

THE FLATIRONS

Official Newsletter of the Boulder Chapter of the International Association of Administrative Professionals – Boulder, Colorado



#321110

June 2008

Volume 52, Issue 10

2007-2008 THEMES

BOULDER CHAPTER - #321110
Log On To The Winning Edge – Education + Enthusiasm!
www.orgsites.com/co/boulderiaap

CWM DIVISION - #321000
IAAP – Your GPS To Virtual Success
www.iaap-co-wy-mt.org

IAAP INTERNATIONAL
Forward Moving
www.iaap-hq.org

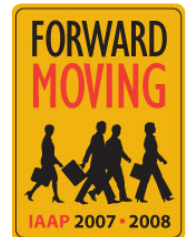


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WELCOME TO THE BOULDER CHAPTER!

MEETING ANNOUNCEMENT



What: Networking ----- 5:30 pm
Installation of New Members/2008-2009 Officers -- 6:00 pm
 Dinner ----- 6:45 pm
 Program ----- 7:15 pm

When: Thursday, June 19, 2008
 (Every third Thursday of the month unless noted otherwise)

Where: **La Hacienda Restaurant**
 1606 Conestoga
 Boulder, CO
 303.440.8565

RSVP: Monday, June 16, 2008 – by 5:00 p.m.

(Required) Robin Trader CPS/CAP

Email ----- robin_trader@comcast.net
 Phone ----- 303.651.0928

RSVP Required
 Dinner Cost
 \$12

PROGRAM – THE ORIGINAL BASKET BOUTIQUE™

Creating gifts since 1989, we are your perfect choice for unique and distinctive personal & corporate gifts! That's because gift baskets from **THE original basket boutique™** are exactly that - original. Exactly what you would expect from our years of experience and thousands of satisfied customers. From corporate gifts and gift baskets to Christmas and Valentines Day gifts, or maybe a birthday gift, you'll be sure to find exactly what you're looking for at **THE original basket boutique™** ... something special.

Join Tom and Pam Rusch as they share ideas and techniques for your gift giving or next "something special."



2007-2008 BOULDER CHAPTER OFFICERS**PRESIDENT**

Vi McNew CPS/PRP
videlmcnew2@aol.com
970-330-8979

VICE PRESIDENT

Joyce Teter RP
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SECRETARY

Vicky Judish
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TREASURER

Robin Trader CPS/CAP
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2007-2008 COLORADO-WYOMING-MONTANA OFFICERS**PRESIDENT**

Kyle Sheldon-Chandler
Book Cliff Chapter

PRESIDENT-ELECT

Vacant

VICE PRESIDENT

Margaret Hartl
Rim Rock Chapter

SECRETARY

Cory Draycott CPS
Division Member-at-Large

TREASURER

Eileen Verosko CPS
Pikes Peak Chapter

PARLIAMENTARIAN

Juanita Cosslett CPS
Book Cliff Chapter

ENTHUSIASM: PRESIDENT'S MESSAGE

Our Chapter's 2007-2008 IAAP® term is coming to a close! It has been a successful year for us, both in membership gained, educational topics, and the enthusiasm has been the best! I wish to thank all of you for your support in making my theme, "Log On To The Winning Edge, Education + Enthusiasm" a reality.

My sincere thanks to the members of my board: Joyce Teter RP for the programs we had and places to meet; Vicky Judish for her quick response in furnishing minutes of the meetings, being Ways & Means chairman as well as Webmaster, and many things your President needed done in Boulder; and Robin Trader CPS/CAP for keeping our financial status updated and assisting with the Membership progress. We tried something new this year—all Board meetings by email! It worked very well. We all worked on the new places we met for our meetings and a special "Thank You" to Jean Crane of La Hacienda Restaurant for coming to our aid for the place to meet for our Impact Meeting and subsequent meetings, giving us excellent meals in a private place to meet.

A special thank you to my committee chairmen, Joyce Teter, APW chairman from Boulder Chapter; Billie Willey CPS, Bylaws & Standing Rules; Patti Lovato, CPS/CAP Certification; Linda Smith CAP, Membership Directory; and Publicity, Tommie Diaz CPS.

Thank you to Nancy Upchurch CPS/CAP for being a speaker for the Retirement Trust Foundation recognition in October and to Billie Willey CPS, Past International President (1998-99), for being the speaker at our Impact Meeting in February. We are fortunate to have talented speakers in our organization who are willing to share their expertise and experience.

A special "thank you" to Nancy Upchurch CPS/CAP for being my chauffeur to the Boulder Chapter meetings and being there for me in many ways to make my job easier. One of the great advantages of IAAP membership is meeting and becoming friends with outstanding admins such as Nancy who is willing to share her expertise and time for the benefit of the organization.

We have elected a very capable board for 2008-2009 and are happy to welcome the new members as well as the transferred members from other chapters. It is my hope that you all will join me in assisting them to make the coming term a successful one!

As we have learned, this takes cooperation of the Board, Committee chairmen, and the members at all times. We did it with enthusiasm and as Norman Vincent Peale wrote,

"If you are not getting as much from life as you want to, then examine the state of your enthusiasm."

Vi McNew CPS/PRP
2007-2008 Boulder Chapter President



EDUCATION: THE SCREAMS OF SILENCE**- DR. CAL LEMON**

Silence is supposed to be “golden.”

Yeah, right!

In many work environments, we have learned the required survival skills of the new economy are zip your lip, keep your head down, become invisible in staff meetings and watch what you say at coffee break. Why should any of us be surprised saying nothing is the language of choice in most workplaces?

Last year, did you make a suggestion to your boss and...have yet to hear anything?

Have you been double billed by a vendor and, after sending in a copy of the check, asked that someone give you a call to explain how this could have happened only to hear...nothing?

Have you asked that someone you trust give you a critique about a presentation you made? That was six months ago!

So, why the chicken-biological-waste response of silence?

There are four reasons why saying nothing is actually screaming.

First, putting into words what you are thinking and feeling could be injurious to your career health.

I will openly admit there are times when “power people” do not want to hear from us. They give very clear, non-verbal messages that can be summarized, “If you say anything right now, you have chosen to seek employment elsewhere.”

People with positional power do have the right to filter what they want to hear and from whom. That is neither good nor bad; it is just the way it is.

Second, some of us do not think well on our feet, on our posterior, in a prone position...or any other physical contortion.

When we are confronted with a “flight or fright” situation, we will say, “My mind just went blank.” Well, there is a good physiological reason: the blood does drain from our extremities, including our cranium, and goes to the heart and lungs. So, when crisis comes calling, we often do not have the mental fuel for laser-like reasoning.

Third, we do not know the skills of how to put our thoughts and emotions into words. We have been taught how to weld, enter numbers into Excel, plant a juniper, program a TV remote control, do the backstroke, fill out a 1040...but not talk.

Our throat-clearing, halting stammering with each other is an indictment on our educational system. It does me no good to earn a degree or accurately read a spreadsheet unless I am able to verbally arrange my thoughts about what the numbers mean to me or our organization.

Fourth, we use silence because we fear rejection.

If my idea, plan, solution or approach is not accepted then, I assume, I am not accepted either.

The marriage of our jobs and our self-esteem is rampant. Many of us do not know who we are without the aid of a job description. We have trouble when meeting another person if a place of employment is not part of that first conversation.

Consider this: If the job is you and a colleague does not agree with you, you probably will become irrationally defensive.

(continued on page 8)

**2007-2008 BOULDER CHAPTER
COMMITTEES****APW**

Joyce Teter RP
jteter2@aol.com

Bylaws

Billie M. Willey CPS
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CPS/CAP Service and Education

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REMINDERS

MEMBERS: Please make sure your address, phone, fax, and e-mail are correct at Headquarters; contact bbplanford@iaap-hq.org or phone 816-891-6600, extension 2238, or mail to PO Box 20404, Kansas City MO 64195-0404.

REGISTRATION DEADLINE



CPS holders registering for Part 4 of the CAP exam have until February 15 to submit an application. Active CPS holders applying for the May 3 examination need only submit pages 3 & 4 of the application <http://www.iaap-hq.org/Cert/CertAppPacket.pdf> along with the fee.

CPS holders applying for Part 4:

IAAP Members	\$120
Nonmembers	\$145

New CPS Exam Applicants:

IAAP Members

Processing fee	\$50
Examination fee	\$160
Retake fee	\$60/per part

Nonmembers

Processing fee	\$75
Examination fee	\$210
Retake fee	\$85/per part

New CAP Exam Applicants (taking all four parts):

IAAP Members

Processing fee	\$50
Examination fee	\$210
Retake fee	\$60/per part

Nonmembers

Processing fee	\$75
Examination fee	\$260
Retake fee	\$85/per part



EDUCATION: CHAPTER MINUTES – MAY 2008

The regular monthly meeting of the Boulder Chapter of the International Association of Administrative Professionals (IAAP) was called to order at 6:00 pm on May 15, 2008, at LaHacienda Restaurant in Boulder, Colorado. President Vi McNew CPS and Secretary Vicky Judish were on duty.

The President requested all to stand for the Pledge of Allegiance.

Nancy Upchurch CPS/CAP read the Inspiration.

President McNew welcomed all members and guests and asked each to introduce themselves.

MEMBERS PRESENT: Vicky Judish, Patti Lovato, Joyce Teter RP, Vi McNew CPS, Billie Willey CPS, Past International President, Mona Boyd CAP, Reina Chavez, and Kathy Kramer.

GUESTS PRESENT: Nancy Upchurch CPS/CAP, Union Colony Chapter member and past Retirement Trust Foundation Chairman, Sharon Hunvald CPS, Denver Chapter member and past CWM Division President, and Phyllis Cain CPS, Past CWM Division President.

The Minutes of the March 2008 meeting were presented and approved as published with one correction noted (remove **Fund** after Retirement Trust Foundation). The President pointed out there are no minutes for April due to the Chapter meeting not being held; members were encouraged to attend the APW event held April 25th instead.

The Financial Reports for March and April, 2008 were distributed by Treasurer Robin Trader. There being no questions, they will be filed. Two bills were presented for approval by Board member, Vicky Judish: \$69.28 for badges and \$21.91 for roses. The bills were approved to be paid.

REPORTS OF THE BOARD:

PRESIDENT: President McNew reported as follows:

1. Acknowledged all correspondence and forwarded e-mails from the Division President and NW District Director promptly.
2. Participated in the Northwest District conference call March 25. The NW District Director requested all attendees at the New Orleans Convention to wear an item in purple as that is the color the Director has chosen to designate her District at the Conference meetings.
3. Assisted in preparing for the April APW Event in Denver on April 25.
4. Prepared a report on the Boulder Chapter for the Division newsletter.
5. Prepared a report on the Boulder Chapter to send to the Division Secretary for the CWM Annual Meeting Book.
6. Sent the Omega report on deceased Boulder Chapter member, Terri McGill, for the CWM Annual Meeting Book.
7. Accompanied Billie Willey CPS, and Nancy Upchurch CPS/CAP, to the Pikes Peak Certification recognition at which Billie was the speaker.
8. Attended the Mountain View Chapter meeting on May 12 and the Union Colony Chapter meeting on May 14 for their officer installations.

VICE PRESIDENT & PROGRAM CHAIR: Joyce Teter announced tonight's program "A Wealth of Health" will be presented by Dr. James Howton. The program for June is being finalized for a presentation by "The Original Basket Boutique."

SECRETARY: Secretary Judish read the April/May Board report as follows:

1. Decided the chapter should furnish badges for new members as well as transferring members from other chapters.
2. Decided on the alternate program for May 15 together with handout information on travel.
3. Assisted at APW event on April 25.
4. Drafted Bylaw amendment to be proposed at May 15 meeting.
5. Discussed CWM Annual meeting basket for raffle for the Division and Boulder Chapter basket for raffle at same meeting.

(continued on next page)

EDUCATION: CHAPTER MINUTES – MARCH 2008 (CONTINUED)

SECRETARY (continued): Vicky also presented badges to Mona Boyd CAP and Patti Lovato. Badges for members who were unable to attend include Loretta Tryke, Irene Randall, CPS/CAP, Linda Singer, Thor Romero, and Stacia Keller CPS. They will receive the badges at the June meeting.

TREASURER: Treasurer Trader announced she had received membership renewal cards for the following members: Vi McNew, Joyce Teter, Billie Willey, Office Team, Marlyce Harris, and Jenny Cayton and presented cards to those in attendance with the other cards to be mailed to the members not in attendance.

REPORTS OF STANDING COMMITTEES

APW: Chairman Teter reported on the APW Workshop held April 25th at the Park Hill Golf Club. There were 57 attendees and 14 vendors at the Mini Expo. Speaker Gini Courter presented information on collaborating in Microsoft Office 2003 with an overview of Microsoft Office 2007 and a comedian was the entertainment after lunch. Each of the four chapters is estimated to receive \$850-\$900 after expenses. A special thank you goes to Chairmen Nancy Upchurch, Debbie Brown, and Sharon Hunvald as members of the APW Committee.

Bylaws & Standing Rules: Chairman Willey reported on the amendments to be presented at the CWM Division meeting and at the International meeting. Most of the proposed amendments for the Division Bylaws & Standing Rules are "housekeeping" changes.

The meeting was recessed for dinner. With no objection, no reports were presented for the remainder of the Standing Committees due to the lack of time. The Ways & Means Chairman Judith sold raffle tickets during the recess for the raffle gift.

SPECIAL ORDERS: Billie Willey, Chairman, asked members to correct their copies of the Bylaws to show the Associate Member fees to be \$155. Billie read the proposed Boulder Chapter Bylaw amendment as follows: **"Article V. Officers, Qualifications, Nomination and Election, Term, Duties. Section 2 Qualifications A. A candidate for office shall be a Professional or Professional Merited Member prior to the time of nomination. A candidate for the office of Treasurer shall be knowledgeable in acceptable accounting procedures."** The Chair stated that this amendment does not require a second since it was proposed by the Board and Bylaws & Standing Rules Chairman. The Board and Chairman move its adoption. Upon request, there was no discussion. The vote was unanimous in favor of adopting the amendment.

Mona Boyd presented the Nominating Committee report. The following candidates were nominated by the committee; bios were distributed to members prior to the report:

- Mary Carpenter nominated for Treasurer
- Susan Conti nominated for Secretary
- Reina Chavez nominated for Vice President
- Mona Boyd nominated for President

President McNew inquired if there were further nominations for each office. None were presented and she declared Mona Boyd elected President; Reina Chavez elected Vice President; Susan Conti elected Secretary; and Mary Carpenter elected Treasurer. Roses were presented to Reina and Mona and installation of the new Board for 2008/2009 will be held at the June 19 meeting at LaHacienda Restaurant.

NEW BUSINESS

1. Boulder Chapter delegate for the CWM Division Meeting in June:

Mona Boyd, as incoming President, is unable to attend due to having taken much time off for health reasons. Mona nominated Vi McNew as the delegate and Joyce Teter was nominated as the alternate delegate. The selection was approved by members. The Chapter had budgeted \$300 to pay for the delegate expenses and \$125 for the alternate delegate expenses.

(continued on next page)

MOMENTS IN TIME

In July 1960, thirty certified secretaries attended the CPS Institute, which was held in Boulder. Again the University of Colorado School of Business assisted with this activity. "Living and Working in the Space Age," a three-day seminar for CPSs only included registration, two lunches and a steak fry for \$25.00.

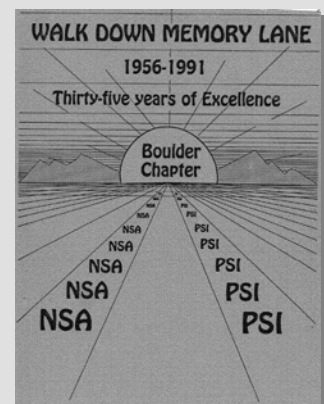
In March, 1962, the Boulder Chapter took on a heady subject, "Automation." NSA was planning ahead. The media covered the story and seminar in the Rocky Mountain News, Denver Post, and Boulder Camera.

"How to Keep the Secretary's Role Vital," (1964) dealt with Ethics, Mental Health, Physical Health, and Self-Development and Education. COST \$1.00

"The You In Secretary" - a CU/NSA Institute

May 1970 - CU/NSA Institute, "You've Come A Long Way Baby," (The US Post Office furnished lists to all attendees of the new two digit letters for all states.)

- Taken from the Boulder History



Vi McNew CPS/PRP is updating the Boulder Chapter history and will have copies available soon. If you would like a copy, please contact Vi.

Membership Renewals

Billie Willey CPS
Joyce Teter RP
Verna (Gus) Sowa
Thor Romero
Marlyce Harris

**Happy Birthday!**

Linda Smith CPS/CAP	July 4
Patti Lovato	July 26
Vicky Judish	July 29
Mona Boyd CAP	August 25

Need a Notary? Contact Vicky Judish at:

Judish Notary Services

Vicky M. Judish
Notary Public
5670 Euclid Place
Boulder, CO 80303
Email:
vicky.judish@comcast.net
303.499.3902
Cell: 303.260.8533

2008-2009 Colorado-Wyoming-Montana Division Officers

Kyle Sheldon-Chandler, Book Cliff Chapter – President

Margaret Hartl, Rim Rock Chapter – President-elect

Aubree Lujan CPC/CAP, Pikes Peak Chapter – Vice President

Tish Neff, Book Cliff Chapter – Secretary

Eliien Verosko CPS, Pikes Peak Chapter - Treasurer

EDUCATION: CHAPTER MINUTES – MARCH 2008 (CONTINUED)

- Boulder Chapter delegate for the International Meeting in New Orleans in July: Joyce Teter moved Billie Willey to be selected for the Chapter's delegate. Mona Boyd seconded and the selection was approved by members. The Chapter budgeted \$500 to pay for the delegate expenses.
- The Treasurer was instructed to pay the amounts budgeted to the designated representatives.
- President McNew will report to the Division tomorrow as to the Boulder Chapter delegate and alternate as that is the deadline.

ANNOUNCEMENTS

- The next meeting will be held June 19th at LaHacienda.
- Please send the newsletter editor (Vi McNew) articles for the June newsletter.

Program: Dr. James Howton and his wife of The Radiant Clinic presented a very interesting, informative and interactive program on anti-aging medicine and using this approach to increase the quality of life.

Phyllis Cain won the raffle gift.

The meeting was adjourned at 8:35 pm.

Vicky Judish
Secretary, Boulder Chapter IAAP

ENTHUSIAM: 2008-2009 BOULDER CHAPTER OFFICERS / NEW MEMBERS**MONA BOYD CAP, CHAPTER PRESIDENT**

My name is Mona Boyd and I have been elected to the office of President! I have been a member of IAAP since 1998. I began my membership in the Union Colony Chapter in Greeley and recently transferred to the Boulder Chapter. In the past, I have served on several committees, as well as served as Vice President and President of the Union Colony Chapter. I am married to my best-friend Roger, of 21 years...and we have three four-legged children; nine, seven, and five. We currently live in Westminster, CO, and I work in Boulder. I work for Covidien Respiratory and Monitoring Solutions in the Ventilation and Airway Business. I support the Vice President of Global Product Marketing, the Controller, the Director of Global Marketing, as well as the Product and Market Managers for the Ventilation and Airway segments of our division. I look forward to being an active member of the Boulder Chapter and as your Chapter President, I will take on my position with enthusiasm, zeal, and responsibility. I will ensure lines of communication are strong, programs are interesting and valuable and growth of this Chapter imminent. This will be a year of **Excellence in Action! Conceive It! – Believe It! – Achieve It!**

**REINA CHAVEZ, CHAPTER VICE PRESIDENT / NEW MEMBER**

Reina Chavez supports Brian D. Lefort, VP, Chief IP Counsel for the Respiratory and Monitoring Solutions business unit of Covidien, formerly Tyco Healthcare. I have been with Covidien in my current position since June of 2007. For the last 8 years prior to my coming to Covidien, I was employed by Kacey Fine Furniture as the Vendor Relations Manager. I have held several senior administrative and office management positions since 1990. (continued on next page)



ENTHUSIAM: 2008-2009 BOULDER CHAPTER OFFICERS / NEW MEMBERS (CONTINUED)

REINA CHAVEZ, CHAPTER VICE PRESIDENT / NEW MEMBER (CONTINUED)

I am a native of Colorado and live in Denver with my husband of 14 years and our 4 children ages 16, 13, 9 and 8 – 2 boys, 2 girls. My husband is the operations manager for a national material handling firm and the associate pastor of our church. My hobbies are Harley Davidsons and spending time with family and friends.

SUSAN CONTI, CHAPTER SECRETARY / NEW MEMBER

At present, I am executive assistant to the VP of Global R&D, Director of Marketing and the Marcom Department at COVIDIEN, a healthcare company located in Boulder, CO. Prior to this, I was Executive Assistant to the CEO, CFO, CSO & President at Array Biopharma, Inc. – Boulder, CO. From 1990 – 2007, I was the Director of Operations & Executive Assistant to the President of Haaland Group, Inc., a civil engineering/architecture company located in Thousand Oaks, CA. Now the fun stuff – I live with my fiancé Travis in a small town called Mead – we’re new to Colorado and just love it! I have three more boys in my home – Louie Roberto Conti (my very special Pomeranian) and Jake and Rocky (my really cool Himalayan kitties). My daughter lives in Virginia with her Navy husband – we’re hoping for news of a baby soon – can’t wait to be a Grandma!!!!



TERESA CURTS, NEW MEMBER

I am a native Coloradoan, and I live in Longmont with my husband James. James and I have three grown children, Katie, Meghan, and Keith. I began working as an Administrative Assistant in the Legal Dept. Of Covidien this past October, after working 18 years as a Legal Assistant in Boulder County; my most recent position with Osgood & Harris, LLC, where I worked 11 years. My husband James and I enjoy volunteering at church, traveling, and spending time with our children and two Golden Retrievers. Also, I love swimming, reading, and sewing, and I keep “threatening” to learn knitting.



MARY CARPENTER, NEW MEMBER

I have been an Executive Assistant for the past 20 years. I have an AA degree in accounting and am currently an Executive Assistant to the VP of Manufacturing with Covidien Respiratory Monitoring Solutions Division located in Boulder, CO. Over the past 20 years, I have gained extensive experience in travel planning, both domestic & international, event planning, office management and “other duties as assigned”! While living in California, I was the Executive Assistant to the SVP & General Manager of the Lending Division at Digital Insight, an Intuit Company. Prior to joining Digital Insight, I was Executive Assistant to the Director of Tax and the Managing Partner of Ernst & Young’s Sacramento Office. Along with my two teenage boys, I relocated to the Erie, Colorado in January 2007 from Sacramento, CA. My sons, Thomas & Tyler, and I live in Erie, CO with our two dogs, Chloe & Tucker. I am the co-chair of the Erie High School Touch Down Club, and am very active in my sons’ activities. I enjoy projects around the house, baking, anything to do with numbers & a good challenge.



GENERAL INFORMATION

One of the best resources about our association is the IAAP website: www.iaap-hq.org. It can provide you with direct links to a variety of research websites, job postings, and educational opportunities. It has a private members only section (Members Place) available with additional educational articles, an archive of OfficePRO magazine, and the latest information from the International Level. Members Place also has a link to PromoCorp, the maker of official IAAP merchandise (jewelry, pins, shirts, and gifts).

COMMON IAAP ACRONYMS

If you are a new member, you will hear a few acronyms unique to our organization. Here are a few of the most common ones.

- APD® Administrative Professionals Day® (Wed. of last full week in April)
- APW® Administrative Professionals Week® (Last full week in April)
- CAP® Certified Administrative Professional®
- CEU Continuing Education Unit
- CPS® Certified Professional Secretary®
- R&E Research and Education
- RTF Retirement Trust Foundation



HOW GREAT DECISIONS ARE MADE

Here are ten steps for reaching group agreement on tough issues, excerpted from the book *How Great Decisions Get Made*, by Don Maruska (an excellent book for business and/or association leaders).

- Enlist everyone. Ask who knows a lot about this issue and ought to be involved in the decision making. You may need to add people to the group for this issue.
- Discover shared hopes. Before you throw out solutions, have everyone tell what they expect to get out of the solution and why it is important to them,
- Uncover the real issues. Oftentimes, we assume we know the concerns. We could be wrong. Ask everybody to express their thoughts and worries. Before a person speaks, have them paraphrase what the previous speaker said. It helps avoid confusion.
- * Identify all options. Don't start agreeing or disagreeing on any option until they are all out on the table.
- Gather the right information. Look at all the options from the perspective of what the group wants to accomplish – before you gather info on each option.
- Get everything on the table. Ask everyone to state something positive and negative about each option. It may lead to new ideas.
- Write down choices that support shared hopes. Take straw ballots from the members to see which options address the hopes of everybody. This could help you fill in the gaps before you vote.
- Map solutions. Tabulate the results on a flip chart and look at ways to improve the most attractive alternative so they meet more expectations.
- Look ahead. Make a back-up plan for the solution you choose. Monitor results of the chosen option carefully to see if it measures up to expectations.
- Stay charged up. Bring everyone together and talk about how the chosen solution addresses everyone's needs as stated. Celebrate what you've achieved and your ability to work together.

EDUCATION: 2008 INTERNATIONAL CONVENTION & EDUCATION FORUM

**2008 International Convention and Education Forum
Hilton New Orleans Riverside
New Orleans, LA
July 27-30, 2008**



LET THE GOOD TIMES ROLL!

**THE SCREAMS OF SILENCE** (continued from page 3)

If I am on to something here about reasons why we go “mum” with each other, the only one we can immediately correct is the third one: we need to learn the skills of adult confrontation.

Therefore, I am suggesting these three, simple skills.

First, when you need time to formulate a verbal response, say, “I will need a few minutes (hours, days) to think through how I want to respond to you.” Make sure you say that without any hint of an apology.

Second, when you do not agree, respond with, “I see things much differently and here are the reasons....”

Third, accept responsibility for your own errors. Instead of silently staring with CYA why not say, “You know what, you are right here and I am wrong.”

Silence is an intentional, passive-aggressive game played by adults who have decided to scream...without saying a word.

Dr. Cal LeMon is the President of Executive Enrichment, Inc., Springfield, Missouri. Dr. LeMon is a popular keynote speaker and corporate educator who can be reached at www.execenrichment.com. 800-373-4040.

ENTHUSIASM: FROM THE TOP

2007-2008 IAAP INTERNATIONAL BOARD OF DIRECTORS

President – Judy McCoy CPS/CAP; President-Elect – Barb Horton CAP; Vice President – Sandra P. Chandler CPS; Secretary – Susan K. Shamali CPS/CAP; Treasurer – Mary Ramsay-Drow CPS/CAP; Canada District Director – Katherine Fogel CPS/CAP; Great Lakes District Director – Sam W. Gill III CPS; Northeast District Director – Marie “Gerry” Burnell CPS/CAP; Northwest District Director – Teresa G. Bennett CPS; Southeast District Director – Tamra L. Goodall CPS/CAP; Southwest District Director – Karlena Rannals CPS/CAP.

2007-2008 INTERNATIONAL RETIREMENT TRUST FOUNDATION TRUSTEES

(l-r) Barbara G. Carter CPS/CAP, RTFC Liaison; Janine Riemersma CPS/CAP, Chairman; C. Joyce Hawkins CPS/CAP, Vice Chairman; Kathryn Hampton CPS/CAP, Secretary; Judy McCoy CPS/CAP, IAAP International President; Mary Ramsay-Drow CPS/CAP, IAAP International Treasurer



2007-2008 COLORADO-WYOMINGMONTANA DIVISION OFFICERS

Kyle Sheldon-Chandler, President; Open, President-elect; Margaret Hartl, Vice President; Cory Draycott CPS, Secretary; Eileen Verosko CPS, Treasurer



2007-2008 BOULDER CHAPTER OFFICERS

From l to r: Vi McNew CPS, PRP, President; Joyce Teter RP, Vice President; Billie M. Willey CPS, 1998-1999 International President and Boulder Chapter member; Vicky Judish, Secretary; Robin Trader CPS/CAP, Treasurer



FOCUS ON OUTCOMES – NOT ACTIVITIES

How many times have we heard IAAP members talk about all the things they have been doing and expect that we will be impressed? Or how many annual reports have we read and seen list and list of all the tasks committee members have done throughout the year? They expect that we will admire them and congratulate them on their contributions to the association. But in reality, these folks are missing the point!

The point isn't how busy you've been...it's how much you've accomplished. The activities you've been involved with mean nothing. It's what happens as a result. If nothing transpired, or if your goals weren't met, then the time and energy spent on the details were meaningless.

That's why Stephen Covey says, "Start with the end in mind." And that's what the Cheshire Cat meant in Alice In Wonderland when he said, "If you don't know where you are going, then any road will get you there."

All our actions should be conducted with a purpose. We ought to be working toward a goal that is specific and measurable, one that we definitely know whether we've made it or not.

So, as you continue working in your leadership position within IAAP this year, take these steps to ensure success and feel a sense of accomplishment.

- Have a clear vision of where you want to end up.
- Articulate this vision to others.
- Get them to help you meet these goals.
- Set steps that will get you to the final goals.
- Evaluate your progress throughout and change course if necessary.
- Identify milestones and attach a date.
- Give your team and supporters appropriate recognition.
- Celebrate along the way.
- Focus on the outcomes, not the activities.

(continued on next page sidebar)

BOULDER CHAPTER 2007-2008 PROGRAMS

June 19, 2008

THE original basket boutique

Tom and Pam Rusch

FRIENDS ARE LIKE ANGELS

Who brighten our days.
In all kinds of
wonderful,
Magical ways.



Their thoughtfulness comes,
As a gift from above.
And we feel we're surrounded,
By warm, caring love.

Like upside-down rainbows,
Their smiles bring the sun.
And they fill ho-hum moments,
With laughter and fun.

Friends are like angels,
Without any wings.
Blessing our lives,
With the most precious things.



FOCUS ON OUTCOMES – NOT ACTIVITIES (CONTINUED)

- Use the achieved outcomes as a new stepping stone to take the group even higher.
- Judge your success not by what you put into the endeavor, but what came out of it!
Know what you want to accomplish and don't stop until you've achieved it. Highlight the end product; don't create travelogues about the way stations you've stopped at along the way. The best leaders are not the ones who work the hardest... but the ones that work the smartest, and produce the greatest results.

(Adapted from a special report in *Communication Briefings*, www.briefings.com)

EDUCATION: CALENDAR OF EVENTS

June 2008

6-7 CWM Division Annual Meeting – Grand Junction, CO
19 **Boulder Chapter Meeting**

July 2008

20-23 International Convention & Education Forum
Hilton New Orleans Riverside – New Orleans, LA

October 2008

19-22 Certification Conference
Grand Hyatt Hotel – Denver, CO

July 2009

26-29 International Convention & Education Seminar
Convention Center – Minneapolis, MN

July 2010

18-22 International Convention & Education Forum
Hynes Convention Center – Boston, MA

July 2011

18-22 International Convention & Education Forum
Montreal Convention Center – Montreal, Quebec, Canada

July 2012

22-25 International Convention & Education Forum
Gaylord Texan Resort – Grapevine, TX

July 2013

28-31 International Convention & Education Forum
Anaheim Convention Center – Anaheim, CA

CHAPTER LEADERS MORALE BOOSTING CHECKLIST

Here's a self-diagnosis tool on boosting morale in your chapter (answer "yes" or "no" to each question):

- Are you informing members of how their efforts support IAAP goals?
- Are you aware of each member's career goals and do you consider them when delegating assignments?
- Have you ever questioned your members about morale?
- Do you concentrate on being enthusiastic, serving as a good role model?
- Do you seek free exchange of communication with your members?
- Have you empowered your members by involving them in decision-making?

Results: If you answered "yes" five or more times, you are a morale booster. If you answered "yes" fewer than five times, perhaps you need to reexamine how you're treating your members.

(Adapted from a special report in *Communication Briefings*, www.briefings.com)

