, CPS
Secretary
cjohnson7988@yahoo.com**

**Bernice Brown, CPS/CAP
Treasurer
B.brown@adbglobal.com**

Happy Birthday



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

Anita Trainor
Fran Nigiliaccio

November 10
November 25

Happy Anniversary

Happy Anniversary to the following members who are celebrating anniversaries in November:

Marni Hoskinson, CPS 1967
Norma Wanner, CPS 1972



December Meeting Info

The holidays are quickly approaching. Why not do a little shopping for gifts and baked goods.

Join us on Thursday, December 15 for our annual holiday party. We will be having a silent auction as well as a live baked goods auction - time for all of the GOC bakers to show off their skills.



Meeting notice will be sent to members on December 1 and will also be available on our website.

November 2011

TO All Members through Division and Chapter Officers
International Board of Directors
International Trustees, Retirement Trust Foundation
Chairmen, International Committees
Affiliate Association Presidents

FROM Karlena Rannals, CPS/CAP, International President-Elect
Kelly Reggio, CAP, Retirement Trust Foundation Chairman

RE COMMITTEE SERVICE APPLICATIONS

Applications to serve for one-year appointments to the 2012-2013 International Bylaws and Standing Rules Committee, Committee on Nominations or Retirement Trust Foundation Committee are now available. These positions become effective at the close of International Education Forum and Annual Meeting in Grapevine, TX July 2012.

There are two forms. They can be downloaded from this link [Committee Service Applications](#) in the IAAP web community document library.

One is the Application for Appointment to International Committees. This is for appointment to either the Bylaws and Standing Rules Committee or Committee on Nominations. The other form is the Application for Appointment to the Retirement Trust Foundation Committee. The forms each have the functions and responsibilities pertinent to the committees on page 2. **Please note the e-mail deadline of February 1, 2012 for all committee nominations.**

IAAP does not require chapter recommendations and signatures for those members wishing to volunteer for IAAP International Committees. No recommendations or signatures are required for the Retirement Trust Foundation Committee either. Once appointed, all committee members are expected to sign and adhere to the following document: Confidentiality Agreement and Conflict of Interest Statement.

Applicants applying for committees must e-mail the entire application **no later than 4:00 p.m. CST February 1, 2012**. Applications for International Committees are to be e-mailed to International President-Elect Karlena Rannals, CPS/CAP, kran-nals@iaap-hq.org, with a copy to Governance Coordinator, Carrie Frenz-Hartzler, governancecoordinator@iaap-hq.org. Retirement Trust Foundation Committee applications are to be e-mailed to Retirement Trust Foundation Chairman Kelly Reggio, CAP, reggio@chartermi.net, also with a copy to Governance Coordinator, Carrie Frenz-Hartzler, governancecoordinator@iaap-hq.org.

Illinois Division Happenings

November 3 Free Webinar for ID Members
“Meeting Planning 2.0: Beyond the Basics”
Presented by Lisa Olson, ID Treasurer

Registration Information available at
www.iaap-illinoisdivision.org

ID Fundraising

Support the Illinois Division—Check out the Division fundraiser

www.efundraisingonline.com/IllinoisDivisionIAAP

ID Bylaws & ID Parliamentarian Update

The following has come out to all divisions to pass to their chapters...please be sure to review and be aware there is a new edition of Robert’s Rules of Order and how this will affect what edition your chapter should be referencing/using moving forward.

"Robert's Rules of Order Newly Revised 11th Edition" has now been published. Robert's Rules of Order has been updated because of the growth of parliamentary procedures. This edition supersedes all previous editions.

If your Bylaws contain “Robert's Rules of Order,” "Robert's Rules of Order Revised," "Robert's Rules of Order Newly Revised," or "the current and/or latest edition of or the like” without specifying a particular edition, the 11th Edition is intended to automatically become the parliamentary authority.

Click on the link below for a summary of the changes in the latest edition. Please feel free to peruse the site for valuable information. <http://www.robertsrules.com/changes11.html>

Please Note: Since these are only brief summaries, they cannot be cited as rules. In order to cite the rules, you must be using the 11th Edition.

Angela Oetjens
2011-2012 ID Bylaws Committee Chair

Gloria Linda Williams
2011-2012 ID Parliamentarian

A graphic of a spotlight with a yellow beam shining on the text. The background of the spotlight is red and black.

Valerie Fontanetta

Valerie joined the Greater O'Hare Chapter-IAAP after our APW Event in April 2011.

Val did not start her professional career in the administrative field. She graduated from Northeastern Illinois University with a Bachelors Degree in Elementary Education. Val taught kindergarten for 1 year and 2nd grade for 3 years

While pursuing her Masters Degree in Reading Education at Concordia University, Val made the LEAP to being an administrative professional. Val is the receptionist at World Kitchen in Rosemont. She enjoys her job and works with Liz Dorgan CAP and Philomena Abruscato.

Val is married to David and enjoys traveling, reading, scrapbooking, cooking & trying new things in the kitchen, watching Food Network and sports.

Val's words of wisdom:

*If you don't like something, change it.
If you can't change it, change your attitude!*

Would You Endure a Bad Boss?

It's often said that the people you work with can make or break a job, but could you tolerate a bad manager? In a [survey](#) by OfficeTeam, 46 percent of employees said they've worked for an unreasonable boss. Of those individuals, 59 percent said they stayed put and either tried to deal with the issue or suffered through the torment.

What can you do if you have a difficult boss? Following are different types of challenging bosses and how you might handle each one:

- **The micromanager** has trouble delegating tasks. This boss looks over your shoulder to make sure you complete a project *exactly* as told.
Coping strategy: Trust is usually the issue here, so make sure you build it. Meet all deadlines, pay attention to details and keep your supervisor apprised of all the steps you've taken to ensure quality work.
- **The poor communicator** provides little or no direction. Your assignments often have to be completed at the last minute or redone because goals and deadlines weren't clearly explained.
Coping strategy: At the outset of a project, ask for any information your boss has not yet provided. Diplomatically point out that it's critical to have these details up front to ensure you meet his or her expectations. Seek clarification when confused and arrange regular check-ins.
- **The bully** wants to do things his or her way, or no way at all. Bosses like this also tend to be gruff with others and easily frustrated.
Coping strategy: Stand up for yourself. The next time your supervisor shoots down your proposal, for example, calmly explain your rationale. Often, this type of manager will relent when presented with a voice of reason.
- **The saboteur** undermines the efforts of others and rarely recognizes individuals for a job well done. This supervisor takes credit for employees' ideas but places blame on others when projects go awry.
Coping strategy: Your job is to make your manager look good, but not at the expense of your own career advancement. Ensure your contributions are visible to others, including those above your boss in the organization, if possible. Keep track of your past projects and all communication with your supervisor, in case you ever need to defend your work ethic to senior management.
- **The mixed bag** is always a surprise. This manager's moods are unpredictable: He or she may confide in you one day and turn a cold shoulder the next.
Coping strategy: Try not to take this kind of disposition personally. Stay calm and composed. When this supervisor is on edge, try to limit communication to urgent matters.

You're likely to encounter various [work styles](#) during your career. By making an effort to understand each other, even people with different work styles can coexist in a productive and peaceful workplace.

OfficeTeam is the world's leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has more than 315 locations worldwide, and offers online job

Did You Know.....

The flower for the month of November is the Chrysanthemum and the gemstone is Citrine or Yellow Topaz



www.shutterstock.com - 40546750

To all those taking the Certification Exams on Saturday, November 5 (especially Greater O'Hare's Philomena Abruscato)!

The Clock is Ticking...

Submission deadline for the November issue of *Keyboard Kapers* is **Wednesday, November 23**

Please submit content to Liz.Dorgan_CAPOM@yahoo.com



Dates to Remember



November 2011

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3 ID Webinar	4	5 Certification Exams
6 Daylight Savings Time Ends	7	8	9	10	11 Veteran's Day	12 Elgin Chapter Fashion Show
13	14	15	16	17 GOC Meeting	18	19
20	21	22	23	24 Thanksgiving Day	25	26
27	28	29	30			

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

Keyboard Kapers

November 1, 2011

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.