

# THE FLATIRONS



Volume 54, Issue 4

November 2009

**BOULDER CHAPTER — #321110**

## MARK YOUR CALENDARS FOR OUR NOVEMBER MEETING!

**What?** Networking & Buffet 5:30 p.m.  
Program 6:00 p.m.  
Business Meeting 7:00 p.m.  
Adjournment 8:00 p.m.

**When?** **Wednesday, November 18, 2009**

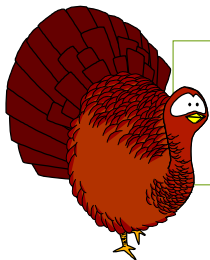
**Where?** Magnolia's Restaurant  
SE Corner of 95th & Arapahoe Road  
1381 Forest Park Circle, Lafayette  
303-665-3080

**Cost:** \$13 - Buffet (cash/check to Chapter)

**RSVP:** By Tuesday, November 17  
to Vicky Judish at 303-449-3902 or  
vicky.judish@comcast.net

**REMINDER:** Any member with a dinner reservation (including a permanent reservation) who does not cancel the reservations by the deadline date is required to pay for the meal.

Due to a conflict at Magnolia's on 11/19, we voted at the October Boulder Chapter Meeting to move the November Boulder Chapter Meeting to Wednesday, 11/18.



**Thanksgiving Day  
is on 11/26/09**

### 2009-2010 Boulder Chapter Officers

President  
Linda Singer  
myshadowkc@railstop.com

Vice President  
Open

Secretary  
Patti Lovato  
plovato@ball.com  
303-939-6676

Treasurer  
Vicky Judish  
vicky.judish@comcast.net  
303-499-3902

Parliamentarian  
Joyce Teter PRP  
Jteter2@aol.com

### November Programming - CAbi Clothing

At Cabi, they have something pretty unique. So many women are tired of the same old shopping experience and are looking for a place where they can find great clothes and receive personal attention. At CAbi, they provide the ultimate in personal shopping. Their exclusive brand has become known for its unparalleled quality, but even more outstanding are their CAbi Consultants, who are known for putting service before sales as they help their customers look their very best.

**Stop by and see the latest designer collection,  
and bring a friend!**

## Admin's Corner - Hot Tips and Tricks To Make Your Life Easier

Here are 5 attributes that will help you achieve your career goals

By Joan Burge

(Excerpt from Joan's new book, **Underneath It All ... Post Graduate Revelations Life Assistants to New Heights**)

Tough-skinned. Name an individual who appears not to be hurt by harsh words or unfair criticism. This individual may be said to have tough-skin. Insults, inequities bounce off him or her. Of course, this is what on-lookers notice. It isn't necessarily the whole picture. If you could see below the surface you probably would see something completely different ... you might even notice tears. In the Executive Suite, you must be tough-skinned. You need to put your energy into matters at hand. A seasoned pro doesn't even think about feeling sorry for herself. She acts in a manner that brings credit to her partner, her company and lends dignity to the occasion.

Take ownership. If you offer an ideas - be prepared to support it. If something you worked on goes sour - be prepared to admit it. People will come to know you as a 'stand-up' person. You never slink off to blend in with the wallpaper! You are a force to be reckoned with and someone who can be trusted.

Inquisitive. Albert Einstein is quoted as saying, "I have no particular talent. I am merely inquisitive." Einstein won the Nobel Prize for Physics in 1921. Surely his inquisitive nature served him well. You may not be seeking the Nobel Prize but when you ask questions, look for the facts; won't permit anyone or anything lead you astray ... you will also be well served and so will your partner.

Excellent role model to other Admins. Company executives are bound to take note when you're an excellent role model. You may think this is the primary reason to do it but, it's not. The primary reason is to build a strong network of good people. You shall call upon them and they shall call upon you and it becomes a mutually beneficial work-relationship.

Thirst for knowledge. Good for you, you're inquisitive. You want to know why and why not. When you have a thirst for knowledge you will learn new things. Without this thirst for knowledge you may not know what it is you want to know about! For example, if you don't know that electronic books exist, you won't ask why or how they could be useful to your manager.

### Recert Points for Serving

Did you know you will receive recertification points by serving as a Chapter Office or Committee Chair?

Let Linda know if you are interested in any of the open positions currently available in the Boulder Chapter.

### Ways & Means

Winner of the October Ways & Means drawing for the Monthly "Gift Bag Surprise" was Carol Etges.

Carol will provide the November "Gift Bag Surprise" at the 18th's meeting.



### Yoplait "Pink" Lids

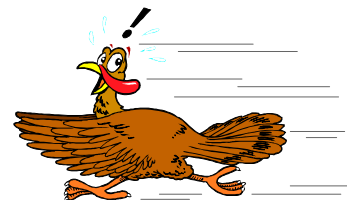
Vicky Judish is collecting the Yoplait pink lids for their "Save the Lids to Save Lives" program. Yoplait donates 10 cents to The Cure for every lid turned in. Members can bring the lids to the November and December meetings. Vicky needs to submit the lids by December 31st.

### Directory Updates

Take a moment to review your information listed in the **Boulder Chapter Directory**. If you have updates and/or changes, let Robin Trader CPS/CAP know. If you are new, send your information to Robin at: [Robin\\_Trader@comcast.net](mailto:Robin_Trader@comcast.net)

**One of Our Chapter Members  
is Having Fun!**

Verna "Gus" Sowa shows off a Halloween costume after trying it on at Ares Thrift Shop in Longmont - 10/22/09 Boulder Camera (Picture by Jeremy Papsso)



**August Meetings are Now  
a Thing of the Past!**

With a unanimous vote at the October Boulder Chapter Meeting, future August Meetings will be a thing of the past.

Boulder Chapter Meetings will now be held September through June, with the Board Meetings continuing to occur monthly.

The Boulder Chapter Bylaws will be updated to reflect this change.

**RFT Fundraising**

LaNay Robbins, Northwest District RFT Committee Member sent out a letter in September to the Chapters RTF Chairmen and below are a few excerpts:

"Hello, I am LaNay Robbins, the Northwest District Committee Member for the Retirement Trust Foundation. It is my pleasure to introduce myself. I am excited for the opportunity to work with you and I am ready to have some fun this next year fundraising for the Trust. It is going to be a great year for the Trust and the Family of Givers program and I am truly looking forward to the 2009-2010 year!

I would encourage each of you to review and become familiar with the website for the Retirement Trust Foundation ([www.iaap-rtf.org](http://www.iaap-rtf.org)), as it has many useful items that you can share with the membership in your Chapters and Division.

It is also a great time to remind or introduce members to the Family of Givers program and that donations can either be sent in or done directly on line. By using their membership number the individual gets credit, the chapter gets credit as well as the division and district.

The overall goal figure this year is **\$74,104!** We are confident that we can reach—yes even surpass—our goal with the help of our very enthusiastic and able RTF Committee leaders and IAAP members.

Below is how your Division/Chapter can help us achieve our goal. This was obtained by using actual numbers from last year, taking into account a focus on the Family of Givers program with a minimal donation from every member. "

**GOAL FOR 2009 - 2010**

Northwest District	FOG \$2.50/ member & 1- \$100 donation	2009 - 2010 GRAND TOTAL
Colorado-Wyoming-Montana Division	1,110.00	\$ 1,110.00

**November and March have been designated RFT Fundraising Month for the CWM Division & Chapters.**

## ***Increasing Membership Involves All of Us***

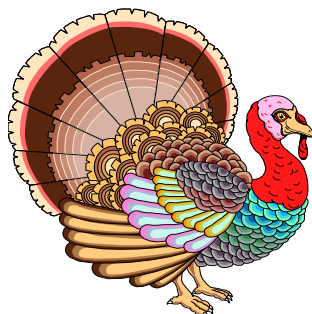
Submitted by Irene Randall, Membership Chair

Ways to introduce new members to IAAP can be found all around us. Every one of us is a powerful advocate for our chapter and our profession. Think about it: Who do you know would benefit from being an IAAP member? Are you a mentor? Do you know someone who is trying to elevate their career?

Below are suggestions from IAAP on how to market and recruit members to IAAP. The best tool is the pride you take in your work, in your company and in your profession. Lead by example, because actions speak louder than words.

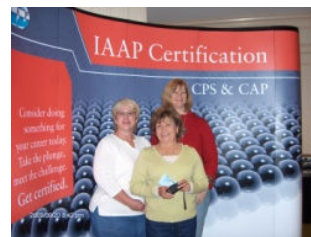
- Keep an IAAP brochure and membership application with you at all times. Do you have brochures and applications? If not, let me know and I will send some to you. The brochure is great for quick answers to questions.
- There are many items imprinted with the IAAP logo. Have at least one displayed on your desk or in your office. When someone asks you, "What is IAAP?" -- be prepared with a brief description of our professional association. Don't have an item with the IAAP logo imprinted? Contact me and let's promote your own IAAP membership with a logo item.
- You don't need to climb on a soapbox, but keep a general awareness about you that belonging to a professional association helps you in definite ways. When you share a tip, tell that it came from an IAAP meeting or from networking with another IAAP member.
- If you do not have the CPS or CAP rating, start working on it. Encourage co-workers to work toward the CPS or CAP rating. If you have achieved the CPS and/or CAP rating, display your certificate or pin with pride. Also, have a Certification brochure handy for anyone who is not familiar with your certification. This not only promotes the program, but also your stature within the company. Remind prospective members that attaining certification is *the* standard of excellence in the profession, but it is not required for IAAP membership. This seems to be a common misconception.
- Leave your copy of *OfficePRO* magazine on your desk for others to see. Pass it around, or copy articles that you feel are of interest to your boss or to other workers.
- Be helpful to younger or less experienced workers who want to learn and grow into a career. When they are ready, invite them to a meeting or special event as your guest.

I am excited about the many opportunities ahead to build the Boulder chapter. Together we can build a chapter that is not only the best *in* the area, but the best *in* the division.



## 2009 Certification Conference

Submitted by Irene Randall



Carol Etges, Lucy Trujillo and I attended the IAAP 2009 Certification Conference, *Sharp Skills in Tough Times* October 18-21 in Portland, Oregon.

Day one was lead by Max Latham. Max is a woman who shared the story about how she came to be called Max. Her mantra is we are living in tough, chaotic times that demands resilience and demands doing things differently. She encouraged us to challenge our definition of success, mediocrity and be resilient.

Day two was our favorite with Gini Courter as our headliner. With her comic, quick wit and exceptional knowledge of Microsoft products, everyone learned something that morning about Excel, Word, PowerPoint and Outlook. No one wanted to learn about Access J. The afternoon session was exploring no-cost and low-cost skill enhancement opportunities. The best tip for me was to schedule (and keep) a 30 minute appointment with myself at my desk to work on enhancing my skills (demo, book, webinar, etc.). She stressed that there is usually one time during the week where it is not quite so hectic. Thirty minutes a week equals two hours a month and forty-eight hours a year of training with little or no cost. Imagine how much I am going to learn and grow in one year. *Special Note:* Gini will be at our April 2010 APC event. Stay tuned for more details on the APC event.

Day three had the most interesting title: *Chasing Porcupines: How to Work with Prickly People*. Steven Iwersen taught us leadership lessons by using the World Championship Porcupine Races (yes, there really are porcupine races) to find practical ways to work through prickly situations, and learn what to do when we are feeling prickly!

Bonus for us: we were able to meet and spend time with two Admins from our Sacramento, California office. All in all, it was time well spent and we look forward to attending future IAAP events.

## How to Take a Message

As straightforward as it sounds, there are some things to remember when taking a message:

- Make sure your writing is legible. Print or clearly handwrite the message.
- Take down the date and time
- Ask the caller to spell his/her name
- Take down the phone number with area code
- Write the message down
- Repeat the name, number and message back to the caller  
This will ensure you are passing on the correct message and not misinterpreting any points
- If the name is unfamiliar or unusual you may want to include a phonetic version.  
(Example: Caller says his name is Jean Smith, make the note Jean pronounced John)

Thanks to voicemail the amount of actual message taking has been greatly reduced in the past few years. But when you do need to take a message, make sure you are giving an accurate and complete message.

## **Eloise Braidwood**

**Boulder Chapter President: 1965**

**CWM Division President: 1962-1963**

**BRAIDWOOD** -- Eloise V. Braidwood, 93, a resident of Rio Rancho, passed away on Wednesday, October 21, 2009. Eloise was born February 5, 1916 the daughter of Harry E. and Marion Nichols Shannon, Sr. in Davenport, Iowa. She graduated from Davenport (Iowa) High School in 1933. She enjoyed a 43 year career in chosen secretarial field. Retired in 1976, as registrar of the School of Law, at the University of Colorado in Boulder. Was a member of the International Association of Administrative Professionals since 1942, serving in various offices at the chapter and division levels. Eloise has outlived her two husbands, Denver Andrew Elkin, died 1940; and M. Harold T. Braidwood, 2009. She was also preceded by her parents, Harry and Marion Shannon, Sr.; son, Frederick William Elkin; and two brothers, Harry E. Shannon, Jr. and William Shannon. Eloise is survived by one sister, Beverly A. Shannon; sister-in-law, Shirley McIlvane; niece, Karen Butchko; nephew, Wayne Schwartz; numerous other nieces, nephews, grandnieces, and grandnephews. A Memorial Service was held on Sunday, October 25, 2009 at St. Paul's United Church of Christ, Rio Rancho. It was suggested that in lieu of flowers, contributions be made in Eloise's name to the St. Paul's United Church of Christ, 2701 The American Rd. SE, Rio Rancho, NM 87124; or to Vista Care Hospice, 5639 Jefferson St. NE, Albuquerque, NM 87109; or to a charity of choice. For those who wish, you may send condolences to the family, below is Eloise's sister's address:

Beverly A. Shannon  
4101 Meadowlark Lane, SE #36  
Rio Rancho, NM 87124  
Bevshan\_2000@yahoo.com

***Riches do not  
consist in the  
possession of  
treasures, but in  
the use made of  
them.***

***Napoleon  
Bonaparte***

## **IAAP Web Community Home Page**

Don't forget to check out the new look of the IAAP Web Community home page, which now features recent blog posts, a member spotlight, recent discussions and more.



## **OfficePro is Now Available on the Web**

All the great content you read each month in OfficePro's print edition is now available on the IAAP Web Community. Digital editions of OfficePro magazine and the OfficePro Express e-newsletter can now be found at [officepro.iaap-hq.org](http://officepro.iaap-hq.org). This is a members only benefit, so make sure you are logged in when you visit the site.

## ***Boulder Chapter Programs for 2009 - 2010***

**August 20**

Vi McNew's 50th Yr with IAAP Celebration

**December 17**

Holiday Celebration and Chair Massages by Catherine Whelan

**April 15**

"Go Green with Avery" / APW

**September 17**

Toastmasters with Mary Mirable

**January 21**

Memory Training with Kurt Venekamp  
(1 recert point)

**2010 APW Event**  
**Friday - April 23, 2010**  
**Radisson Stapleton**  
**Plaza Hotel**  
**(more info to come)**

**October 15**

Dr. DeClutter  
(1 recert point)

**February 18**

Text Doctor with Elizabeth Frick  
(recert point pending)

**May 20**

Nominations / Election of 2010/2011 Officers

**November 18\***

CABi Clothing Showcase

**March 18**

Corporate Events & Trade Show Logistics with Jeannie Battin

**June 17**

Installations of the 2010/2011 Officers

\*Date Changed

## ***CWM Division Officers***

**Margaret Hartl - President**

Rim Rock Chapter, Billings, MT  
Liaison to: Cutting Edge Chapter

**Leticia "Tish" Neff - President-elect**

Book Clif Chapter, Grand Junction, CO  
Liaison to: Book Cliff / Old West / Rim Rock Chapters

**Eileen Verosko CPS - Vice President**

Pikes Peak Chapter, Colorado Springs, CO  
Liaison to: Boulder and Denver Chapters

**Judy Smith CPS/CAP - Secretary**

Old West Chapter, Cheyenne, WY  
Liaison to: HP Northern Colorado / Mountain View / Union Colony Chapters

**Andrea Latine CPS - Treasurer**

Denver Chapter, Denver, CO  
Liaison to: Denver Downtown and Pikes Peak Chapters

**Debbie Brown CPS/CAP/RP - Parliamentarian**

Denver Downtown Chapter, Denver, CO

**2010 CWM Division Annual Meeting**  
**June 4 & 5, 2010**  
**Cheyenne, WY**  
**Janine Riemersma CPS/CAP**  
**2009- 2010 International Secretary**  
**will be our International**  
**Representative**

## 2009 - 2010 IAAP Board of Directors

President

Susan Shamali CPS/CAP

President Elect

Mary Ramsay-Drow CPS/CAP

Vice President

Tamra Goodall CPS/CAP

Secretary

Janine Riemersma CPS/CAP

Treasurer

Karlena Rannals CPS/CAP

Northeast District Director

Judith Yannarelli CPS/CAP

Northwest District Director

Valerie King CPS/CAP

Great Lakes District Director

Wendy Melby CPS/CAP

Southeast District Director

Virginia Boyd CPS/CAP

Southwest District Director

Antoinette Smith CPS/CAP

Affiliate Representative

Jennifer Hinkson CMP

Canada District Director

Sharron Buttler CPS/CAP

Retirement Trust Foundation Trustees

Chairman

Kathryne Hampton CPS/CAP

IAAP International President

Susan Shamali CPS/CAP

IAAP International Treasurer

Karlena Rannals CPS/CAP

Secretary

Patricia D. Row CPS/CAP

RTFC Liaison

Kelly A. Reggio CAP

RTFC Liaison

Lynda Boulay CPS/CAP

## Membership Renovations - We have a few changes!

Following are a few renovations that are ready to be launched by Headquarters:

**Electronic Membership Packets:** Beginning in September, new members will receive their membership packets electronically.

**Automatic Receipts:** Beginning 9/21/09, automatic receipts will be sent to members within 24-48 hrs after processing the membership dues payment. The receipt will be in PDF format and it will be sent to the member's preferred e-mail on file.

**Membership Cards:** Membership cards will no longer be produced and sent from IAAP Headquarters. IAAP is looking at some options for chapters to produce cards for their members.

**Membership Application Redesign:** The membership applications are being redesigned and updated to reflect the dues increase that takes effect January 1, 2010.

The discontinuation of the membership cards and the development of automatic receipts are based on member surveys conducted to ensure that IAAP is meeting its members' needs. Questions concerning membership can be directed to: [membership@iaap-hq.org](mailto:membership@iaap-hq.org)