



International Association of
Administrative Professionals®



The Flatirons

Boulder Chapter - #321110

www.orgsites.com/co/boulderiaap

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* * * * *

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Mark Your Calendars for Our January Meeting

- PROGRAM:** Sexual Harassment in the Workplace
and New Member Orientation
- DATE:** Thursday - January 20, 2011
- LOCATION:** Roxy's Casual Dining (corner of W. Dillon & McCaslin)
1156 W. Dillon Road, Louisville
(720) 890-8111
- TIME:** 5:30 pm Registration / Networking / Dinner
6:00 pm Program
7:00 pm Business Meeting
- COST:** \$13 - cash or check made payable to Boulder Chapter
- RSVP:** To Vicky Judish by noon on 1/18/11
vicky.judish@comcast.net

Note: any member with a dinner reservations who does not cancel the reservations by the deadline date is required to pay for the meal.

Sexual Harassment in the Workplace with Stephanie Fagiano

Outline of Program:

- 1) Sexual Harassment Law
- 2) Definition of Offensive Conduct
- 3) Definition of Sexual Harassment
- 4) Examples of Unlawful Conduct
- 5) Remedies

**PASSION &
PURPOSE**

Boulder Chapter



Pathways to Excellence Program and Chapter of Excellence

As those of you who regularly attend our meetings are aware, your chapter is striving to achieve the Chapter of Excellence designation this year. We are committed to maximize the value of our membership in IAAP by promoting IAAP's mission and core values. We are well on our way to achieving the requirements set forth and being able to proudly display the Chapter of Excellence Logo. Inside this newsletter you will find the list of criteria that must be attained. At each of our meetings, our progress toward these goals is reported, and we are well on our way.

The Principles of the **Chapter of Excellence (COE) Program** is based on ten principles, each a fundamental part of what it means to be *excellent* at what you do. These principles are as follows:

Certification: In today's challenging business environment, you need every advantage to stay on top. Earning and maintaining a professional certification such as Certified Professional Secretary rating (CPS) or Certified Administrative Professional rating (CAP) through IAAP shows both current and potential employers, clients and associates that you are committed as a professional and have earned a mark of excellence. It is part of the Vision, Mission and Purpose of the Boulder Chapter to support our members in achieving excellence with Passion and Purpose

Commitment: In striving to be a Chapter of Excellence, the Boulder Chapter pledges to be a resource for its members and to maximize the value of IAAP membership through its mission, purpose, objectives and vision.

Communication: Your chapter strives to serve its members by communicating to members, potential members, and employers the benefits and value of membership in IAAP, informing them of our programs, services, leadership, opportunities. We will continue to update and distribute the chapter brochure to current and potential members. We encourage and promote communication and networking among members and future members.

Education and Training: The Boulder Chapter encourages our members to attend meetings by providing educational programs at the majority of our monthly chapter meetings. We will also be reviewing training programs that are available to chapter members through the Education and Professional Development Department at IAAP, as well as publishing upcoming webinars in our monthly newsletter.

Fiscal Responsibility: The Boulder Chapter creates an annual budget reflecting reasonable amounts of money needed to conduct the business of the chapter and achieve our stated goals. As a non-profit organization, we ensure these funds can reasonably be construed to support our ongoing programs, keeping a small amount of funds in reserve for emergencies. We audit our books annually and submit our audit reports to the division treasurer.

Leadership and Development Roles: Succession Planning and Leadership Development is a top priority in our chapter. The Chapter will conduct an annual Leadership Development/Succession Planning workshop and encourage all members to develop their leadership skills. Leadership skills are vital in today's competitive environment, and where best to develop them but in a safe and supportive environment of a chapter meeting, serving your chapter as an officer or committee chair. You would be surprised how quickly you can learn these skills, and have fun doing it too.

Marketing/Research/Community Outreach: Be a professional. Your best tool in marketing both IAAP and yourself is the pride you take in your work, your company and your profession. Lead by example. Keep an IAAP brochure and membership application at your desk. Be prepared to give a brief description of what IAAP to someone who asks. If you don't have a CPS or CAP rating, start working toward it, for it is a recognized standard of excellence in our profession.

Programs and Participation: We encourage our members to suggest programs that can be presented at our chapter meetings, especially those offering recertification credit. Take the bold step of using an already-prepared presentation from IAAP for a 1½-hour session (or shorten it with some strategic cutting). Tried and proven at past IAAP District Conferences, the presentations come with a script, visuals, handouts, and everything you need to do an A+ job. Topics can be found in the "Members' Place" section of the IAAP Web site (see link under "Helpful Tools").

Recruitment and Retention: The benefits of IAAP membership are numerous, so don't be afraid to share them with your friends and coworkers. Our chapter will devote part of one meeting to membership in an IMPACT meeting, to be held in May, 2011. Get organized and invite other administrative professionals to attend. Tell them about IAAP and your chapter. Materials will be provided to hand out.

Strategic Planning: Planning for the present and for the future is important. Our chapter has developed a Strategic Plan for 2010-2011 and the board reviews our goals and objectives at each board meeting. A copy of the Boulder Chapter Strategic Plan will be available at each chapter meeting or by request and suggestions and changes are welcome.

Respectfully submitted,
Linda Singer, CPS



Note that beginning in July 2010, chapters have two (2) mandatory requirements - #7 relates to chapter budgets and ensuring members receive the information regularly; #15 states that chapters will hold at least one (1) member recruitment session during the year. Failure to achieve Criteria #7 and Criteria #15 – regardless of how many other criteria are met – will prevent the chapter from achieving the Chapter of Excellence designation.

The Pathways to Excellence year coincides with the IAAP fiscal year of July 1, 2010, through June 30, 2011.

A Chapter of Excellence will receive a podium banner (first year) and in subsequent years will receive banner year patch. Each year, the CoE award will also include either a \$100 IAAP gift certificate or \$150 credit toward subscription to the IAAP Web Community.

A Chapter of Excellence will attain a minimum of 14 of the following 19 criteria. Criteria #7 and #15 shall be mandatory requirements.

1. Sixty percent (60%) of the chapter meetings offer recertification points
2. At least one (1) member of the chapter obtains their CPS and/or CAP certification during the current IAAP fiscal year
3. Download the Chapter of Excellence Commitment form; sign and date the form
4. Publish at least six (6) newsletters/e-newsletters
5. Participate in the IAAP Web Community by hosting chapter's web site on the IAAP Web Community.
6. Publish annual meeting calendar with education and/or training topics by October 1st and establish marketing plan to encourage members to attend chapter, division and international meetings and events
7. Create and maintain an annual budget; provide a monthly financial statement to the membership and submit annual audit report to the division treasurer. This criterion is a **mandatory** requirement.
8. Maintain a full slate of officers (minimum four offices); maintain committee chairs for the Bylaws, Certification, Education and Membership Committees; and submit new officers and committee chair listing to HQ by July 1 deadline
9. A minimum of four (4) officers and chairs of the Bylaws, Certification, Education and Membership Committees; participate in at least one IAAP Leadership/Succession Planning training event.
10. Send a delegate to the Division Annual Meeting and send a delegate or submit a proxy to the International Convention and Education Forum
11. At least one (1) member serve in a division office or committee or serve on an international committee; or as an international officer or as an RTF Trustee
12. Sponsor or co-sponsor a professional development seminar or sponsor/co-sponsor an APW/APD and/or annual executives' event
13. Submit a completed application for the Avery Chapter/Division Achievement Awards Program and/or submit a nomination in the Award for Excellence program -
14. Maintain a minimum of 15 members and achieve an annual retention rate of at least 80%.
15. Conduct at least one Member Recruitment Meeting. This criterion is a **mandatory** requirement.
16. Conduct new member orientation program
17. Achieve a net membership increase of at least 12 percent (minimum required is a net 3 member increase)
18. Sponsor a new IAAP Professional Chapter or Student Chapter
19. Create an annual Business (Strategic) Plan; review/update annually; submit a copy to the Division President by December 31 and conduct an annual member interest/satisfaction survey

Information Center

Ways & Means

Winner of the December Ways & Means drawing for the Monthly "Gift Bag Surprise" was Jennifer Svitak.

Jen will provide the January "Gift Bag Surprise" at the 1/20th's meeting.

Newsletter Publication

Articles are due by the 8th of each month. Newsletters will be emailed the Friday before each chapter meeting.

Send to robin.l.trader@seagate.com

Chapter Renewals

Irene Randall, CPS/CAP

January Anniversaries

Tommie Diaz – 19 yrs

New Member

Julie Brennan

**Total # of Active
Boulder Chapter Members**

27

Thanks & Congratulations!



Scheduled Chapter Programs

September 16

Office Layout and Design
(1 Recert Point)

October 21

"Importance of Ergonomics
in the Workplace"
(1 Recert Point)

November 18

Time Management – "No Pile Left Behind"
(1 Recert Point)

December – Holiday Party

January 20

Sexual Harassment in the Workplace
(1 Recert Point)

February 17

Resume Writing/Interview Skills
(1 Recert Point)

March 17

Becoming a Virtual Assistant
(1 Recert Point)

April – No Chapter Meeting due to APW Event

April 29

APW Happening (more info to follow)

May 19

Impact Meeting / Election of Officers

June 16

Installation of Officers

NAME BADGES

If you have lost, never had, or merely want another one of our magnetic names badges, contact Vicky Judish to order. Send your name as you want it to appear on the badge to:

vicky.judish@comcast.net

Membership Directory Chairperson

Vicky Judish has become our chapter's Membership Directory chairperson. If you are new to our chapter or have any changes to report, please let Vicky know.

Vicky.Judish@comcast.net

Use The Active Voice
By Susan Fenner PhD, IAAP Staff

You may recall learning somewhere back in grammar school the use of "voice" in English class. Passive voice indicates that the subject (of the sentence) is being acted upon. Active voice shows that the subject is performing the action. For example, a use of passive voice would be "The ball was thrown." In active voice it would be, "I threw the ball."

Since few of us are asked to diagram sentences any more or identify parts of speech, why then is it so important to distinguish between the active and passive voice? Because employers value employees who use the active voice in their responses to workplace issues. Would you rather have a worker who brings you problems or brings you solutions? Obviously the latter, especially with the time, money, and staff crunch we're all operating under.

So, how can you change the habit of using passive voice and replace it with assertive, confident, results-oriented action verbs? Here's some suggestions.

1. Your exec doesn't pay you to sit and wait for an assignment. You are now expected to find problems and opportunities and move in on them without being told. That's every admin's new role. Look for what needs to be done, then do it!
2. Your boss is too busy to deal with day-to-day hassles that trouble you. It's a do-it-yourself world. You are in charge of your own work activities and relationships. Don't run to your boss with issues you can deal with on your own.
3. If co-workers see you as a can-do person, you'll get more respect and support for your projects. Wimps quickly get trampled. Don't become a whiney wimp.
4. With business strategies and work goals constantly changing, the most valuable player is the one who can anticipate and remedy problems before they get out of hand. That's what it takes to get recognized and promoted. Look for processes and situations that could develop into trouble spots and fix the wheel before it's broken, to keep projects on track.
5. If you see challenges and step up to meet them, you'll grow in confidence and expand your skills as a powerful and effective admin. Offer to take on new responsibilities. Your IAAP network can be a great source for solutions and support. Believe that you have abilities to get the job done – because you do!

Confucius once said, "I hear and I forget. I do and I understand." By forming the habit of always using the active voice in the workplace and being the one to take positive and preemptive action, you'll not only understand the bigger picture, but will secure your place in it.

CERTIFICATION CORNER

Effective November, **2011** IAAP's Certification Program is changing to a one rating system. The base rating will now be **CAP**, with a specialty rating in **Organizational Management (OM)**. Those currently certified as an active CPS will change to CAP. All active CAPs will change to CAP-OM.

The new CAP and OM exams will each be one-part, with the OM exam similar to the current Part 4 exam.

Going forward, two specialty areas will be offered: Technology & Software and Medical Administration. One year's notice will be given prior to each specialty area. The Certification Review Guide will be updated by November 2010.

These changes to the IAAP recertification program requirements are effective immediately and include:

- Points reduced from 90 to 60.
- Experience category renamed Other Certifications.
- Five points awarded for each certification with a maximum of 20 points
- Education category renamed Continuing Education. Minimum requirement is 30 points in this area.
- Elimination of Workplace Projects and Elective categories.
- Exam topics covered are: Computer Hardware; Systems Configuration; Document Layout, Design and Reproduction; Software; Management Physical Resources; Records Management; Communication; Human Resources; Accounting Procedures and Analysis; Time Management; Organizational Planning; Advanced Administration; Team Skills; and Advanced Communication.

Visit www.iap-hq.org, Professional Development for more details.



Passion & Purpose – Ignite the Leader within You!!!

We have the passion within us all,
And a purpose that will go the distance.
We will lead and stand up tall.
The Division is here for your assistance.

Union Colony is a great chapter of IAAP accountability
Increased enthusiasm, commitment, and a shared vision,
Encouraging teamwork, growth, and possibility
Of professional opportunities as our mission.
[Union Colony Chapter - "Versatility is one of your outstanding traits"]

With Passion and Purpose since 1944,
Our enthusiastic commitment is our vision for the future.
The Pikes Peak Chapter does constantly explore,
New ways to continue on this wonderful adventure!
[Pikes Peak Chapter - "Avoid senseless contradictions with others"]

With Passion and Purpose since 1944,
HP Northern Colorado Chapter, we're in the West
Learning together to be our best.
At Hewlett-Packard, monthly we meet;
Our outstanding network can't be beat.
[HP Northern Colorado Chapter - "The love of your life will appear in front of you unexpectedly."]

Denver's purpose rises to the occasion
When challenge and opportunity give us cause.
For passion truly is our vision
No matter what, no matter when without a pause.
[Denver]

Boulder Chapter has a passion for education,
to join with all Chapters with zest;
for sharing techniques and imagination,
it's purpose to make our Division the best!
[Boulder]

December – Old West
January – Mountain View
February – Bookcliff
March – Denver Downtown
April – Cutting Edge
May – Rim Rock

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**AT THE BEGINNING OF THE NEW YEAR–2011
WE SHOULD CONSIDER THIS**

- Vi McNew, CPS, PRP

A meeting without rules or established customs can be bedlam, with each person doing what she pleases, talking whenever and on whatever subject she chooses, speaking as long and as often as she desires, listening or not listening to others, storming in and out of the meeting, shouting down other members.

The chance that any fair, deliberate judgment, decision, or consensus can be reached in such a meeting is slim indeed!



**Congratulations
to
Linda Singer –
our newest
CPS!**



Avoiding E-mail Overload

How many e-mails is too many? According to a recent survey commissioned by e-mail provider Intermedia, workers start to feel stressed when their inboxes grow by more than 50 messages a day. Only 6 percent of professionals said they could stand more than that amount.

Whether your daily average is north or south of 50, chances are you occasionally feel overwhelmed by the number of e-mails you receive. Without an effective system in place, just keeping up with the flood can steal valuable hours away from your other work priorities.

Here are some tips for dealing with the deluge:

- **Don't rush to respond.** When bombarded with e-mail, your first reflex is likely to answer the messages right away. After all, what better way to reduce the list of unanswered mail? But interrupting what you're doing to respond to each e-mail as it comes in can prevent you from ever fully focusing on critical tasks.

The best strategy is to briefly scan the content of e-mails, immediately responding only to those that are urgent. Then, before you leave at night, get back to people about less important issues.

- **Keep it clean.** Periodically delete or archive old information to help you locate files more quickly and to avoid reaching the maximum size limit set by your network administrator.
- **Step away from the keyboard.** E-mail is best suited for quick questions and answers. If a conversation is likely to be extensive or in-depth, save some typing time by calling your contact or stopping by his or her desk instead.
- **Create a second account.** Ask friends and family members to use a separate e-mail address to reach you with personal messages. This will help you stay focused on business correspondence during your workday.
- **Respect others' time.** Before sending someone an e-mail, ask yourself whether it's essential that he or she receive the information. If you don't inundate others' inboxes with non-critical communication, they'll likely have the same respect for you.

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 320 locations worldwide, and offers online job search services at www.officeteam.com.





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International Calendar of Events

February 15, 2011	CAP/CPS Exam Registration Deadline	
March 7-9, 2011	Spring Professional Education Conference	Tampa, FL
April 27, 2011	Administrative Professionals Day	
May 6-7, 2011	CAP/CPS Exam	
July 24-27, 2011	Educational Forum and Annual Meeting	Montreal, Canada
August 15, 2011	CAP/OM Exam Registration Deadline	
November 4-5, 2011	CAP/OM Exam	
October 9-12, 2011	Fall Professional Education Conference Sheraton San Diego Hotel & Marina	San Diego, CA
2012 - 2015		
April 25, 2012	Administrative Professionals Day	
July 22-25, 2012	Educational Forum and Annual Meeting	Grapevine, TX
July 28-31, 2013	Educational Forum and Annual Meeting	Anaheim, CA
July 27-30, 2014	Educational Forum and Annual Meeting	Milwaukee, WI
July 26-29, 2015	Educational Forum and Annual Meeting	Louisville, KY

www.iaap-hq.org



January 2011

The Spring Conference is held each March. This year's theme is "Bounce Back—Bounce Higher".

It is a 2½ day conference held in North America providing opportunities to network, share ideas, problems and solutions with other Administrative Professionals.

You will have the opportunity to hear three to four top-notch presenters and return to your job with renewed enthusiasm and ideas.

You will also receive recertification points if you are an active CPS and/or CAP holder.

Spring Conference is scheduled for March 7-9, 2011 in Tampa, Florida at the Hyatt Regency Hotel.

For more information, go to:
<http://www.iaaphq.org/events/pec/2011/theme.html>

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January's International President's Message

It's hard to believe it's already 2011. I know, it's something everyone says but I can remember all the hype in 1999, when we were getting ready to change over to the year 2000. The world wasn't quite going to end but airplanes were going to fall out of the sky and computers were going to shutdown or meltdown.



A new year seems to bring change with it and 2011 is no exception. IAAP has a fresh, updated look on the public website. Point your browser to <http://www.iaap-hq.org> and take a look for yourself. Staff at headquarters has been working hard in the last few months behind the scenes to be ready for the January launch.

All of those who took their certification exams in November, I want to extend my congratulations and admiration for taking the step to advance in your profession. I know these exams are difficult; I've taken them. For those who passed, congratulations. For those who didn't, don't give up! Getting that certification is something to work for.

Now that the holidays are over, it's time to look to the year ahead. Spring Conference is coming up soon. If you need the skills to become super competent in order to meet all the new demands placed on you and your work team, come to **Spring Conference March 6 -9**. You'll leave with six keys for performing at your productive best to be a peak performer and achieve breakthrough results.

On Sunday we're offering an optional, interactive technology workshop with Gini Courter. Conference attendees can take advantage of an additional one-day technology training opportunity. It's for intermediate users of Office 2007 and 2010. You'll learn the latest tips, tricks, and applications that will cut your work time, increase your output, and send your productivity through the roof. If you sign up for the workshop, you're automatically registered for the chance to win an iPad. So come early, see the sights in Tampa and immerse yourself in Microsoft Office aimed at your level of proficiency. I'll see you at Spring Conference. [Register today!](#)

I want to remind everyone of a few deadlines coming up in the next few weeks.

- January 15:** Deadline for IAAP BOD and RTF Trustee nominations
- February 1:** Deadline for IAAP committees and RTFC candidate forms returned
- February 1:** Deadline for proposed bylaws amendments submission.
- February 1:** Deadline for Avery Great Results Chapter and Division Achievement Awards (don't know when the form is officially updated and ready)

Happy New Year everyone!

Mary Ramsay-Drow, CPS/CAP
IAAP International President

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Now, I say to you today my friends, even though we face the difficulties of today and tomorrow, I still have a dream. It is a dream deeply rooted in the American dream. I have a dream that one day this nation will rise up and live out the true meaning of its creed: - 'We hold these truths to be self-evident, that all men are created equal.'

Martin Luther King Day – January 17th

* This was a great hit at our Christmas Party in December and several members wanted the recipe *

Decorative Chocolate-Covered Pretzels

By: Julie Ann Hurt

2 bags of pretzel rods
Assorted toppings and/or sprinkles
12 oz. semi-sweet chocolate chips
12 oz. white chocolate chips

Optional:

Wilson's melting chocolate – all different colors for the holidays

- melt all chocolate (different color in separate bowls)
- dip and place on parchment paper
- swirl multiple colors and designs.

This is also very easy for kids to make as well AND lots of fun! Enjoy!

