



COLORADO-WYOMING-MONTANA DIVISION #3-21-000



2003 – 2004 CWM Board

President
Nicole Geiger

KOA, Inc.
406.248.7444
ngeiger@koa.net

President-Elect
Nancy Harris CPS

Hewlett-Packard Co.
970.898.6181
nch346@hotmail.com

Vice President
Sharon Hunvald CPS

303.466.9611
hunvald.sharon@epa.gov

Secretary
Judy Smith CAP

Laramie County School
District Number One
307.771.2124
smithj@laramie1.k12.wy.us

Treasurer
Claudette Ferris CPS

State of Colorado
303-692-3380
Claudette.ferris@state.co.us

Parliamentarian
Debbie Brown CAP

GHP, CPAs
303-831-5083
DebbieLBrown@worldnet.att.net



A Message from your President.....

Nicole Geiger
2003/2004 CWM Division
President



We're having a grrrrreat time on our LION safari. The CWM Division is still at the top of the list for membership. As of January 31, 2004, we are #1 in the Northwest District and #8 within the Association with a net gain of 3 members (.92%). Let's keep Grrrrrrrowing!

Congratulations to our CPS/CAP recipients!

Here's a few important dates to mark on your calendar. Continue reading this newsletter for more details.

- March 1 - Nominations for CWM Division Officers due
- March 1 - Bylaws & Standing Rules Amendment proposals due
- April 21 - Administrative Professionals Day
- June 4-5 - Annual Meeting in Greeley

On a personal note, my Dad always says that busy people are happy people. Lately, I have been an extremely happy person. My official title is yet to be decided upon, but I am in the midst of a "jungle" at work. I have conducted four KampSight trainings over the past two months (two in Billings, one in Nashville and one in Okeechobee, Florida - just north of the big blue dot on the map). KampSight is KOA's campground management system that handles everything from front desk procedures like reservations/registrations and store sales to office procedures including Accounting and analysis reports. I have been working with KampSight

for about 6 months and am very excited to be part of KOA's future.

I'd love to hear you roar! Drop me a line at ngeiger@koa.net. L-I-O-N and continue to have a grrrrreat year!

Nicole Geiger

Nicole Geiger

2003/2004 CWM Division President



Believe in yourself to accomplish your goals.

**NEWS FROM MEMBERSHIP
SHARON HUNVALD CPS – VICE PRESIDENT**

Congratulations CWM Division Chapters. We are Number 1 in Membership Growth in the Northwest District. Take a bow! Hear the round of applause and cheers. How proud the CWM Division Membership Committee is of you.

This is the formula, I believe. A passion for IAAP divided by its caring members. This passion comes from the heart and is the only way we can sincerely spread the word about the value of belonging to a professional organization.

The Membership Committee is proud to announce that the Membership Link on the CWM Division Website will be up and running with Tools for Success to help us maintain the Number 1 rating in the Northwest District on **March 1, 2004.**

If you wish to contribute successes of your chapter to the Membership Link of the Website, please do so by emailing me at sharonhunvald@yahoo.com.

The next goal for the CWM Division Membership Committee is to provide information for the Chapter of the Year Award. This year we will be separating the larger chapters from the smaller chapters, so there will be two awards this year presented in Greeley at our

CWM Division Meeting, June 5 and June 6, "A World of Opportunities." Be there and be part of the excitement when we select Best Chapters of the Year.

On February 9, I visited the Mountain View Chapter in Fort Collins. I talked about "Benefits of being an IAAP Member". Then on Wednesday, February 11, I attended the Union Colony Impact Meeting where I presented on the topic "Networking, It's Values." On February 19, I attended the Boulder Chapter Meeting and spoke on the subject of "Volunteering, It is the Spice of Life". In June I plan on going back to Grand Junction's Book Cliff Chapter for their Installation Ceremonies. (The last three chapters are my assigned Buddy Chapters.) One of my dreams is to visit all the chapters in the CWM Division. I enjoy visiting our great chapters and the administrative professionals that make up the great CWM Division.

I applaud the CWM Division Membership Team on their great contributions. Take a bow, *Glenda Brown CPS, Big Horn; JoAnn Dayton CPS/CAP, Western Horizons; Ardene Foley CPS, Book Cliff; Linda Frank CPS/CAP; Rim Rock; Betty James, Division Member at Large, Pat Warrick, Mile Hi.*

Parliamentarian Corner

Do you remember the television advertisement asking parents if they know where the children are? I'm now asking you, do you know where your bylaws are?

The basic bylaw articles are:

- Name
- Object
- Members
- Officers
- Meetings
- Executive Board (or Board of Directors)
- Committees
- Parliamentary Authority
- Amendment of Bylaws

If you are interested in running for a chapter or division office and want to know what the duties are for a specific position, look under the Officers section of the bylaws.

Want to know what your quorum is for a regular meeting...look under Meetings.

If you have a question regarding an administrative procedure, check the standing rules.

The reason I'm reminding everyone of the information you can find in your bylaws is because it's that time of

the year that you will be contacted to run for office or be on a committee. A lot of the questions you may have can be answered in the bylaws. This is also the time of the year that chapters, as well as divisions, and international deal with amendments to the bylaws and standing rules.

Want to learn more? See the information on the two parliamentary workshops which are being offered (included in newsletter):

February 21, 2004 – Greeley, Colorado
March 27, 2004 – Denver,

Debbie Brown CAP/RP
CWM Division Parliamentarian

Colorado Association of Parliamentarians Membership Workshop

March 27, 2004
American Legion Headquarters
7465 East 1st Avenue, Unit D

9:00 a.m.	Registration
9:30	Introductions - Donna Thompson, PRP, CAP President
9:35 PRP	Creating an Agenda – Joan Franson, (Technical assistance by Mary Bahde, PRP)
10:15	Break
10:30	What are Bylaws? – How Do They Work? Lou Fasulo, PRP
11:30	Lunch
12:00 Noon	Ins and Outs of Committees and Boards, Carol Weale
12:30 p.m.	Steps to a Main Motion, Rules of Debate – Joan Franson
1:00	Break
1:15	Defining Subsidiary Motions, Lou Fasulo and Joan Franson
2:30	What Makes a Privileged Motion, Lou Fasulo and Joan Franson

3:00 Questions and Answers (Panel)

3:15 Close of Session

LION – Let's Get Involved Now – Another Journey

*By Jennifer J. Borland CPS, CWM Division Nominating
Committee Chairman*

As we look forward to growth and continued leadership in our Division, we look toward the future and the 2004/2005 CWM Division Board. The CWM Division Nominating Committee is looking for members who are interested in becoming Division Board members for 2004/2005. Becoming a Board member is an important responsibility and presents a wonderful personal and professional growth opportunity. I hope you will take time to consider this opportunity to serve at the Division level.

Nominations are being accepted for the offices of president-elect, vice president, secretary and treasurer. New officers will be elected during the CWM Annual Division Meeting in Greeley, Colorado, and will assume their duties on July 1, 2004. The procedures and duties for each office are available in the CWM Division Bylaws, or you may contact any Nominating Committee member.

We are requesting the return of candidate documents by **March 1, 2004**. Your assistance in notifying your members and preparing appropriate paperwork are sincerely appreciated. From each candidate, we will need:

- Letter of interest from candidate
- Resume of Qualification Form
- An endorsement letter from the chapter president

The 2003/2004 Nominating Committee members are:

Jennifer J. Borland CPS, Chairman

3500 JFK Parkway, Suite 320
Fort Collins, CO 80525
W970-223-7855
H 970-225-8122
W Jborland@brockcpas.com
H theborlands@att.net

Cindy Stephens

1516 Columbine Court
Cheyenne, WY 82001
W: stephensc@laramie1.k12.wy.us

Stacia Keller CPS

437 Alpine Street
Longmont, CO 80501
W: stacia@jbse.com

NOTE: Nomination Forms are attached to end of newsletter

CERTIFICATION NEWS**Tami Rodier CAP**

CWM Division Certification Committee Co-Chair

I would like to begin this missive by congratulating everyone who sat for the CPS® and/or CAP® exams in November. All of us in the CWM Division appreciate the time, effort and commitment it took for you to study and sit for the exam(s). Double congratulations to those of you who passed!

CAP Certifications November 2003:

- Eight chapter members
- One member-at-large
- One "no chapter" member

CPS Certifications November 2003:

- Five chapter members

CPS Recertifications June 1 through November 30, 2003:

- Six chapter members

Now I'd like to thank the many CWM chapters who are doing such an excellent job promoting the CPS and CAP certifications within their chapters and communities. Your hard work is paying off! Many exciting things are happening throughout the CWM Division. Following are just a few reports from chapter Certification Committees:

Jenn Borland CPS from the Mountain View Chapter says they did a certification presentation at the chapter meeting last year and they will be putting together a chapter program on Certification and Recertification soon.

Kandace Weaver CPS/CAP from the Denver Chapter says "the Denver Chapter likes to offer review classes for the CPS/CAP exams. We usually have four classes for Parts 1-3 and one class for Part 4. Assuming that we have enough people interested in taking the review

classes, this will be the first time we actually run the Part 4 class. Since our instructors are professional teachers, we have to pay them; therefore, there is a minimum class size requirement. As Certification Chairperson, I send out e-mails to our chapter members, to our prospect list and to the other chapters in our area to remind them of the registration deadlines, to let them know where/when the classes and exams will take place. I have arranged classroom space for the classes and for the exams at Westwood College here in Denver. If we don't have enough students to allow us to offer the classes, I will try to facilitate arranging study groups."

Angie Guerrero CPS from the Pikes Peak Chapter says, "...we have had a pretty high success rate in the last two or three years where we've had folks sit for the exams ... and that speaks volumes in itself." In May 2003, they had one person sit for the CAP exam and pass and in November 2003 they had three people sit for the CPS exam and pass. These results follow several years of similar successes.

Karen Sable CPS from the Rim Rock Chapter says her chapter has been *very* busy promoting IAAP certifications. Not only have they presented certification programs at the chapter level, they also made a PowerPoint presentation to the local Rotary Club. Each presentation was well received and they distributed lots of brochures. They also worked with the MSU-Billings College of Technology to develop a certification course to be taught by chapter members. Unfortunately, the first session was cancelled due to low enrollment, but plans are in the works to offer it again. The course is "for credit" and designed to help people successfully sit for the exams. In addition, several chapter members passed the CAP exam over the last few years. One chapter member is currently pursuing her Bachelor's Degree and was awarded 41 credits from MSU-Billings for her CAP certification. Since that news spread, even local non-chapter members are preparing to sit for the exam to jump start their college careers!

New Exam Deadlines

The new deadline for the May exams is February 15; the deadline for the November exams is August 15.

New Exam Blueprints!

The CPS and CAP exams will be under a new exam blueprint effective with the November 2004 exam. The new outline, bibliography, and sample questions are all available on the IAAP web site (<http://www.iaap-hq.org/>) under "Professional Certification – New Exam Blueprint."

Note that all existing candidates will complete the exam under the existing outline. These candidates will continue to test under the existing blueprint until they pass the exam or until their time limit expires. Only new candidates will be subject to the new exam blueprints.

New Exam Review Materials

Both Prentice Hall and Metcalf Educational Services are working on revisions to their review materials to coordinate with the upcoming changes to the exams. Their target date for publication of revised materials is May 2004.

The January/February 2004 *OfficePro* magazine says that "Metcalf Educational Services is offering a Personal Tutorial for Administrative Professionals on computer software, audio cassettes, audio CD-ROMS, and flash cards. In one concise source, you can review current theories, terminology, and issues relative to Office Systems and Technology (new exam Par 1), Office Administration (new exam Part II), Management (new exam Part III) and Advanced Organizational Management (new exam Park IV). Also available in early 2004 on Windows and Macintosh CD-ROM is the new exam format Personal Tutorial E-Text Review for Administrative Professionals, a rapid-review program for the three-part and four-part examinations. (www.cpsreview.com)"

Recertification

Reminder to all CPS and CAP holders: effective January 1, 2005, individuals not meeting recertification requirements will be marked "inactive" regarding their certification status on the IAAP database.

The complete recertification brochure and category listing can be requested from IAAP Headquarters, or downloaded from the Certification section of the IAAP web site (<http://www.iaap-hq.org/Cert/recertification.pdf>).

Best wishes for continuing certification successes to all CWM chapters!

Thought for today.....*If you don't accept failure as a possibility, you don't set high goals, you don't branch out, you don't try – you don't take the risk.*
– Rosalynn Carter

Congratulations

December '03 CAP & CPS Recipients CAP

Robin Trader - Boulder Chapter
Cheryl L. Maguire - Denver Chapter
Rhonda J. Bowling - Denver Chapter
Mary Alice McGill - Denver Chapter
Nancy C. Harris - Mountain View Chapter
Jacquelyn A. Clough - Rim Rock Chapter
Deanna M. Anthony - Rim Rock Chapter
Nikki R. Schaube - Rim Rock Chapter
Stacey L. Gordanier - Member-at-large
Michelle B. Giroir-Johnson

CPS

Marilyn M Sullivan - Pikes Peak Chapter
Charlene Ward - Pikes Peak Chapter
Judith A. Kranz - Pikes Peak Chapter
Angela L. Bridge - Denver Chapter
Irene G. Randall - Denver Chapter

Congratulations

Recertification Recipients

Shirley Applegate CPS – Pikes Peak Chapter
Claudette Ferris CPS – Denver Chapter
Laurie Hood CPS – Western Horizons Chapter
Shelley K Haney CPS – Division-at-Large
Linda Mohr CPS
Laray P. Markve CPS

Retirement Trust Foundation

It's already February and June will be here before we know it! So start planning now for the Colorado-Wyoming-Montana Division Annual Meeting coming up this summer. As the Division Retirement Trust Foundation Representative, I will be coordinating a fundraiser to help support the RTF. I'm taking the book sale idea and expanding it a bit. We'll include not only books, but CDs, VHS tapes and DVDs. If you are currently replacing some of your favorite VHS movies with DVDs, consider holding onto the tapes and donating them to the sale. As you do your spring cleaning :-), consider holding onto those novels, cookbooks, and self-help books to donate to the sale. Set aside a small box (or even a grocery bag) and add things as you weed out

your "stuff". I will coordinate with the chapters to collect all of the items and bring them to Greeley in June. Of course, if you are going to be in Greeley for the Annual Meeting, bring your sale items and you'll also find plenty of bargains at the table! Hope to see you there!

If you have questions, comments, or suggestions, you can contact me at 719-554-0773 (daytime) or AlohaNRA@aol.com

Nancy Arnold CPS/CAP
RTF Representative

- Raffle drawing at the CWM Annual Division Meeting

Debbie Brown will mail to chapter president some items to be sold. Please contact her if you need more.

Debbie Brown CAP/RP
Building Ambassador

IAAP Building Fund



The numbers are in...as of December 31, 2003, in the Northwest District, the following contributions have been made to the Building Fund:

Iowa-Nebraska	\$180
Washington-Alaska	\$94.84
Minnesota-North Dakota-South Dakota	\$50
Idaho-Oregon-Utah	\$25
Colorado-Wyoming-Montana	\$10

What is wrong with this picture???

Contributions can be made by:

- Making contributions directly to the fund
- Purchasing IAAP Headquarters note cards (\$5.00 per package of ten)
- Purchasing raffle tickets for one paid registration and airfare to the 2004 International Convention and Education Forum in Washington, D.C. (tickets are \$5.00 each)

Pikes Peak Special Project

The Pikes Peak Chapter of IAAP sponsored a community service project in December 2003 that was far more reaching than even they could imagine when the idea was conceived as part of a long list of community service projects being proposed during one of the chapter's monthly meetings.

The project was dubbed a "Heroes and Cookies Social" and involved almost 65 dozen cookies, several IAAP members and a lot of heart and soul. The event was held on December 13th at Fort Carson in Colorado Springs, Colorado. The members baked, bought and/or solicited from their employers dozens of cookies and brought them to Fort Carson to share with family members of the 1-12th Infantry Battalion who are deployed to Iraq. (The unit is serving a year long deployment as part of the 3rd Brigade Combat Team of the 4th Infantry Division.) The event attracted approximately 150 military family members who were asked to bring a photograph of their "hero" to share with the IAAP members in a "show and tell" format allowing us to see the more "personal" side of the U.S. soldier.

And of course, no holiday event would be complete without a visit by our white-haired friend in a bright red suit--the highlight of the day for the littler family members!--and of course he came bearing candy and gifts for all ages! While IAAP members willingly took time out of their busy pre-holiday schedules, they were pleasantly surprised and humbled when they walked away. Cookies and milk was being served up on that cold Colorado day, but these military families were also treated to warm hugs, a compassionate ear and a newfound sense of pride by each IAAP member in what these families endure without complaint and without question--all for the love of their soldiers.

The family members got cookies and milk that day, but the IAAP members were treated to an inside look at the courage and self-sacrifice of brave, extraordinary men and the families that love and support them.

Kim Cooper

Pikes Peak Chapter President

2004 CWM Division Annual Meeting

Calling All Past CWM Division Presidents!

Can you believe it's been 50 years since the Colorado-Wyoming-Montana Division held its first annual meeting? WOW! And do we ever look good at 50! In conjunction with this "milestone", the Union Colony Chapter is putting together a fun event for this year's 2004 CWM Division Annual Meeting. We are setting up a display area highlighting all past division presidents and would love to have your scrapbooks, photos, themes...whatever you may have on display. We PROMISE we'll return all items sent to us for this exciting event. Please send your photos, scrapbooks, etc. to:

Nancy Upchurch CPS/CAP
Hensel Phelps Construction Co.
420 Sixth Avenue
Greeley, CO 80631.

If you have your personal photo digitally, please email it to: nupchurch@henselphelps.com.

Oh yes...***A World of Opportunities – Designed For You*** is just around the corner. Mark your calendar for June 4-5, 2004. Registration materials will be available the middle of March on the CWM Division and the Union Colony Chapter websites.

50 years and counting! We hope to have a GRRRRREAT time!

Special Acknowledgement to the Boulder Chapter

The Boulder Chapter currently is in first place in the CWM division for recruiting and 3rd overall Internationally for recruiting most new members.

Keep up the good work Boulder Chapter. Your efforts has helped the C-W-M Division be #1 in the Great Northwest.

I want to thank those who have already made that big commitment and graciously volunteered to be either a chairman or member of the Host Committee for the 2005 IAAP International Convention, which will be held in Denver, Colorado, July 17-20, 2005.

I hope I can count on all CWM Division members to participate. **Committee chairman will receive FULL registration; committee members will receive HALF of their registration, but must work a minimum of 12 hours in order to be eligible.**

Below is a list of the host committees, the number of volunteers needed for each, as well as those who have already signed up.

Other members who have volunteered to serve are:

- Renee Pintz Denver Chapter
- Yvaine Schultz Denver Chapter
- Claire Lang Denver Chapter
- Marie McGill Denver Chapter
- Plus many others at last year's convention

If you have a desire to sign up for a committee, but not sure which one to sign up for, let me know, and I'll fax you a copy of the committee descriptions. Call me at work at 303-692-3380 or email me at Claudette.ferris@state.co.us; or call me at home at 303-429-8052 or email me at cmferris753@aol.com.

Denver will have an exhibit booth at this year's convention, and this is one of our biggest sources of revenue for the 2005 convention. If you're going to the 2004 convention this summer in Washington, DC, and would like to assist me, and/or if you have some great fundraising ideas, let me know.

We're all in this together! It's our turn to shine in 2005, so I look forward to hearing from you soon. Call me and tell me, "***I want to be a chairman/I want to serve on the Host Committee!***"

Claudette M. Ferris CPS
CWM Division Treasurer
2005 International Convention Host Coordinator

**A MILE HIGH IN 2005
IAAP International Convention**

COMMITTEE	MEMBERS	CHAPTER AFFILIATION
Banquet (2-5)	Jan Schoenfeld CPS (<i>Chairman</i>)	Denver Downtown
	Eileen Verosko CPS	Pikes Peak
	Colleen Toppett	Denver Downtown
Convention Services (2-5)	Cheryl Stavis	Denver
Exhibits (2-5)	Cheri Hardin (<i>Chairman</i>)	Denver
	Robyn Smith	Denver
	Mary Ellen Davey CPS	Denver
Hospitality/Information (5-10)	Pamela Sellers (<i>Chairman</i>)	Denver Chapter
Official Dress (1)	Nancy Upchurch CAP (<i>Chairman</i>)	Union Colony
Evening of Welcome/Open House (5-10)	Debbie Brown CPS/CAP/RP (<i>Chairman</i>)	Denver Downtown
	Colleen Toppett	Denver Downtown
	Cory Scarbrough	Denver Downtown
	Betty Schmidt	Denver Downtown
	Nancy Scott CAP	Denver Downtown
	Nancy Harris CPS/CAP	Mountain View
	Nancy Upchurch CAP	Union Colony
	Pages (20-25)	<i>Chairman (vacant)</i>
	Debbie Brown CPS/CAP/RP	Denver Downtown
	Laurie Hood	Western Horizons
	Mary Ellen Davey CPS	Denver
Registration (6-12)	Nicole Geiger (<i>Chairman</i>)	Rim Rock
	Robyn Smith	Denver
Seminars Monitors/Product Sales (20-25)	Nancy Harris CPS/CAP (<i>Chairman</i>)	Mountain View
	Eileen Verosko CPS	Pikes Peak
Fundraising	<i>Chairman (vacant)</i>	
Volunteer Committee Secretary	Linda Street (<i>Chairman</i>)	Pikes Peak
	<i>Rhonda Bowling CPS/CAP</i>	Denver
Treasurer	Cheryl Maguire CAP	Denver

we all can learn from. Next time you are a little judgmental about someone, think about this story.

Something to think about.....

I recently received the following short story from Carol Rankin, a Mountain View member, and thought I would share it with the C-W-M Division members.

A water bearer in China had two large pots, each hung on the ends of a pole which he carried across his neck.

One pot had a crack in it, while the other pot was perfect and always delivered a full portion of water.

This is a short story that has a very important message

At the end of the long walk from the stream to the house, the cracked pot arrived only half full.

For a full two years this went on daily, with the bearer delivering only one and a half pots full of water to his house

Of course, the perfect pot was proud of its accomplishments, perfect for which it was made.

But the poor cracked pot was ashamed of its own imperfection, and miserable that it was able to accomplish only half of what it had been made to do.

After 2 years of what it perceived to be a bitter failure, it spoke to the water bearer one day by the stream.

"I am ashamed of myself, because this crack in my side causes water to leak out all the way back to your house."

The bearer said to the pot, "Did you notice that there were flowers only on your side of the path, but not on the other pot's side?"

"That's because I have always known about your flaw, and I planted flower seeds on your side of the path. Every day while we walk back, you've watered them. For two years I have been able to pick these beautiful flowers to decorate the table. Without you being just the way you are, there would not be this beauty to grace the house."

Moral:

Each of us has our own unique flaws. We're all cracked pots. But it's the cracks and flaws we each have that make our lives together so very interesting and rewarding. You've just got to take each person for what they are, and look for the good in them.

Happy Anniversary

Bookcliff

Grand Junction, Colorado
57 years – April 1, 1947

Kachina

Pueblo, Colorado
49 years – April 1, 1955

Western Horizons

Green River, Wyoming

February 2004

8 years – April 1, 1996

Mile High

Denver, Colorado

3 years – April 1, 2001

Boulder

Boulder, Colorado

48 years – May 1, 1956

Union Colony

Greeley, Colorado

14 years – May 1, 1990

***Remember - if you are
planning on taking the
CPS/CAP Exam in May, the
registration deadline is
February 15, 2004.***

WANTED.... Pictures, funny happenings, anything you would like to have included in Nicole's scrap book. Please send to Nancy Harris CPS/CAP nancy.harris@hp.com. Let's create a book of memories!



Motivation Matters

email edition – January 2004

Are We Communicating Yet?

A practical guide for everyone in your organization.

By Carl Mays

In order for workplace communication to be effective, it must be healthy both vertically and horizontally. The best way to communicate any message is in person.

However, since in-person presentations are not always feasible and not necessary for every issue, you can take advantage of other available avenues.

E-mail is a valuable element of the workplace that has quickly changed the way the entire world does business. Interoffice memos are sent regularly, and virtual offices have sprung up by the thousands.

E-mail is a great way to communicate with people. It can also be dangerous. Make sure you convey what you intend, in as few words and as straight to the point as possible. Horror stories have surfaced as a result of poor usage. The entire Internet is paved with possibilities, but full of potholes. E-mail becomes one of the potholes when used incorrectly.

Here are some tips that can help insure the communication is effective.

Keep in mind that receivers can't hear the tone, inflection, or any type of meaning in your words. What you intend to be humorous may come across as offensive; serious comments may be brushed aside; compliments may seem like complaints.

Using ALL CAPS is the equivalent of shouting at someone when talking in person. When I receive such a message (which is often in bold), I feel like someone is either preaching to me, being discourteous or simply doesn't know much about e-mail.

Use the blind copy (bcc) rather than the regular copy (cc) unless there's some reason for the receiver to see the names and e-mail addresses of others to whom the message is sent. If there is no reason, then you need to protect the privacy of others. Improper copying also takes up space - sometimes a lot of space.

Re-format messages that you forward to others. Receiving disoriented messages full of >>> makes them hard to read and, again, takes up space. The little time demanded in order to remove the >>> with a word processing function will lead to easier reading and greater respect from your recipients.

Count to more than 10 before dashing off a message with strong emotions. If you are responding to an e-mail or some other situation, e-mail's speed can become a pothole. "Quick trigger" messages have caused hard feelings and broken relationships.

Change the "subject" line when the topic has changed. Often, after several e-mail exchanges, the topic has moved from the original subject. It is easier to keep track

of incoming mail if the subject line has been changed to reflect the new subject.

Don't expect an immediate reply unless the receiver knows you want it. The receiver could be unavailable. Also, some people check e-mail infrequently. If you're out of the office, an auto-responder can be used to inform others you will get back to them.

Delete trailing messages. Many e-mail programs automatically include the message to which you are replying. But if that was a reply, then your previous message trails below it, and below it is the previous message, and so on. Erasing all but the last message is usually more efficient.

Don't forward messages just because someone asks you to. I don't know how many times I have received an "important" chain letter only to be notified later to disregard it because it turned out to be a hoax. Use your own judgment in forwarding inspirational or humorous messages.



Northwest District Updates

Keep up the GREAT work. C-W-M Division is #1 in the Great Northwest

CHAPTER	06/30/03	01/31/04	YTD CHG	YTD CHG	AWARD GOALS	
					PLUS ONE	CHPT GOAL
Big Horn Basin	6	5	-1	-16.67%	7	6.3
Bookcliff	19	22	3	15.79%	20	19.95
Boulder	31	40	9	29.03%	32	32.55
Denver	65	70	5	7.69%	66	68.25
Denver Downtoan	19	16	-3	-15.79%	20	19.95
Energy Capital	5	0	-5	-100.00%	6	5.25
Kachina	9	7	-2	-22.22%	10	9.45
Mile High	14	12	-2	-14.29%	15	14.7
Mountain View	16	15	-1	-6.25%	17	16.8
Old West	8	10	2	25.00%	9	8.4
Pikes Peak	55	55	0	0.00%	56	57.75
Rim Rock	27	27	0	0.00%	28	28.35
Union Colony	22	22	0	0.00%	23	23.1
Western Horizons	12	11	-1	-8.33%	13	12.6
Division Members-At-Large	19	18	-1	-5.26%	20	19.95
TOTALS	327	330	3	0.92%		343.35

Original Membership - June 30, 2003

Chapter Goal = Orig Membership less 24% loss + 5% growth + 24% loss make-up

Plus One is June 30, 2003 Total + 1



From IAAP International

Eighteen Lessons on Leadership

Life Lessons from Colin Powell

By Ned Van Maanen, Ph.D., CFRE
from [Custom Development Systems](#)

Secretary of State Colin Powell has written eloquently on his view of leadership in "A Leadership Primer." While his views are obviously from a military perspective, the lessons he has learned have direct and everyday application to the work we do daily for our organizations and our community.

Every one of us has leadership roles to assume. Wherever we are leaders, the position, by its very name, demands we provide the best influence possible for others. But how do we learn to be a leader? I challenge each of you to look at these eighteen lessons on leadership and consider just how they apply to your office, your professional organization, or any other community situation.

Lesson 1

Being responsible sometimes means making people mad at you. Good leadership involves responsibility to the welfare of the group, which means that some people will get angry at your actions and decisions. Trying to get everyone to like you is a sign of mediocrity and you'll avoid the tough decisions.

Lesson 2

The day soldiers (employees/colleagues) stop bringing you their problems is the day you have stopped leading them. They have either lost confidence that you can help them or have concluded you do not care. Either case is a failure of leadership.

Lesson 3

Don't be buffaloeed by experts and elites. Experts often possess more data than judgment. Elites can become so inbred that they produce hemophiliacs who bleed to death as soon as they are nicked by the real world. Policies that emanate from ivory towers often have an adverse impact on the real people out in the field who are fighting the wars or bringing in the revenues. Real leaders are vigilant, and combative, in the face of these trends.

Lesson 4

Don't be afraid to challenge the pros, even in their own backyard. Learn from the pros, observe them, seek them out as mentors but remember that even the pros may have leveled out in terms of learning and skills. Sometimes even the pros become complacent and lazy.

Lesson 5

Never neglect details. When everyone's mind is dulled or distracted, the leader must be doubly vigilant. Strategy equals execution. All the great ideas in the world are worthless if they can't be implemented rapidly and efficiently. Good leaders delegate and empower others liberally, but they also pay attention to details, every day.

Lesson 6

You don't know what you can get away with until you try. You know the expression "It's easier to get forgiveness than permission?" Well it's true. Good leaders don't wait for official blessing to try things out. They're prudent, not reckless. But they also realize a fact of life in most organizations: If you ask enough people for permission, you'll inevitably come to the person who believes his/her job is to say "no" and be dissuaded from trying something new. So the moral is, don't ask.

Lesson 7

Keep looking below surface appearances. Don't shrink from doing so just because you might not like what you find. "If it ain't broke, don't fix it" is the slogan of the complacent, the arrogant or the scared. It's a mindset that assumes (or hopes) that today's realities will continue tomorrow in a tidy linear and predictable fashion. Pure fantasy.

Lesson 8

Organization doesn't really accomplish anything. Plans don't accomplish anything, either. Theories of management don't much matter. Endeavors succeed or

fail because of the people involved. Only by attracting the best people will you accomplish great deeds.

Lesson 9

Organization charts and fancy titles count for next to nothing. They are frozen, anachronistic photos in a workplace that ought to be as dynamic as the external workplace around you. If people really followed organization charts, most companies would collapse. In well-run organizations, titles are also pretty meaningless.

Lesson 10

Never let your ego get so close to your position that when your position goes, your ego goes with it. Too often, people who cling to familiar turf and job descriptions stifle change. One reason that even large organizations wither is that managers won't challenge old, comfortable ways of doing things. But real leaders understand that, nowadays, every one of our jobs is becoming obsolete.

Lesson 11

Fit no stereotypes. Don't chase the latest management fads. The situation dictates which approach best accomplishes the team's mission. Flitting from fad to fad creates team confusion, reduces the leader's credibility and drains organizational effectiveness. Sometimes an unapologetic directive is more appropriate than participatory discussion.

Lesson 12

Perpetual optimism is a force multiplier. The ripple effect of a leader's enthusiasm and optimism is awesome. So is the negative impact of cynicism and pessimism. Spare me the litany of the "realist" and give me the unrealistic aspirations of the optimist any day.

Lesson 13

Powell rules for picking people say: Look for intelligence and judgment and, most critically, the ability to anticipate. Also look for loyalty, integrity, a high-energy drive, a balanced ego, and the determination to get things done.

Lesson 14 *(Borrowed by Powell from Michael Korda)*

Great leaders are almost always great simplifiers, who can cut through argument, debate and doubt, to offer a solution everybody can understand. They articulate vivid

overarching goals and values, which they use to drive daily behaviors and choices among competing alternatives. The result is clarity of purpose, credibility of leadership, and integrity in organization.

Lesson 15

Part I: use the formula $P=40$ to 70 , in which P stands for the probability of success and the numbers stand for the percentage of information acquired. Part II: Once the information is in the 40 to 70 range, go with your gut. Powell's advice is don't take action if you have only enough information to give you a less than 40% chance of being right, but don't wait until you have enough facts to be 100% sure because by then it is almost always too late. Procrastination in the name of reducing risk is actually an increased risk.

Lesson 16

The commander in the field is always right and the rear echelon is always wrong, unless proved otherwise. Too often the reverse defines corporate culture. Shift the power and the financial accountability to the folks who are bringing in the beans, not to the ones who are counting or analyzing them.

Lesson 17

Have fun in your command. Don't always run at a breakneck pace. Take leave when you've earned it and spend time with your family. Corollary: Surround yourself with people who take their work seriously, but not themselves, those who work hard and play hard. Spare me the grim workaholic or the pompous pretentious "professional," I'll help them find work with my competitor.

Lesson 18

Harry Truman was right. Whether you're the CEO or the temporary head of a project team, the buck stops here. You can encourage participative management and bottom-up employee involvement but ultimately, the essence of leadership is the willingness to make the tough, unambiguous choices that will have an impact of the fate of the organization. I've seen too many non-leaders flinch from this responsibility. Even as you create an informal, open, collaborative corporate culture, prepare to be lonely.

Do you recognize people you know? Do you recognize people you wish you knew? How about your own management and leadership style? Whether you are currently the leader of a large development office or wish

to be one someday, there are lessons here for each of us.

Rick Stroud, Communications Manager
International Association of Administrative Professionals (IAAP)
10502 N.W. Ambassador Drive, PO Box 20404
Kansas City, Missouri 64195-0404
Phone (816) 891-6600 extension 2239
Fax: (816) 891-9118
E-mail: rstroud@iaap-hq.org

IAAP Web site: www.iaap-hq.org



From Around the Division

BOOK CLIFF CHAPTER

Grand Junction, Colorado

- Plans are in full swing for our chapter's "Ambassadors of Excellence" Awards Luncheon for Administrative Professional of the Year, Executive of the Year, and Member of the Year on April 21, 2004. Keynote speaker will be Maggi Clevinger presenting "What Is Your Problem?"
- On February 26th, Book Cliff Chapter is sponsoring a vendor's booth in partnership with UTEC (Unified Technical Education Campus) at the Mesa County Women's Network Conference.
- Six members have indicated an interest in Certification (3 first-timers and 3 for the CAP only). We now have an approved testing site at UTEC. A study group is being planned.
- Chapter Bylaws and Standing Rules have been reviewed and proposed amendments will be presented to members at our Annual Meeting in May to be voted on.

- In February we will elect a nominating committee to present a slate of officers at our March meeting and vote in May. Leadership training is being planned for the new officers and all interested members following election.
- The Membership Committee and Courtesy/Hospitality Committee have joined forces and are doing an excellent job of contacting members who miss meetings, inviting potential members to meetings, acknowledging and recognizing member achievements.
- At our February meeting we will do a powerpoint presentation about the duties and responsibilities of chapter officers and committee chairs in order to educate, and generate interest, in serving as an officer or volunteering to chair a committee.
- We continually review our strategic plan for actions and activities that are important to the maintenance and growth of our chapter.

Juanita Cosslett CPS
President



Boulder Chapter

Boulder, Colorado

Greetings!

The Boulder Chapter – what an incredible group of women. The members never cease to amaze me. When I need them, they are there giving their all.

We held an Impact meeting in September of 2003. We were honored to have Sharon Hunvald CPS, attend. At that meeting we were very excited to have 12 ladies attend and out of the 12 that attended, we had 6 join our chapter. It was a meeting filled with inspiring testimonies and lots of electric energy. Since September we have had 2 more members join to keep our Boulder Chapter family growing and thriving.

This year we have had great speakers. Kim Wolinski (also known as Dr DeClutter) spoke to us on how to create an Efficient Office. Her sense of humor and suggestions were informative and refreshing! Kris Franz from Crime Free America spoke to us on Personal Safety (Home, Business, Travel). Kris's insight and stories gave us a wealth of knowledge on safety issues and advice on what we can do to help keep us from being a target of crime. In February, Diane Robb will be speaking to us on the Art of Personal Responsibility.

Diane came highly recommended to us and we are anxious to hear her presentation.

Boulder Chapter's accomplishments this year have been:

- Conducting a membership survey, discussing and publishing the results and acting on the suggestions of the chapter members.
- Had one member sit for the CAP exam and pass – ***Congratulations to Robin Trader CPS/CAP***
- Had several members attend the International Convention in Albuquerque. For a few of us, it was our first time. And what a great experience.
- Recruiting from our Impact meeting and off our website. We have had several inquiries off our website as to our meetings and what we are all about. We are acting on the leads that we have been given. Our Impact meeting was successful and we have incredibly talented women joining our chapter. We have also had a few companies searching for “experienced professional admins” attend our meetings to recruit as well. The more they learn about IAAP the more excited they have become about looking for those with IAAP membership.

Lastly, I would like to thank my **CIA agents (Changes in Attitude)**. These are the board members and the Committee Chairs who help keep the Boulder Chapter running. Without their positive attitudes and commitment to IAAP, Boulder Chapter would not be where it is today! Ladies! Thank you!

Dawn Lesser CPS
Boulder Chapter President

Mountain View Chapter

Fort Collins, Colorado

The 2003 – 2004 year for the Mountain View Chapter continues to be very exciting. Two more women joined our chapter this month, increasing our membership by four since September. It's just amazing what new members add to a chapter.

We have really taken advantage of the expertise and knowledge of members in nearby chapters for our programs. At our January meeting, Union Colony

member Nancy Upchurch CPS/CAP gave an excellent presentation on Power Point tips. We always enjoy having Nancy and her traveling companions, other Union Colony members, attend our meetings. Future meeting programs include wellness programs and ethics/sexual harassment prevention. We expect these to be very invigorating and informative.

We are looking forward to completing our IAAP year with the same enthusiasm and energy as we began the year. Enjoy the rest of your IAAP year!

Teresa Summers CPS
Mountain View Chapter President

Pikes Peak Chapter

Colorado Springs Colorado

Pikes Peak Chapter will be installing a new Vice President during their February meeting. Due to some illnesses in her family, and additional workload from her employer, Christine Taylor, CPS has decided to resign. We will miss her enthusiasm and her “go” attitude. Our future programs are as follows:

EXTRA NOTE: Pikes Peak Chapter held special election last February 10th for new Vice President. Please join us in welcoming Jennifer Pearce to our Board.

February 10: The EQ Focus - Sue Kiernan - Emotional Intelligence in the Workplace. (Communications, Office Dynamics & Dealing with Difficult People).

March 9: OfficeTeam Time Management Techniques - Sara Schmidt - Gain insights and learn techniques for conducting a time-management audit and tips for customizing your work to gain more control over your schedule. Learn how effective time management is becoming a critical factor in overall career success.

April 13: Member Spotlight - Members will have the opportunity to present 10-minute programs from their worksites of interest to the community.

May 11: 3M Presentation - Office products and supplies demonstration. Some goodies too! Also: Officer Elections.

June 8: Officer Installation.

Upcoming Summer 2004 programs could include: Board Q/A Panel, Office Ethics and a Social event.

Kim Cooper
Pikes Peak Chapter President

Rim Rock Chapter Billings, Montana

Happy New Year! – President's report by Karen Sable
CPS, Rim Rock Chapter

A New Year can be a time for reflection on the past and the future. I would like to share with you Rim Rock Chapter's past and future.

The Education and Programs committee met in September 2003 and picked topics from a survey that Rim Rock Chapter members completed. The February program will be "Smart Women Finish Rich", March's program will be a tour of MSU-B's library and a presentation on their community resources group, and April's program is "Packing Tips for Office Trips".

The Ways and Means committee got the chapter off to a great start. We sold Gourmet Popcorn, Masterpiece Cookie Dough & Desserts and Snow Friends gifts. To date our records indicate we have received income of approximately \$1,170.50. I would like to thank our committee, Yvonne Ray and Brenda Olheiser, for all their efforts. Also thanks to the members for participating. At our January meeting, we will be receiving Dutch Garden bulb packets to sell. Order forms will be due at the March 17, 2004 meeting.

Tam Rodier CAP and Nicole Geiger attended the 2003 International Convention held in Albuquerque July 19-23, 2003, and Darlene Chamberlain CAP and Nicole Geiger attended the NW District Conference in Des Moines, Iowa held September 26-28, 2003. Mark your calendars for the 2004 CO-WY-MT Division meeting to in Greeley, CO June 4-6, 2004 as this will mark the end of Nicole Geiger's year as President of the CO-WY-MT Division.

A long-time member, Clarice Roland, passed away in 2003. Clarice was an active member when I first joined and regularly attended meetings. Another retired member, Mary Louise Klos, moved to Washington to be closer to family/friends. We miss her presence at our meetings and hope that she is doing well. We have had three new members join, Peggy Armstrong, Carole Blakeman, and Diane Mattingly. We gained two members that transferred their membership to our chapter, Jackie Clough (Gillette, WY) and Julie Mayson (Butte, MT). RaKell Petrini joined IAAP as a student member in 2003. RaKell is helping the newsletter committee with the collection of articles for our newsletter. Welcome to everyone and as your president please let me know if there is anything that I can do to enhance your membership in IAAP.

Although the class for certification review was cancelled by MSU-B because of low enrollment, we continue to have members interested in studying for the CPS/CAP exam. Deanna Anthony recently received her CAP certification. Carole Blakeman has expressed an interest in taking the exam in November 2004 and Sherry Tizono in November 2005. The new blueprint exam will begin in November 2004. As soon as new study materials become available, the CPS Review committee will make a decision on what to purchase.

The committee for Administrative Professional Week® has met and is putting together a program for April 19, 2004 from 11:30 – 1:30. More details will be announced at our monthly meetings.

As I close, I would like to say thanks my board members for their help and support the past six months, and thanks to all members who have recruited new members. Thank you KOA for the use of your meeting room facility. Let's Involve Others Now!!

Union Colony Chapter Greeley, CO



Union Colony has been planning, planning, planning—and loving it! Three events that are keeping our members in the 'planning' mode are Impact, APW Week, and the CWM Division Meeting!

February 11, our members and guests will be learning about the 'value of belonging' to IAAP at our Impact Meeting. We will meet at the Hensel Phelps Training Center at 5:30 for networking and refreshments. Our program features Susan Sinele, Aims Community College, who will lead us in navigating the Intranet, giving us tools we can use when we are asked to gather information for our employers--or for ourselves! We will be visiting the IAAP Headquarters' web site. Our members and guests will hear from IAAP members about 'the value of belonging' and what it means to be

an IAAP member, at the Chapter, Division, and International levels.

APW week will feature a breakfast and guest speaker at the Greeley Country Club. Our theme is "An Adventure in Ambassadors to Excellence." This event is open to our community for all administrative support professionals and their guests. The event is planned for Friday, April 23, 2004, from 7:01 to 9:01 at the Greeley Country Club. Our presenter, Kim Wolinski, AKA "Dr. DeClutter," will present "Laugh Yourself Stressless." Ms. Wolinski is a Life Strategist, Personal Organizer, speaker, author and founder of ReDecisions Institute based in Longmont. She is known internationally for her down-to-earth, humor-filled, content-rich programs tapping human potential, her life-long passion is to create higher self-responsibility and facilitate personal and professional motivation for change.

In June 2004, the CWM Division Meeting promises to be a hit with our theme "A World of Opportunities--Designed for You." Nan DeMars, CPS, an internationally recognized Office Ethics Seminar Leader, keynote speaker, author, columnist, and media talk-show guest, will present a half-day seminar, "Accountability – Integrity and Confidentiality – a "Win" for Everyone." For a 'hands-on' experience, you will have the opportunity to experience the technology labs at Aims Community College! Our Chapter is excited and pleased to host this event. Please make plans to attend—"A World of Opportunities—Designed for You!" Union Colony Chapter members and guests have been challenged through our Chapter Theme this year to "Experience the Adventure of Success!" We invite you to join us in that challenge in 2003-2004!

Elaine Furister, CPS/CAP
Chapter President

CWM Chapter Meeting Dates

If you have the opportunity to visit another chapter in our division, the following are the meeting dates.

Chapter	President	Meeting Date
Colorado		
Book Cliff	Juanita Cosslett CPS	3 rd Wednesday
Boulder	Dawn Lesser CPS	3 rd Thursday
Denver	Cheri Hardin	2 nd Monday

Denver Downtown	Colleen Toppett	2 nd Wednesday
Kachina (Pueblo)	Joyce Bergemann	2 nd Thursday
Mile High (Denver)	Heather Zertuche	1 st Tuesday
Mountain View (Fort Collins)	Teresa Summers CPS	2 nd Monday
Pikes Peak (Colorado Springs)	Kim Cooper	2 nd Tuesday
Union Colony (Greeley)	Elaine Furister CPS/CAP	2 nd Wednesday
Wyoming		
Big Horn Basin (Cody/Powell)	Robin Davis	2 nd Monday
Old West (Cheyenne)	Debbie Jourgensen CPS/CAP	4 th Thursday
Western Horizon (Rock Springs)	Laurie Hood CPS	4 th Tuesday
Montana		
Rim Rock (Billings)	Karen Sable CPS	3 rd Wednesday
Other		
CWM Division	Nicole Geiger	June 2004
IAAP Headquarters	Shelia Brownfield	July 2004

2004 Important Dates to Remember:

February

15 – Deadline for mailing CPS/CAP examination application for May exam.

March

1-3 – Professional Education Conference in Santa Barbara, California

April

18-24 – Administrative Professionals Week

21 - Administrative Professionals Day

May

7-8 – CPS/CAP examination

June

4-5 – CWM Division Meeting, Greeley Colorado
Hosted by Union Colony Chapter

6-9 – Certification Seminar in Tucson, AZ.

August

1-4 – International Convention and Education
Forum, Washington D.C.

15 – Deadline for mailing CPS/CAP examination
application for November exam.

2003-2004 International Officers*President:*

Shelia D. Brownfield CPS/CAP
sbrownfi@aol.com

President-Elect:

Jo A. Peay
jo.peay@targacept.com

Vice-President:

Kay E. Enlow CPS/CAP
kenlow@comcast.net

Secretary:

Marcia O'Hearn CPS/CAP
marciaoh@rogers.com

Treasurer:

Sandra P. Chandler CPS
spchandler@cfl.rr.com

NW District Director

Judy McCoy CPS/CAP
judymccoy@mail.com

RESUME OF QUALIFICATIONS

Please fill out and return this form, along with your letter of interest and endorsement letter from your chapter president and return it to any member of the nominating committee no later than **March 1, 2004.**



Name:

Phone:

Address:

Chapter:

Membership Date:

Employer:

Title:

Experience:

Strengths:

Organizations and Positions Held:

Personal History – family, hobbies, interests, etc. (optional)

Your 2003/2004 Nominating Committee:

Jennifer J. Borland CPS, Chairman

3500 JFK Parkway, Suite 320

Fort Collins, CO 80525

W 970-223-7855

H 970-225-8122

W Jborland@brockcpas.com

H theborlands@att.net

Cindy Stephens

1516 Columbine Court

Cheyenne, WY 82001

W: stephensc@laramie1.k12.wy.us

Stacia Keller CPS

437 Alpine Street

Longmont, CO 80501

W: stacia@jbse.com



International Association of
Administrative Professionals

ANNUAL MEETING MINUTES JUNE 7, 2003

OPENING CEREMONIES

INTRODUCTION OF DIVISION OFFICERS & PARADE OF CHAPTERS

JoAnn Dayton CPS, Past C-W-M Division President, introduced the 2002/2003 Colorado-Wyoming-Montana Division officers as they entered the meeting room: Debbie Brown CAP/RP, Division Parliamentarian; Claudette Ferris CPS, Division Treasurer; Nancy Scott CPS/CAP, Division Secretary; Robbie Smarr CPS, Division Vice-President; Nicole Geiger, Division President Elect; and Glenda Brown CPS, Division President.

Representatives for each chapter in the C-W-M Division formally paraded in and posted flags on the dais.

PRESENTATION OF COLORS

The Colorado VFW Color Guard presented the colors. The membership and guests recited the Pledge of Allegiance. A recording of the Livingston Elementary School Honor Choir from Cody, Wyoming, singing the National Anthem and God Bless the USA was played.

CALL TO ORDER

C-W-M Division President Glenda Brown CPS called the forty-ninth annual meeting of the Colorado-Wyoming-Montana Division of IAAP to order at 8:00 a.m. at the Red Lion Inn, Denver, Colorado.

There being no objections, the meeting was recorded for the purpose of assisting in the taking of minutes by the Division Secretary.

President Brown announced that smoking would not be permitted in the meeting rooms and the locations of restrooms were given. Anyone needing information or having questions were instructed to see the Denver Chapter members designated by the host committee ribbons on their name badges.

INSPIRATION

Nancy Upchurch CAP opened the meeting with an inspiration.

INTRODUCTION OF CONVENTION COORDINATORS

President Glenda Brown CPS introduced Kay Bothwell CMP and Claudette Ferris CPS of the Denver Chapter.

Claudette Ferris CPS, Denver Chapter, welcomed the members and introduced Colorado State Representative Debbie Stafford and Kandace Weaver CPS, Denver Chapter President. Kandace welcomed all attendees to Denver and thanked them for coming to the 2002/2003 Annual Meeting.

Following her address, Colorado State Representative Debbie Stafford was excused from the meeting.

RECOGNITION OF PAST INTERNATIONAL OFFICERS

President Brown recognized Nancy Upchurch CAP, Northwest District Director 1995/1996 and 1996/1997.

RECOGNITION OF CURRENT INTERNATIONAL OFFICERS AND REPRESENTATIVES

President Brown, recognized Shelia Brownfield CPS/CAP, International President Elect; Nancy Upchurch CAP, Chair of the Retirement Trust Foundation, International Trustee; and Juanita Cosslett CPS, Northwest District RTF Committee Chair.

RECOGNITION OF PAST DIVISION PRESIDENTS

President Brown recognized Past Division Presidents in attendance:

JoAnn Dayton CPS 2001/2002
Juanita Cosslett CPS 2000/2001
Linda Frank CAP 1999/2000
Debbie Brown CAP, RP 1998/1999
Nancy Upchurch CAP 1994/1995
Violet McNew CPS, PRP 1981/1982
Jean Reed CPS 1978/1979

PRIVILEGE OF THE FLOOR FOR GUESTS

RECOGNITION OF GUESTS

President Brown welcomed guest Betty Foley. There being no objections, the guest was given privilege of the floor.

APPOINTMENT OF 2002-2003 MINUTES APPROVAL COMMITTEE

President Brown appointed Robbie Smarr CPS, Division Vice President; Darlene Chamberlain, Rim Rock Chapter; and Carla Hall CAP, Pikes Peak Chapter, to serve on the 2002-2003 Minutes Approval Committee.

PAGES

Kathy Nolasco CPS and Andrea Latine CPS, Denver Chapter, were appointed as pages.

APPOINTMENT OF TELLERS

APPOINTMENT OF TIMEKEEPER

President Brown appointed Linda Kelly CPS, Kachina Chapter, as the official timekeeper.

CREDENTIALS REPORT

Kay Bothwell CMP gave the Credentials Report as of 8:00 a.m. June 7, 2003: 5 Division Officers, 12 Chapter Delegates, 0 Members-at-Large Delegates, for a total of 17 voting members. The simple majority is 9 and the two-thirds majority is 11.

Motion: Kay Bothwell CMP moved to adopt the credentials report. Seconded.
Vote: Unanimously adopted.

REGISTRATION REPORT

Kay Bothwell CMP gave the Registration Report: 2 International Officers, 5 Division Officers, 40 Chapter Members, 0 Division Members-at-Large and 1 Non-member.

ROLL CALL

Nancy Scott CPS/CAP, C-W-M Division Secretary, called the roll of delegates as follows:

Glenda Brown CPS, C-W-M Division President
Nicole Geiger, C-W-M Division President-elect
Robbie Smarr CPS, C-W-M Division Vice President
Nancy Scott CPS/CAP, C-W-M Secretary
Claudette Ferris CPS, C-W-M Division Treasurer
Juanita Cosslett CPS, Book Cliff Chapter
Stacia Keller CPS, Boulder Chapter
Kandace Weaver CPS, Denver Chapter
Colleen Toppett, Denver Downtown Chapter
Joyce Bergemann, Kachina Chapter
Pat Warrick, Mile High Chapter
Katie Hayes, Mountain View Chapter
Debbie Jourgenson CPS, Old West Chapter
Eileen Verosko CPS, Pikes Peak Chapter
Karen Sable CPS, Rimrock Chapter
Elaine Furister CPS, Union Colony Chapter
JoAnn Dayton CPS, Western Horizons Chapter

ANNUAL MEETING RULES

Debbie Brown CAP, Division Parliamentarian, presented the 2002/2003 Annual Meeting Rules found in Section 1 of the Annual Meeting Manual.

Motion: Nicole Geiger moved the adoption of the 2002/2003 Annual Meeting Rules. Seconded.
Motion carried unanimously.

Nicole Geiger, Division President-elect, presented the Annual Meeting Program. If there are any changes to the list of attendees, or to the delegates/alternates listing, members should see Division Secretary Nancy Scott CPS/CAP during the break.

Changes: 1. Strike the letters "ABC" from Aspen III on Saturday, June 7, at 7:20 a.m., and also Saturday at 1:30 p.m. The Aspen III and Aspen III ABC are the same room.

Motion: Nicole Geiger moved the adoption of the 2002/2003 annual Meeting Program as corrected.
Motion carried.

ANNUAL REPORT OF THE SECRETARY

Nancy Scott CPS/CAP, C-W-M Division Secretary, presented the 2002/2003 Annual Report found in Section 2 of the Annual Meeting Manual. All reports were received from Division Officers, Division Committee Chairs and Chapter Presidents. Copies of these reports can be found in the meeting folders.

Update to the List of Delegates found in Section 1 of the Annual Meeting Program are:

1. Alternate Jo Ann Dayton will serve as delegate for the Western Horizons Chapter.

TREASURER'S REPORT

Claudette Ferris CPS, Division Treasurer, presented the Treasurer's Report found on the green pages in the Annual Meeting Folder. The treasurer reported that from July 1, 2002 to May 12, 2003, the C-W-M Division received a total income of \$2,851.57. Disbursements were \$3,387.21. Our total checking account balance is \$4,291.72 with total assets as of May 12, 2003, of \$7, 220.43. There being no questions, the Treasurer's Report will be filed.

AUDIT REPORT

President Brown allowed time for the delegates to review the audit report, also in the green section of the Annual Meeting folder. There being no objections or corrections the Audit Report was adopted.

KEYNOTE ADDRESS

Nicole Geiger, C-W-M Division President-elect, introduced Shelia Brownfield CPS/CAP, International President-elect. Shelia gave the keynote address.

RECESS

President Brown announced a 15-minute recess at 8:55 a.m. and asked delegates to discuss nominees for the 2003/2004 Nominating Committee. The meeting was reconvened at 9:10 a.m.

ELECTION OF OFFICERS TO THE 2003-2004 C-W-M DIVISION BOARD.

President Brown read the rules for election of officers when only one person is running.

NOMINATING COMMITTEE REPORT

Jennifer Borland CPS, Nominating Committee Chair, presented the committee report:

Nominations are:

Incoming President	Nicole Geiger, Rim Rock Chapter
President-elect	Nancy Harris CPS, Mountain View Chapter
Vice President	Sharon Hunvald CPS, Denver Chapter
Secretary	Judy Smith CPS, Old West Chapter
Treasurer	Claudette Ferris CPS, Denver Chapter

ELECTIONS

Nicole Geiger, President-elect, member of the Rim Rock Chapter, automatically succeeds to the office of President for the 2003/2004 year.

Nominees were asked to give a two-minute speech.

President Brown asked if there were nominations for the office of President-elect. There being no further nominations from the floor for the office of President-elect, the President asked Nancy Harris CPS to speak. Nancy gave a two-minute speech.

President Brown asked if there were nominations for the office of Vice President. There being no further nominations received from the floor for the office of Vice President, Sharon Hunvald CPS was asked to give her speech. Sharon gave a two-minute speech.

President Brown asked if there were nominations for the office of Secretary. There being no further nominations received from the floor for the office of Secretary, Judy Smith CPS was asked to give her speech. Judy gave a two-minute speech.

President Brown asked if there were nominations for the office of Treasurer. There being no further nominations received from the floor for the office of Treasurer, Claudette Ferris CPS was asked to give her speech. Claudette gave a two-minute speech.

There being only one nominee for each office, the chair declared the nominees elected by acclamation.

ANNOUNCEMENT OF THE 2003/2004 OFFICERS

President Brown introduced the 2003/2004 Colorado-Wyoming-Montana Division Officers:

President	Nicole Geiger
President-elect	Nancy Harris CPS
Vice President	Sharon Hunvald CPS
Secretary	Judy Smith CPS
Treasurer	Claudette Ferris CPS

ELECTION OF THE 2003/2004 NOMINATING COMMITTEE

President Brown announced that three members were needed for the 2003/2004 Nominating Committee. The following were nominated from the floor:

Stacia Keller of the Boulder Chapter
 Jennifer Borland CPS of the Mountain View Chapter
 Cindy Stephens of the Old West Chapter

There being only three nominations, President Brown declared the slate of nominees accepted by general consent.

The Board withdrew proposed amendments Nos. 4, 6, 12, 13, 14, 15, 16, 17, 19, and 21, through 32.

Shirley Clemons CPS presented the amendments to be voted on.

Amendment #1

Amend Article III-Membership and Dues, Section 3 – Classifications and Qualifications, C – by inserting the words “Division or” before the word International.

The amendment passed unanimously.

Amendment #2

Amend Article III – Membership and Dues, Section 4 – Dues – Division Member-at-large, Professional Member - \$25.00 – by striking \$25.00 and inserting \$15.00.

The amendment was approved by a vote of 12 in favor and 4 opposed.

Amendment #3

Amend Article III – Membership and Dues, Section 4 – Dues – Division Member-at-large, Professional Merited Member - \$10.00 – by striking \$10.00 and inserting \$6.00.

The amendment was approved by a vote of 12 in favor and 4 opposed.

Amendment #5

Amend Article IV – Officers, Qualifications, Nominations and Election Procedure, Term of Office, Duties, and Vacancies, Section 5 – B – President-elect to be amended by inserting “and Web Site” before Review.

The amendment was approved unanimously.

Amendment #7

Amend Article IV – Officers, Qualifications, Nominations and Election Procedure, Term of Office, Duties, and Vacancies, Section 5 – C – Vice President be amended by adding “In the absence of the President and President-elect, serve as presiding officer t the Division Meeting or meetings of the Board of Directors.”

The amendment was approved unanimously.

Amendment #8

Amend Article IV – Officers, Qualifications, Nominations and Election Procedure, Term of Office, Duties, and Vacancies, Section 5 – C – Vice President be amended by striking “Serve as a member of the Bulletins Review Committee.”

The amendment was approved unanimously.

Amendment #9

Amend Article IV – Officers, Qualifications, Nominations and Election Procedure, Term of Office, Duties, and Vacancies, Section 5 – C – Vice President by amended by striking “Handle all Retirement Trust Foundation inquiries and activities.”

The amendment was approved unanimously.

Amendment #10A

Amend Article IV – Officers, Qualifications, Nominations and Election Procedure, Term of Office, Duties, and Vacancies, Section 5 – C – Vice President be amended by striking “Prepare a scrapbook of the current year’s activities of the Division and its members.”

The amendment passed unanimously.

Amendment #10B

Amend Article IV – Officers, Qualifications, Nominations and Election Procedure, Term of Office, Duties, and Vacancies, Section 5 – B – President-elect be amended by inserting “Prepare a scrapbook of the current year’s activities of the Division and its members.”

The amendment passed unanimously.

Amendment #11A

Amend Article IV – Officers, Qualifications, Nominations and Election Procedure, Term of Office, Duties, and Vacancies, Section 5- E – Treasurer be amended by striking “Furnish a copy of the Division Bylaws and Standing Rules to new Division Members-at-large.”

The amendment passed unanimously.

Amendment #11B

Amend Article IV – Officers, Qualifications, Nominations and Election Procedure, Term of Office, Duties, and Vacancies, Section 5 – C – Vice President be amended by inserting “Furnish a copy of the Division Bylaws and Standing Rules to new Division Members-at-large.”

The amendment passed unanimously.

Amendment #18

Amend Article VII – Committees, Section 2A – Bulletins Review be amended by inserting “and Web Site” after Bulletins and adding a new last sentence to read “They shall also review all Chapter web sites and announce three Chapters whose web sites accumulated the most points for excellence during the current fiscal year.”

The amendment passed unanimously.

Amendment #20

Amend Article VII – Committees, Section 2F – Retirement Trust Foundation (“RTF”), be amended by inserting “Retirement Trust Foundation Committee shall promote interest in the Retirement Center and shall devise and promote projects for the purpose of raising money for the Retirement Trust Foundation, and handle all RTF inquiries.”

The amendment passed unanimously.

At this time President Brown discharged and thanked the timekeeper and the tellers.

BUILDING FUND REPORT – Darlene Chamberlain, Division Building Fund Ambassador gave a report on 2002/2003 fundraisers for the Building Fund.

President Brown asked for bids for the 2005 C-W-M Division Annual Meeting. Debbie Jourgenson CPS, president of the Old West Chapter, presented a bid on behalf of her chapter. As there was only one bid and no objections, the Old West Chapter will host the 2005 Annual Meeting in Cheyenne, Wyoming.

INVITATION TO 2004 ANNUAL MEETING IN GREELEY, COLORADO

Members of the Union Colony Chapter issued an invitation to the 2003/2004 C-W-M Division meeting to be held June 4 and 5, 2004 at the Aims Community College Corporate Education Center in Greeley, Colorado. They passed out a survey on educational opportunities to assist them in designing the program.

OMEGA CHAPTER CEREMONY

Claudette Ferris CPS, C-W-M Division Treasurer, conducted the Omega Ceremony in memory of Viola Reinhart CPS, Pikes Peak and Boulder Chapters, and Ann Simpson CPS, Rim Rock Chapter. Jean Reed CPS and Carla Hall CAP spoke in memory of Viola Reinhart CPS. Karen Sable CPS spoke in memory of Ann Simpson.
The meeting recessed for the Awards Luncheon.

AWARDS LUNCHEON

The following awards and presentations were made during the luncheon:

Certificates of Appreciation were presented to:

Darlene Chamberlain, Ways and Means Committee Chair and Division Building Fund Ambassador
Shirley Clemons CPS, Division Bylaws and Standing Rules Chair
Jennifer Borland CPS, Nominations Committee Chair
Debbie Brown CAP/RP, Retirement Trust Fund [*sic*] Committee
Carla Hall CAP, CPS/CAP [*sic*] Committee Chair
Robbie Smarr CPS, Membership/Chapter Development Chair
Nicole Geiger, Bulletin Review Committee Chair
Lianna LaCroix, Division Web Master

Certificates of Achievement were presented to Chapter Presidents

Ardene Foley CPS, Book Cliff
Dawn Lesser CPS, Boulder
Kandace Weaver CPS, Denver
Jan Schoenfeld CPS, Denver Downtown
Joyce Bergemann, Kachina
Pat Warrick, Mile High
Katie Hayes, Mountain View
Debbie Jourgensen CPS, Old West
Eileen Verosko CPS, Pikes Peak
Tam Rodier CAP, Rim Rock
Elaine Furister CAP, Union Colony
JoAnn Dayton CPS, Western Horizons

President-elect Nicole Geiger presented the awards for chapter web pages and bulletins. The winners of the web page competition were the Denver Chapter, the Rim Rock Chapter, and the Union Colony Chapter. The winners of the bulletin competition were the Pikes Peak Chapter, the Union Colony Chapter, and the Rim Rock Chapter.

President Glenda Brown CPS and Vice-president Robbie Smarr CPS presented the Division Incentive and Membership Awards

2002/2003 Distinguished Member
Eileen Verosko CPS, Pikes Peak Chapter

2002/2003 Star Award - Chapter with the highest % net growth
Pikes Peak Chapter

2002/2003 Distinguished Chapter - Highest % retention
Mountain View Chapter

2002/2003 C-W-M Division Member of the Year
Laurie Hood CPS, Western Horizons Chapter

Presentation of the Scrapbook

Robbie Smarr CPS presented President Brown with her Division scrapbook.

RECONVENE – the meeting was reconvened at 1:30 p.m.

AFTERNOON WORKSHOP

Glenda Brown CPS, C-W-M President, and Shelia Brownfield CPS/CAP, International President-elect, presented a leadership workshop.

RECESS – a 15-minute recess was called at 2:30 p.m.

RECONVENE

GOOD OF THE ORDER

ANNOUNCEMENTS

The meeting recessed at 4:30 p.m.

RECONVENE – the meeting was reconvened at 7:00 p.m.

INVOCATION

Robbie Smarr CPS opened the evening ceremonies with an invocation.

INTRODUCTIONS

President Glenda Brown CPS introduced honored guests in the audience.

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SILENT AUCTION ANNOUNCEMENTS - Darlene Chamberlain and Claudette Ferris CPS announced the successful bidders for the Division silent auction. Representatives from each chapter announced the winners of the chapter silent auctions and drawings.

INSTALLATION OF 2003/2004 C-W-M DIVISION OFFICERS

Shelia Brownfield CPS/CAP, International President-elect, installed the 2003/2004 C-W-M Division officers.
2002/2003 PRESIDENT'S APPRECIATION ADDRESS

Glenda Brown CPS, 2002/2003 C-W-M President, gave her appreciation speech.

PRESENTATIONS

President Brown thanked Claudette Ferris CPS and Kay Bothwell CMP for planning the 2002/2003 Division Meeting. Claudette and Kay introduced the members of the Host Committee.

President Brown gave special acknowledgements to Shelia Brownfield CPS/CAP, Nancy Upchurch CAP, Darlene Chamberlain, JoAnn Dayton CPS and the 2002/2003 C-W-M Division officers.

Nicole Geiger presented President Brown with her Past President's pin.

2003/2004 PRESIDENT'S ADDRESS

Nicole Geiger, newly installed C-W-M Division President, delivered her president's address and theme, "LION-Let's Involve Others Now."

ANNOUNCEMENTS

ADJOURNMENT

There being no further business, President Brown adjourned the meeting at 9:30 p.m.

TRANSFER OF THE GAVEL

2002/2003 C-W-M Division President, Glenda Brown CPS, transferred the gavel to Nicole Geiger, 2003/2004 C-W-M Division President.

Nancy Scott CPS/CAP

Nancy Scott CPS/CAP
2002/2003 Division Secretary
Colorado-Wyoming-Montana Division

2002/2003 MINUTES APPROVAL COMMITTEE

Robbie Smarr CPS, Division Vice President Approved
Carla Hall CAP, Pikes Peak Chapter Approved
Darlene Chamberlain CAP, Rim Rock Chapter Approved