



International Association of  
Administrative Professionals®



# The Flatirons

Boulder Chapter - #321110

[www.orgsites.com/co/boulderiaap](http://www.orgsites.com/co/boulderiaap)

## 2010 - 2011 Chapter Officers

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## Mark Your Calendars for Our October Meeting

<b>PROGRAM:</b>	Importance of Ergonomics in the Workplace	
<b>DATE:</b>	Thursday, October 21, 2010	
<b>LOCATION:</b>	Roxy's Casual Dining (corner of W. Dillon & McCaslin) 1156 W. Dillon Road, Louisville (720) 890-8111	
<b>TIME:</b>	Networking	5:30 pm
	Program	6:00 pm
	Business Meeting	7:00 pm
	Adjournment	8:00 pm
<b>COST:</b>	\$13 as usual - cash or check made payable to Boulder Chapter	
<b>RSVP:</b>	To Vicky Judish by 5 pm on 10/20 <a href="mailto:vicky.judish@comcast.net">vicky.judish@comcast.net</a>	

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

### Office Ergonomics

Personalizing your environment so that it is comfortable for your work situation promotes a healthy physical and mental lifestyle. Studies show that a carefully planned work environment can actually increase productivity.

Mr. Ryan Hellman MS, Founder & Principal of Hellman & Associates will *address Ergonomics in the Workplace* and share his expertise and tools that Administrative Assistants can use to help prevent injuries in the office.



# PASSION & PURPOSE

Boulder Chapter

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## Chapter President's Message



### **CPS/CAP Certification, Education, and Networking**

As many of you might know, I am currently studying for the November exam. It has been a daunting process, with many books to read and sample tests to take. I ran into Tammy Hensrud from the Denver Chapter at a workshop recently and learned that she will also be taking the exam in November, so we have formed a study group of two.

I am lucky that my company paid for most of my books and the test. I was able to purchase some of my books from Anna Arvanetaki, a Boulder Chapter member who passed the CAP exam last year. All in all, I have quite a collection of study materials available, probably more than I have time to read, but I will try. Wish me luck.

It occurred to me that our chapter might benefit from all the material I have collected. Therefore, I am starting a **lending library** of study items for this exam. It will be available to anyone in our chapter who registers to sit for the exam, and may help with some of the expenses. Since I know so much about the test requirements and procedures, study material and format – *and sure wish I had the actual questions they will use in November* ☺- I have also volunteered to take on the position of Certification Chair.

Regarding my study material, I was surprised just how much I didn't know or had forgotten about what skills are involved in being an administrative professional. I have learned more about computers, databases, recordkeeping and file management, software and hardware applications, various types of business letters, grammar, spelling, and on and on. It has been a very positive learning experience for me.

The focus of the Boulder Chapter during my term as President has been to provide many truly educational programs to our members, mixing in one or two fun programs too. Programs that will be granted certification credit by IAAP Headquarters. You are all important to me, even those of you who do not come to meetings and I have never met. This chapter is here for you to provide you with as many tools as possible to enhance your learning experiences and assist you with career development.

Let me say a few things about Networking. ***NETWORKING is the single most powerful tool to accelerate and sustain success for any individual! It is not about who you know, but who knows you.*** Relationships are the catalyst for success. Networking is a vital part of the business world now, and those that do not create a network will be left behind. If you lose your job today, how many people can you reach, and who would be helpful? Think harder about the names of those people. Have you talked with them lately in ANY form? There is much value in maintaining a strong circle of contacts. There is no better time than now to strengthen or build your network. A solid network will serve you well for years to come and will be an additional tool in your toolbox, especially during these times of economic uncertainty.

So, if you have not been to a 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 Colorado Chapter



# Information Center

## Chapter Renewals

Lauri Armstrong  
Robin Trader, CPS/CAP

## October Anniversaries

Verna Sowa – 29 yrs  
Vivian Hunter – 4 yrs

Total # of Active  
Boulder Chapter Members  
26

Thanks & Congratulations!



## **Newsletter Publication**

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

Send to [robin.l.trader@seagate.com](mailto: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](mailto:vicky.judish@comcast.net)

## **Ways & Means**

Winner of the September Ways & Means drawing for the Monthly "Gift Bag Surprise" was Irene Randall.

Irene will provide the October "Gift Bag Surprise" at the 10/21's meeting.

## **October Membership Drive**

The top 5 IAAP chapters that conduct a Membership Drive during the month of October 2010 and sustain the highest percentage of net growth from that will each receive an IAAP gift certificate in the amount of \$150. Chapter entry forms must be received at IAAP Headquarters by November 30, 2010. New members and transfers must join the chapter by November 15, 2010 and a minimum of 5 new members must join to be eligible for this contest. Submit only one entry for this contest period.

## **Scheduled 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  
(Recert Point – pending)

### **February 17**

Resume Writing/Interview Skills  
(Recert Point – pending)

### **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

## **Your Membership Info**

Be sure to update your membership information with international headquarters when you have changed jobs, employers, address, or name. At [www.iaap-hq.org](http://www.iaap-hq.org), log in to Members Place, then choose Member Resources. In the middle of the page choose 'Edit your contact information'. Be sure to let our Membership Chairman, Irene Randall, CPS/CAP know of these changes so the chapter roster can be kept current. She can be reached @ [irene.randall@mwhsoft.com](mailto:irene.randall@mwhsoft.com)

## International President's Message

Welcome to October, the month of National Boss Day. The day to honor our managers lands on October 16 each year. Since the day lands on a Saturday this year, it's generally celebrated on the closest working day—Friday, Oct. 15.

Do you know the history of the day? Patricia Bays Haroski started National Boss Day in 1958 when she worked as an employee at State Farm Insurance Company in Deerfield, Ill. She registered the holiday with the Chamber of Commerce of the United States to designate a day to show appreciation for her boss and other bosses. She also hoped to improve the relationship between employees and supervisors.

You can say "Thanks" to your boss by handing him the October issue of *OfficePro*—this year's executive edition. The articles in the current issue are geared toward managers. Take the initiative to introduce him or her to *OfficePro* and IAAP.

It's not too early to begin making plans to attend the 2011 Education Forum and Annual Meeting in Montréal. Be watching *Connections* every month for information about 2011 EFAM. If you're living outside of Canada and don't have a passport, you'll want to plan to get yours early to avoid the rush.

Until then we're gearing up for [Fall Conference](#) in less than two weeks. There's still time to sign up for the conference, in Louisville, Ky., at the Seelbach Hotel. I'll be there!

In case you missed previous communications about the Retirement Trust Foundation, I want to take a moment to write about the work the RTF is doing for administrative professionals in need of housing assistance. If you or someone you know is in need of financial assistance for housing, take a few moments to read about the RTF's Housing Assistance Program. It supports their mission of providing housing assistance to administrative professionals age 55 and older. The program provides rental subsidies for those individuals who qualify for the program. You can review the Housing Assistance Policy by visiting the RTF's website at [www.iaap-rtf.org/programs/ain.html](http://www.iaap-rtf.org/programs/ain.html). If you think you're qualified, complete the Financial Assistance Application and return it to the RTF at the address on the bottom of the application no later than Nov. 15.

We're not only pulling out the sweaters and thinking of hot chocolate and football in the fall, it's also time to think about leadership in IAAP. If you're thinking of running for an international office, the Committee on Nominations has put out a [call for nominations](#). Make sure you're signed into the web community before trying to access the documents. The remaining months of 2010 will move quickly. Don't put off getting your forms completed and mailed in before the January 15 deadline.

I'm off to Kansas City this weekend to attend the Fall RTF Board of Trustees Meeting and also host the annual Employee Recognition Luncheon, where I get a chance to thank our hardworking staff for all of their efforts over the past year. I'm so proud of all of them as they continue to display their passion and purpose by helping us to keep the mission, vision and strategy of IAAP moving forward.

Have a great October!

Mary Ramsay-Drow, CPS/CAP  
2010-2011 IAAP International President



### **2010 Fall Conference**

The 2010 Fall Conference will be held in Louisville, KY, October 17-20. Registration opened August 1, with early bird fees of \$525 for IAAP members and \$615 for nonmembers.

Hotel reservations at the Hilton Seelbach can be made now; you will find the information on the IAAP web site ([www.iaap-hq.org](http://www.iaap-hq.org)) under Events > Fall Conference > Hotel

This is an education conference focusing on the theme *Core Characteristics of a Champion* and has a total of 15 hrs of education provided at the conference.

## 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."]

***October submittal will be submitted by Denver***

**November submittal is OURS!**  
**(It's almost our turn, so put on your thinking caps and start thinking of a great stanza from our Boulder Chapter!)**

### **CMW Division Annual Meetings**

June 3-4, 2011  
Curtis Hotel  
Denver, CO

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June 2012  
Greeley/Ft. Collins

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

#### **PRESIDENT**

Tish Neff  
Book Cliff Chapter  
[lc357@msn.com](mailto:lc357@msn.com)

#### **PRESIDENT-ELECT**

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#### **VICE PRESIDENT**

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[www.iaap-co-wy-mt.org](http://www.iaap-co-wy-mt.org)





## QUORUM by Vi McNew, CPS, PRP

Quorum has been defined as the number of members who must be present at a properly called meeting in order for action taken during the meeting to be valid. This prevents a few members from making decisions for the entire membership. The preferable way of determining how many members should constitute a quorum is to take the realistic number of members expected at a meeting. Perhaps your Chapter has a membership of 24 but usually 7 to 12 members are in attendance; a realistic number for the quorum, then, would be 7, thus avoiding any problem in being able to go ahead with the meeting.

If a quorum is not present, the meeting can be called to order and then recessed until enough members come to make up the quorum; even the program can be held and/or items that do not require a vote of the members. Steps to obtain a quorum can be taken during a recessed meeting by calling members, by a motion to fix the time to which to adjourn, or by adjourning the meeting. If there is serious action that must be taken, the chapter can informally consider action, but any decisions made must be ratified at the next meeting at which a quorum is present by a majority vote unless the Bylaws require otherwise; if the action taken is not ratified, the members taking the action are liable.

It is the presiding officer's **responsibility to determine** if a quorum is present; this does not have to be announced but if it is, the secretary should record this in the Minutes. If a member is in doubt as to the quorum, inquiry may be made to the presiding officer. If no mention is made as to the quorum, it is presumed that a quorum exists.

Since the number required for a quorum should be in the Bylaws, you can see that if the quorum is set too high, it becomes difficult to change it! This is accomplished by amending the Bylaw and every effort should be made to get the required number of members at the meeting to accomplish this, even if they only stay for the item of business.

A quorum for a Board or a Committee is generally a majority. Ex **officio** member are not counted in the quorum.



### 10 Tips on Writing a Professional Email

*Excerpt by Richard Nordquist, Guide on About.com*

Richard Nordquist is the About.com Guide on grammar. Nordquist's page has tons of tips on business writing, general grammar, and ways to spice up your writing. One of his pieces offers these tips on composing a professional email.

1. Always fill in the subject line with a topic that means something to your reader. Not "Decals" or "Important!" but "Deadline for New Parking Decals".
2. Put your main point in the opening sentence. An e-mail shouldn't sound like an episode of *Lost*.
3. Never start a message with a vague "This." ("This needs to be done by 5:00.") Because most of us have to read dozens of e-mails a day, specify which "this" you're talking about.
4. Don't use ALL CAPITALS (no shouting!) or all lower-case letters either (unless you're *e. e. cummings*).
5. As a general rule, PLZ avoid email abbreviations and chat room acronyms; you may be ROFLOL (rolling on floor laughing out loud), but your reader maybe left wondering WUWT (what's up with that).
6. Be brief *and* polite. If your message runs longer than two or three short paragraphs, consider (a) reducing the message, or (b) providing an attachment. But in any case, don't snap, growl, or bark.
7. Remember to say "please" and "thank you." And mean it. "Thank you for understanding why afternoon breaks have been eliminated" is prissy and petty. It's not polite.
8. Add a signature block with appropriate contact information. In most cases, this means your name, business address, and phone number, along with a legal disclaimer if required by your company. Do you *need* to clutter the signature block with clever quotation and artwork? Probably not.
9. Edit and proofread before hitting "send." If your messages look like excerpts from a ten-year-old's chat room, don't be surprised if they're forwarded with a chortle to people you've never met.
10. Finally, reply promptly to serious messages. If you need more than 24 hours to collect information or make a decision, send a brief response explaining the delay.

You can read more grammar tips by Richard Nordquist on [www.grammar.about.com](http://www.grammar.about.com)



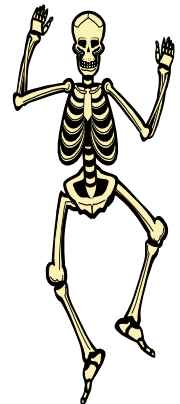
### Meet the 2010-2011 IAAP International Board of Directors

**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

October 17-20, 2010	Fall Professional Education Conference	Hilton Sealback in Louisville, KY
November 5-6, 2010	CAP/CPS Exam	
<b>2011 - 2015</b>		
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](http://www.iaap-hq.org)

### **Bad Break Room Behavior Can Leave a Lingering Impression**

Bringing lunch to work has become an everyday occurrence for more and more workers because of the downturn. If you're among this group, mind your manners in the company kitchen. Workers polled in a recent survey by OfficeTeam said the most annoying break room behavior is leaving a mess for others to clean up. Taking a coworker's food without asking came in second, followed by leaving expired or spoiled items in the refrigerator.

You may think your actions in the break room go unnoticed, but subtle behaviors can send a message about your consideration for others — or lack thereof. Here are five additional tips for minding your manners in the break room:

- 1. Remember mom's advice.** If you spill something in the microwave or on the counter, wipe it up. It's also common courtesy to refill anything you've emptied in the kitchen, such as the coffee pot, utensils or a napkin dispenser. Leaving empty food containers or coffee mugs in the sink also is inconsiderate because it limits the amount of room colleagues have to clean their dishes or wash their hands.
- 2. Spare the air.** You may love the smell of your famous "seafood surprise," but your neighbors probably don't share your enthusiasm. Avoid bringing extremely pungent foods to the office that could offend your colleagues' olfactory senses.
- 3. Stake your claim.** Label your food with your name and the date. This will let people know the items are not department leftovers up for grabs and make it clear when the item should be taken home or thrown away.
- 4. Get the hint.** Schedule alerts on your calendar so you'll remember to take home or toss out leftovers or groceries you've stored in the office fridge. You'll also help free up space for coworkers.
- 5. Do a little dirty work.** Clean up around the break room even if someone else created the mess. By simply picking up a piece of trash or wiping the table, you'll set an example for others to follow and create a more pleasant and potentially safer environment for your colleagues. If you see an ongoing issue with break room etiquette, consider asking management to implement a staff policy or reinforce the rules of conduct.

*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](http://www.officeteam.com).*

