



Perspective

Kachina-East Valley Chapter of IAAP Newsletter



December 2010 || Volume 2, Issue 5

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Notes from Marina...

What a wonderful time of the year! We certainly have many reasons to rejoice, while keeping in mind the military in action and their families who sacrifice so much for our well being. For the ones going through trying times, let's hope the New Year will bring a fresh re-start and new perspective.

Our Kachina family is getting ready to gather at Nancy Rung's home for a joyous holiday celebration on December 14, starting at 6 pm.

We had the privilege to host a 4-chapter event on November 6, and enjoy an inspiring presentation by Ian Woodall. We will all cheer behind the scenes while Ian prepares for a fourth expedition to Mount Everest; this time not to reach the summit, which he has accomplished from both Nepal and Tibetan sides, but for a second attempt to give a mountain burial to a few who perished along the way.

On November 13, we gathered for Wine Tasting at Studio Vino, and enjoyed good company, good wine, and good noshing – great warm up for the holidays!

We anticipate our January 11 meeting and guest speaker Dulce de Leon, from the National Speakers Association, who will present "Working with Webinars and Skype". Mark your calendars!

Speaking of webinars, the next IAAP New Member Orientation will be on Wednesday, December 15. Please contact membership@iaap-hq.org if you would like to participate. IAAP and two educational partners are also offering onsite webinars and audio conferences on topics from taking minutes to dealing with the office gossip. Great training source.

The 4-chapter APD committee is dedicated to



Marina Higdon, President
Kachina-East Valley Chapter

putting together a great event during Administrative Professionals week in April – stay tuned!

Our immediate past president, Nancy Rung, will chair the committee for nominations and start scouting for board candidates in January. Please approach Nancy and the committee should you have interest in becoming a board member. We know there are several talented members out there waiting to expand their horizons. To all our prospective members and past guests – make the commitment, you deserve it!

Don't forget to turn in your tickets for a chance to win two orchestra tickets to "Billy Elliot" at the Gammage in 2011. Drawing will take place on December 13, and prize will be available at the Holiday Social on December 14. See you all there! Bring a potluck dish, a gift for merry exchange (max \$10), and lots of cheer.

Happy Holidays! Merry Christmas!



Chapter of Excellence

2009-2010

See page five to chart our progress to obtaining Chapter of Excellence for 2010—2011

New Member Online Orientation

Wednesday, December 15th, 2010
12:00 P.M.—1:00 P.M. CST

This webinar will answer questions you may have as a new member and give you a jumpstart on taking advantage of all that IAAP has to offer.

Please email membership@iaap-hq.org if you would like to participate

Check Us Out & Join Us on the Web!

www.kachinachapter-iaap.org

[Kachina Facebook Page](#)

[Kachina Twitter Page](#)

[Kachina LinkedIn Page](#)

www.az-nv-nm-div-iaap.org



From the Desk of...



Margaret Lojas , CAP AZ-NV-NM Division President

Mary Ramsay-Drow chose "Passion and Purpose" as her theme this year. In his book, "The 21 Indispensable Qualities of a Leader", John Maxwell lists Passion as one of his indispensable qualities.

If you don't love what you're doing, you won't be very successful. Nothing can take the place of passion in a leader's life. According to Maxwell, Passion is the first step in achievement. The stronger your fire, the greater the desire, and the greater the potential. Passion is the fuel. If you want something badly enough, you'll find the will to achieve it.

Some people are leery of passionate people. As a society, we're so caught up in material things that we're becoming emotionally dead, according to sociologist Tony Campolo. "We don't sing, we don't dance, we don't even commit sin with much enthusiasm."

Is passion a part of your life? Are you passionate about the ideals of IAAP? You can't start a fire in your organization if you don't have that fire burning in you first.

I want to wish all of you a very Merry Christmas, and Happy Holiday Season. As Hallmark says:

You are special, you are unique
may your Christmas be also as special
and unique as you are! Merry Christmas!

Nancy Rung, CPS Immediate Past President Ways and Means Committee



I hope to see all you at my home for our Annual Holiday Social. We had a lot of fun last year. It's very enjoyable to get together without an agenda and just be silly. We always have plenty of food and the gift exchange gets a little wild.

We are almost ready for the big drawing of the Billy Elliott Musical tickets. Good luck to each of you that took a chance. The Gammage Theater, and our chapter members that work there, are so supportive of our chapter. We do appreciate their contributions to our success.

Please don't forget those Box Tops for Education! If we were able to save 200,000 of them the school would receive \$20,000. Isn't that an amazing number to think of? Our adopted elementary school could really benefit from that windfall and it won't cost us a dime.

Happy Holidays to my fellow chapter members. Stay warm and be safe.

*Happy Holidays from the
Kachina-East Valley Chapter!*

**PASSION &
PURPOSE**
KACHINA-EAST VALLEY CHAPTER

Save the Date

December 14, 2010

Holiday Social

Potluck Dinner—6:00 p.m.

Nancy Rung's Home
3700 E. Page Ave.
Gilbert, AZ 85234
(480) 632-1806

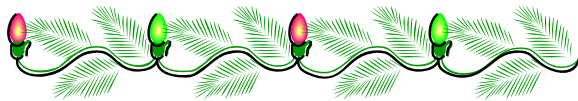
Join us for some Holiday Cheer at the home of our Immediate Past President, Nancy Rung.



3700 E. Page Ave.
Gilbert, AZ 85234
(480) 632-1806



Please bring a wrapped gift valued at a maximum of \$10 for gift exchange fun!



From US 60 Eastbound:

Exit Higley (#186), turn right (south), drive approximately 1.5 miles and turn left (east) onto Guadalupe Road, drive approximately 3/4 mile and turn right (south) onto Cole Dr., drive approximately 1/2 mile and turn right (west) onto Page Ave., 5th house on the right.

Potluck Dinner

The chapter will provide the main course and beverages

Last Name	Enough to serve 6 people
A—D	Relishes, Rolls or Salad
F—J	Stuffing, Mashed Potatoes
K—P	Sweet Potatoes, Vegetables
R—W	Dessert

Please RSVP with the dish you plan to bring (according to the list above) no later than 10:00 a.m. on Friday, December 10th, 2010 to Cheryl Amick at cnamick@asu.edu or (480) 965-2176

2010—2011 Chapter Meetings

September 14, 2010

Get Organized with Avery

Karen Thomas, Avery Account Manager

February 8, 2011

Public Speaking—You Don't Really Have to Die!

Margaret Lojas, CAP & Sandy Chismark, IAAP Valley West Chapter

October 12, 2010

Re-Purpose, Re-Tool & Re-Fresh Your Life—Seven Principles of How to Move Through a Transition Successfully

Kitty Wiemelt, Winds of Change Consulting

March 8, 2011

Microsoft Office Tips & Tricks

Robin Smith, New Horizons Computer Learning Center

November 16, 2010

*(Please Note this is the 3rd Tuesday)
Resume Writing in the Digital Age*

Joe Mizzi & Garrett Messerly, OfficeTeam

April 12, 2011

Parliamentary Primer: Basic Procedures for Members

Nancy Riley, Kachina-East Valley Chapter

December 14, 2010

Holiday Social

May 10, 2011

Annual Business Meeting

January 11, 2011

Working with Webinars and Skype
Dulce de Leon, National Speakers Assoc.

June 14, 2011

Installation Banquet

Important IAAP Dates

Administrative Professionals Day Event
TBD, April 2011 (Phoenix)

Division Annual Meeting
June 2-4, 2011 (Albuquerque, NM)

International EFAM
July 24-27 (Montreal, Quebec, Canada)

Board Member Reports



Jessica Cherry, CPS/CAP
Vice President—Programs

Season's Greetings, everyone! I can't believe we are already in the last month of 2010. It's the time of year when we tend to reflect on the year gone by, but we also start to think about our goals for the year to come. For some, this may include revisiting and revising our résumés. Garrett Messerly of Office Team and Joe Mizzi of Robert Half International shared their knowledge of writing great resumes at our November meeting. Although many jobs now require electronic résumé submission, including a well-written cover letter is critical in order to catch the reader's interest. Since the first to see your cover letter and résumé may be a computer rather than a person, be sure to customize your documents for each position you are interested in. The idea is to get through the initial 15-second cut, and then the two-minute cut used by most hiring managers, or to have as many "hits" as possible by keyword scanning software packages.

December tends to become a very busy month; from tying up loose ends at work and home, to planning your holiday time with family and friends. Make sure to balance it out with some fun time! Join us for food, fun, and reindeer games at our Annual Holiday Social. The festivities will be held on December 14th at the home of Nancy Rung. Refer to the chapter flyer distributed via e-mail on November 30th for further details. Hope to see you there with holiday cheer!



Theresa Lovato, CPS/CAP
Treasurer

The Financial Report will be posted to our website prior to the next monthly Chapter meeting. Check the "member's" section of the website prior to the meeting to review the financials, minutes, and additional information that may be presented.



Cheryl Amick
Vice President—Site Coordination

Thank you to the 17 members and five guests who attended the November meeting! Your prompt RSVPs were greatly appreciated.

On Friday, December 14 please join us for a wonderful evening of fellowship with your Kachina colleagues at the home of our Immediate Past President, Nancy Rung (3700 E. Page Ave., Gilbert AZ 85234). Many thanks to Nancy for hosting the Holiday Social and for preparing the main course!

The chapter will be providing a main dish and beverages. RSVP no later than Friday, December 10 by 10:00 a.m. with the dish you would like to bring, please reference the list below. Email RSVP and dish selection to cnamick@asu.edu or call 480.965.2176. Please make sure your dish is enough to serve at least six people.

<u>Last name:</u>	<u>Item to Bring:</u>
A – D	Relishes, Rolls, or Salad
F - J	Stuffing, Mashed Potatoes
K – P	Sweet Potatoes, Vegetables
R - W	Dessert

By-the-way, did you hear Christmas is cancelled? Santa was told you were good this year and he died laughing! (LOL)

As you prepare for Christmas or Hanukkah here are a few gift suggestions by Oren Arnold:

- To your enemy, forgiveness.
- To an opponent, tolerance.
- To a friend, your heart.
- To a customer, service.
- To all, charity.
- To every child, a good example.
- To yourself, respect.

-Oren Arnold

See you at the Holiday Social!



Janice Cissna, CPS/CAP
Vice President—Membership

Hello Members! We currently have 43 members in the Kachina-East Valley Chapter. Thank each and every one of you for making our chapter special.

Attention new members! Did you miss the New Member Orientation webinar? Don't worry! There will be another one held on Wednesday, December 15th. Please email membership@iaap-hq.org if you would like to attend. We will also be hosting a New Member Orientation in the beginning of 2011.

See you all at the Holiday Social!



Pathways to Excellence

Follow our progress as we strive to achieve Chapter of Excellence for the 2010—2011 year!

Chapter Criteria (need 14 out of 19)	July/ Aug	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	Status
Hold Six Meetings that offer recertification points	-	★	★	★	-							In Progress
Have one member earn CPS and/or CAP (you?)												NEED
Sign commitment agreement	-	-	-	★	-	-	-	-	-	-	-	Complete!
Distribute six newsletters	★	★	★	★	★							In Progress
Participate in IAAP web community												NEED
Create annual calendar & marketing plan	★	-	-	-	-	-	-	-	-	-	-	Complete!
Create annual budget & monthly statements **	★	★	★	★	★							In Progress
Maintain a full slate of officers & four chairs	★	-	-	-	-	-	-	-	-	-	-	Complete!
Leadership/succession officers/chairs training	-	-	★	-	-	-	-	-	-	-	-	Complete!
Send delegate to DEFAM & delegate/proxy to International	★	-	-	-	-	-	-	-	-	-	-	Complete!
Have a member serve as Div. or Int. committee/officer	★	-	-	-	-	-	-	-	-	-	-	Complete!
Hold seminar, APD or Exec. Event	-	-	-	-	-							In Progress
Apply for Avery or IAAP Chapter Award	-	-	-	-	-							In Progress
Have 15 members & 80% retention												In Progress
Conduct at least one recruitment Meeting **	-	-	★	-	-	-	-	-	-	-	-	Complete!
Hold a new member orientation	-	-	-	-	-							In Progress
Increase membership by 12%												In Progress
Sponsor new professional or student chapter												NEED
Strategic plan & member survey	★	-	-	-	-	-	-	-	-	-	-	Complete!

** These are mandatory requirements in order to obtain Chapter of Excellence

Please visit www.pathways.iaap-hq.org for more information on the Pathways to Excellence Program.

Member of Excellence Reminder

2010—2011 Member of Excellence Info

Note that beginning July 2010, members will have one (1) mandatory requirement (#6) which requires members to pay their membership dues on or before their due date. Failure to achieve Criteria #6—regardless of how many other criteria are met—will prevent the member from achieving the Member of Excellence Designation.

A Member of Excellence will attain a minimum of 8 of the following 11 criteria:

1. Be a current CPS and/or CAP holder
2. Download the Member of Excellence Commitment form; sign and date the form
3. Actively participate in the IAAP web community forum discussions or write an article and have it published in an IAAP publication (chapter, division or international level)
4. Attend non-IAAP professional educational workshops, seminars or conference
5. Hold a degree, certificate or equivalent (a minimum of one year in length) from an accredited college or university or hold a Microsoft certification
6. Pay membership dues on or before anniversary date (required)
7. Serve as a chapter, division or international officer, committee chair, or committee member; or serve as an RTF Trustee; or serve on a Student Chapter advisory board or the school's Advisory Board for the Office Administration Program
8. Conduct a public presentation, program or training at least 60 minutes in length.
9. Attend a minimum of eight (8) chapter, division or international sponsored meetings, programs or events (any combination)
10. Recruit at least one (1) new member
11. Integrate IAAP membership and involvement into annual performance plan or review

Deadline for submission is June 30, 2011 || [Online Submission Form](#)

2010 - 2011 Committees

It isn't too late to volunteer to serve on a committee! Your help is greatly appreciated.

Bylaws & Standing Rules: Nancy Riley & Denise Malavasi

Membership: Janice Cissna & Shabrina Glass

Ways & Means: Nancy Rung, Cynthia Leedom & Denise Malavasi

Publications: Patti Koblewski & Janice Cissna

Marketing/Media/PR: **Volunteers Needed!**

Community Service: Susan Bozile

Educational Events: Michelle Johnson, Dorothy Galvez, Rose Kallevig, Sheri Brogni

Social Committee: Pam Ruiz, Sara Rose Chacon, Helen Siordian

Pathways to Excellence: Laura Scheller

Certification Committee: Michelle Johnson & Dorothy Galvez

Retirement Trust Foundation: Jan Mahoney & Denise Malavasi

Red Rose Committee: Jan Mahoney



Our special congratulations and thank you to Dorothy Galvez, CPS/CAP for her 25 years of commitment to IAAP and the Kachina-East Valley Chapter. Dorothy currently assists the Dean at the W.P. Carey School of Business at ASU, and, together with Michelle Johnson, CPS/CAP, has served as proctor at the certification exams. Dorothy is also an active Educational Events committee member, and is treasurer of the 2011 APD four-chapter event committee. Our respect and gratitude to Dorothy; we are proud to count her as a Kachinan.

Member Birthdays & Anniversaries



We are missing several member birthdays. Please email Janice Cissna at jcissna@phihelico.com with your birthday.

December Birthdays

None

December Anniversaries

Jan Mahoney, — 9 Years

Sara Rose Chacon, — 1 Year



CPS/CAP Question of the Month

Deadlines for upcoming projects are easily maintained in which of the following systems?

- A. schedule
- B. workflow diagram
- C. tickler file
- D. standard file

(Correct Answer is C)

Vocabulary Review

Schedule: Time listing of activities and meetings

Workflow Diagram: Diagram analyzing the flow of work in the office

Tickler File: File in which deadlines for upcoming projects are easily maintained

Standard File: Location in which documents are stored in a logical manner

From the Certification Department

The November 2010 certification exams have been administered and candidates will be receiving their Performance Reports near the end of the month. The scheduled **mailing date** from Kansas City is December 21. Performance Reports are mailed directly to each candidate and are not available on the web, via fax, or via email.

As you are aware, changes to the IAAP certification and recertification programs were announced at EFAM in Boston. [Information on these changes](#) can be found at this link. Changes to the certification program are effective with the November 2011 exams. Changes to the recertification program were effective July 2010.

Below are links to the new content outlines and bibliographies for the new CAP and Organizational Management exams that are effective November 2011.

[Content Outline and Bibliography for Certified Administrative Professional Exam](#)

[Content Outline and Bibliography for Organizational Management Specialty Exam](#)

Metcalf Educational Services will be updating their review materials for the new exams. Once we have tentative dates for those revisions we will post that on our web site. Prentice Hall will not be providing review materials for the new exams.

Registration Forms for those candidates eligible to retake current exam parts in May 2011 will be mailed from Kansas City MO around January 15. Retake candidates and new applications need to have their documents and fees into our office by February 15.

Online Study Group

The Valley West Chapter offers an online study group for CPS & CAP certification.

Those interested may contact

tiffany.otero@bestwestern.com



Mark Your Calendars

May 2011 Exam

May 6th & 7th, 2011

Application due by February 15th, 2011

November 2011 Exam

November 4th & 5th, 2011

Application due by August 15th, 2011

Parliamentary Procedure

Tip of the Month by Nancy Riley, CPS

Amend a Motion Previously Adopted

What do you do when you find a substantive error in the minutes of a meeting held several months earlier and adopted at the succeeding meeting? What do you do if you find a motion adopted at a previous meeting included specific items (such as “not to exceed \$25” or “to be held at” a specific location) but the chapter cannot meet the specifics?

You “move to amend a motion previously adopted, specifically” Prior to the meeting you might want to ask someone to be sure to second the motion to ensure consideration. The President then asks if there is any objection on the motion to amend a motion previously adopted. There being none, discussion begins with the maker of the motion who would then explain what the error is or why the chapter cannot meet the specific item and then move to amend by striking specific words and inserting correct or different words.

Microsoft Office Tips & Tricks

By Jessica Cherry, CPS/CAP



Are You a Slave to Your Mouse?

Long hours at a computer, poor ergonomics and posture, and repetitive movement that caused severe pain in my right shoulder made me realize that I had become a victim of slavery – to my mouse. It seems I was always too busy trying to get too many things done that I never took the time to learn valuable keyboard shortcuts. Slave no more – I’m learning some shortcuts!

Office 2007 applications that use the *Ribbon* contain a feature called *Key Tip Badges*. The *Alt* key acts as a toggle switch to turn the key tips off and on. Press the *Alt* key at any time and the key tips will appear on the ribbon. Press the corresponding letter or number to navigate the ribbon. If after navigating to a particular tab you determine you need a different tab, simply press the *Alt* key twice to display the main key tips again. Go ahead; become acquainted with the *Alt* key.

However, don’t panic 2003 shortcut masters; you do not have to re-learn everything. Most of the previous shortcut key combinations will still work, but you need to have them memorized. When you press the *Alt* key in combination with an old menu key, a message will appear that directs you to either continue with the key sequence or press the *ESC* key to display the key tip badges. One way or another, you’ll get to where you need to be.

Here are a few Windows system keyboard shortcuts you may find handy:

- Windows Logo key + E: opens Explorer
- Windows Logo key + F: opens the Search dialog box
- Windows Logo key + L: locks the computer (alternate to using CTRL+ALT+DELETE)
- Windows Logo key + S: allows the creation of a screen clipping to be saved to Microsoft OneNote

Check out <http://support.microsoft.com/kb/126449> for more keyboard shortcuts, or take the online tutorial found here <http://office.microsoft.com/en-us/access-help/keyboard-shortcuts-in-the-2007-office-system-RZ010156267.aspx>.

As always, should you have any Microsoft Office related questions, I am happy to do my best to assist you. I can be reached via e-mail at jcherryiaap@yahoo.com or 602-881-3598. Additionally, the IAAP Web Community (<http://community.iaap-hq.org>) has several eGroups available for software and technology related questions and discussions.

Would you like to learn more about Microsoft Office? Check out these FREE webinars!

New Horizons Computer Learning Centers offers free webinars on certain Microsoft Office programs. They also have a webinar archive which can be viewed at anytime. A big thanks to Jessica Cherry for sharing this great resource!

www.newhorizons.com

Is there something you’d like to see in this publication?

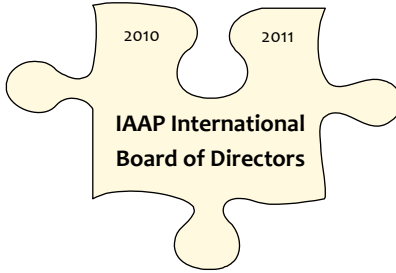
Remember, submitting an article will help you obtain Member of Excellence!

Email Janice Cissna at jcissna@phihelico.com

IAAP Leadership



Mary Ramsay-Drow, CPS/CAP
President



www.iaap-hq.org



Antoinette Smith, CPS/CAP
Secretary



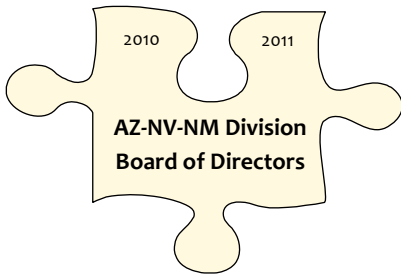
Tamra Goodall, CPS/CAP
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Karlena Rannals, CPS/CAP
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Judith Yannarelli, CPS/CAP
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Lorraine McGraw
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Vice President

Marianne Robbins
Treasurer

Committee Chairs

Bonnie Ellis
Bylaws & Standing Rules

Sandra Kowalec, CPS/CAP
Retirement Trust Foundation

Susan Schultz, CPS
Division Parliamentary Advisor

Dawn Negrete, CPS/CAP
Certification

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2010 2011

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