



International Association of
Administrative Professionals®

2004 – 2005 OFFICERS

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The Rim Rock Connection

Are You an Authentic Communicator?

By Paul J. Meyer

(submitted by Karen Sable CPS)

Authentic communicators are people who project open-mindedness, understanding, and confidence. They reach their personal and professional goals by creating worthwhile ideas, by being steadfast to their own principles, and by motivating and involving others. Authentic communicators understand themselves, and they understand what motivates others. They take into consideration basic communication styles and are willing to be flexible with their style to meet their goals, as well as to help others meet their goals.

The most successful communicators succeed by developing their own potential, not by trying to imitate others. Being authentic involves being your best, truest self – warm, open, and human. Authenticity creates a climate of trust because it promises others the freedom to act without a need to build protective walls. This positive atmosphere establishes rapport, cements relationships, and enhances communication. The actions of authentic communicators are in tune with their words, and they have no need to say, “Do what I say, not what I do.”

A realistic grasp of their own capabilities and recognition of their limitations is another trait common to authentic communicators.

Accurate self-assessment of your personality in general and of your specific communication skills is invaluable. When you know your strengths, you know how to capitalize on them; when you acknowledge your weaknesses, you can work on them. You avoid the trap of clouding your communication with irrelevant and distracting attempts to hide weaknesses - because you already acknowledge them and are taking action to overcome them.

This self-understanding and acceptance allows the authentic communicator to be spontaneous and confident. When conveying information and when listening, the authentic communicator is free to not only share honestly, but also to view and interpret situations and other people with confidence – without walls of defensiveness or paranoia.

In addition to holding a confident self-image, authentic communicators hold positive regard for others. They believe that other people possess great potential and that others want to cooperate. They give others “the benefit of the doubt.” They avoid attempting to mold people in their own image. Instead, they allow others to use their unique strengths and styles to communicate for best results. Authentic communicators encourage people to grow by helping them develop their hidden talents and their full potential.



International Association of
Administrative Professionals™

Member Profile

SHERRY TIZONO
Member since 1996



Current position:

Administrative Assistant - Accounts Payable

What she likes best about her job:

Having the opportunity to use the knowledge that I have built on for 32 years and always having the challenge to learn more

Least favorite job tasks:

Filing. There are a lot of good systems out there and I am always looking for new ideas.

What offices have you held in this Chapter?

This is the first position as Secretary that I have held.

Does your employer support you in your membership to IAAP?

Yes. My immediate manager sees the value of IAAP.

Why you enjoy coming to Chapter meetings.

I have attended chapter meetings throughout the years and it is encouraging to still see familiar faces. The membership comes from many different companies with new problem solving techniques and are so ready to share information.

Advice for other IAAP members?

Take the time; stay connected, however you can. This may be reading "Office Pro" cover to cover, surfing the IAAP web site or calling on a fellow member for support. There is always something there for everyone that can be tailored to meet YOUR goals and ambitions.

Family life:

My son Vincent is 11 years old and just started Junior High this year. He loves football and completed his season. My husband retired this year after 20 years on the railroad. My daughter Tasha 22 lives and works for Greenleaf Jewelry in Billings.

Hobbies and other interests:

I love cooking, gardening, music and reading. I spend my spare time running a home business, Absolute Comfort, now in its 4th year. My family helps with accounts and home production.

Committee Reports

Community Service/Retirement Center Trust Committee Report October 2004

Committee Membership

Deanna Anthony CAP, Chair
Linda Frank CAP
Brenda Olheiser

Lorraine Lewis
Bette Wolff
Sherry Tizono

The committee has held an electronic meeting utilizing the survey responses from members. This included youth or elderly programs; nursing home-veterans-orphanage collections; more group involvement and less collection; and help with the Big Brothers and Sisters Program.

There was a suggestion to participate in the Adopt-A-Family program, as it would benefit more than just one person. We could even collect items for dinner for them. We also received a suggestion to work with United Way. They have opportunities to help women, seniors, youth, etc. This could be taking a group of seniors shopping one Saturday or doing something once a month. We just need to find out what type of commitment we can and are willing to give. There was another suggestion to participate in the Highway Cleanup or through Bright and Beautiful. This would take commitment of 3 times per year with a 3-year minimum. Someone also suggested a food collection in February for the Food Bank – something to fill the gap. It was also suggested to purchase another paver for the Retirement Center. Deanna will check to see if there is anything else we can do for them.

2004/05 Program Schedule			
Meeting Date	Topic	Presenter:	Facilitator
Aug. 18, 2004	Newsletter Tips	AlphaGraphics – Shelly Hermanson	Darlene Chamberlain CAP
Sept. 15, 2004	Digital Camera Tips	Guy Stichman – Lancer Studios	Darlene Chamberlain CAP
Oct. 20, 2004	Enhance Your Career	Membership Committee	Linda Frank CAP
Nov. 17, 2004	Stress Management	Jim Paulsen, LCSW-MSW – Associates in Counseling	Beth Paseka
Dec. 15, 2004	Social – Holiday Cookie Exchange		Program Comm.
Jan. 19, 2005	Resume Writing/ Interview Tips	Pat Reuss, Director of Career Services MSU-B	Margaret Hartl
Feb. 16, 2005	Long Term Care	Northwestern Mutual	Karen Sable CPS
March 16, 2005	Leadership/Team Skills – One hour to qualify for CEUs	Mr. Loren Soft CEO, Yellowstone Resource Center	Karen Sable CPS
April 20, 2005	Professional Organization – home, office, etc.	Diana Geiger Designs	Karen Sable CPS
May 18, 2005	Annual Meeting – year end committee reports		
June 15, 2005	Women health issues, West Nile, Home remedies	Wellness Center	Karen Sable CPS
	Note: New Officer Installation		
July 20, 2005	Annual Social		

- All programs are considered tentative and subject to change.
- Program length will be 30-45 minutes except for the March meeting in order to have program qualify for CEUs.
- Meal cost is \$10 unless indicated otherwise in official meeting notice.

Please RSVP to Ginnie Burgess at burgess@ci.billings.mt.us or 657-8285

Delegate Report

International Convention & Education Forum

August 1-4, 2004

by Darlene Chamberlain CAP

Friday, July 30

Nicole Geiger and I traveled together and our flight was very uneventful, unlike my trip to Tucson in June. Our bus driver said that about 700-800 women had already arrived and were taken to the Wardman Hotel for the convention.

Saturday, July 31

Our tour didn't start until 1:30 so we had plenty of time for a morning walk down the street and to check out all the little eating establishments. Our afternoon whirlwind tour took us past the White House, the Capitol, the senate buildings, and the Smithsonian. The bus let us out at the WWII memorial and then we walked to the Vietnam, Lincoln, and Korean memorials. Our bus picked us up and drove us to the Roosevelt Monument. It was 100 in the shade and we were wringing wet by the time we got back to our room.

Sunday, August 1

9:00 – 9:30 am

Parliamentarian, Jeff Neurauter, conducted the delegates' briefing. Items discussed included adoption of convention rules, the convention agenda, and the nominations report. Jeff had the delegates stand up and the pages practiced the counting procedures for voting should a counted vote need to be taken. We were all set.

10:00 – 1:00 pm

The business session was opened with the parade of nations – a sight you have to see to really appreciate. Each country is introduced and a representative walks across the state with its flag then goes to the sides of the room to line up. The room is filled with flags. The Military District of Columbia Armed Forces Color Guard did the presentation of colors and June Flynn sang the national anthem. For the inspirational message June Flynn sang and Ethelyn DeStefano performed sign language to Wind beneath my Wings. Welcomes were read and introductions were made. Over 600 first timers were attending. Credentials reported there were 413 authorized voting delegates (12 International officers, 36 Division delegates 357 Chapter delegates, 3 Chapter-at-Large delegates and 1 Members-at-Large delegate) and 124 proxies for a total vote of 537. There were 235 alternates registered. Total registration at this time was 1731.

All candidates were introduced and if more than one individual was running for the office, they were given two minutes to tell about themselves and why they wanted to be an officer of the organization. The Northwest District only had one person running at the time - Lynda Boulay was nominated from the floor. Voting would take place later in the day.

Executive Director, Donald W. Bretthauer CAE, gave his report on the state of the organization. He spoke on the redistricting discussions that had been ongoing over the last two years. The Board decided not to change the districts. Bretthauer also introduced the new value statement "Turning Jobs Into Careers".

Sheila Brownfield, President, gave her message to the assembly – Mission Accomplished. She began by encouraging members to advance IAAP – if you want to have kittens, you have to let the cat out. Be proud to tell others about IAAP and how we turn jobs into careers. Brownfield reported on the accomplishments of the past year: 1) 12 divisions and 87 chapters received the "distinguished" status. 2) 24 new student chapters were chartered making over 2000 members in the student chapter program. 3) 4000+ sat for the CPS/CAP exam. The new revised exam will be used in November of 2004. 4) Office-Pro won several awards. 5) The website is gaining popularity and has many upgrades. Brownfield also reported on the London Summit and the Management Conference in Amsterdam that she attended. Our participation in these events is very important to promote our organization. Next was the presentation of the Distinguished Chapter Presidents Watches – 87 were earned this year. Six Districts received awards for the 24 new Student Chapters that were chartered this year.

3:30 – 4:30 pm

District Connections – An opportunity for members from each District to network, communicate and share information. Judy McCoy opened the forum. Jo Peay, President Elect, was the board contact for the Northwest District so she made a brief appearance before attending her own connection. There was quite a shuffle of chairs as McCoy asked the first timers to stand. Of the 4000+ individuals taking the CPS/CAP exam, 1655 were certified. McCoy reported that NW District had contributed \$2401.84 to the Building fund (\$400.00 from the CWM). Ruth Baker was the winner of the registration and airfare to the DC convention.

NWD was #1 in chapter growth and we had one distinguished president – Juanita Cosslett of the Bookcliff Chapter, Grand Junction, CO. The Division Presidents started their reports by coming to the front singing “We are Family”. Each one reported their theme: CWM – Back to Basics, IA-NE – A Bridge to our Future, IOU – Imagine the Possibilities, MN ND SD – Renew the Excitement, WA-AK – Innovative Success Leading with Attitude!

Monday, August 2

7:45 – 8:15 am

The delegates briefing was again conducted by Jeff Neurauter. This time he instructed us on the voting procedure and was hoping to have two years in a row without a spoiled ballot.

8:30 – 11:45

Business session was reconvened by President Sheila Brownfield CPS/CAP. Office Team sponsored the keynote speaker, Marian Madonia – The Eyes Have It...Life Is How You View It and Pursue It. Some points of her talk were: If you have fun along your way, you can stop the stress. You need to get a thriver attitude. Stressful things will look funny later. A perfectionist sets herself up for stress, but don't change the perfectionist standards; change the expectation of perfection. Always focus on the positive. And the best thing she said was lie about your age – tell people you are older and you are bound to get compliments. She was a very upbeat speaker and related a story from her grandmother. Every time she visited her, Granny would ask her to “tell me something good”. It was a way to always be upbeat and positive.

The Bylaws and Standing Rules committee report that there were no amendments. This had to be a first in history.

12:00 – 1:30 pm

I attended my first Certification Luncheon sponsored by Avery Dennison. The room was filled with CPS's, CPS/CAP's and CAP's. It was awesome. Rex Havens, a local comedian, kept us in stitches for the full hour and a half. He explained some of the differences between man and woman and how they reacted to the same situations. The important thing he related was that we all need to share laughter and that we need to share the best of ourselves.

1:00 – 3:00pm

Everyone was in line at 1:00 sharp and waiting for the polls to open. This is quite a process. Check in, get your ballot, go to a private area, mark your ballot, and put it in the box. Then wait. With several running for the office of Treasurer and in the District Officer

positions, it was best not to leave, as you may need to vote again. And that is what happened. SE and NW District Directors were in a tie and two had been eliminated from Treasurer so we all voted a second time.

Tuesday, August 3

8:00 – 8:15 am

A short Delegates briefing was held to explain the difference in the voting delegates from those reported at the beginning of the meeting as more had registered through out the day. Jeff did report that one ballot had been done incorrectly so no record was set.

8:30 am

The meeting was reconvened and opened with Keynote Speaker, Isaiah McKinnon – Stand Tall or You will Fall Short. Mr. McKinnon retired as Chief of Police in Detroit then began speaking to many groups and related stories of his career and the impact they have made on his life. Mr. McKinnon was also a very talented singer and started and ended his presentation with a song. The Tellers Committee gave the report of the election.

Jo Peay automatically goes to office of President
Kay Enlow voted in as President Elect
Sandra Chandler, Vice President
Marcia O'Hearn, Secretary
Judy McCoy Treasurer
Mary Ransay-Drow, Great Lakes District Director
Linda Lorden, Northeast District
Lynda Boulay, Northwest District
Tia Theriaque, Southeast District
Patti Speer, Southwest District
Barb Horton, Canada District
Ava Lee, Affiliate Representative
Myrna Jessell & Janine Riemersma, Int'l. Trustees

Installation of officers followed. The 2005 Convention chairs showed a video on Denver and invited all present to come to their city for the next Conference.

Wednesday, August 4

Workshops were conducted through out the day.

I attended the following

- Step Right up – You Are a Leader (2 hrs)
- Roadmap to Success – Lessons Learned During Downturn Put You on Career Fast Track Executive and Admin Partnership (3 hrs)
- Avery Photo ID System (1 hr)
- Now is the Time to Take Charge of Your Financial Future (1 hr)

5:30 – 10:30 PM

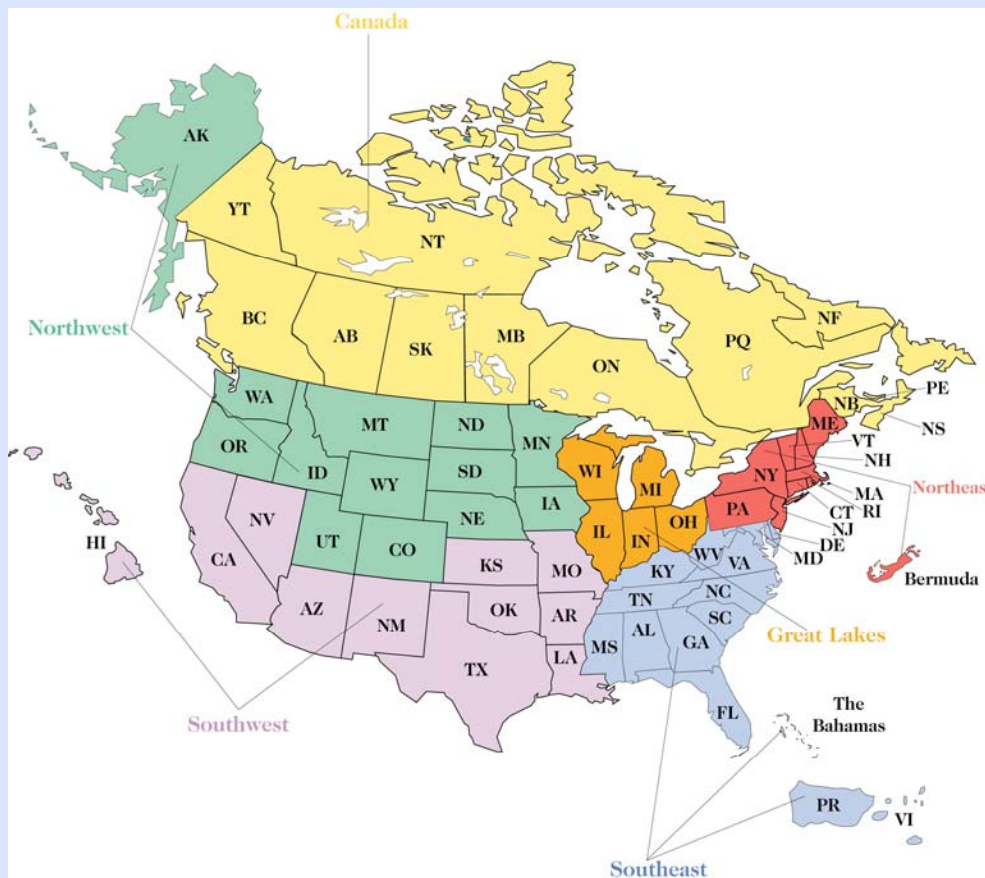
President Brownfield reported that a total 2100 had registered for the event. The Recognition Plus award

was give to Kay Gale, IA-NE. The Award for Excellence was presented to Bama's Co. Inc. of Tulsa and to Monsanto Co. of St. Louis. The 2004-2005 President, Jo Peay, was introduced by her employer and she revealed her theme for the new year – Innovation Advances Administrative Professionals.

Thursday, August 5

I attended the Post-convention Leadership Workshop conducted by Karl Yena – Leveraging Change,

Innovation, and Renewal (A check-up from the neck-up). His presentation included may valuable tips and techniques to use in leadership roles. There are three roles of a leader; 1) informational, 2) interpersonal and 3) decisional. Leaders make others feel valuable, respected and worth their time. This was for sure the best seminar of the whole week. I have many notes and hope to use them in my upcoming role next year.



Local Training Opportunities

<p><i>The Billings Conference on Leadership Development and Teambuilding</i> Skillpath Seminars 1-800-873-7545 www.skillpath.com</p>	Billings Hotel & Conv. Center	November 12, 2004	\$199
<p><i>Communication Across the Generations and People Reading - the Vital Role that Active Listening Plays in Effective Communication</i> Rim Rock Chapter 406.652.7481 - Karen Sable CPS ksable@retec.com</p>	MSU-B Library	November 13, 2004	\$20 – includes 3 CEUs
<p><i>The Complete Course on Facilities Management</i> Keye Productivity Center (Div. Of Rockhurst University) 1-800-258-7246 www.pttrain.com</p>	Sheraton Hotel	November 17 - 18, 2004	\$395
<p><i>How to Get Organized</i> Padgett Thompson Seminars (Div. Of Rockhurst University) 1-800-258-7246 www.pttrain.com</p>	Sheraton Hotel	November 18, 2004	\$169
<p><i>The Essentials of Communicating with Diplomacy and Professionalism</i> Skillpath Seminar 1-800-873-7545 www.skillpath.com</p>	Billings Hotel & Conv. Center	December 2 - 3, 2004	\$299
<p><i>Fundamentals of Finance & Accounting for Non-Financial Managers</i> Skillpath Seminar 1-800-873-7545 www.skillpath.com</p>	Billings Hotel & Conv. Center	December 14-15, 2004	\$299
<p><i>Managing and Eliminating Unacceptable Behavior and Other Employee Performance Barriers</i> Skillpath Seminar 1-800-873-7545 www.skillpath.com</p>	Billings Hotel & Conv. Center	January 18-19, 2005	\$399
<p><i>Getting the Most from Microsoft Excel</i> CompuMaster (Microsoft certified partner) 1-800-867-4340 www.compumaster.net</p>	Billings Hotel & Conv. Center	January 21, 2005	\$99
<p><i>The Montana Conference on Stated and Federal Personnel Laws</i> Human Resources Council - division of Graceland College Center 1-800-601-4636</p>	Billings Hotel & Conv. Center	January 28, 2005	\$199

Member Tidbits

Update on Rakell Petrini:

I have joined the Career Services Student Advocacy at MSU. I will attend my first meeting at the main campus on the 27th. It should be an exciting committee to be on because I will be helping all students at COT (College of Technology) by making sure they are aware of how career services can help them in finding an internship or a permanent job when they graduate.

Happy Birthday!

December:

28 Teresa Cox



January:

6 Nancy Podolinsky

26 Beth Paseka

I've always been fond of having inspirational notes handy while I work. The little saying I have on my bathroom mirror is:

"You can never do a kindness too soon, because you never know how soon it will be too late"

by Emerson.

But the one I have at work is:

"In the middle of difficulty lies opportunity"

by Einstein.

Submitted by Brenda Olheiser

Tam ordered and received her own kick/electric pottery wheel. She set it up in her basement and has begun throwing pots. This is a long-time dream come true!

Meetings

Rim Rock Chapter

**FOR THE MONTH OF
December & January**

Meeting Location: Unless indicated otherwise in the monthly meeting notice, all meetings will be held in the KOA, Inc., training room, 1st floor, 550 North 31st Street, TransWestern III Building.

Cost: Dinner will be \$10 unless otherwise indicated in the monthly meeting notice.

RSVP's: To Deanna Anthony by noon, Friday before our Wednesday meeting at 657-8457 (w) or via e-mail: anthonyd@ci.billings.mt.us

Standing RSVP List:

Yvonne Ray
Darlene Chamberlain CAP
Karen Sable CPS
Linda Frank CAP
Margaret Hartl
Deanna Anthony CAP



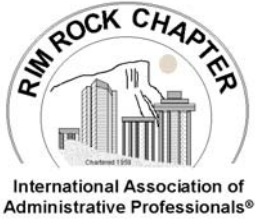
Important Dates

December 15

Remember to bring a dozen cookies and recipe to chapter meeting.



*How are we doing with your newsletter?
Please call Karen Sable at 652-7481 with
comments and suggestions for future
editions.*



Rim Rock Chapter IAAP
PO Box 20261
Billings, MT 59104
[http:// www.orgsites.com/mt/iaap](http://www.orgsites.com/mt/iaap)



Chapter Meeting Minutes For October and November, 2004

Chapter Meeting Highlights October 20, 2004

Our monthly meeting held in October was set aside as our "Enhance Your Career" night. Members present were Deanna Anthony CAP, Bette Wolff, Linda Frank CAP, Ginnie Burgess, Margaret Hartl, Karen Sable CPS, Tam Rodier CAP, Nicole Geiger, Lou Dreiling, Yvonne Ray, Darlene Chamberlain CAP, Sherry Tizono, Diane Mattingly, RaKell Petrini, and our guests were Kathy Jo Opperud – Hoiness Labar Inc., Toni Stanton – Wyo-Ben, Inc., Bobbie Schuman CPS, Moireen King, Sherry Sperle, and Ceily Whitman – KTVQ.

A skit was performed by Nicole Geiger (Mr. Sleazeball), Tam Rodier (Miss Hawiggins) and Linda Frank, narrator. The skit was "Evolution of a Secretary" - an example of a common setting in offices not so long ago.

Karen Sable CPS addressed our guests for the evening. She spoke of her background and spoke on the history of IAAP. She outlined the 5 major points that IAAP has to offer: Networking, continuing education, building relationships, the latest industry research, exclusive discounts and a chance to create a future. Brochures were handed out at the greeting.

Tam Rodier gave handouts on CPS/CAP certification and spoke on her achievement of CAP status.

Testimonials were given by Margaret Hartl and Deanna Anthony on why they joined and Deanna spoke on her journey of achieving CAP status.

Chapter Meeting Highlights November 17, 2004

Our speaker was Jim Paulsen, a licensed clinical social worker for Associates in Counseling. His presentation was on stress management and generated a lot of group participation. His definition of stress is the way we react to all things in our lives that cause us stress. There is positive stress and negative stress. We identified, as a group, our stressors, our reactions to those stressors and our options to manage the stress. One option he stressed is to make sure we talk to safe people in safe places.

Mr. Paulsen also talked about Rational Emotive Therapy. The goal of this therapy is to control one's negative, self-defeating, exaggerated

emotions and reactions by using the basic ABC steps of rational emotive therapy.

- A – is the event, what happened, the situation
- B – is our self talk, our thinking about the event
- C – is our resulting feelings and reactions

We should also recognize the "BEWARE's":

- We should have – We should do this
- Awfulize (this is so awful – that was so awful)
- Must Dos (we must do this – we must do that – expectations)
- Self Rating (labeling)
- Self Critic