



International Association of
Administrative Professionals®

2006 – 2007 OFFICERS

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406.652.6351

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307.682.7283

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Technology
406.237.6107

Past President

Karen Sable CPS
The RETEC Group, Inc.
406.652.7481

April 18, 2007
Rim Rock Chapter IAAP
P.O. Box 20261
Billings, MT 59104-0261



International Association of
Administrative Professionals™

The Rim Rock Connection

2006-2007 Program Schedule IAAP Rim Rock Chapter

May 16, 2007 - 5:30 p.m. – Annual Chapter Meeting

Committee members will present their annual committee report.
The report will summarize what the committee accomplished for the year and budget recommendation for the next year.

Meeting Date	Topic	Presenter	Facilitator
May 16, 2007 5:30 p.m. Mary Alice Fortin Center – Billings Clinic Hospital	Annual Chapter Meeting	All Members	Darlene Chamberlain CAP, Chapter President
June 20, 2007 5:30 p.m. Mary Alice Fortin Center – Billings Clinic Hospital <u>NOTE:</u> New Officer Installation	Customer Service	Nancy Walker	Linda Frank CAP
July 18, 2007 Location to be determined	Summer Social		Program Committee

Meeting Location: Mary Alice Fortin Center – Billings Clinic Hospital 2800 Tenth Avenue North unless otherwise indicated

Cost: Dinner will be \$10 unless otherwise indicated in the monthly meeting notice.

RSVP: To Karen Sable CPS by 9 a.m. Monday before our Wednesday meeting at 652-7481 (w) or via e-mail ksable@retec.com

WELCOME

Welcome to Darlene Rowland who joined Rim Rock Chapter in April. Darlene works for the Taggart Company in Cody, Wyoming.

Important Dates

April 24 Rim Rock Chapter's APD Conference
May 4-5 CPS/CAP Exams
June 1-2 CWM Annual Division Conference – Cody, WY
Oct. 14-17 2007 Certification Conference - Hyatt Regency, San Antonio, TS,



Our President's Report Darlene Chamberlain CAP



Dear Members:

April is a critical time of year for our chapter – the month of elections. The nominating committee (Karen, Katarie and Amanda) have been busy calling all of you looking for volunteers to run for office. We are fortunate to have a very capable slate of officers running for the 2007-2008 year. These members have made a **Commitment** to our chapter to perform the duties of the offices to which they will be elected. Now we need a **Commitment** from the rest of the members.

The new president will be making calls shortly after the election looking for committee chairs and committee members. Please make your **Commitment** to the chapter and volunteer. The committees are the working body of the organization. If all members volunteer for at least one committee, no one would have to work on more than one. The time spent can vary, some are active throughout the whole year and others may only require one or two meetings.

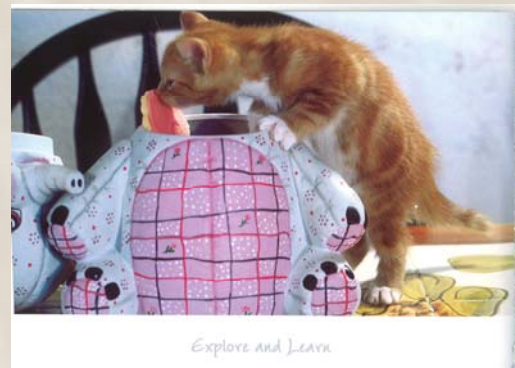
Participating on a committee is the best way to take a part in your chapter and to know how it functions. You can bring to the committee your expertise or you can learn something completely new. Either way it is a winning situation. Our membership is widespread and even though you may not live right here in Billings, you can still participate in committee meetings either by calling in or by email.

We have been using conference calling for our board meetings this past two years and it has worked great. With this tool we were fortunate to have Linda & Jackie, both former Division Presidents, make a **Commitment** to our chapter by serving on the board and both are working on the Host Committee for the 2007 Division Meeting. Linda works in Hardin so called in when she was unable to come to Billings for the meetings. Jackie Clough served as Director on our Board last year and has again **Committed** for this year. As a former member of the Gillette chapter Jackie brought with her expertise from participating in all functions on their board.

So now it is your turn to make your **Commitment**. Don't hesitate when you are called. A quote from my Purr-les of Feline Wisdom says: "Take an interest in all that's around you! A healthy curiosity is the beginning of discovery, which leads to knowledge – the key to wisdom and understanding."

Take care and I will see you at the next meeting.

Darlene Chamberlain CAP
Rim Rock Chapter President



June 1-2, 2007 53rd Annual CWM Division Meeting Hosted by Rim Rock Chapter



Holiday Inn Convention Center
1701 Sheridan Avenue
Cody, Wyoming

Use code "CWM"
(800) 527-5544, Ext. 635
Holiday Inn Cabins: (800) 527-5544 Ext. 840 or Ext 610

PLEASE TYPE OR PRINT LEGIBLY – ONE FORM PER REGISTRANT – FORM MAY BE REPRODUCED

Member: <input type="checkbox"/>	Member ID #	Non-Member/Guest: <input type="checkbox"/>		
First Name	MI	Last Name		
Certification (check one)	CPS <input type="checkbox"/>	CPS/CAP <input type="checkbox"/>	CAP <input type="checkbox"/>	Other
Nickname for Badge (if applicable)				
Company				
Job Title				
Address				
City		State	Zip	
Home Phone	Work Phone	Fax		
E-mail (for registration confirmation)				
Emergency Contact Name			Phone	
Chapter				
Division		District		
First Time Attendee	Yes <input type="checkbox"/> No <input type="checkbox"/>	Ways & Means Table: (1/2 table per Chapter/Division Committee) Yes <input type="checkbox"/> No <input type="checkbox"/>		

PLEASE FILL IN ALL THAT APPLY

Chapter / Office	
Delegate <input type="checkbox"/>	Alternate <input type="checkbox"/>
Division / Office	
Delegate <input type="checkbox"/>	Alternate <input type="checkbox"/>
If Past Division President, specify year(s) served	
International Officer	
International Trustee	
IAAP Headquarters Staff	
If Past International Officer/Trustee, specify highest office and/or years served	
Year(s) served	

SPECIAL NEEDS

Special Dietary Needs (specify)
Allergies (specify)

	<p>It is the policy of IAAP to comply with the American Disabilities Act. If special arrangements are necessary for an individual with a disability to attend this conference, please contact Rim Rock Chapter Registration Chairman. The Holiday Inn is a two story building without an elevator. Request 1st floor room if necessary.</p>
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REGISTRATION FORM – PAGE 2

NAME:

FULL ANNUAL MEETING REGISTRATION (FRIDAY SEMINARS ARE NOT INCLUDED)

Full Registration Includes: Friday Open House (Historical Center Tour or Rodeo and dinner), Saturday Breakfast Buffet, Saturday Business Sessions, Saturday Breaks, Saturday Luncheon and Saturday Banquet.

	Member	Guest / Non-Member	
Full Registration (postmarked by May 9, 2007)	\$125	\$150	\$
Friday Open House (please check one) Buffalo Bill Historical Center Tour <input type="checkbox"/> or Cody Nite Rodeo <input type="checkbox"/>			
Saturday Banquet (please check one) Sirloin <input type="checkbox"/> Chicken <input type="checkbox"/> Salmon <input type="checkbox"/> Vegetarian <input type="checkbox"/>			

Cancellation/Substitution Policy: A fee of \$20 will be deducted from all refunds made for cancellations received in writing or by e-mail by May 9, 2007. No Refunds will be made after May 9, 2007. However, an alternate attendee may be sent to the annual meeting if the Host Committee Treasurer receives written permission from the original registrant prior to May 25, 2007.

SINGLE AND GUEST EVENT REGISTRATION

	Member	Guest /Non-Member	
Friday Open House Buffalo Bill Historical Center Tour <input type="checkbox"/> or Cody Nite Rodeo <input type="checkbox"/>	\$40	\$45	\$
Saturday Business Session (includes breaks)	\$40	\$45	\$
Saturday Luncheon	\$20	\$25	\$
Saturday Banquet Sirloin <input type="checkbox"/> Chicken <input type="checkbox"/> Salmon <input type="checkbox"/> Vegetarian <input type="checkbox"/>	\$30	\$35	\$

FRIDAY SEMINARS REGISTRATION (NOT INCLUDED IN FULL REGISTRATION)

<i>(Not Included in Full Registration Above)</i>	Member	Guest /Non-Member	
Morning Seminar	\$40	\$45	\$
Incoming President's Lunch	\$15	\$20	\$
Afternoon Seminar	\$40	\$45	\$
Morning and Afternoon Seminars – Lunch Included	\$75	\$95	\$
I would like to register for MOS Testing – fee collected at testing site Excel <input type="checkbox"/> Word <input type="checkbox"/> PowerPoint <input type="checkbox"/> Outlook <input type="checkbox"/> Access <input type="checkbox"/>			

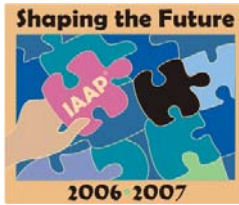
TOTAL REGISTRATION

Late Registration Fee (After May 9, 2007) No refunds after May 10, 2007	\$20		\$
	Total Enclosed:		\$

MAILING INSTRUCTIONS

Make Check Payable to:	2007 CWM Division Meeting Fund
Mail to:	c/o Karen Sable CPS P.O. Box 20261 Billings, MT 59104 (406) 652-7481

Please contact one of the host committee chairs:
Glenda Brown CPS/CAP **Darlene Chamberlain CAP**
 (307) 587-4911 (406) 652-6351
brownher@tctwest.net dchamberlain@wyoben.com



International Officers

President: Sandra P. Chandler CPS sandy.chandler@suntrust.com
President-Elect: Judy McCoy CPS/CAP judymccoy@mail.com
Vice President: Tia Theriaque CAP iaiaap@comcast.net
Secretary: Barb Horton CAP barb.horton@terasen.com
Treasurer: Susan K. Shamali CPS/CAP susan.shamali@us.pwc.com

Affiliate Representative: Leanne M. Fisher AOP/JP - Queensland Australia

District Directors:

Great Lakes: Sam Gill CPS – Detroit, MI
Northeast: Marie (Gerry) Burnell CPS/CAP North Attleboro, MA
Northwest: Teresa Bennett CPS – Boise, ID
Southeast: Tamara L. Goodall CPS/CAP Hurricane, WV
Southwest: Karlana Rannals CPS/CAP San Clemente, CA
Canada: KATHY HAMPTON CPS/CAP



CWM Division Officers

President: Cory: Scarbrough CPS/CAP cscarbrough@cartasite.com
President-Elect: Kyle Sheldon Chandler VA Kyle@virtualadminksc.com
Vice President: Margaret Hartl mhartl01@msn.com
Secretary: Jennifer Borland CPS jborland@brockcpas.com
Treasurer: Jalane Glasgow CPS/CAP jalanematt@gjcolo.net

IAAP Mission, Objectives, Purpose, Vision and Core Values

The International Association of Administrative Professionals (IAAP) is a not-for-profit professional association with 40,000 members and affiliates and 600+ chapters worldwide. The association works in partnership with employers to promote excellence. Its members include administrative assistants, executive secretaries, office coordinators, information specialists, and related administrative professionals. Many corporations, educational institutions, students, and international affiliate organizations also belong to IAAP.

Member Profile



Susie Wollenburg Member since October 2006

Current position: Office Manager - Spectrum Group Architects, P.C.

What do you like best about your job? Family comes first - lots of new things to learn and some challenging deadlines.

What has been one of your greatest challenges in your job? Learning about government contract forms and other legal contracts.

What is your ideal dream job? Salary starting at \$100,000 - 4 weeks paid vacation, sick leave, retirement, insurance paid. One where you are busy at least 80% of the time and where you have some challenges, and where your work makes a difference.

Who are your mentors and/or heroes? My Mom and my husband are great mentors. My kids will always be my heroes.

What offices have you held in Rim Rock Chapter? None - so far.

Does your employer support you in your IAAP membership? Mostly, they pay for the yearly dues and reimburse me for the meals at the chapter mtgs. They do not support me going to the CWM division conference in Cody and are not willing to pay for any part of it.

Why do you enjoy coming to chapter meetings? Many good people, and I am getting to know some of them better. Great networking possibilities and informative chapter meetings.

What advice do you have for other IAAP members? Join! Come to the meeting and get involved if possible. Great networking possibilities and you can learn new things that can help you in your work and everyday life.

Hobbies, crafts, collectibles, and other interests: Camping, fishing, bowling, tennis, and mostly just spending time with my family.

Family life: I have a great husband , 4 great kids, 3 special grandchildren - 4 dogs and some fish.

How do you spend a typical evening after work? Sometimes I go to the gym right from work, other times I am either picking my daughter up from soccer practice or drama club or going to a soccer game, and if I am really lucky my husband has dinner ready and then I can sit down and watch a funny movie.

What type(s) of music do you enjoy? Old time rock and roll and country

Favorite movie? I just saw the movie Wild Hogs and thought it was funny but I think my all time favorite is the Wizard of Oz.

Favorite artist? Clyde Aspevig - he does great Montana landscape scenes

What types of books do you enjoy and what are you reading now? I like to read inspirational books. My favorite books are usually true stories of a person or people that have overcome great odds and triumphed. I am not reading a book at this time.



During the March 21, 2007 Rim Rock Chapter meeting, John Puckett with the City/County Health Department in Billings, MT presented *Effective Public Speaking*. This was a great presentation! The following information is taken directly from John's hand out.

Delivering an effective presentation to 20 or 200 people is difficult. Because listeners have better access to information since the Internet became commonplace, audiences expect more content from speakers today. In addition, because of the entertainment slant of most media today, audiences want a presentation delivered with animation, humor, and pizzazz.

John summed his presentation into three simple steps: "Know your stuff. Know whom you are stuffing. Know when they are stuffed." Speak well and the world will listen

How do you start a speech? Why should you get to know the audience?

1) Ground Rules: These rules should be established at the very beginning of your presentation (this should be the first statement you make right before you start your presentation). Tell your audience when you want questions (at the end, or have specific time during presentation and state when that will be). You could say, "I would prefer you not interrupt me unless you don't understand what I just said."

2) Attention Please: Have a "hook" to get their attention, use stories, and ask questions. Use pauses; however, DON'T use 'so', 'and' or 'umm'. Move around as this helps you stay engaged. Voice modulation is very important. We have all sat through a presentation listening to a boring voice.

3) Design of Presentation: Have two or three main points, support those points with visuals and have a testimony (tell stories).

4) Transitions: Tie your points together with transitions. First – introduce; Second – support with visuals; and Third – summarize.

5) Power of Stories: Tell your own story somewhere in the presentation – especially in a technical presentation. Include a personal experience that connects to your presentation content. You want to help the audience link emotionally with what you are talking about. When you tell the story start at the beginning and move chronologically through the narrative, including answers to the "W" questions: Who, What, When, Why and Where. If you are delivering a persuasive speech, in addition to your own stories include expert testimony and add a key statistic when possible to show the seriousness of what you are discussing.

6) Visuals: These could consist of an object, flip chart, a PowerPoint presentation, slides or a dry erase board. Whatever you use, make sure everyone can see it. Introduce the visual (what will it do before you unveil it). Look at your audience, not your visual; and when it is not in use, hide it from the audience. Typically people will keep looking at the visual and will lose track of you, the speaker.

7) Delivery: Eye contact, "Wow" factor, humor, and body language are the other factors to keep in mind. Look at the audience as you speak. Something in your presentation should make your audience think "WOW". Humor will help you to be perceived as an amiable person, and it is hard for people to disagree or be bored if they are smiling at you. Until you have lots of experience, keep your humor short. Don't poke fun at your audience. Words aren't enough – usually body language occurs unconsciously. Body language is used to express feelings and it is important to note that body language has different meanings in different cultures. It is important to know your own body language first and to be conscious of others'.

Finally, leave the audience with something to think about. People remember best what you said last. You might summarize your main points or you might complete the statement "What I want you to do as a result of this presentation is...".

Members' Corner

Happy Birthday

April

- 4 Mary Lou Fisher
- 7 Christi Mock
- 20 Katarie Crozier



Member Anniversaries

April

- Deanna Anthony CAP – 2001
- Ginnie Burgess – 2001
- Melody Jurkovich – 2001
- Brenda Olheiser – 1997
- Karen Sable CPS – 1995
- Sherry Tizono – 1996
- Melanie Vinberg - 2005

Most of us are so busy doing what we think we have to do, that we do not think about what we really want to do.

Robert Percival

Test your CPS/CAP Knowledge

The following questions are from Part 3: Management (48% of questions will relate to human resources, 16% to accounting procedures and analysis, 12% to time management, and 24% to communication)

1. Policies are best described as those that
 - A) make the best decision for the person
 - B) express a company's mission statement
 - C) guide decision making
 - D) state the actions to be taken in a given situation

2. Getting work done through other people is the process of
 - A) management
 - B) administration
 - C) delegation
 - D) production

3. If your job includes working with outsiders and keeping informed regarding external environmental developments, you are a
 - A) boundary spanner
 - B) systems manager
 - C) research analyst
 - D) resource developer

4. An arrangement of people to achieve a goal is a/an
 - A) organization
 - B) firm
 - C) company
 - D) team

(Answers are located in this newsletter)

Out of Mind...Out of Sight

Humor Tip provided by Lois McElravy, Lessons from Lois, www.lessonsfromlois.com

John Lubbock said, "What we see depends mainly on what we look for."

Just last week, I presented three-day training in Lewiston, Idaho, at St. Joseph Regional Medical Center. A room in pastoral care served as my dressing room and break room. During my breaks on the first day, my focus was centered on the business of mentally preparing or resting.

Naturally, the second day, I found myself more relaxed. As I looked around, my humor radar kicked in. A coaster resting on the desk said, "Jesus Loves You...But I'm His Favorite." A mouse pad with a computer Angel, read, "Guide my keystrokes ~ Keep my programs alive ~ Protect me from viruses ~ Back up my drive ~ Amen." A clipboard atop "THE BIBLE," contained a list of New Carols. The name of each song reflected a medical condition. (example-Schizophrenia...Do you hear what I hear; the voices, the voices?)

These treasures were in my presence the day previous, only I was blind to seeing them. "It's not what you look at that matters, it's what you see." Henry David Thoreau

Each day humorous treasures lay waiting to be discovered. The key is simply to be present and pay attention. If you do, you will find much to smile about.

Local Training Opportunities



<p><i>Managing Emotions Under Pressure</i> Fred Pryor Seminars/Career Track Divisions of PARK University Enterprises, Inc. 1-800-780-8476 www.pryor.com</p>	Holiday Inn Grand MT, 5500 Midland Rd., Billings MT	May 4, 2007	\$99
<p><i>How to Design Eye-Catching Brochures, Newsletters, Ads, and Reports (1-Day)</i> Fred Pryor Seminars/Career Track Divisions of PARK University Enterprises, Inc. 1-800-780-8476 www.pryor.com</p>	Holiday Inn Grand MT, 5500 Midland Rd., Billings MT	May 10, 2007	\$149
<p><i>Advanced Troubleshooting, Maintaining and Upgrading PCs</i> Skill Path Seminars 1-800-873-7545 www.skillpath.com</p>	Crowne Plaza Billings 27 North 27th St. Billings, MT	May 14, 2007	\$895
<p><i>Managing Multiple Priorities, Projects, and Deadlines</i> Fred Pryor Seminars/Career Track Divisions of PARK University Enterprises, Inc. 1-800-780-8476 www.pryor.com</p>	Holiday Inn Grand MT, 5500 Midland Rd., Billings MT	May 18, 2007	\$99
<p><i>The Managers and Supervisors Conference</i> Skill Path Seminars 1-800-873-7545 www.skillpath.com</p>	Crowne Plaza Billings 27 North 27th St. Billings, MT	May 18, 2007	\$199
<p><i>The Conference on OSHA Compliance</i> Skill Path Seminars 1-800-873-7545 www.skillpath.com</p>	Crowne Plaza Billings 27 North 27th St. Billings, MT	May 23, 2007	\$299
<p><i>The Basics of Knock-Your-Socks-Off Customer Service</i> Rockhurst University Continuing Education Center, Inc. 1-800-258-7426 www.nationalseminarstraining.com</p>	Billings Hotel 1223 Mullowney Lane, Billings MT	May 25, 2007	\$169

(Answers to CPS/CAP questions)

1. C
2. A
3. A
4. A