



Perspective

Kachina-East Valley Chapter of IAAP Newsletter



April 2011 || Volume 2, Issue 9

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Notes from Marina...

We're fast approaching chapter board elections, and want to thank all the talented members who have made the commitment to keep the IAAP Kachina-East Valley a Chapter of Excellence for another year. The 2011-2012 candidates will be presented at the April 12 meeting; elections will take place at the May 10 meeting, and installation of officers will be at our annual banquet on June 14. Be ready to answer a couple brief surveys in near future, and participate on our chapter planning this summer. All members, please carefully consider chairing one of our committees; it's a rewarding experience, and it will enhance your resume and professional qualifications. Thank you to the nominations committee Pam Ruiz and Kathy Paulsen, chaired by our immediate past President Nancy Rung CPS. Excellent job!



Marina Higdon, President
Kachina-East Valley Chapter

The performance of Bill T. Jones/Arnie Zane Dance Company – Fondly Do We Hope...Fervently Do We Pray on Saturday, March 5, was simply magnificent and we thank Michelle and her executive Colleen Jennings-Roggensack once again for their continued support of IAAP Kachina-East Valley Chapter.

Our sincere sympathy is extended to Sandy Close's family, friends and co-workers at ASU Gammage; Sandy will be missed by all who had the privilege of interacting with her.

Administrative Professionals' Week will soon be here, and we look forward to the four-chapter event on April 26, at the Phoenix Convention Center. Be an early bird and register soon! Seating is limited. In addition to sponsoring your participation, maybe your employer will be willing to offer a door prize, or maybe you know someone who would like to be a vendor at the event. Contact Rose Kallevig rose.kallevig@avnet.com in reference to

door prizes, and Kim Hennis CAP KimAHennis@gmail.com in reference to the Vendor Expo. The speakers are excellent; it will be a memorable and very affordable event, offering valuable recertification points, and great networking. Spread the word among co-workers, associates, and friends. Let dorothy.galvez@asu.edu know whether you need additional registration forms.

This is a great time to encourage your professional colleagues to join IAAP and Kachina-East Valley Chapter! The Board has decided to encourage your recruitment efforts with a contest. The member who brings in the most new members between February 9 and May 9 will receive recognition at the Installation Banquet!

If you know someone who may be interested in IAAP but would like to know more before joining, they can now view a recorded version of the What's In It For Me? Why IAAP is Perfect for You webinar on the [IAAP website](#). Prospective members will discover what's in it for them and how IAAP can help them become career-minded administrative professionals.

Our **New Member Orientation /Pizza Party** at the Wells Fargo Arena at ASU campus went well, Thank you to all who made it possible, most especially our VP/Site Coordination Cheryl Amick, and VP/ Membership Janice Cissna CPS/CAP. Thank you Pam Ruiz and Michelle Johnson CPS/ CAP for your special presentations.

(Continued on page 2)



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

Online New Member Orientation

The next New Member Orientation Webinar will be held Wednesday, April 20.

You can register for the session by clicking the link :

[April 20, 2011 Noon – 1:00 p.m. CT](#)

Check Us Out & Join Us on the Web!

www.kachinachapter-iaap.org

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

www.iaap-hq.org



From the Desk of...



Margaret Lojas , CAP AZ-NV-NM Division President

Spring has sprung! How do we in Arizona know that? Allergies! If you're like me, the sneezing season has begun in earnest. Most days, now, when I get home, the contacts come out and the allergy eye drops go in!

On a serious note, I've been reading John Maxwell's "Ethics 101". John is the current author of choice for many in leadership positions. His "Leadership Rules" and "Characteristics of a Leader" are the current "bibles" of leadership training.

According to Maxwell, there is no such thing as "personal ethics" or "business ethics". It's simply ETHICS. This theory is that the reason we're in so much trouble with ethics is that we've forgotten the "Golden Rule". Most cultures have a variation of this rule "Do unto others as you would have them do unto you." Whether you're Buddhist, Asian, Muslim or Christian, some form of this exists.

How often do we really think, when faced with an ethical dilemma "How would I like to be treated in this situation?" How many of us look for the "win/win"? The business world today fosters the "Winning is everything" attitude.

Another prevailing theory is that it's OK to do certain things if the intention was good. This comes from a theory put forth by the Dean of St. Paul's Cathedral in Ohio – that love makes everything OK. Unfortunately, none of us are ever judged on good intentions. We're judged on our actions. We judge ourselves on our intentions, but we don't allow that same process for others.

So the next time we're faced with an ethical dilemma, let's all take a moment to remember how we'd like to be treated, and follow through.



Nancy Rung, CPS Immediate Past President Ways & Means Committee Nominations Committee

As immediate past president it's my duty and pleasure to tap into the talent of our chapter. I am working with Pam Ruiz and Kathy Paulsen to find the best among us to be leaders. Perhaps you've been giving this some thought and would like to become an officer? Please do not hesitate to call one of us, or one of the current board members. They can give you low-down on the job and tell you how it's enriched their lives. Nancy's cell @ 602-708-0293.

We, as a chapter, have been collecting Box Tops for Education. They are being given to the Frank Elementary School in Tempe. Our campaign comes to an end on April 30th. Denise Malavasi, CAP, has been doing a great job of getting them to the school. Avery is promising a reward to the school of cash and the chapter is also being offered incentives to collect. Please bring them into the meeting or send them to Denise @ 8548 E. Portland St, Scottsdale, 85257.

See you in April!

Notes from Marina (continued from page 1)

The next New Member Orientation Webinar will be held Wednesday, April 20. You can register for the session by clicking the link [April 20, 2011 Noon – 1:00 p.m. CT](#)

To all of you preparing to obtain CPS and CAP designations in May 2011, our best wishes for success; we all stand behind you and commend you for your important decision!

Check your status for obtaining 2010-2011 Member of Excellence recognition on <http://pathways.iaap-hq.org/IAAPHQ/Pathways/Programs/MemberofExcellence/MemberofExcellenceinfo/Default.aspx>. There's still plenty of time to apply—deadline for submissions is June 30, 2011. Our goal is all chapter members will also be Members of Excellence! You may have already fulfilled all the necessary criteria; don't forget to submit your application!

IAAP and two educational partners are offering [onsite, webinars and audio conferences](#) on a variety of topics. If you're looking for training, check these out.

The Division Educational Forum and Annual Meeting (**DEFAM**) is coming up. It will be held in Albuquerque, NM this year. Mark your calendars for June 2-4 and join us.

It's not too early to start planning for the Education Forum and Annual Meeting (**EFAM**) – July 24-27 (*Montreal, Quebec, Canada*). Keep watching the international website for updates. Hotel reservations are open and filling up quickly; early bird registration and promotions have started. Get your passports ready, practice some French dialogues, and plan some sightseeing as well!

Our **Wine Tasting** event at Studio Vino in Tempe was awesome; we always enjoy the opportunity to socialize and get to know our members better in an informal setting.

April is time for renewal and hope – we look forward to a smooth transition, and the shaping of a new vibrant board.

Happy Easter!

Save the Date

April 12, 2011 Meeting & Program

Registration—5:30 p.m.

Dinner—6:00 p.m.

Fiesta Inn & Conference Center
Galleria A & B

Cost is \$25

Parliamentary Primer Basics of Parliamentary Procedure

Presented by

Nancy Riley, CPS

Kachina-East Valley Chapter Secretary & Bylaws Standing
Rules Committee Co-Chair

This is a re-certification program!

There will be a short business meeting after the program.

This Month's Menu Choices:

Honey Baked Ham, Au Gratin Potatoes, Vegetable Medley

Or

Vegetarian Choice: Italian Seasoned Fried Eggplant, Au Gratin
Potatoes, Vegetable Medley

Mixed greens salad & Strawberry Short Cake will also be served

Fiesta Inn Resort & Conference Center

2100 S. Priest Drive
Tempe, AZ 85282

Southwest corner of Priest and Broadway

Please RSVP with your menu choice no later than 10:00 a.m. on Friday,

April 8, 2011 to Cheryl Amick at cnamick@asu.edu or (480) 965-2176

2010—2011 Chapter Meetings

September 14th, 2010

Get Organized with Avery

Karen Thomas, Avery Account Manager

October 12th, 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 16th, 2010

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

Joe Mizzi & Garrett Messerly, OfficeTeam

December 14th, 2010

Holiday Social

January 11th, 2011

Dispel the Top 10 Time Management Myths
Eileen Roth, www.everythinginitsplace.net

February 8th, 2011

Microsoft Office Tips & Tricks

Katrina Kurz, New Horizons Computer
Learning Center

March 8th, 2011

Public Speaking—You Don't Really Have to Die!
Margaret Lojas, CAP & Sandy Chismark, IAAP
Valley West Chapter

April 12th, 2011

*Parliamentary Primer: Basics of Parliamentary
Procedure*

Nancy Riley, CPS Kachina-East Valley Chapter

May 10th, 2011

Annual Business Meeting

June 14th, 2011

Installation Banquet

Important IAAP Dates

Administrative Professionals Day Conference

April 26th, 2011

Phoenix Convention Center

Division Annual Meeting

June 2nd-4th, 2011

Albuquerque, NM

International EFAM

July 24th-27th, 2011

Montreal, Quebec, Canada

Board Member Reports



Jessica Cherry, CPS/CAP
Vice President—Programs

A few weeks ago I had the pleasure of attending a performance of *The Aluminum Show* at the Mesa Arts Center. It was a fantastic presentation of choreography, lighting effects, and some humor dispersed throughout. Following the performance I couldn't help but think about all the preparation and practice that goes into providing an excellent presentation to an audience.

This thought was right in line with the information that Margaret Lojas, CAP and Sandy Chismark presented at our March educational program. Our guests presented *Public Speaking – You Don't Really Have To Die!*; a humorous skit demonstrating what you don't want to do, then telling what you should do. Members of an audience want to know that they are getting a value for their money and/or time by attending any type of presentation. On the flip side, the speakers or performers must always keep this in mind when planning and preparing for the big event. Therefore, preparation is the key to satisfying an audience.

Here are some tips from the presentation to help improve public speaking skills:

- Personalize with your own stories and anecdotes; put research data into your own words;
- Humor will keep the audience engaged and help during unexpected situations (i.e., technical difficulties);
- Use visual aids, but don't overdo it;
- Answer questions (anticipating audience questions during your preparation stage);
- Summarize your topic in a few sentences, then use a strategic point, startling statistic, joke, or anecdote to make a lasting impression.

Remember, you don't have to be perfect; public speaking is a learned skill. Visualize your success and practice, practice, practice!

Another topic in which practice comes into play is Parliamentary Procedure according to Robert's Rules of Order. Just who is this Robert guy and why is he making all the rules? Join us on April 12th when Nancy Riley, CPS will teach some basic parliamentary procedures that have been developed to run orderly meetings. Understanding and practicing these rules will give you the confidence to actively participate in any meeting governed by Robert's Rules. Nancy's long-standing membership in the IAAP and her previous membership in the National Association of Parliamentarians has enabled her to effectively teach us how to make or amend a motion, bring a meeting back to agenda, disagree with a decision of the chair, and more.

April's program is very timely as the Kachina-East Valley Chapter's Annual Business Meeting takes place in May. This is when we discuss important issues regarding our chapter and how it should be run, as well as announce the board candidates for the upcoming fiscal year. The use of parliamentary procedure allows us to participate in this meeting in an orderly fashion.

In closing, if you would like to learn about Mr. Robert and why these rules were created, visit www.robertsrules.com.

See you soon!

PASSION & PURPOSE

KACHINA-EAST VALLEY CHAPTER



Theresa Lovato, CPS/CAP
Treasurer

A big **Thank You** to those members who kindly donated \$2 to the chapter's treasury or the Red Rose Fund rather than taking reimbursement due to the hotel's oversight in January. Your support for our Chapter is recognized and appreciated.



Cheryl Amick
Vice President—Site Coordination

We had an amazing March meeting with 24 members and guests in attendance. I want to extend my gratitude to all for your prompt RSVPs; I greatly appreciate it!

With Easter right around the corner, the menu selection is:

Meat choice: Mixed Greens Salad, Honey Baked Ham, Au Gratin Potatoes, Vegetable Medley

Vegetarian choice: Mixed Greens Salad, Italian Seasoned Fried Eggplant, Au Gratin Potatoes, Vegetable Medley

Please note, the April meeting location is back in Galleria A & B. Enter through the hotel lobby, walk past the registration desk, veer to your right and walk straight down the small corridor to Galleria A & B.

As a reminder, when you RSVP for a monthly meeting and are unable to attend or cancel by the deadline, it is necessary to bill you for the meal to cover the cost with Fiesta Resort – doing so keeps the Chapter financially solvent.

The Kachina-East Valley Chapter thanks all our members who donated their \$2 refund from the January vegetarian meal back to the chapter or the Rose Fund. Your generosity is appreciated.

See you at the meeting!

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	-	★	★	★	-	★	★	★	★			Complete!
Have one member earn CPS and/or CAP (you?)	-	-	-	-	-	-	-	-	-			NEED
Sign commitment agreement	-	-	-	★	-	-	-	-	-	-	-	Complete!
Distribute six newsletters	★	★	★	★	★	★	★	★	★			Complete!
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	-	-	-	-	-	-	-	-	★	-	-	Complete!
Apply for Avery or IAAP Chapter Award	-	-	-	-	-	★	-	-	-	-	-	Complete!
Have 15 members & 80% retention	-	-	-	-	-	-	-	-	-			In Progress
Conduct at least one recruitment Meeting **	-	-	★	-	-	-	-	-	-	-	-	Complete!
Hold a new member orientation	-	-	-	-	-	-	-	★	-	-	-	Complete!
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's Corner

RTF Housing Assistance Announcement

IAAP Members in all Six Districts Can Apply for Housing Assistance until May 15.

The RTF has assisted many admins over the years with comfortable and affordable housing through building and the ongoing operation of the Vista Grande apartment complex in Rio Rancho, New Mexico. With RTF subsidies, the apartments at the complex are priced below the rent market for the geographic area.

More recently, we launched our Housing Subsidy for Admins in Need program (HSAN) in an effort to assist more admins. This program has the capability of assisting more admins per year than we currently help.

We need you to get the word out about HSAN, so that the RTF can help more admins participate in the program.

Visit the Retirement Trust Foundation web site at: www.iaap-rtf.org.



The Retirement Trust Foundation - Helping Admins in Need. It's Never Too Late to Donate!

Whether it's through a donation, participation in the RTF's Family of Givers or through a fundraiser at the IAAP chapter or division level, the RTF relies on your donations to help every admin we can.

With your support, we can do it!

Executive of the Year

This is a wonderful opportunity to honor your executive and to thank him or her for supporting your career. Here is what you need to do:

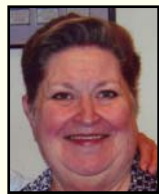
1. Submit a letter of nomination. The letter should include:
 - a. Why you recommend your executive;
 - b. His/her attributes, contributions and support of IAAP;
 - c. DO NOT use the name of your nominee in this letter – use "he/she" or "my executive."
2. Include your executive's resume. The resume should include:
 - a. Your executive's name, title and address in heading only;
 - b. Information on his/her education;
 - c. Job experience and duties;
 - d. Professional affiliations; and
 - e. Community activities

All nominations must be submitted no later than March 30, 2011. Nominations will be judged by the Chapter Board of Directors. Nancy Riley CPS, Chairperson of the EOTY Committee, will announce the 2010-2011 Executive of the Year at the May meeting. The new EOTY will be introduced to the Chapter at the Installation banquet in June. Please keep in mind the many benefits your executive, if selected, will benefit from, including:

- Attendance at the Installation Banquet and an opportunity to speak;
- Speaking at one monthly meeting, as well as other functions as needed;
- The opportunity to share membership experiences;
- His/her assistant automatically becomes chairperson for next year's EOTY committee;
- Serve as a judge for next year's EOTY;
- Interaction with IAAP members, which ensures ongoing and increasing awareness of the value of IAAP membership;
- Writing articles for the Perspective.

Again, the deadline is March 30, 2011. Please send your nomination to:

Nancy Riley CPS
1731 W. Carmel Ave.
Mesa, AZ 85202
(602) 920-9302 (cell)
(602) 943-8627 (fax)
Usafvet69@yahoo.com



Sandra Aileen (Hatch) Close

March 9, 1947—March 16, 2011

Sandra Aileen (Hatch) Close 64, of Mesa, Arizona, passed away peacefully on March 16, 2011 after a very courageous four year battle with cancer. She was born on March 9, 1947 in Moab, Utah. Sandy is survived by her husband of

43 years William S. Close II; son and daughter-in-law Billy and Kim; daughter and son-in-law Jayme and Alex Harris and grandson Jensen. She graduated from Borah HS in Boise, Idaho. Sandy was a treasured team member at ASU Gamma for 15 years, and an active member of IAAP Kachina-East Valley Chapter for several years.

IAAP Kachina-East Valley Chapter extends sincere sympathy to family and friends. Sandy will be missed.

April Birthdays

Theresa Lovato, CPS/CAP—4/7

Pam Ruiz—4/17

April Anniversaries

Suzanne Daniel, CPS/CAP — 17 Years

Shabrina Glass — 1 Year

Member Birthdays

&

Anniversaries



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



Congratulations to Suzanne Daniel, CPS/CAP on her upcoming retirement!

Best wishes to you from the Kachina-East Valley Chapter.

Microsoft Office Tips & Tricks

By Jessica Cherry, CPS/CAP



Have you ever typed some key combination on accident that launched a dialog box or performed some slick operation, but then had no idea what keys you used? I have done this frequently and it is such a bummer! The other day I learned (by accident) that CTRL+Y repeats the last command or action, if possible. I had attempted to type CTRL+U and found that my accidental keystrokes performed the underline command. I found this oddly interesting. On that same day I attempted to use CTRL+I but inadvertently hit some other key (bad typing day!) and the Font dialog box launched. Very cool, but I absolutely have no clue what other key I entered.

Here are some keyboard shortcuts that you may find useful:

- **ALT+F8:** Launches the Macro dialog box (Word, Excel, Outlook, PowerPoint)
- **CTRL+H:** Launches the Find and Replace dialog box with the *Replace* tab selected, versus the *Find* tab via CTRL+F (Word, Excel, Outlook, PowerPoint)
- **CTRL+K:** Launches the Insert Hyperlink dialog box (Word, Excel, Outlook, PowerPoint)

- **SHIFT+F3:** Toggles text between title case, upper case, and lower case (Word, Outlook, PowerPoint)
- **CTRL+I:** Launches the Format Cells dialog box (Excel)
- **CTRL+SHIFT+\$:** Applies currency format with 2 decimal places, negatives in parentheses (Excel)
- **CTRL+SHIFT+%:** Applies percentage format with no decimal places (Excel)
- **Double-click the Move Table Column marker (little squares on the ruler when working in a table):** launches the Table Properties dialog box (Word)

This is just a sampling to peak your curiosity about shortcuts. You can find lots more by searching for “keyboard shortcuts” at www.microsoft.com or www.techrepublic.com. If you have a time-saving tip or trick you’d like to share, send it to our newsletter editor, Janice Cissna, CPS/CAP (jcissna@phihelico.com) for a spot in a future newsletter!

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.

Parliamentary Procedure

Tip of the Month by Nancy Riley, CPS

The Annual Meeting

With the annual meeting next month I thought a review would be in order.

Monthly meeting minutes are adopted as presented or corrected. Minutes must be adopted within a three month period. If no membership meetings are scheduled within that time period, a motion to form a committee to adopt the minutes must be made and adopted. At the next membership meeting, the minutes adopted by the committee may be ratified by a vote of the membership.

Monthly Treasurer’s Reports are filed for audit. The Auditor’s Report is adopted by the membership.

Annual Committee Reports are filed with one exception. The Historian’s Report is adopted.

If there is a substantial amount left in the Red Rose fund, the membership needs to make a motion and adopt how to use those funds. Several years ago the Board decided that a balance of \$200 was sufficient. Any balance over that amount was donated to the RTF and Education Scholarship.

Election of Officers/Tellers Committee: Should an office have a single candidate, the membership may vote viva voce. Should there be additional candidates for an office, ballots must be distributed. Under no circumstance should anyone other than the voter touch the ballot until the tellers begin the count. Containers (basket, paper bag, etc.) would need to be available to collect ballots.

Business items usually covered at Kachina Chapter’s Annual Meeting include:

- Motion to adopt sending the delegate to Division and International uninstructed. This gives the delegate the freedom to adapt to new information or last minute business or amendments presented at those meetings.
- Motion to adopt a specific amount or cover specific expenses of the delegate and/or alternate to the Division and International meetings if necessary (employers may be paying the expenses). On a personal note, I am the longest tenured member of this chapter (Phyllis Chase CPS has been a member of IAAP longer, but not Kachina Chapter). For years I have advocated that the delegate and alternate share the hotel room since the chapter is paying for it. For many years the only expenses the alternate was ever authorized was the registration fee even though the Standing Rules permit additional expenses. Should the Delegate attend these meetings with a “significant other,” only half the room charge should be allowed, with half the room charge allowed the alternate. I also feel that if a delegate or alternate want to attend any event with an additional charge they pay for it themselves. This procedure is especially applicable to International where there are additional seminars prior to and after the convention as well as tours which may include a meal. The minimum expenses for International are high enough for our chapter’s budget without adding additional expenses.
- Discussion of Amendments to Division and/or International Bylaws. This gives the Delegate information on the wishes of the membership when voting on these issues. International candidates for office might also be discussed, again to give the delegate input prior to the vote.
- Consideration of Chapter Bylaws Amendment proposals, if appropriate.

IAAP Leadership



Mary Ramsay-Drow, CPS/CAP
President



2010 2011

**IAAP International
Board of Directors**

www.iaap-hq.org



Antoinette Smith, CPS/CAP
Secretary



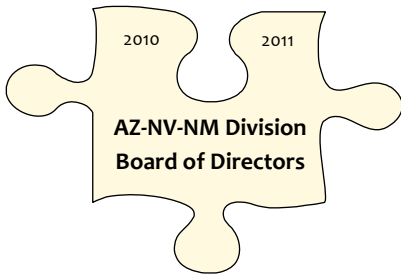
Tamra Goodall, CPS/CAP
President-Elect



Karlena Rannals, CPS/CAP
Vice President



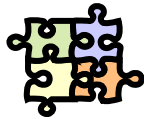
Judith Yannarelli, CPS/CAP
Treasurer



2010 2011

**AZ-NV-NM Division
Board of Directors**

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



Margaret Lojas, CAP
President

Patti Speer, CPS
President-Elect

Lorraine McGraw
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

2010 2011

**Kachina East Valley
Board of Directors**

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www.kachinachapter-iaap.org



International Association
of
Administrative Professionals

Administrative Professionals Day[®] Conference

PASSION & PURPOSE

Tuesday, April 26, 2011
7:30 a.m. – 4:30 p.m.

Phoenix Convention Center
100 North Third Street
Phoenix, AZ 85004

Access parking through the Second Street underground entrance.

Hosted by
Valley Chapters



Kachina East Valley



Scottsdale Chapter

Scottsdale



Valley of the Sun Chapter

Valley of the Sun



Valley West

AGENDA

- 7:30 a.m. Registration, Continental Breakfast and Vendor Expo
- 8:45 a.m. Welcome/Introductions
- 9:00 a.m. Presentation by June Cline, Open Heart Communications
"The Passion & Purpose of Humor – Living with Passion & Laughing on Purpose"
- 11:00 a.m. Lunch and Vendor Expo
- 1:00 p.m. Presentation by Ross Reck
"Turning Your Workplace Into A Destination: Getting People Excited about Coming to Work and Working Hard"
- 3:00 p.m. Break and Vendor Expo
- 3:30 p.m. Margaret Lojas CAP – IAAP Passion & Purpose
- 4:00 p.m. Door Prizes (must be present to win)

**Meeting rooms are not adjacent to each other so comfortable walking shoes are recommended.
Meeting room temperatures tend to fluctuate so you may wish to bring a sweater.**

"The Passion & Purpose of Humor – Living with Passion & Laughing on Purpose"

Presented by June Cline



Are you ready to "lighten up, have fun and play more?" Are you ready to change your brain chemistry without losing your mind? June Cline will help us get to the heart of the matter by learning how to humanize our experiences and actions, creating resiliency and trust. June believes laughter = hope. Ignite your own personal power by giving the gift of laughter.

"Turning Your Workplace Into A Destination: Getting People Excited About Coming to Work and Working Hard"

Presented by Ross Reck, PhD



Dr. Ross Reck

The level of employee engagement is extremely important because it's the primary driver of a company's financial performance. This program is about a completely new method of managing people called **Destination: Work**. When you manage using **Destination: Work**, employees will create a competitive edge for their company that competitors can't easily copy – costs are significantly lower, while revenue increases because newly engaged employees actively search for innovative ways to improve products, services and customer experiences.

REGISTRATION

ADMINISTRATIVE PROFESSIONALS DAY® CONFERENCE

PASSION & PURPOSE

Tuesday, April 26, 2011

7:30 a.m. to 4:30 p.m.

Phoenix Convention Center

\$95 – Registration Fee

\$90 - For IAAP members

Includes parking, continental breakfast, break, lunch, vendor expo and door prizes (bring your business cards)

DUE TO LIMITED SEATING, DAY-OF-REGISTRATION IS NOT GUARANTEED – REGISTER EARLY

To register, please complete and return registration form by April 13. Form may be duplicated for multiple registrations.

Your information remains confidential for the sole use of sponsoring IAAP chapters.

NAME: _____

ADDRESS: _____

CITY, ZIP: _____

E-MAIL ADDRESS: _____
Required for confirmation

PHONE NUMBER: _____

EMPLOYER: _____

AMOUNT PAID: \$ _____

*Are you an IAAP member? NO YES IAAP # _____ CHAPTER NAME: _____

*Information is mandatory to receive \$5 discount. Recertification points will be awarded.

Would you like information about IAAP? NO YES

Registration Payment: Please send check, money order or cashier's check (no credit card payments) and registration form to Dorothy Galvez CAP. Make checks payable to "IAAP-APD Conference 2011." A \$35 fee will be charged for returned checks.

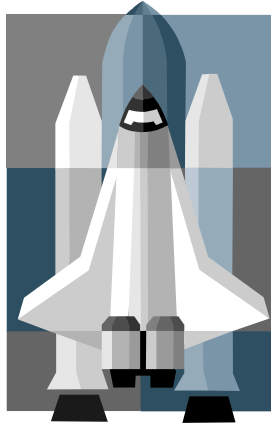
Cancellation Policy: Registration is fully refundable only if cancelled in writing (via mail, email or fax) by April 1, 2011. After April 1 refunds are less a \$35 handling fee. No refunds after April 8. Registration is transferable to substitute participant should scheduling conflicts arise; please notify Dorothy Galvez CAP if making a substitution.

Group Registrations: For employer-paid group reservations, please mail, email or fax registration forms to Dorothy Galvez CAP with a notation that payment is forthcoming. Please inform employer to send registration forms with payment by the April 13 deadline.

Dorothy Galvez CAP
2692 East Virginia Street
Gilbert, AZ 85296

Phone: 480-220-6080
Fax: 480-965-0603
Email: dorothycap@gmail.com

Questions? E-mail Dorothy Galvez CAP



**PREPARE TO COME TO A MEETING
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FIRE UP YOUR ENGINES...
*BLAST OFF June 03-04, 2011***

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<http://officeteam.rhi.mediaroom.com/AEANominations2011>

February 3, 2011

OFFICETEAM ANNOUNCES 2011 ADMINISTRATIVE EXCELLENCE AWARD CALL FOR NOMINATIONS: Entry Deadline April 30, 2011

MENLO PARK, CA -- OfficeTeam and the International Association of Administrative Professionals (IAAP) are accepting nominations for the seventh annual *Administrative Excellence Award*. The award is given to an administrative professional who demonstrates a commitment to leadership and education, and provides meaningful contributions to his or her employer. Nomination information and an online submission form are available at www.officeteamaward.com. The deadline for entries is April 30, 2011.

The *Administrative Excellence Award* winner will be announced during the IAAP [International Education Forum and Annual Meeting](#) in Montreal in July 2011. The winner will receive registration and travel to attend the event, a \$500 gift card, laptop, one-year national membership to IAAP, and other prizes. Supporters of the award include CareerBuilder.com, Dress for Success, MeasureUp, OfficeArrow.com and SkillSoft.

To learn more about the 2011 *Administrative Excellence Award*, read about last year's winner or submit a nomination, visit www.officeteamaward.com.

About OfficeTeam

OfficeTeam is the nation's leading staffing service specializing in the temporary placement of highly skilled office and administrative support professionals. The company has more than 320 locations worldwide and offers online job search services at www.officeteam.com.

About the International Association of Administrative Professionals

The International Association of Administrative Professionals (IAAP) is the world's largest association for administrative support staff, with more than 550 chapters and approximately 24,000 members and affiliates worldwide. For more information, visit www.iaap-hq.org.

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Amazing Woman: Be Your Best Self

Wednesday, May 18 | 5:30-9 p.m.

US Airways Center

Event cost \$10 - includes free parking

This amazing evening will feature a motivational keynote speaker, important health and wellness topics presented by physicians, along with delicious hors d'oeuvres, an exclusive shopping marketplace and raffle prizes.

- **Keynote Kirk Wilkinson** - Professional speaker, author and coach

The Happiness Factor

Learn how to create and experience *The Happiness Factor!* In this inspiring and uplifting presentation you will learn key skills that will empower you to be your best-self, reduce the drama in your life and improve every aspect of your life.

Two Health and Wellness Breakout Sessions to choose from:

- Is it Hot in Here? - Perimenopause & Menopause
- The Organic You - Vitamins and Supplements
- Pump it Up - Heart Health
- Being Your Own Caregiver - Steps to a Healthier You
- To Pap or Not to Pap - New Pap Guidelines
- Near the Edge - Working on a Healthy Mind

Sponsored by:



Chandler Regional Medical Center
Mercy Gilbert Medical Center
St. Joseph's Hospital and Medical Center

Members of CHW



For more information and to register,
contact the ResourceLink at 1-877-602-4111.

