



International Association of
Administrative Professionals®



The Flatirons

Boulder Chapter - #321110

www.orgsites.com/co/boulderiaap

2010 - 2011 Chapter Officers

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* * * * *

IAAP HEADQUARTERS

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Mark Your Calendars for Our November Meeting



PROGRAM: "No Pile Left Behind – Take Control of Paper Chaos for Good" (1 recertification point)

DATE: Thursday, November 18, 2010

LOCATION: Roxy's Casual Dining (corner of W. Dillon & McCaslin)
1156 W. Dillon Road, Louisville
(720) 890-8111

| | | |
|--------------|-------------------|---------|
| TIME: | Networking/Dinner | 5:30 pm |
| | Program | 6:00 pm |
| | Business Meeting | 7:00 pm |
| | Adjournment | 8:00 pm |

COST: \$13
- cash or check made payable to Boulder Chapter

RSVP: To Vicky Judish by noon on 11/17
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.

No Pile Left Behind – Take Control of Paper Chaos for Good!

Life's too short to keep dealing with the same old "stuff" over and over again! Don't let clutter and disorganization steal one more moment of your life! Dr. DeClutter will keep you thinking, laughing, and realizing that there are key reasons, programming, and conditioning from the past that keeps us clutter-bugs, hoarders, messy, and crazy with our "stuff and things". She "brings it home" that clutter affects our energy, decision-making, earning power, others' perception of us, our perception of ourselves, plans and choices. She gives more than plenty of real life stories from her organizing experiences and practical solutions to all clutter issues.

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**PASSION &
PURPOSE**
BOULDER CHAPTER



Boulder Chapter President's Message



While reading through the latest issue of OfficePro Express, I was drawn to the question "Are coffee and donuts good for you?" Clicking on the hyperlink to a *Psychology Today* blog by Gary Wenk, PhD from October 11, 2010, enticingly entitled "How coffee and donuts enhance memory", I read the following:

"Sometimes, what our brain wants is not always good for our bodies. Donuts are a good example. It is early morning and you're driving to work after a nice breakfast of black coffee and two eggs, easy-over, with bacon. Yet, you're still hungry and having difficulty paying attention to the traffic. Why? Your brain is not cooperating because it is not satisfied with that breakfast because it lacked one critical ingredient that your brain urgently needs, sugar."

Can it be true? Is sugar indispensable? Do I crave sugar because the brain is doing whatever is necessary to convince me to eat sugar as often as possible? Do our neurons require a constant supply to maintain their ability to produce energy and they will die without it? Mmmmm! Being a curious person, I looked further on the Internet to see how sugar really affects the body.

Sugar affects the human body in many ways. Some of these ways are good, some bad and some of the affects are very ugly. It is true; energy created from sugar ingested into the body is one of the good ones. Humans need energy to function and the best sugars for this are ones listed on the glycemic index with a low rating. These sugars are let into the blood stream at a slower absorption rate which is healthy for the human body.

The bad and ugly news associated with sugars is that most are processed into all kinds of foods humans eat, like donuts. These sugars often carry a high glycemic index rating which means that the sugars are absorbed into the bloodstream faster. This causes the pancreas (the organ which maintains sugar levels in the body) to give off insulin. Insulin is used to drop the blood-sugar levels in the body. Not only does this fluctuation in blood-sugar levels put stress on the human body and pancreas, but it also can lead to diabetes, increased chance of coronary disease and also interfere with the absorption of calcium and magnesium into the human body.

What to believe. Well, let's check the glycemic index rating.

What is the Glycemic Index (GI) The (GI) is a ranking of carbohydrates on a scale from 0 to 100 according to the extent to which they raise blood sugar levels after eating. Foods with a high GI are those which are rapidly digested and absorbed and result in large fluctuations in blood sugar levels. Low-GI foods, by virtue of their slow digestion and absorption, produce gradual rises in blood sugar and insulin levels, and have proven benefits for health. They have benefits for weight control because they help control appetite and delay hunger. Low GI diets also reduce insulin levels and insulin resistance caused by an overused pancreas.

Choosing the right foods are up to you. You can still have that donut, but now are informed about its effects on your body. You need sugar in moderation, and the right kind of sugar.

Eat right, keep fit, exercise and know the facts. Hope to see all you informed members at our next meeting, now that you have more energy.

So, if you have not been to a chapter meeting lately or ever, I encourage you to make time to come and network with your fellow professionals. It is only a couple of hours one night a month and we not only learn something new, but have a fun time too.

Respectfully submitted,

Linda Singer
President, Boulder Chapter



Information Center

Our New VP and Webmaster

Jennifer Svitak was officially installed as our chapter vice president at the October chapter meeting. Jennifer has also stepped up and is now our new webmaster. Thanks Jennifer!

jen@thesvitaks.com

Ways & Means

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

Linda will provide the November "Gift Bag Surprise" at the 11/18's meeting.

Chapter Renewals

Anna Arvanetaki

Transferred into Chapter

Sharon Hunvald

November Anniversaries

None

Total # of Active Boulder Chapter Members

24

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 Meeting due to APW Event

May 19

Impact Meeting / Election of Officers

June 16

Installation of Officers

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

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



Skills For Admins To Hone In 2011 And Beyond

By Susan Fenner PhD, IAAP Staff

In the old days, admins could proudly list the following in their job descriptions and resumes: typing, filing, scheduling, making travel arrangements, answering the phone, greeting visitors, taking dictation, transcribing, and proofing. Oh how the times have changed! With all the new technologies available to admins and their execs, the skills coveted by employers today look something more like this.

Rate yourself on how well you are prepared for 2011 and beyond.

* **Virtual meetings** – finding a provider; learning the process; setting up the meeting; troubleshooting technology glitches; preparing webinars; training presenters; developing slides that include live screen shots and digital images produced especially for the meeting.

* **Software applications** – finding the right applications for specific tasks; learning them using online tutorials; creating user “manuals” with directions, shortcuts, and samples; training others to use the software and troubleshooting problems; answering questions on the fly.

* **Information retrieval** – continually finding new ways to store and retrieve information in multi-media formats (conference calls, videotaped meetings/presentations, DVDs, webinars, text messages, reports, web sites, etc.) using new conceptual ways, such as particular topics, financial forecasts, group discussions, geographical locations, and more.

* **Information sharing** – preparing information for the web site and intranets in abbreviated versions and with visual elements, that may include real-time videos and demos; tracking and using Twitter, Facebook, LinkedIn and other social media to promote services/products/the company’s brand and get consumer feedback; preparing e-surveys for client input and holding virtual focus groups; collecting data from various online sources, interpreting, and displaying it for manager reference.

* **Updating corporate documents and procedures on the company intranet** – setting up automatic links for alerts or changes in regulations; updating information in real time; creating and managing knowledge transfer systems so corporate experience and know-how isn’t lost with staff changes; creating and maintaining online resource/reference libraries of links, documents, manuals, articles, experts, and so on.

* **Developing a network of resources** – devising an online network of people and resources for joint projects, virtual contract workers, experts in various fields, how-to and help sources, online information resources, research data, and to receive real-time notifications of important events/information/releases, and so on.

* **Creating tracking systems** – for vast amounts of information and data that can be sorted in many different ways for many different purposes, going far beyond the usual spreadsheet.

These are just some of the new skills admins are being asked to use on the job. These responsibilities require more technological expertise, the ability to look at information, data, and resources in a more interconnected and conceptual way, and the know-how to create innovative and practical solutions specific to company needs. If you don’t have these skills now, make it a goal to get them in the near future.

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.

November submittal is OURS!

**Suggestions will be voted on at our 11/18th meeting
Winner will receive a \$5 Starbucks Gift Card**

CMW Division Annual Meetings

June 3-4, 2011
Curtis Hotel
Denver, CO

June 2012
Greeley/Ft. Collins

2010-2010 COLORADO / WYOMING / MONTANA DIVISION BOARD OF DIRECTORS

PRESIDENT

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Protocol by Vi McNew, CPS, PRP

Protocol involves courtesy and consideration given to guests and honored members of our Association.

In our IAAP Chapters, the matter of protocol is left up to the presiding officer or the program chairman.

This involves seating guests, honored members, and/or past presidents, paying attention to their rank and seating them in the correct pecking order. If there are opening ceremonies involved, this could include arranging for a clergyman to present the invocation, a leader for the flag ceremony, music, and the like.

In seating arrangement, the president is always in the center, the first ranking guest on the right of the president, the second ranking guest on the left of the president. This seating is continued until the head table (platform) is filled.

When introducing guests, the highest ranking official is presented first; however, if the guests are expended to say a few words, begin with the lowest rank and continue up the scale with the highest rank last to give this person prominence and the opportunity to speak the longest. When presenting past presidents, always give the year of the administration. It is absolutely essential that each name be properly pronounced and should be rehearsed by the person making the introductions.

Special or honored guests should be invited in advance and should be advised as to the place, hour at which they are to be presented, the length of time for their presentation and whether or not they will be expected to answer questions. It is well to contact a speaker a couple of days before the date of the meeting to make sure all details have been confirmed. These include transportation to and from the airport, hotel reservations, and payment of the fee/honorarium, if any.

The person in charge of protocol (or a designated person) should meet the guest and introduce the guest to the president and other officers if they have not previously met. Honored guests should never stand in line for refreshments. The secretary of the organization should promptly send a "thank you" note on behalf of the organization.

Each chapter has its own way of seating officers at meetings. It is this writer's opinion that it is much easier for the presiding officer to have the current officers (vice president, secretary, treasurer, parliamentarian) seated at the table facing the membership for the simple reason if the presiding officer needs to confer with one of these officers, it is less of an interruption to the assembly to have that officer near at hand. As noted above, the presiding officer is always in the center; a proven successful seating arrangement is for the secretary to be seated to the presiding officer's right and the parliamentarian to the presiding officer's left, with the vice president next to the secretary and the treasurer next to the parliamentarian.

There is not to my knowledge, any hard and fast rule about this and whatever is comfortable for the president (presiding officer) should be followed. If there is a guest speaker, this speaker should be seated, as noted above, to the right of the president. In larger meetings, such as a Division meeting, if a head table is used, it will require adjusting the officer seating to allow for the additional persons; many times this can be handled by having the vice president, secretary and treasurer seated in the assembly until the opening ceremonies have been accomplished. The clergy/city official is then given the opportunity to leave and the officers can then join the president for the commencement of the business meeting.

The important thing to remember is to give the honored guests and visiting officials the proper recognition. This contributes to the esteem of the organization and is well worth the time and effort in seeing that rank is properly recognized.

*Knowledge is
knowing a tomato is
a fruit. Wisdom is
not putting it in a
fruit salad.*

Becoming More Creative

by Peggy Morrow

How creative are you? It's important to your personal success to constantly look for creative ways to improve yourself and your product or service. Yet many people don't feel that they are creative. They think that is only for musicians and artists. Not so! Everyone has a degree of creativity lurking in them. It just needs to be brought out. Here are some things to rate yourself on your level of creativity.

Mark each statement true or false:

1. I like to experiment with new ways of doing things or to try to improve the process or task.
2. I keep a notepad or tape recorder handy to capture new ideas as they happen.
3. I get bored if I have to do something exactly the same way every time.
4. I like to think about what might be possible.
5. I usually accept changes in my organization and am enthusiastic about getting to do something new.
6. In the last month, I have changed and improved the way I do at least one aspect of my work as a result of one of my own ideas.
7. When asked to do a task, I like to be able to decide for myself what I should do and how I should do it.

Obviously, the more statements you marked "true," the better. All these actions are indications that you have the ability to be creative. At the beginning of this article I said that everyone has a degree of creativity lurking in them and that it just needs to be brought out. These are just a few thoughts on how to train your mind to be more creative. Why not get started today?

Peggy Morrow is professional speaker & trainer with many chapters of IAAP. Contact her at peggy@peggymorrow.com

Holiday Traditions

Watching the Macy's Thanksgiving Day Parade is an annual tradition for many. Here's some interesting history to share at your family's holiday gathering.

Macy's Parade History

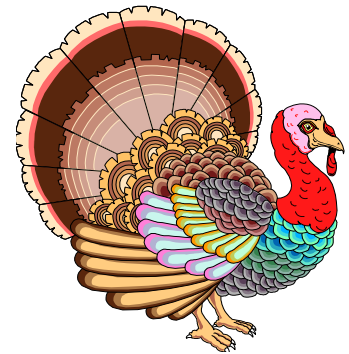
1924: Macy's employees decided to entertain the city with a Thanksgiving Day Parade that wound throughout the streets of Manhattan. It was such a success that it became an annual tradition!

1942 - 1944: The only break in the Parade's history came during World War II, when the Parade balloons were donated to the war effort thanks to a rubber shortage.

1945: The first year the Macy's Thanksgiving Day parade was televised. This was also the first year the Parade toured its current 2.5 mile route.

1979: The first year a broadcast of the Parade was awarded an Emmy award for outstanding achievement. Since then, it has received the award an additional eight times.

Present: Every year, over 2.5 million people watch the parade live from the streets of Manhattan, and 44 million watch on TV.



Thanksgiving Prayer

For each new morning with its light,
For rest and shelter of the night,
For health and food,
For love and friends,
For everything Thy goodness sends.

Ralph Waldo Emerson (1803-1882)



Chapter of Excellence – 12 out of 19 criteria must be achieved to win award

A Chapter of Excellence will receive a podium banner (first year), banner year patch, and either \$100 IAAP gift cert or \$150 credit toward subscription to the IAAP Web Community.

1. Sixty percent of the chapter meetings offer certification points.
2. At least one member of the chapter obtains their CPS and/or CAP certification during the current IAAP Fiscal year.
3. Download, sign, and keep the on-line Chapter of Excellence Commitment Agreement.
4. Publish at least six newsletters.
5. Participate in IAAP web community by hosting the chapter's website 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 is mandatory)
8. Maintain full slate of officers (minimum four offices); maintain committee chairman for Bylaws, Certification, Education and Membership Committees; submit new officers and committee chairman list to HQ by July 1st.
9. A minimum of four officers and chairman 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 a Delegate or submit a proxy to the International Convention and Education Forum.
11. At least one member serve in a Division office or committee; or serve on an International committee; or as an International officer or RTF trustee.
12. Sponsor or co-sponsor a Professional Development Seminar or sponsor or co-sponsor an APW/APD and/or annual executives' event.
13. Submit a complete application for the Avery Chapter/Division Achievement Awards and/or submit a nomination for excellence program.
14. Maintain a minimum of 15 members and achieve an annual retention rate of at least 80 percent.
15. Conduct a least one Member Recruitment meeting. (This is mandatory)
16. Conduct a 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 Dec. 31 and conduct an annual member/interest survey.

Those hi-lited have been achieved so far!





Specialized Administrative Staffing

Watch-Your-Words Utterances to Avoid in the Workplace

Are you careful about what you say at work? You should be because your words could affect your career success. After all, you're not likely to advance if you complain to a colleague about your manager's new policy and then discover the boss was standing around the corner and heard every word.

To avoid paying the price for an indiscretion such as this, think twice before uttering the following foolhardy phrases in the workplace:

- **"You won't believe what I heard about our firm."** As an administrative professional, you may be privy to confidential company information. Don't spill the beans.
- **"Tom shared the most interesting story yesterday."** Nearly every office has its share of gossip, but contributing to the rumor mill can be dangerous to your career. You may damage key relationships with colleagues and your boss by discussing inappropriate topics.
- **"I demand a raise!"** Business is picking up and you want to earn more. While it's perfectly acceptable to make a case for a raise, don't enter the discussions with a confrontational attitude.
- **"Sometimes, I think nothing is going on inside Sarah's brain."** Don't make remarks that offend or degrade others, even if you consider the statements harmless. Before launching an attack against another employee, calm down and think about what you are going to say before you act.
- **"I have no interest in learning that application."** You must adapt to changes at work and stay up-to-date with the latest technologies to remain a valued employee.
- **"That's not my job."** While you shouldn't be expected to take on tasks that fall well outside your responsibilities, you should be willing to assist others and be a team player when your workload allows.
- **"Uh-oh. I shouldn't have hit Send."** A good rule of thumb with e-mail is to write only what you would feel comfortable saying to someone in person. You never know to whom your message will be forwarded. We all have put our foot in our mouth from time to time, so it's only natural to do so occasionally at work. To ensure an accidental utterance doesn't hurt your career, remember mom's advice: Always think before you speak.

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.



Meet the 2010-2011 IAAP International Board of Directors

From left to right: Canada District Director **Sharron Buttler**, CPS/CAP; Vice President **Karlana Rannals**, CPS/CAP; Northeast District Director **Bianca Constance**; Treasurer **Judith Yannarelli**, CPS/CAP; Southwest District Director **Dortha Gray**, CPS/CAP; Secretary **Antoinette Smith**, CPS/CAP; Northwest District Director **Kristi Rotvold**, CPS/CAP; President **Mary Ramsay-Drow**, CPS/CAP; Affiliate Representative **Leanne Fisher**, GradCert Bus, JP; Great Lakes District Director **Wendy Melby**, CPS/CAP; President-Elect **Tamra Goodall**, CPS/CAP; and Southeast District Director **Virginia Boyd**, CPS/CAP.



International Calendar of Events

| | | |
|--------------------|--|------------------|
| November 5-6, 2010 | CAP/CPS Exam | |
| 2011 - 2015 | | |
| February 15, 2011 | CAP/CPS Exam Registration Deadline | |
| March 6-9, 2011 | Spring Professional Education Conference | Tampa |
| May 6-7, 2011 | CAP/CPS Exam | |
| July 18-22, 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 | San Diego |
| 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

Be a part of the 2010-2011 C-W-M “Division” RTF Fundraiser

Just in time for the holidays...

Celebrate with us **NOVEMBER** as RTF month

Any member or non-member who donates a **minimum donation of \$10.00** to the “division” RTF fund will receive a handmade, limited edition, numbered and engraved one-of-a-kind Christmas ornament named “A Home with Heart”.

Only 50 of these unique, custom-made houses are being made so reserve yours today! Contact Carla Thomas, CWM Division RTF Chair, at jimcarla5017@msn.com

Please help support our retired administrative professionals by donating to this great cause.
Your contribution truly matters!



THE
Trust
RETIREMENT TRUST
■ FOUNDATION ■