



International Association of
Administrative Professionals®

2005 – 2006 OFFICERS

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October 17, 2005
Rim Rock Chapter IAAP
Billings, Montana

The Rim Rock Connection

2005/06 Program Schedule IAAP Rim Rock Chapter

Rim Rock Chapter's annual IMPACT meeting will be held in November. Members are encouraged to invite guests or a co-worker.

For our December meeting the Community Service committee will be asking members to bring items for the Adopt A Family program sponsored by Family Services. More information will be given to members at the November meeting.

Meeting Date	Topic	Presenter:	Facilitator
August 17, 2005 – 5:30 p.m. KOA Transwestern III	Chapter Leadership	Karen Sable CPS	Karen Sable CPS
Sept. 21, 2005 - 12:00 to 1:30 p.m. Market Place 207 N. Broadway Meet downstairs (restaurant area)	How to Use a Web Cam	Computer Lifestyles	Deanna Anthony CAP
October 19, 2005 5:30 p.m. KOA Transwestern III	Forum with candidates for Mayor	Candidates for Mayor	Ginnie Burgess
Nov. 16, 2005 - 5:30 p.m. KOA Transwestern III	IMPACT	Membership Committee	Membership Committee
December 14, 2005 - 5:30 p.m. WyoBen's office NOTE: meeting date change	Adopt A Family – chapter will collect items at this meeting and Community Service Comm. will deliver	Family Services	Karen Sable CPS
January 18, 2006 - 5:30 p.m. KOA Transwestern III	Education Credits, 401(k), etc.	D.A. Davidson	Darlene Chamberlain CAP
February 15, 2006 - 12:00 p.m. – 1:30 p.m.	Newsletters (how to place text, pictures, etc., to create an impressive newsletter)	Computer Lifestyles	Karen Sable CPS

Meeting Location: Unless indicated otherwise in the monthly meeting notice, all chapter 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: To Karen Sable CPS by 9 a.m. Monday before our Wednesday meeting at 652-7481 (w) or via e-mail ksable@retec.com



International Association of
Administrative Professionals™



Our President's Report Darlene Chamberlain CAP

Delegate Report
2005 CWM Division Meeting
June 3-4, 2005 Cheyenne, WY

The opening seminar for the CWM Division meeting, held on Friday, was presented by Jan Felton with a workshop on the eight tenets of the Athena Foundation leadership model. The morning session covered Relationships, Authentic Self and Collaboration. The afternoon session covered Courageous Acts & Fierce Advocacy, Learning, Giving Back and Celebration and Joy. All of the tenets are designed to inspire women to achieve their full potential and create a balance and diversity in leadership. The foundation's mission is to help open doors of leadership opportunity for women. Ms. Felton suggested that the chapters use the eight tenets as program ideas.

President Elect, Sharon Hunvald CPS, headed up the incoming presidents' lunch on Friday (all members were welcome to attend). As incoming presidents were introduced, Sharon presented each with a Leadership handbook. Presidents were asked to introduce their goals for the upcoming year and then time was spent networking. This was a very informative lunch and a concept that I feel needs to be continued each year.

The business meeting got underway at 7:00 a.m. Saturday with registration and a continental breakfast. Eleven chapter delegates, 1 member at large delegate and 4 division officers made up the 16 voting members, and 29 other chapter members brought the total attendance to 57. Keynote Speaker, Rick Stroud communications manager at HQ, used a slide presentation to show us why we all must be ambassadors of excellence in our profession. Today's workplace is changing drastically and we must step up and promote the true value of an administrative professional. Rick stressed the Office Team Acronym – ACTION: analysis, collaboration, technical aptitude, intuition, ongoing education, and negotiation.

Election of officers was conducted with Sharon Hunvald CPS automatically moving to the office of President. Others elected were President Elect Cory Scarbrough CAP, Vice President Chris

Church, Secretary Margaret Hartl and Treasurer Glenda Brown CPS/CAP. Jackie Clough CPS/CAP presented one Standing Rule change which passed. This consisted of the registration fee being waived for the chair and co-chair of the Division meeting provided funds are available. No chapter had volunteered for the 2007 Annual Division Meeting, so after discussing it with other members of our chapter present, Rim Rock Chapter bid to host it in Cody, WY. We felt we were all up for the challenge. Other reports were given and awards were presented during the lunch.

Education workshops consumed the afternoon. Rick Stroud again encouraged all of us to "tell our secret" and increase awareness of IAAP. Sharon Hunvald, Margaret Hartl, Betty James and Debbie Brown CAP all took turns in a presentation on Building Trust and Nancy Harris, Division president, presented Understanding Conflict Management. We have some real talent in our Division!

Saturday Night's banquet was time for Sharon Hunvald to inform us all of her theme for the new year – "Orchestrate Success", keep it successfully simple. Sharon is very energetic and will be putting a lot of effort into the new year retaining members, giving recognition when due, working on conversion of Members At Large to division and chapter members, mentoring and chapter building. We have a very busy year ahead of us with Sharon at the helm.

Happy Halloween



2005 International Convention and Education Forum

Rim Rock Chapter IAAP May 6, 2005

Delegate Report

2005 International Convention and Education Forum

July 14-20, 2005 Denver, CO

By Darlene Chamberlain CAP

This year, with CWM Division hosting the Convention in Denver, CO, I chose to be part of the action and volunteered to Co-Chair the registration committee with Glenda Brown CAP. What an experience – one every member should try as you are involved in the Convention from start to finish. Registration topped at 1866 and the whole committee was kept busy from Friday afternoon until Saturday night at 7:00pm checking them all in, giving directions and providing information to first timers. Once the meeting started on Sunday registration slowed down but someone still had to man the booth until Wednesday afternoon.

The business meeting of the Convention started on Sunday with Parliamentarian Jeff Neurauter briefing the delegates on the business of the day. After the colorful parade of nations President Jo Peay brought the meeting to order. Nominations for office were introduced and had the opportunity to speak to the members. All candidates would be available during the Evening of Welcome for questions.

Executive Director, Donald W. Bretthauer CAE, gave his report on the state of the organization. He congratulated chapters for using the new value statement introduced last year – “Turning Jobs into Careers”. Also new this year was bringing the publishing of OfficePro in-house and the new relationship of IAAP with Microsoft, Ajilon and Randstad as sponsors. The building fund will be phased out and emphasis will be turned toward the Research and Educational Foundation, which will develop a program called the IAAP Learning Network. More information on this program will be upcoming in the OfficePro and Bits and Bytes newsletter. HQ has also been implementing a new software system to enable MAL membership renewals online at least thru the division level. More work will be done to offer this for all members.

President Jo Peay started her address to the assembly by thanking all the members she had a chance to converse with as they provided her with inspiration, energy and enthusiasm through out the year. Jo participated in many APW and APD events all over the world thru satellite broadcasts, teleconferences,

radio, TV and in person. She reported that 32 new chapters and 25 new student chapters were built during the year and that IAAP had the largest growth in 10 years with a total membership of 27,431 at year end. Sitting for the certification exam this year was over 3200 individuals. The new exam was offered in November. Jo also commented on the success of the online process of renewals.

Both reports were published on the HQ website. I have a copy if anyone would like to read them.

The afternoon was spent in District Caucuses and practicing on the new voting machines

Monday mornings Keynote speaker Diane Domeyer of Office Team opened our eyes with information on the “Office of the Future: 2020”. Some points were: technology tools to provide greater flexibility, telecommuting will rise, more hours of work, workers will stay in touch while on vacation and new views on work/life balance. I hope to be retired by 2020!

It was now time as a delegate to get some exercise – five amendments to the Bylaws and Standing Rules were presented. Only three passed: establishing two-year terms for Directors and voting even and odd numbered years, use of proxies for Affiliate Associations, and having the President and Treasurer sign the proxies. Monday afternoon was spent at the voting polls. With four individuals running for treasurer, two votes had to be taken. There was also time to attend the Office Expo and visit with the vendors.

Tuesday’s keynote speaker, Steve Farber of Office Team, had quite a punch with his message on The Radical Leap: Extreme Leadership at Work and Beyond. Leaders should L E A P – cultivate Love, generate Energy, inspire Audacity and provide Proof-do what you say you will do. Push it to the point that it scares you. Many people think they want to be a matador, but when they see the 200# bull bearing down on them, they discover they only wanted to wear tight pants and a cape and hear the roar of the crowd.

Election results for the 2006-2006 officers were announced:

President	Kay Enlow CPS/CAP
President-elect	Sandra P. Chandler CPS
Vice President	Judy McCoy CPS/CAP
Secretary	Barb Horton CAP
Treasurer	Susan K. Shamali CPS/CAP
Int’l Affiliate Rep	Leane Fisher
Great Lakes Dist.	MaryRamsay-Drow CPS/CAP
Northeast District	Linda Lorden CPS
Northwest District	Lynda Boulay CPS/CAP

Southeast District Tia Theriaque CAP
Southwest District Patti Speer
Canada District Kathryn Hampton CPS/CAP
Int'l Trustees Linda M. Cook CPS/CAP
Joyce Hawkins CPS/CAP

The Avery Dennison Awards were presented and Betty Dunn and Grace Juno invited everyone to the 2006 International Convention in New Orleans with a theme of "Unmask your Potential". Tuesday afternoon and Wednesday were spent attending seminars. I will jot a few notes from them in future newsletters.

The meeting wrapped up at the banquet with many Presidents watches and awards presented for membership growth. All new officers were recognized and Kay Enlow, incoming president gave her address and theme for the new-year. She started out by announcing that her company, Hallmark, would mail each attendee a \$10 gift certificate in her honor. Kay chose the theme "Creating Excellence" and used a paint palette as her logo. The colors on the palette represent the districts and affiliates. The IAAP on the

palette stands for Innovation, Active involvement, Acknowledging achievement and Positive image. I have a copy of her speech also if anyone is interested in reading it in its entirety.

As your delegate I was fortunate to attend the post convention leadership workshop on Thursday morning. Headquarters staff was on hand to answer questions and go over helpful information available on the web site. Rick Stroud again encouraged us all to get out and sell ourselves and IAAP. Susie Thompson, Hallmark Cards, presented a program "Unleashing a Positive You" and Kay Enlow wrapped up with "Recognizing Leadership Excellence". All were excellent programs.

I wish each of you could have attended. The quality of seminars and speakers is phenomenal. The information you come home with is more than you can imagine. You are pumped and ready to tackle the year ahead. I thank you for sending me as your delegate and for having the opportunity to represent you at the meeting.



Member Profile

Melanie Vinberg
Member since March 2005

Current position:

Administrative Asst
Havre Pipeline Co/Devon Energy

What she likes best about her job:

Any of my Accounting duties. I like problem solving

Least favorite job tasks:

Filing

What offices have you held in this Chapter?

I have just joined so have not held any offices

Does your employer support you in your membership to IAAP?

Yes

Why you enjoy coming to Chapter meeting?

I have not had a chance to attend. I am hoping to make the June meeting my first one.

Advice for other IAAP members?

Family life:

Husband Tom, Self Employed. Three Sons: Joe 29, Jacob 24 & Charlie 22.
I have 6 Grandchildren

Hobbies and other interests:

My hobbies are my grandchildren. You can spoil them and send them home (revenge and payback time to your children).

I collect Angels, Porcelain Dolls and Bears.



Member Tidbits

Important Dates

October 16, 2005 – National Bosses Day

Oct. 16-19, 2005 - Certification Seminar (for CPS/CAP holders and approved candidates), Hyatt Regency Chesapeake Bay, Cambridge MD

Nov. 4-5, 2005 – CAP & CPS Examinations

Happy Birthday

October:

7 Melanie Vinberg

November:

7 Yvonne Ray
24 Brenda Olheiser
25 Glenda Brown CPS/CAP

Member Anniversaries

(joined in Sept/October)

Carole Blakeman -2 years
Margaret Hartl – 11 years



Test your CPS/CAP Knowledge

The following questions are from Part 1: Office Systems & Technology. There are approximately 175 questions on the CPS/CAP exams and this section takes approximately 2 1/4 hours. The areas covered are I. Computer Hardware, Systems, and Configuration (12%), II. Document layout, design, and reproduction (16%), III. Software - usage, installation & configuration, types, troubleshooting (60%), and IV. Managing Physical Resources - equipment and supplies, ergonomics (12%).

1. Each Web page has its own unique address called a/an
 - A) URL (Uniform Resource Locator)
 - B) FTP (File Transfer Protocol)
 - C) NAP (Network Access Point)
 - D) TCP (Transmission Control Protocol)
2. Which one of the following allows employees at different geographical locations to exchange ideas using voice, video, and facsimile communication?
 - A) Telecommuting
 - B) Teleconferencing
 - C) Telepathy
 - D) Telephony
3. A method used to link two or more computers located in different cities is
 - A) digitizing tablets
 - B) docking stations
 - C) local area networks
 - D) telephone lines
4. Which one of the following stores more data?
 - A) 3 1/2" floppy disk
 - B) 3 1/2" HD floppy disk
 - C) hard disk
 - D) 5 1/4" floppy disk

(Answers are located in this newsletter)

HUMOR, for Quicker, Easier Learning

Every day, we are students learning a new process, whether it is a phone system, a computer program or an entirely new job. It is our natural tendency to tense up when we are faced with learning something new. The more we stress, the more our ability to focus, comprehend and learn is affected. As frustration mounts, laughter not only relieves tension, but also sparks creative thinking. This state of relaxed alertness paves the way for a quicker understanding to retain new knowledge and develop new skills. The next time you are struggling to learn something new, call on your sense of humor to come to your rescue.

"Hangin' On with Humor" by Lois McElravy/Lessons from Lois
www.montanapeakers.com/loismcelravy.html

2005 Certification Seminar

(For CPS and CAP holders and approved candidates)

Cambridge, Maryland, is the place to be this October for CPS and CAP holders and approved candidates. **Creating Calm out of Chaos** is the theme. Marsha Sims will lead two exciting sessions that will help "Conquer Clutter" and "Streamline Chaos." Lisa Landry will provide great tips on "Valuing Diversity" and "Understanding Generations." And Navy Commander (Ret) Scott Waddle will talk about doing "The Right Thing" in the middle of chaos.

Dates: October 16-19, 2005

Location: Hyatt Regency Chesapeake Bay
Cambridge MD

Room Rate: \$185 per night single/double (plus tax)

Reservations: (800) 233-1234 or (410) 901-1234
Identify yourself as an attendee of the IAAP Seminar
Registration deadline is September 22, 2005

Complete details and registration are found on the IAAP Web site at www.iaap-hq.org/Cert/cert_sem/2005_cert_sem.htm.

Early Bird registration has been extended to **September 1, 2005**. Get your registration in now. If you are not a member of IAAP, join now and take advantage of the member registration fee.

Our travel agency has provided a revised meeting ID number for discount fares through American Airlines. The new number is A64H5AD. The agency apologizes for any inconvenience.

The Certification Seminar provides top-notch education for CPS and CAP holders and approved candidates. **Show your employer you are serious about continuing education.** Attend the 2005 Certification Seminar.

Teresa Cox CAP - From our Division President, I received a list of members in our Division passing the CPS and CAP exams and our own Teresa Cox was listed. **Great Job, Teresa!**
I will have a full list at the next meeting.

Carole Blakeman - Carole writes, "I am changing jobs!!!! I just got a job with the Big Horn County Wyoming School District #1 --- Greybull, Lovell, Burlington, Cowley, Byron area. I will be the **Executive Assistant to the Curriculum Director**. Initially, I will be working at Cowley, but the office is being changed to the Burlington School. Burlington is getting a brand new school building, and is still under construction. We are supposed to move into the new offices about the time school starts - August 22. The Burlington School is 7.6 miles from Dave's doorstep, so that also makes it really nice for me-no more long commutes. I will be starting this position on July 18, but with the stipulation that I have a "trade week" to come back to Western and train my successor. Would you please share this with our chapter friends? I will be engaged in moving and will not be attending another meeting probably until September. Also, we have an offer on our house and hopefully, all will go to sale."

Way to Go, Carole!

Local Training Opportunities

<i>Coaching Mentoring and Team Building Skills</i> National Seminars Group – Padgett Thompson 1-800-258-7246 www.natsem.com	Holiday Inn Grand MT	September 29, 30, 2005	\$395
<i>The Conference on Customer Service</i> Skillpath Seminar 1-800-873-7545 www.skillpath.com	Billings Hotel & Conv. Center	September 29, 2005	\$199
<i>Strengthening Your People Skills in the Work Place</i> National Seminars Group – Padgett Thompson 1-800-258-7246 www.natsem.com	Northern Hotel	October 7, 2005	\$179
<i>Conducting Employee Performance Evaluations</i> National Seminars Group – Padgett Thompson 1-800-258-7246 www.natsem.com	Northern Hotel	October 13, 2005	\$179
<i>Discovering the Secrets of Microsoft® Access</i> Skillpath Seminar 1-800-873-7545 www.skillpath.com	Holiday Inn Grand MT	October 27, 2005	\$399
<i>Advanced Microsoft® Excel for the Power User</i> National Seminars Group – Padgett Thompson 1-800-258-7246 www.natsem.com	Northern Hotel	October 28, 2005	\$139
<i>Advanced Troubleshooting, Maintaining, and Upgrading PCs</i> Skillpath Seminar 1-800-873-7545 www.skillpath.com	Billings Hotel & Conv. Center	November 3, 2005	\$895
<i>The Conference on Leadership Development and Teambuilding</i> Skillpath Seminar 1-800-873-7545 www.skillpath.com	Billings Hotel & Conv. Center	November 7, 2005	\$199
<i>Assertive Communication Skills for Women</i> Skillpath Seminar 1-800-873-7545 www.skillpath.com	Billings Hotel & Conv. Center	November 8, 2005	\$149
<i>The Secrets to Being a Front Desk Superstar</i> Skillpath Seminar 1-800-873-7545 www.skillpath.com	Billings Hotel & Conv. Center	November 9, 2005	\$149
<i>How to Be a Dynamic Trainer</i> National Seminars Group – Padgett Thompson 1-800-258-7246 www.natsem.com	Northern Hotel	November 10, 2005	\$195
<i>How to Design Newsletters, Brochures, Ads, Catalogs, Reports, Proposals, Presentation Materials and More!</i> National Seminars Group – Padgett Thompson 1-800-258-7246 www.natsem.com	Northern Hotel	November 15, 16, 2005	\$395

(Answers to CPS/CAP questions)

1. A
2. B
3. D
4. C