

International Association of  
Administrative Professionals®

Wichita, Kansas

**MINISA CHAPTER**  
**CHARTERED 1942**



**2009-2010 Board of Directors**

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**DIRECTORS**  
Marianne Eyles, CPS/CAP  
Diana Smith

**PARLIAMENTARY ADVISOR**  
Bethel Banzhaf CPS/CAP



## Meeting Notice



**PROGRAM:** The Polished Professional

**SPEAKER:** Bethel Banzhaf, CPS/CAP

**DATE:** Thursday, April 1, 2010

**TIME:** 5:30 p.m. Networking  
6:00 p.m. Dinner  
6:20 p.m. Program (60 minutes for recertification points)  
7:30 p.m. Business Meeting

**PLACE:** WIBA Conference Room  
445 N. Waco St., Wichita

**MENU** Taco Casserole, Vegetable Medley, Fresh Fruit Salad,  
Rolls, Dessert; Iced Tea, Coffee

**COST:** \$18 for dinner; \$4 for meeting only

**Reservations Required:** We recognize emergency situations do come up. If you need to cancel your reservation please contact:

**Ruth Smith, CPS/CAP (work 526.3568)**

no later than noon, Monday, March 29. The chapter is charged for the guaranteed number of meal reservations made, and members will be billed for reservations not canceled in time.

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Chapter Bylaws Proposed Amendments

**"Only those who will risk going too far can possibly find out how far one can go."**

~ T. S. Eliot

## *Greetings from the President . . .*



The weather has sure been different this year. Spring is here, but where are the temperatures to go with it? Let's hope the spring showers arrive soon to brighten the area. We certainly do not need any more snow this year.

This year is almost over and I am wondering where it has gone! Minisa Chapter was well represented at the Kansas Division Spring Seminar March 6 in Manhattan with eleven members attending. We had several first time attendees from our chapter as well as other new faces in attendance. Minisa Chapter RTF house is coming along quite nicely although we have one more row of bricks to take care of.

Congratulations to Sue Houser, CPS/CAP who received the Distinguished Service Award at the March meeting. She certainly deserves the honor!

I received notification from René Dean, CPS/CAP, Kansas Division Nominations chairman, that the slate of officers for 2010-2011 is as follows: **president: Sharon Taylor CPS, Johnson County Chapter; president-elect: Sue Houser CPS/CAP, Minisa Chapter; secretary: Carol Zamaitis Johnson County Chapter.** Nominations will need to be made from the floor for the position of treasurer at the 2010 Annual Meeting as there was not a nomination submitted by the deadline.

The seminar committee is ready to go. Mayor Carl Brewer will be presenting the APW proclamation to the me at our annual education seminar on April 2. Thanks go to Cyndi Mullins, CPS/CAP for arranging this.

Minisa committee chairs, please complete the year-end reports for the committees you chair. I need to know what all your committees have accomplished. I know everyone has worked hard. Reports are due May 10. I will use information from your reports for Minisa Chapter's annual report for the Kansas Division; these reports determine the Chapter of the Year award. Chairs and officers, please review the guidelines for your positions and update them as necessary. We will want updated information in time for the annual chapter retreat in June.

Members, have you been updating your division professional development forms throughout the year? The deadline to get them to me is May 1, then I need to send them to the division education committee chair.

The nominating committee may be contacting you for the officer ballot. This is an excellent opportunity to learn how the chapter works and a way to grow personally. If you would like to help the chapter and increase your knowledge, this is the perfect opportunity for you. The board election will be held during the May meeting, and nominations from the floor will be called. If you're not ready to serve on the board, why not consider chairing or co-chairing one of our committees?

There will be surveys and volunteer forms included in the *Pow Wow* this month. Please take a moment to complete the forms and return them. The survey is the board's report card and lets us know if we are serving your needs and what we could do differently in order to make our chapter work better. It is extremely important that they be returned and that you write down any concerns you may have.

Start planning now to attend our annual retreat on June 26. More details to follow. This will be when we set our goals and committees for next year. If you have any ideas of where you would like to hold the Minisa annual retreat in June please let Ruth Smith, CPS/CAP or me know.

Our next meeting will be at Wichita Independent Business Association, 445 N. Waco. Our meeting starts at 6 p.m. with networking at 5:30 p.m. Bring a friend who you think would benefit from membership in our association. The next board meeting will be held April 29 at Gander Mountain at 5:30 p.m. Any member is welcome to join us.

*Patricia Coombs*

## Dates to Remember

<b>April 1</b>	Chapter Meeting
<b>April 2</b>	Annual Education Seminar – Hotel at Old Town
<b>April 15</b>	<b>Pow Wow</b> Deadline (e-mailed [ <a href="mailto:minisachapter@hotmail.com">minisachapter@hotmail.com</a> ] submissions are greatly appreciated!)
<b>April 19-23</b>	Administrative Professionals Week®
<b>April 21</b>	Administrative Professionals Day®
<b>April 29</b>	Board Meeting



## DISTINGUISHED SERVICE AWARD 2009-2010 SUE HOUSER, CPS/CAP

**Sue Houser, CPS/CAP** was presented with the Distinguished Service Award on March 4.

Sue has been a member of Minisa Chapter since 2002. At the chapter level, she has served as chair, co-chair, and working member of many committees, vice president and president. At the Kansas Division level, she served as Certification Committee chair for one year. She currently serves as Minisa Chapter Certification Chair and Kansas Division secretary.

Congratulations, Sue!



## COMMITTEE REPORTS



### Certification Committee

*Sue Houser, CPS/CAP, Chairman*



There will be a certification luncheon for certified members on April 24, 2010. The time will be noon and the place will be Scotch and Sirloin Restaurant. Each member will be responsible for the cost of their lunch. Please remember to RSVP in a timely manner when you receive your invitation. It will be a fun event to celebrate the hard work and accomplishment of our certification.

## Ways and Means Committee

Bobbie Frye, CPS/CAP, Chairman



The ways and means committee met and decided to host a **Friendship Tea** that will be open to the public. It will be held in May or the first week of June depending on how soon we can get everything arranged. I received several responses from volunteers willing to assist, but can always use more help if you missed out on the e-mail questionnaire. We would like to offer this tea around Mother's Day; however, we are not sure we can arrange it by May 8. Our committee will devote full time on this event once the seminar is over. We want this to be a "special" day for those who attend and with your help, we will make it superb!

We still have a couple of **Entertainment Books** for sale at \$20 each. They still make good gifts if you need a little something for a friend or family member. Coupons are good until November. Two or three coupons used will pay for the book.

**GET YOUR CHOCOLATE FIX** from Terri Lynn! We still have plenty of Cashews, Chocolate Cashews, Pistachios, Trail Mix, Yogurt Raisins, Chocolate Almonds, Chocolate Peanuts, Malted Milk Balls, Dark Chocolate Cranberry's and Gummi Bears. Prices vary from \$5 to \$10. Diana Smith will be selling them at the chapter meetings so be sure to catch her for your purchase!

Don't forget our ongoing chapter items:

- ✓ **Casserole Carriers** – \$10
- ✓ **Chapter Cookbooks** – \$10
- ✓ **Office Angels** – \$2 (a great item for a co-worker).
- ✓ **Enchiladas** – all profit is donated to the chapter.
- ✓ **Dental Insurance** – use the special link on the chapter website.
- ✓ **Recycled Toner Cartridges** – contact Bobbie if you have any used toners to dispose of.

Contact Bobbie Frye at 517-3548 or 253-8473 if you would like any of these items.

## Service Awards Committee

Ruth Smith, CPS/CAP, Chairman

Sue Houser, CPS/CAP was named the Minisa Chapter 2009-2010 Distinguished Service Award recipient at the March 4 meeting. Congratulations, Sue!



## Publicity/Community Service Committee

Cyndi Mullins, CPS/CAP

Mayor Carl Brewer has been invited to attend the Minisa Chapter-sponsored education seminar to be held at the Hotel at Oldtown on April 2. Mayor Brewer will present the Administrative Professionals Week proclamation to President Coombs at our seminar and then join the attendees of the seminar for lunch.



Numerous announcements were sent to various publications including *Wichita East News*, *Wichita Business Journal*, KAKE Television and KWCH Television. There has been one positive response so far from *Wichita East News*. We are still waiting responses from the other submissions.

## Programs at a Glance

**August 13, 2009**

*Climbing the Career Ladder in a Man's World*

Michele Gors Paris, KPTS CEO

**September 3, 2009**

*Customer Service: Make it a WOW!\**

Judy Whiley

**October 1, 2009**

*Managing Global Teams\**

Bobby Burcham

**November 5, 2008**

*Are You Part of the Social Media Explosion?*

Kevin Swinicki

Olive Tree Restaurant

Membership Drive/Open House

**December 3, 2009**

*Christmas Social*

Players Sports Bar & Grill

**January 7, 2010**

*Non-Verbal Communication\**

Sue Houser CPS/CAP

**February 4, 2010**

*Understanding Accents in the Workplace\**

Anne Maki, M.S., CCC-SLP

**March 5, 2010**

*Excellence and Leadership in Administrative Professionals\**

Carol Zamaitis

**April 1, 2010**

*The Polished Professional\**

Bethel Banzhaf CPS/CAP

**May 6, 2010** (Annual Meeting: closed)

*Stressed Spelled Backwards is Not Dessert\**

Dr. Georgia Ohlberg

**June 3, 2010**

*The Work-Life Balance Equation\**

Brian Alexander Black

Installation of Officers

\* CPS/CAP Recertification Points Awarded  
– 60 minute programs

## Education Seminar

Bethel Banzhaf, CPS/CAP, Co-chairman



We are on the final stretch for the seminar. Registrations are down slightly this year: we have received just over 60 so far. Along with the registrations, one new member has joined the chapter, and three have reinstated. Welcome Rachel, Cindy, Danielle and Kimberly!

Bobbie Frye spent a day visiting many local businesses and, thanks to their generosity, we have three exceptional “diva baskets” to use as a drawing. We hope this fundraiser will generate some good “bidding” competition.

We have nine vendors lined up: Arbonne, Beauti Control, Dynamic Rehabilitation Services, KikaPaprika, Mary Kay, Out of the Box Incentive, Premier Designs Jewelry, Pure Cleaning Solutions, Tastefully Simple and Tupperware.

Committee members have brought new ideas, volunteered their time and energy, made phone calls and worked together to promote this seminar. We know our speakers and know we’re in good hands!

### *Special Thanks To Our Folder Assembly Line!*

June Crawford, Marianne Eyles, CPS/CAP, Bobbie Frye, CPS/CAP, Sue Houser, CPS/CAP, Ruth Smith, CPS/CAP, Diana Smith, Linda McCurdy, CPS, Jenny Stephens and Bethel Banzhaf, CPS/CAP

## Administrative Professionals Week Committee

The APW<sup>®</sup> Committee has decided to sponsor the continental breakfast at this year’s education seminar. Part of the APW budget will go toward the morning refreshments.



## Retirement Trust Foundation

Cyndi Mullins, CPS/CAP, Liaison



Silly the Kid made an appearance at the March 4 meeting “holding up” the attendees and relieving them of their pocket change. Wyetta Earp interrupted Silly’s shenanigans and “encouraged” Silly to donate all her collections to the Retirement Trust Fund. The donations totaled \$109.40. A HUGE thank you to Jocelyn Pickard for playing the part of Silly the Kid and THANK YOU to all who contributed toward the Retirement Trust Fund. To date, Minisa Chapter has donated \$145.40.

At the meeting, Bethel Banzhaf, CPS/CAP, international RTF Committee member, gave a presentation on the merits of RTF and Mary Miller, CPS, Kansas Division RTF chair, presented Kansas Division’s goals for 2009-2010.

## Nominating Committee

Marianne Eyles, CPS/CAP



The Minisa Chapter nominating committee met at the home of Marianne Eyles CPS/CAP on February 18, 2010. We are pleased to present the following slate of officers for the 2010-2011 year:

- ❖ **President:** Ruth Smith, CPS/CAP, by virtue of her office as president-elect for 2009-2010
- ❖ **President-Elect** Jocelyn Pickard
- ❖ **Secretary** Diana Smith
- ❖ **Treasurer** Cyndi Mullins, CPS/CAP
- ❖ **Director 1** Jenny Stephens
- ❖ **Director 2** Lisa Baker, CPS

Nominating committee members are: Cyndi Mullins, CPS/CAP and Marianne Eyles, CPS/CAP, co-chairmen Gayla Bridwell, Pam Dinwiddie and Diane Walters, PLS, CPS/CAP

# The Power of You: Commitment to Excellence Seminar

**Friday, April 2, 2010**  
Wichita, Kansas

**Hotel at Old Town Conference Center**  
210 N. Mosley, Wichita KS / 316.262.7300

## Full Day

Early Registration only  
\$79 per person  
– \$99 After March 16  
(\$74 per person 5 or more)  
\$59 IAAP® member  
**SAVE 13% when you join IAAP at the same time!**  
\$173 per person for those who join IAAP\* in conjunction with registration for this seminar.

\*Use the special registration/application form insert.

## Half Day

Early Registration \$49 per person  
– \$59 After March 16  
(\$44 per person 5 or more)  
\$39 IAAP® member  
**SAVE 13% when you join IAAP at the same time!**  
\$147 per person for those who join IAAP\* in conjunction with registration for this seminar.

\*Use the special registration/application form insert.

## Morning Workshop

8:15 a.m. – 9:00 a.m. Register  
9:00 a.m. – 10:30 a.m. Social Media  
10:30 a.m. – 10:45 a.m. Break  
10:45 a.m. – 12:00 p.m. Social Media

12:00 p.m. – 1:00 p.m. Lunch  
(provided)

## Afternoon Workshop

1:00 p.m. – 2:30 p.m. Leadership  
2:30 p.m. – 2:45 p.m. Break  
2:45 p.m. – 4:00 p.m. Leadership  
4:00 p.m. – 4:15 p.m. Door Prizes  
4:15 p.m. Tour of Hotel (Optional)



**Kevin Swinicki**

## The Social Media Explosion

**9 a.m. to 12 p.m.**

*Are you part of the social media explosion or are you being left behind?*

- Creating corporate and personal brand interactivity
- What is social media?
- Why would anyone want to tweet?
- Is your company using social media to engage customers?
- How can social media help or hurt you professionally?



**Bobby Burcham**

## Stepping Into Leadership

**1 p.m. to 4 p.m.**

- How to take charge, even when you're not in charge
- When tasks pile up know how to prioritize – and re-prioritize – to meet changing needs
- Assertive or persuasive – which is the better leadership trait?
- How doing the work and managing the work are two very different things
- The myth of, "It's not my job so I don't have to do it."

# For Our Newer Members



## What is APW?

This annual event, originally organized in 1952 as National Secretaries Week by the National Secretaries Association (now known as the International Association of Administrative Professionals), was established as an effort to recognize secretaries for their contributions in the workplace, and to attract people to secretarial/administrative careers.

The idea began with Mary Barrett, president of the National Secretaries Association, and C. King Woodbridge, president of Dictaphone Corporation. They served on a council addressing a national shortage of skilled office workers. Together with Harry Klemfuss, public relations account executive at Young & Rubicam, they originated the idea for a National Secretaries Week.

The association successfully campaigned US Secretary of Commerce Charles Sawyer to proclaim the first National Secretaries Week on June 1-7, 1952. He designated Wednesday, June 4 as National Secretaries Day<sup>®</sup>. Sawyer, Barrett and Woodbridge participated in ceremonies held in Washington, D.C.

IAAP created National Secretaries Week<sup>®</sup> (now called Administrative Professionals Week<sup>®</sup>) with two objectives in mind: to recognize "the secretary, upon whose skills, loyalty, and efficiency the functions of business and government offices depend," and to call attention "through favorable publicity, to the tremendous potential of the secretarial career."

Over the years, observances of Administrative Professionals Week (APW<sup>®</sup>) have focused on professional development. Today, many of the nearly 600 chapters of IAAP hold seminars and networking events in their communities during the week. Other events include luncheons, corporate recognition activities, and individual observances between managers and office staff.

APW has become one of the largest workplace observances celebrated worldwide, and brings together millions of people for community events and seminars, with individual bosses recognizing their support staff.

*FYI is a feature column for the benefit of all members. Information presented is to assist new members as they begin to explore chapter offerings.*

## CPS and CAP Certification Update



Upcoming Deadline and Exam Dates	Exam Study Group	Exams
<p><b>February 15, 2010</b> Application deadline for the May 7-8, 2010 CPS and CAP exams</p> <p><b>May 7 – CAP exam</b> <b>May 8 – CPS exam</b></p>	<p><b>CPS CAP Study Group</b></p> <p>If you are interested in joining a chapter study group, please contact Sue Houser CPS/CAP, Certification Committee chair, at <a href="mailto:sue.houser@spiritaero.com">sue.houser@spiritaero.com</a>.</p>	<p><b>May 7, 2010</b> CAP exam</p> <p><b>May 8, 2010</b> CPS exam</p> <p><b>Exam Site</b> TBD</p>

## News From Around The Association . . .

### Kansas Division



#### Administrative Professionals Week Events

Several Kansas chapters are hosting luncheon seminars, full day seminars and other events celebrating Administrative Professionals Week. See details as listed for each chapter and city location:

**Friday, April 2, 2010**

Minisa Chapter, Wichita

Full day seminar

*The Power of You: Commitment to Excellence*

**Thursday, April 22, 2010**

Heartland Chapter, Emporia

Luncheon seminar

*Me, Inc. Developing Your Brand*

**Tuesday, April 20, 2010**

KCK Sunflower Chapter, Kansas City, Kansas

Full day seminar

*The Power of Commitment*

**Friday, April 23, 2010**

Kaw Chapter, Topeka

Full day seminar

*Reaching for the Stars in Your Profession*

**Wednesday, April 21, 2010**

Johnson County Chapter, Overland Park

5 p.m. – 8 p.m.

*The New Normal – The New Stress Points*

For more information and to download flyers, visit the Kansas Division website at <http://www.iaap-kansas.org/IAAPHQ/KansasDivision/MeetingsEvents/Default.aspx> or individual chapter websites which can be linked through the chapter locator page.

### International

#### The Office MVP Video Contest

In celebration of Administrative Professionals Week, The International Association of Administrative Professionals invites the public to nominate their Office MVP. The winner will receive two tickets to a July Red Sox game and also one registration to this year's Education Forum and Annual Meeting, airfare for one (up to \$300) and one hotel room for five nights.

The rules are easy. Make your video less than two minutes and upload it by April 12, 2010. Either interview the person you want to nominate for your Office MVP, or simply tell us about your nominee on the video. You can even make up a skit to convince us – whatever you want. You can also nominate yourself – tell us why you make your office successful. Make the video memorable. Make us believe you know the 2010 Office MVP.



All submissions become the property of IAAP and may be used for promotional purposes. You do not have to be a member of IAAP to enter. IAAP reserves the right to not award a winner if a minimum number of entries are not received.

Last year's winning entry may be viewed at [www.iaap-hq.org](http://www.iaap-hq.org).

## 2010 Administrative Professionals Week

**D**on't bring me flowers!" is now the common cry of administrative professionals who want to observe the annual Administrative Professionals Week® with more substance and less fluff. Substance means educational and professional development opportunities. So, rather than flowers or candy – what admins really want is support from their manager to attend a seminar, workshop or conference.

Millions of people around the globe work in offices where administrative professionals are the oil in the engine of a smoothly running company. Office professionals and workplaces around the world will join in recognizing these key employees during Administrative Professionals Week (April 18-24, 2010) and Administrative Professionals Day® (Wednesday, April 21).



During APW managers will have the opportunity to recognize the people who keep them organized and on task. Once called national Secretaries Week, the name change, which occurred in 2000, reflects the expanding role of office staff.

Although many jobs have days set aside in their honor, only Administrative Professionals Day gets listed on standard calendars worldwide year after year. It's been observed on the Wednesday in the last full week in April since 1952, when it was called Secretaries Day.

According to IAAP, in 1992 the word "secretary" was part of the job title for 59% of administrative professionals. By 2003, only 19% of the IAAP members reported they have the title "secretary."



Being a secretary was once considered a man's job. He was considered the right-hand man to the manager, who, of course, was also a man. The manager worked hard to find a management opportunity for his male assistant. The industrial revolution expanded technology and provided the opportunity for these men to fulfill their career aspirations as business managers. So women were hired to perform the day-to-day office functions.

In the Victorian era, the majority of women worked as a means to survive, not to satisfy career aspirations, and so were willing to work for less money than their male counterparts. A manager in the mid-1900s assumed his female assistant had no career aspirations other than to perform her role in support of his ambitions.

By 1930, stenographers and typists were 91.8% female. Today, of the 4.2 million administrative professionals in the US, 98% are women.

Contrary to some predictions in the 1980s and 1990s, the technology that transformed the office did not cause a decline of the administrative profession. In fact, the opposite has occurred. Today's admins hold a primary role for collecting, processing and disseminating information. They use software skills to maintain databases, compile financial information, produce reports, newsletters and slide presentations. They also do research and purchasing online, as well as arranging teleconferences. Gone are the days of just typing, filing, answering the phone and making the coffee.

"There will always be employers who look at administrative duties as a lesser paid position," Teresa Walters, IAAP member, wrote. "However, what is exciting for us is that more and more corporations and businesses are now recognizing that we *choose* to be in the role of an administrative assistant, rather than use it as a stepping stone to get to another position.

"The job should be viewed as a partner, as an assistant," she said. "Not someone necessarily who is making the decisions, but someone who can help that top leader make good decisions."

**Up and coming assistants will need to be knowledgeable and skilled in what they do and assertive in doing it.**

Admins who are involved in the business of the organization, who are proactive and not intimidated by the top, who are able to share opinions, become true partners with the leadership team.

The role of the secretary has always followed the needs of management. With the advances in technology, management's role is changing and the admins will follow suit. Executives are computer savvy; they rely on their wireless hand-held devices for access to their e-mail account and voicemail. So why have an assistant? With the pressure to be available 24/7, these working habits are not sustainable without help. As managers struggle to juggle doing their job as well the administrative tasks, part of that heavy workload could easily be handled by the administrative assistant.

Ironically, although software and Internet skills have become requirements for most administrative support jobs today, a recent survey by IAAP, HR.com and OfficeTeam actually found most of the polled managers place a premium on "soft skills" when hiring. Sixty-seven percent said they would hire an applicant with strong soft skills who had weak technical skills.

Organizational, verbal communication and teamwork/collaboration skills were cited as the soft skills in greatest demand. The next most sought after soft skills cited were problem solving, tact and diplomacy, and business writing.

Up and coming assistants will need to be knowledgeable and skilled in what they do and assertive in doing it. Their role will be to assist and manage executives to become the best they can be. A good assistant should be able to free up the executive to use his expertise, not be distracted with the day-to-day running of the office.

Admins are the support – the foundation of daily activities in a business. They, too, need support in gaining new skills to match the new expectations placed on them. Additional training will help them become more efficient and productive at their jobs. Undeniably, an investment in admin training and education will yield results for the entire organization.



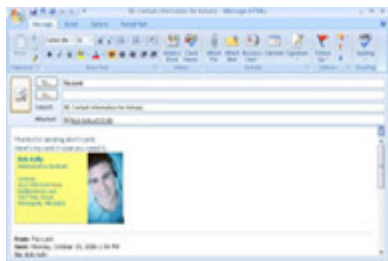
IAAP and OfficeTeam surveys show 95% of administrative professionals easily adapt to new technology. Admins need to think ahead and figure out how to continue being useful for what organizations will need next. They need to be proactive in identifying and acquiring the knowledge and skills necessary. Continual learning is key.

Bethel Banzhaf, CPS/CAP

## Computer Corner

### Microsoft Outlook®

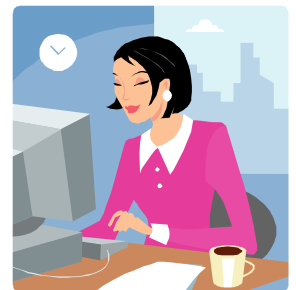
#### Share Contact Information the easy way with Electronic Business Cards



Traditional paper business cards are a time-honored and effective way to get business and contact information out to current and prospective clients.

But these days, a great deal of business is done in e-mail. So how do you make sure that people know how to reach you?

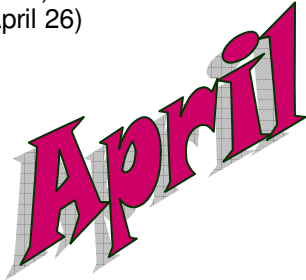
Try an Electronic Business Card (or EBC), part of the Contacts feature in Microsoft Office Outlook 2007.



An EBC is simple to create and you can easily give it professional polish or personal style by adding your company logo or a picture of yourself. And when you use an EBC as part of your e-mail signature, customers and friends will see it in a format that looks good and is easy for them to save.

### Birthdays

Patricia Combs (April 5)  
 Alanna Guyot (April 8)  
 Nina Leeper (April 9)  
 Marie Harville (April 26)



### Minisa Service Anniversaries

Vera Abasolo (2008)	Patricia Girard (2008)
Lisa Baker CPS (2005)	Dee Johnson (2008)
Jane Baker (2009)	Roberta Jones (2008)
Gayla Bridwell (2006)	Danielle King (2008)
Angela Conyers (2009)	Kimberly Krausch (2008)
Tasha Denton (2009)	Susan Niswander (2008)
Pam Dinwiddie (2006)	Signe Rogers (2009)
Rebecca Dodge (2009)	Cherie Schulte (2008)
Marianne Eyles CPS/CAP (1992)	Jeanelle Seals (2008)
Norma Farnsworth CPS/CAP (2005)	Diana Smith (2008)
Terri Fiscus-Goforth (2003)	Sharon Spaans (2008)
Vanessa Herd (2009)	Carmen Stoner (2009)

## About Our Program and Speaker



**Bethel Banzhaf, CPS/CAP** is the administrative manager for Dr. Ron Waln of Assessment Strategies, LLC, where she has worked since 2006. She attained her Pitman Certificate of Teaching (shorthand) and Pitman Certificate of Teaching Typing from the Pitman's Examination Institute based in London, and for six years taught at Queensway Secretarial College in Nairobi, Kenya.

Bethel joined the Minisa Chapter of IAAP in 1996 and has been an active member since, serving as chapter president in 2001-2002 and Kansas Division president in 2008-2009. She is currently serving as the Southwest District representative on the IAAP Retirement Trust Foundation Committee and is chair of the Kansas Division Bylaws Committee. In 2006 Bethel earned the CPS rating, followed by the CAP rating in 2007.

### ***The Polished Professional***

As administrative professionals, we're included more and more in business affairs, and the use of proper etiquette is a reflection on us and our organization. We want to be seen as "in the know" and doing things correctly. Why is etiquette important? Because people judge you and your company by what they see and by what they **believe** to be true. If they perceive that you're even slightly uncultured or unrefined, your business may suffer. This workshop will cover:

- First and Lasting Impressions
- Master Your Mingle-ability—networking dos and don'ts
- Suit Up for Success—assembling a wardrobe
- Communication Savvy
- Mind Your Manners—the business of courtesy
- Eating Your Way to the Top—the art of the meal
- The Power of Positive Thanking—enhance your marketability

Strategic alliances and corporate restructuring require that the savvy admin master the ins and outs of protocol in business and social situations. Manners really do matter!

**Q:** In a business situation, is a man supposed to pull out a chair for a woman in a restaurant?

**A:** With the business arena being gender-neutral, it is not necessary, nor expected for a man to pull a chair out for a woman in a restaurant. However, it is still a nice gesture. If you are accustomed to doing so or if your male manager or CEO does it, then go ahead and do it. Besides, most women will be flattered and should acknowledge your kind gesture with a "thank you" since it is seldom done these days.

# March Highlights . . .

Linda McCurdy CPS, Photographer



Minisa's 68th Anniversary!



Inspirational message



Past President Jean Elwell



Diane, Pam, Susan



Carol and Pat



Marianne and June



Bobbie and Carol



Jocelyn, Diana, Bobbie and Jean



"Women in Black": Cyndi, Ruth, Margo



Sue, Pam, Deb, Carolyn



Minisa Chapter's Past Presidents



Kansas Division Spring Seminar



Minisa Members at the Kansas Division Spring Seminar: Manhattan, Kansas

## One-Minute Idea

I love goals! We are goal-achieving creatures and successful people use powerful goal-setting techniques to transform their lives.

But we also tend to procrastinate, and we can use that to our advantage. Never set a "goal" when a decision is the more appropriate tool.

Powerful decisions, matched with effective systems, can change your world faster than you can imagine!

Decide to go for it!

~ Philip Humbert

*As*  
**OFFICE  
PROFESSIONALS**  
*every*  
**DAY**  
*is a new*  
**CHALLENGE**

*Join your own team of professionals:*

**IAAP®**

Contact any officer for more information.

... *Style Editor*

### **Confusing Words: Lunch/Luncheon and Company/Accompany**

The words *lunch* and *luncheon* refer to the lightest meal of the day, normally consumed at mid-day. However, a *luncheon* is more formal, a sit-down affair with guests, and there would probably be speeches.

*Lunch* is more casual and can be eaten alone or with others.

A *company* is an assembly of people, a commercial enterprise, or an organization. We can also place other words around it to change the meaning.

#### **Examples**

In company with (together with)  
Keep company with (associate frequently)  
Part company with (separate or disagree)

*Accompany* is used as a verb and means to "go with," to "supplement," or to "serve as a companion." When used in a musical sense, it means "to support."

#### **Examples**

My mentor will accompany me on my first sales call.  
She was accompanied by a nurse.  
The singer accompanied himself on the piano.

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**WE'RE ON THE WEB:**

<http://www.orgsites.com/ks/MinisaIAAP>

# Newsletter Information

See your name in print! All chapter members are encouraged to submit articles, information, personal updates, anything you think would be of interest to other chapter members. All members who submit articles will receive incentive points.

**SUBMISSION DEADLINE**

**3RD THURSDAY OF EVERY MONTH**

Submit articles to Bethel Banzhaf  
[minisachapter@hotmail.com](mailto:minisachapter@hotmail.com)  
P O Box 854, Wichita KS 67201;  
phone 269.2137, fax 269.9348

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SIZE: 10  
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CPS/CAP: always, no comma  
ALL COPY **must be proofed**  
**ONE SPACE** after periods

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