



## In this issue:

Message from the President .....	1	Member's Corner .....	6
From the Desk of .....	2	Tid Bits .....	7
Save the Date .....	3	IAAP Leadership .....	8
Board Member Reports .....	4	Tao of Everest Presentation Invitation .....	9
Pathways to Excellence .....	5	Wine Tasting Event Invitation .....	10

## Notes from Marina...

We are fast approaching a festive time, anticipating celebrations with family and friends, and our fellow Kachinans, of course!

On **Veterans Day** all of us join a grateful nation in saying thank you to the men and women of our armed forces who serve, past and present. We also acknowledge and appreciate the many sacrifices of their families and friends.

Our Career Growth Event was a success, with participation from several executives and administrative professionals. Thank you, Margaret Lojas, CAP, AZ-NV-NM Division President and our member speakers Sheri Brogni, CPS/CAP, Phyllis Chase, CPS, and Michelle Johnson, CPS/CAP. We extend our gratitude to our VP/Membership, Janice Cissna, CPS/CAP, and her executive Dave Motzkin, Director PHI Air Medical, for their exceptional work, testimonial, and generosity, making it possible for us to share what IAAP and Kachina-East Valley Chapter are all about. Special thanks to Patti Koblewski and her executives at Best Buy for allowing us to host the event at their facilities, and to all members who stepped to the plate, and contributed to the success of the event. We look forward to welcoming new guests to our chapter and our monthly meetings.

Don't forget our November meeting will be on the third Tuesday (November 16), instead of the usual second Tuesday. The recertification program "Resume Writing



Marina Higdon, President  
Kachina-East Valley Chapter

in the Digital Age", by Joe Mizzi and Garrett Messerly, from Office Team, appeals to all of us.

On November 6, Saturday, 9am-11am, we will offer another very special recertification Leadership program, by Ian Woodall, only \$5 to attend.

And on November 13, Saturday, 5:30pm-till, we will host a social Wine Tasting at Studio Vino, in Tempe - great opportunity for holiday stocking and gifting, as well - Cheers!

Guests are welcome to attend all our events. Check out our flyers for details, and RSVP accordingly.

On behalf of the board, best wishes for a blessed and happy Thanksgiving.



## 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, November 17th, 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.

Space is limited. Reserve your webinar seat now at:  
<https://www1.gotomeeting.com/register/139703353>

## Check Us Out & Join Us on the Web!

[www.kachinachapter-iaap.org](http://www.kachinachapter-iaap.org)

[Kachina Facebook Page](#)

[Kachina Twitter Page](#)

[Kachina LinkedIn Page](#)

[www.az-nv-nm-div-iaap.org](http://www.az-nv-nm-div-iaap.org)





# From the Desk of...



## Margaret Lojas , CAP AZ-NV-NM Division President

As I write this, the elections are coming up next week. For sometime now, we've been listening to and reading all these political advertisements. They all have a grain of truth in them. However, most of the truth is stretched, or manipulated in some way. And let's face it, some of the tactics used are downright nasty. Personal attacks seem to be the prevalent way gaining political strength.

Several sources indicate that people are getting more and more rude. Many people long for the good old days when life was simpler, people were kinder, etc. Unfortunately, we can't go back in time. We can, however, set an example of kindness and generosity.

At a retail shop, do you smile at the clerk as she takes your debit card? Or are you too busy on your cell phone to even acknowledge there's someone there? When we're talking to a co-worker, do we whip out that cell phone and acknowledge someone else's text message? Do we talk behind someone's back about what they have or haven't done? Do we repeat stories we've heard, without checking the facts? Are we in such a hurry on the roads that we can't take the time to let a person in line at a stoplight?

At a Chapter meeting, do we take the time to say hello to people – or do we just sit down with our usual group without acknowledging anyone else? Do we speak up when we have a question or do we just mumble with our group “they didn't ask our opinion”? Do we ever offer solutions, or just complaints? Do we offer help, or just criticism?

Life isn't all sweetness and light. We're all human and make mistakes, or forget to do things. But we all can make a difference by treating others the way we want to be treated. Take the lead – make a difference.

“A great leader's courage to fulfill his vision comes from passion, not position.”

-John Maxwell

## Nancy Rung, CPS Immediate Past President Ways and Means Committee



I just want to keep you apprised of our fundraising efforts. We have made a little money from Tupperware, Pampered Chef and the *Billy Elliott* raffle tickets. Thank you very much for your contributions. Every little bit helps our chapter to be self supporting.

Several of us met at Chevy's Mexican Restaurant in Mesa. We had a great time. I enjoyed it because I didn't have to cook dinner that night; I got to know a few people better than I did before, and spent some quality time with others. Chevy's does a good job of helping organizations such as ours raise money. We ordered from the regular menu. They made a little less profit, and we made a little more.

We will be raffling the *Billy Elliott* tickets until Dec. 10<sup>th</sup>. The winner will receive two orchestra seats with a \$183 value. The drawing will be held on Dec. 13<sup>th</sup>. The raffle ticket can be found on our website; [www.kachinachapter-iaap.org](http://www.kachinachapter-iaap.org).

Now, if you missed the Chevy's night but do like wine, we will be hosting a wonderful evening at a local winery. See page 10 in this newsletter for all the details.

I will be hosting the Holiday Social this December. I enjoy entertaining and truly feel, the more, the merrier. It would be great to see some members that aren't able to attend chapter meetings.

Denise Malavasi, CPS/CAP is working with Avery-Dennison to help raise funds for a local elementary school. Avery will donate up to \$20,000. All we have to do is collect those box tops for education. Not only are they on food products but Avery is featuring them on office products as well. Please collect the box tops for the children. We'd love to see them flourish with some extra funds.

I wish you and your family a very Happy Thanksgiving.

PASSION &  
PURPOSE  
KACHINA-EAST VALLEY CHAPTER

# Save the Date

## November 16, 2010 Meeting & Program

Registration—5:30 p.m.

Dinner—6:00 p.m.

Fiesta Inn & Conference Center  
**Galleria A & B**  
Tempe, AZ

Cost is \$25

## Resume Writing in the Digital Age

Presented By:

Joe Mizzi of Robert Half International  
&  
Garrett Messerly of Office Team

This is a Re-Certification Program!

There will be a short business meeting after the program.

**Fiesta Inn Resort & Conference Center**  
2100 S. Priest Drive  
Tempe, AZ 85282  
Southwest corner of Priest and Broadway

### This Month's Menu Choices:

Roasted turkey breast with cornbread stuffing and turkey gravy, cranberry sauce, roasted root vegetables, mashed potatoes

or

*Vegetarian Choice: Same meal without turkey*

Mixed greens salad & pumpkin pie will also be served

Please RSVP with your menu choice no later than 10:00 a.m. on Friday, November 12th, 2010 to Cheryl Amick at [cnamick@asu.edu](mailto:cnamick@asu.edu) or (480) 965-2176

All reservations are final. Cancellations are accepted two business days prior to meeting. No shows will be billed.

## 2010—2011 Chapter Meetings

### September 14, 2010

*Get Organized with Avery*

Karen Thomas, Avery Account Manager

### 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

### November 16, 2010

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

Joe Mizzi & Garrett Messerly, OfficeTeam

### December 14, 2010

*Holiday Social*

### January 11, 2011

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

### February 8, 2011

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

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

### March 8, 2011

*Microsoft Office Tips & Tricks*

Robin Smith, New Horizons Computer Learning Center

### April 12, 2011

*Parliamentary Primer: Basic Procedures for Members*

Nancy Riley, Kachina-East Valley Chapter

### May 10, 2011

*Annual Business Meeting*

### June 14, 2011

*Installation Banquet*

## Important IAAP Dates

### IAAP 4-Valley Chapter Event

**The Tao of Everest, Ian Woodall**

November 6, 2010 (Tempe)

### Wine Tasting Event at Studio Vino

November 13, 2010 (Tempe)

### 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**

What comes to your mind when you think about the word “refresh?” I think of revive, renew, and rekindle. Kitty Wiemelt, owner of Winds of Change Consulting ([www.windsofchangeconsulting.com](http://www.windsofchangeconsulting.com)), taught us about the seven REFRESH principles in her presentation of “Re-Purpose, Re-Tool, and Re-Fresh Your Life” at our October meeting. Successful transitions include accepting or grieving for the ending of one adventure before moving on to a new adventure. Using the principles of Reflection, Evaluation, Foundation, Restoration, Exploration, Solutions, and Harmonization helps to ease the stress of any transition you may face throughout the course of your life. Reflect on past experiences, evaluate your strengths and areas for improvement, set a solid foundation, restore relationships, explore new possibilities, identify solutions, and bring all of these together to create harmony during life’s transitions.

One transition I know we have all been through is making a job or career change. The first step is to update your résumé. Your résumé is your first chance to make a great impression and stand out from the competition. Office Team ([www.officeteam.com](http://www.officeteam.com)) recognizes that a well-written résumé can be the catalyst to landing that dream job. Join us November 16<sup>th</sup> for “Resume Writing in the Digital Age” presented by Garrett Messerly and Joe Mizzi. Garrett and Joe will share tips for improving your résumé and best practices for delivering your document in the electronic era. With the end of one year and the beginning of a new one fast approaching, now is the perfect time to reinforce your passion and purpose by updating your résumé. You never know when the golden opportunity will come knocking, and you’ll want to be prepared to answer the door!

(One recertification point pending IAAP HQ approval.)



**Theresa Lovato, CPS/CAP**  
**Treasurer**

The Financial Report will be posted to our website prior to the 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 all who attended the October meeting. We had 19 members and two guests attend. I would also like to thank you for your prompt RSVPs; it is greatly appreciated.

As we start gearing up for the holidays and “time” becomes more and more of a commodity in our lives, a respite would be welcome. Keep in mind, attending our Tuesday, November 16 meeting is a great way to de-stress, gain knowledge in your field, mingle with your colleagues and enjoy a Thanksgiving meal with all the fixings. The meeting will be held in the Galleria room located off the main lobby at Fiesta Inn Resort.

In staying with the Thanksgiving tradition, the meal will be roasted turkey breast, cornbread stuffing, gravy, roasted vegetables, mashed potatoes, cranberry sauce, mixed green salad and pumpkin pie. The vegetarian meal is the same, without the turkey.

Just a reminder, all reservations (RSVPs) are final unless you cancel two business days prior to the meeting. In order to keep the Chapter financially solvent, it is necessary for us to bill “no shows” for the cost of the meals, as we are charged for them by Fiesta Inn Resort.

See you at the meeting!



**Janice Cissna, CPS/CAP**  
**Vice President—Membership**

A big thanks to all who helped with our Growth Event on October 26th. It is appreciated! I’d like to thank all of our amazing speakers—Sheri Brogni, CPS/CAP, Phyllis Chase, CPS, Margaret Lojas, CAP & Michelle Johnson, CPS/CAP. They all had great presentations and information to share with our guests. Thank you Pam Ruiz for your help and guidance, without which I would have been lost. Many thanks to the following for their assistance in making this event happen—Patti Koblewski, Shabrina Glass, Theresa Lovato, CPS/CAP, Marina Higdon, Jessica Cherry, CPS/CAP, and Cheryl Amick.

We will be starting our Membership Contest soon—be on the lookout for an email containing more details!

Hope to see you all at the next chapter meeting!

# 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](http://www.pathways.iaap-hq.org) for more information on the Pathways to Excellence Program.

# Member's Corner

## Mail Call!



**Question:** Will the Kachina Chapter have a membership contest this year?

**Answer:** Yes! The membership contest is starting this month. Please be on the look out for an email with more details to be sent out to all chapter members in the near future.

Do you have a question that you would like answered in our next newsletter? Send it in! Email [jcissna@phihelico.com](mailto:jcissna@phihelico.com). Don't be shy, there are no bad questions!



Our salute to Rena Christensen, a veteran of the Armed Services. Rena served from August 1965 to August 1968 in the Women's Army Corp US Army, and also served one year in the National Guard in Washington State.

## 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

**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

## Member Birthdays & Anniversaries

### November Birthdays

Denise Malavasi, CPS/CAP—11/25

We are missing several member birthdays. Please email Janice Cissna at [jcissna@phihelico.com](mailto:jcissna@phihelico.com) with your birthday.



### November Anniversaries

Dorothy Galvez, CPS/CAP—25 Years

Diane Wiese—14 Years

Denise Malavasi, CPS/CAP—14 Years

Sheri Brogni, CPS/CAP—8 Years

Cynthia Leedom, CAP—5 Years

Katie Daggett—1 Year

Susan Bozile—1 Year

Temple Fierros—1 Year

Helen Siordian—1 Year

## Parliamentary Procedure

Tip of the Month by Nancy Riley, CPS

### Meeting Requirements

In order to conduct business, a meeting must have a quorum of members present. A quorum is the number of members required for a valid business meeting. The number is set in the bylaws. If the bylaws do not specify the number of members to make a quorum, but specifies that Robert's Rules of Order Newly Revised is the parliamentary authority, then the quorum is set by RONR.

What two officers must be present to conduct business? The President and Secretary, or someone fulfilling these functions in their absence, must be present to conduct business. The president facilitates the meeting while the secretary takes the minutes, the official record of business meetings.

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](mailto:jcissna@phihelico.com)

## Microsoft Office Tips & Tricks

By Jessica Cherry, CPS/CAP

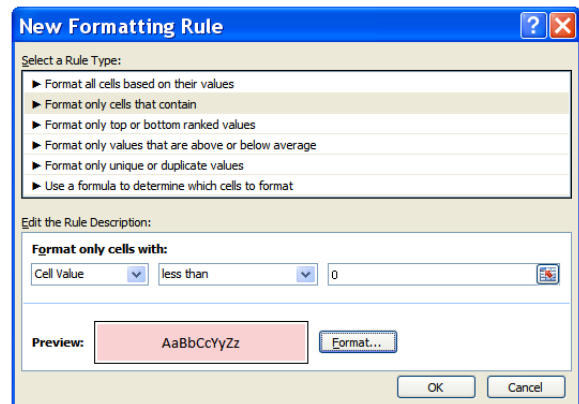


Curious About the Conditional Formatting Feature of Excel?

Conditional Formatting is a useful tool that instantly identifies items in a worksheet that meet a specific condition. The *Conditional Formatting* button on the Home tab allows you to set formatting rules for a range of cells, or an entire worksheet. Excel will apply the rule to the applicable cells and determine whether the value is true or false. If a value is true, meaning that it meets the condition set forth in the rule, then Excel applies the formatting you selected. If the value does not meet the condition, or is false, then Excel suppresses the formatting. You can create a variety of formatting rules and can apply more than one rule to a range of cells. As you edit or enter new data, the worksheet appearance will change according to the conditional formatting rules you have applied.

Let's use the example of tracking the percentage of gain or loss for a stock portfolio to identify which items have experienced a loss.

1. Select the range of cells (or column) that contain the data you wish to apply formatting to (e.g., Percent Gain/Loss).
2. Then click on the *Conditional Formatting* button on the Home tab and click on *New Rule...*. The New Formatting Rule dialog box will open.
3. Select the rule type *Format only cells that contain*.
4. Enter the appropriate data in the *Edit the Rule Description*: section. In this case it would be *cell value*, *less than*, and *0*. Click the *Format...* button to select the format to apply if the condition is true.
5. Click the OK button to exit the dialog box. The rule will automatically run and apply formatting to the range of cells. The result of this rule will be that all cells whose value is a negative percentage (loss) will be shaded in pink.



Use the *Conditional Formatting* button to clear or manage rules you have previously created.

There are many different uses for conditional formatting. I use it in my electronic check register to identify which items have not yet cleared. My conditional formatting rule is set to shade all cells in the "CLEARED" column whose *cell value* is not equal to X. When an item has cleared, I place an "X" in the "CLEARED" column and the cell shading disappears.

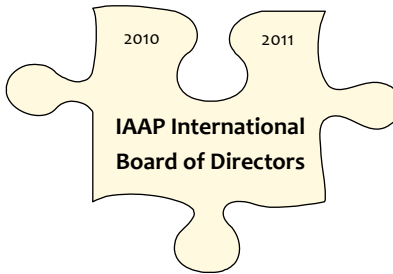
Enter the words *conditional formatting* into the search box of the Excel help screen, or visit <http://office.microsoft.com/en-us/excel-help/CH010064845.aspx> to learn more about Excel's conditional formatting.

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](mailto: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.

# IAAP Leadership



**Mary Ramsay-Drow, CPS/CAP**  
President



[www.iaap-hq.org](http://www.iaap-hq.org)



**Antoinette Smith, CPS/CAP**  
Secretary



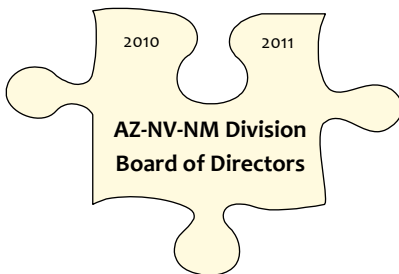
**Tamra Goodall, CPS/CAP**  
President-Elect



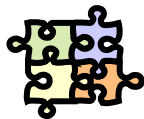
**Karlena Rannals, CPS/CAP**  
Vice President



**Judith Yannarelli, CPS/CAP**  
Treasurer



[www.az-nv-nm-div-iaap.org](http://www.az-nv-nm-div-iaap.org)



**Margaret Lojas, CAP**  
President

**Patti Speer, CPS**  
President-Elect

**Mary Anne Tolmie**  
Secretary

**V. Tina Gilbertson**  
Vice President

**Marianne Robbins**  
Treasurer

### Committee Chairs

Bonnie Ellis  
Bylaws & Standing Rules

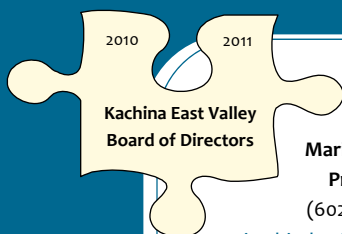
Sandra Kowalec, CPS/CAP  
Retirement Trust Foundation

Susan Schultz, CPS  
Division Parliamentary Advisor

Dawn Negrete, CPS/CAP  
Certification

Phyllis Chase, CPS/CAP  
Membership

Diane Rogers, CPS/CAP  
Webmaster



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4-Chapter Event coordinated by Kachina-East Valley Chapter

*Saturday, November 6, 2010*

An excellent leadership presentation...

# The Tao of Everest Presented by Ian Woodall

[www.taoofeverest.com](http://www.taoofeverest.com)

**Date:** Saturday, November 6, 2010  
**Time:** 9:30 a.m. – 11:00 a.m.  
**Location:** Best Buy Division Office, 1295 W. Washington St., Suite #205, TEMPE  
Best Buy office is located in the Papago Arroyo commercial complex (not a Best Buy retail store)  
**Cost:** \$5.00  
**RSVP:** By **November 1, 2010** to Nancy Riley at [usafvet69@yahoo.com](mailto:usafvet69@yahoo.com) or by phone at 602-920-9302

**Open to the first 60 IAAP members and guests on a first come, first served basis**  
**NO SHOWS will be invoiced due to the limited space**

## **Directions:**

**If you're coming up I-10**, exit at the 202 East off ramp (Red Mountain) and come out to the Priest exit; turn left and go up to the first light after you come over the freeway (just down the hill)...this is Washington. Turn left onto Washington and go to the first light (56th Street). Make u-turn and come back towards Priest. Two-story building on your right (there is a Bank of America sign on the back corner of the building) is where you're going; turn right into parking area (entrance says "Papago Arroyo") and right towards building (Lady Bug Cafe downstairs). Come upstairs to Suite #205.

**If you're coming from East side up 101 North**, exit 202 Red Mountain West, exit Center Pkwy/Priest and stay to your left. Come up to Priest and turn right; first light just down hill is Washington...need to turn left and go to the first light (56th Street). Make u-turn and come back towards Priest. Two-story building on your right (there is a Bank of America sign on the back corner of the building) is where you're going; turn right into parking area (entrance says "Papago Arroyo") and right towards building (Lady Bug Cafe downstairs). Come upstairs to Suite #205.

For more information, contact Nancy Riley at 602-920-9302





*Please join us for...*

## Wine Tasting at Studio Vino

Saturday, November 13 5:30pm



- Tasting includes 5 wines: Green Apple Riesling, Riesling, Pinot Grigio, Barbera and Zinfandel
- Hand-selected cheeses, dips, chocolate and crackers
- \$20 per person ~ a portion of each will be donated back to Kachina-East Valley Chapter
- ½ bottles (375ml) and full bottles (750ml) will be available for bottling with our own custom label



**RSVP [marina.higdon@bankofamerica.com](mailto:marina.higdon@bankofamerica.com) by November 3, so we may determine whether we will enjoy a closed event for IAAP Kachina-East Valley Chapter and guests.**