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Notes from Marina...

Our anticipated board elections will take place at the May 10 meeting, and installation of officers will be at our annual banquet on June 14. We 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. Be ready to answer a couple brief surveys in near future, and participate on our chapter planning on August 2 – mark your calendars! All members, please carefully consider chairing one of our committees; it's a rewarding experience, it will enhance your resume and professional qualifications, and it will count towards your re-certification points and member of excellence status.

Administrative Professionals' Week was celebrated in style; our four-chapter event on April 26, at the Phoenix Convention Center was a great success. Special thanks to Michelle Johnson CPS CAP (APD committee chair), Dorothy Galvez CPS CAP (APD committee Treasurer), and Rose Kallevig (APD door prize coordinator). Thank you Janice Cissna CPS CAP, and Sheri Brogni CPS CAP for manning the Kachina-East Valley Chapter table at the event.

This is a great time to encourage your professional colleagues to join IAAP and Kachina-East Valley Chapter! 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.



Marina Higdon, President
Kachina-East Valley Chapter

The next orientation for new members is Wednesday, May 18.

Click here to register [Wed, May 18, 2011 12:00 PM Central Time](#)

2011-2012 Member of Excellence Webinar
Hear about the criteria for the 2011-2012 Member of Excellence program.

[Mon, May 16, 2011 11:00 AM - 12:00 PM Central Time](#)

[Mon, May 16, 2011 3:00 PM - 4:00 PM Central Time](#)

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!

(Continued on page 2)



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

Upcoming IAAP Webinars

New Member Orientation

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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

What a great Administrative Professionals Day Seminar the four Phoenix-area IAAP Chapters put together on April 26th. The organizing committee did a fantastic job! The speakers, the food, the facility – everything was great. Thank you all for the hours you put in to make this event successful.

I recently attended another function which was not well organized. In fact, at times, the facilitator and one of the presenters actually conferred on stage about what was supposed to happen next! The table with certificates and awards to be handed out was not on stage – it was off to the side of the room. Awkward. No directions were ever given to the recipients of when to come on stage and when to exit. In fact, no directions were given as to where we could all park – and how much it would cost. Oh yes, the address for the building was also incorrect on the invitation! I was truly embarrassed for the people who put the function together.

Can you believe that another IAAP year is almost over? It certainly seems true that time flies. I hope you filled your year with Passion and Purpose. My passion for IAAP and my career are still as strong as ever. Particularly my passion for learning. I believe, with all my heart, that everyone should be in a learning mode every day. Learning does not have to be formal or school-based. We've all heard of the "School of Life." Frankly, sometimes the lessons learned there last longer than the algebra class from high school!

Thank you all for your support this past year and a half. It's been quite a learning experience! I hope to see many of you in June at DEFAM in Albuquerque!

Denise Malavasi, CPS/CAP

Ways & Means Committee



Hello Everyone;

At the April meeting we discussed and decided on continuing the Box Tops for Education program next year, Avery contest or no Avery contest. I wanted to let the school know and called them. I had a great talk with Adam, the teacher who is the Box Tops Coordinator at Frank Elementary School. He told me several things I did not know.

First of all he wanted to thank all of us for the Box Tops. They really help with buying things the school could otherwise not afford.

Secondly, he told me about how the Box Tops specifically help his class. He works with children with special needs. Many have problems with motor skills, especially fine ones. The children do the trimming up, counting and pasting of Box Top coupons as part of their lessons.

Now that we know this, it makes it even easier for us. From now on we are sending the Box Top coupons "as is" and will send them down in baggies. If you were hesitating because you did not have time to trim them up and put them on paper, just get them to me once you tear them off the box.

Our community outreach project is not only helping Frank Elementary School buy needed supplies, but also the individual children in the special needs class.

PLEASE KEEP THOSE BOX TOPS COMING!

Notes from Marina (continued from page 1)

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!

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.

Hope to see some of you at the Education Forum and Annual Meeting (**EFAM**) – July 24-27 (*Montreal, Quebec, Canada*) as well.

We will be conducting our Annual Business Meeting on May 10, and celebrating a belated Cinco de Mayo in Fiesta style. Come exercise your rights and responsibilities as a member of IAAP Kachina-East Valley Chapter. The Fiesta, networking, and camaraderie are a bonus!

Happy Mother's Day to all chapter Moms!

Save the Date

May 10, 2011

Annual Business Meeting

Registration—5:30 p.m.

Dinner—6:00 p.m.

Business Meeting—6:30 p.m.

Fiesta Inn & Conference Center

Galleria A & B

Cost is \$25

Annual Business Meeting & Officer Elections

Join us in May to exercise your rights & responsibilities as a member of the Kachina-East Valley Chapter. This is the time of year when officer elections are conducted & business matters relating to IAAP and our chapter are discussed and voted on.

Fiesta Inn Resort & Conference Center

2100 S. Priest Drive
Tempe, AZ 85282

Southwest corner of Priest and Broadway

This Month's Menu Choices:

Beef Chimichanga

Or

Vegetarian Choice: Cheese Chimichanga

Each smothered in Chili Verde Sauce & Monterey Jack Cheese and served with Spanish Rice and Refried Beans

Mixed greens salad, Vanilla Ice Cream & Churro will also be served

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

May 6, 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

February 8th, 2011

Microsoft Office Tips & Tricks

Katrina Kurz, New Horizons Computer Learning Center

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

March 8th, 2011

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

November 16th, 2010

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

Joe Mizzi & Garrett Messerly, OfficeTeam

April 12th, 2011

Parliamentary Primer: Basics of Parliamentary
Procedure

Nancy Riley, CPS Kachina-East Valley Chapter

December 14th, 2010

Holiday Social

May 10th, 2011

Annual Business Meeting

January 11th, 2011

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

June 14th, 2011

Installation Banquet

Important IAAP Dates

Division Annual Meeting

June 2nd-4th, 2011

Albuquerque, NM

International EFAM

July 24th-27th, 2011

Montreal, Quebec, Canada

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	-	★	★	★	-	★	★	★	★	-		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.

Michelle Johnson, CAP
APD Conference Chair

APD Recap

The Administrative Professionals Day Conference was held on Tuesday, April 26, at the Phoenix Convention Center. From the facility, to the speakers, to the vendor expo, to the delicious food and the incredible door prizes, it was an unforgettable conference. The Executive Conference Center is state-of-the-art and made for a pleasant setting. We had 136 in attendance and 40 vendors!! Although we did not sell out the lecture hall, we were pleased to have all four chapters sponsoring this conference to maximize our efforts and attendance.

My thanks to Dorothy Galvez CAP and Rose Kallevig for serving on the committee for our chapter. I'd also like to thank Patti Koblewski for her contributions. Dorothy handled her duties as treasurer masterfully. Registration went very smoothly and set a positive tone for the day. Rose worked diligently in soliciting and gathering door prizes. The door prizes were handled efficiently and distribution went very smoothly. The iPad, Nook, two round trip airline tickets from American Airlines and the Arizona Diamondbacks suite were the top prizes. There were lots of happy attendees with big smiles! With the caveat that you had to be present to win, every attendee at the end of the day received a prize.

Our thanks to the chapter for entrusting us to represent them on this committee. As always, it is an honor to serve our chapter and work with a group of professional and hard working women. The other Valley chapter members were: Kim Hennis CAP and Lori Zunk CAP from Scottsdale, Kimberly Cruz and Pam Vitalone from Valley of the Sun, and Vanessa Au and Karen Hanrahan CPS from Valley West.

Our thanks to the Phoenix Convention Center for providing top notch customer service -- their conference meeting staff were professional, friendly, responsive and it was an enjoyable working relationship. As you have heard, the location of events such as this one greatly influence attendance and determine the success of the event. We can truly say that the Phoenix Convention Center was a GREAT LOCATION based on comments from attendees.

We will keep you posted on the financial success of the conference as payments are still trickling in!



2011 APD Committee

From left, standing: Kim Hennis, CAP (Scottsdale), Kimberly Cruz (VOTS), Dorothy Galvez, CAP (Kachina-East Valley), Pam Vitalone (VOTS), Lori Zunk, CAP (Scottsdale)

From left, seated: Rose Kallevig (Kachina-East Valley), Michelle Johnson, CAP (Kachina-East Valley), Karen Hanrahan, CPS (Valley West)

May Anniversaries

Peggy Ake, CAP—8 Years

Theresa Lovato, CPS/CAP—6 Years

Marina Higdon—5 Years

Shari Schugardt—2 Years

Janice Cissna, CPS/CAP—2 Years

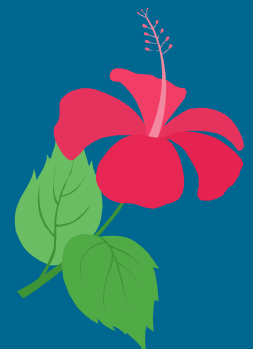
Member Birthdays

&

Anniversaries

May Birthdays

None



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



Member's Corner Cont'd

Just for Fun

Several cannibals were recently hired by a big corporation. "You are all part of our team now." Said the HR rep during the welcoming briefing. "You get all the usual benefits and you can go to the cafeteria for something to eat, but please don't eat any of the other employees."

The cannibals promised. Four weeks later their boss remarked, "You're all working very hard and I'm satisfied with you. However, one of our administrative professionals has disappeared. Do any of you know what happened to her?" The cannibals all shook their heads no.

After the boss had left, the leader of the cannibals said to the others, "Which one of you idiots ate the secretary?" A hand rose hesitantly, to which the leader of the cannibals continued, "You fool! For four weeks we've been eating managers and no one noticed anything, then you had to go and eat the secretary!"

Educational Offerings from Headquarters

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.

Webinars with Rhonda Scharf

May 5

[Stress Strategies & Solutions](#)

May 26

[Confrontation Skills – May 26](#)

June 1

[Creating Excellent PowerPoint for Others](#)

Audio Conferences from The Office Professional

May 11

[Harnessing Optimism to Get More Done](#)

June 2

[The Amazing Assistant](#)

July 13

[Managing Conflict in the Workplace](#)

July 20

[Introduction to Minute Taking](#)

Free Podcasts

Be sure to check the [IAAP website for free podcasts](#).



Certification News from Headquarters—New Publications

We are pleased to let you know several new certification publications are now available. All of these materials are for the new November 2011 exams, and are on the public website under Certification > Certification Changes.

The Exam Guide: [Certified Administrative Professional](#)

The Exam Guide: [Organizational Management specialty Application](#) for the CAP exam and the Organizational Management specialty exam

[Job Function and Employer's Statement](#) for new CAP candidates

The Exam Guides include general information on the CAP rating and Organizational Management specialty exam, outlines for each exam, bibliography of college texts used to write the exams, tips on how to prepare for the exams, materials that may be used for broad overview, and suggestions on how to start a study group.

Metcalf Educational Services will be updating their review materials for the new exams. The tentative schedule for their revisions is April to June 2011. Prentice Hall will not be providing review materials for the new exams.

Please remember that the Metcalf and Prentice Hall materials are strictly for a review of something you already know. They are not required study for the exams, and the exams are not written from these materials.

We also have two new promotional brochures on the IAAP certification. One brochure is aimed at administrative professionals, and the other toward executives. These brochures are available through our distribution department and online bookstore.

Parliamentary Procedure PowerPoint Presentation from the April Meeting

If you were not able to attend the April program and would like a copy of Nancy's presentation, please send an email to Jessica Cherry, CPS/Cap at jcherryiaap@yahoo.com with subject line Parliamentary Presentation Request and she will be happy to forward it to you.

Microsoft Office Training

Interested in learning the new features of Microsoft Office 2010?

Contact Joe Rostowsky (joe.rostowsky@nharizona.com or 480-237-6523) at New Horizons Computer Learning Centers to register for the June 1st class at a discounted rate of \$99.00.

Microsoft Office Tips & Tricks

By Jessica Cherry, CPS/CAP



Microsoft Word and Your ABC's (Adobe Bookmark Creation)

I recently worked on a lengthy document that incorporated the use of Headings for the Table of Contents. The document was then saved as a pdf (portable document format) utilizing Adobe. To make navigation easier for the end-users, I was quickly able to automatically create bookmarks in the Adobe document from the existing headings in the Word document. This feature can be used with Adobe Pro or with the Save As PDF or XPS add-on for Word.

Once you have launched the Save As dialog box, click the Options button. In the Options dialog box, simply check the box next to *Create bookmarks using:* and then select the *Headings* radio button as shown in Figure 1.

If you are not working with a Word source document, or do not have Headings in your source document, creating bookmarks in Adobe is also easy.

1. In the Adobe navigation pane click on the bookmark icon (see Figure 2).
2. Set the document view to the location you want the bookmark to take the user to.
3. Click on the Settings button, and then click New Bookmark. (Note the keyboard shortcut for creating bookmarks is Ctrl+B.)
4. Replace the word Untitled with your bookmark name (in Figure 3 it would be 1.0 Scope) and press the Enter key to set the bookmark.
5. Repeat this process for each bookmark you want to create.

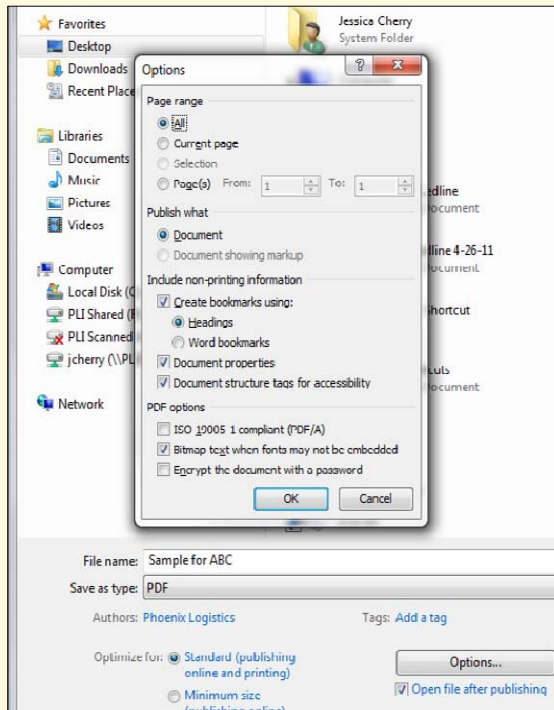


Figure 1

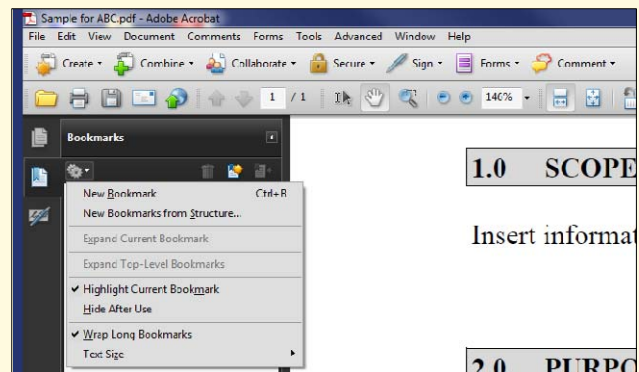
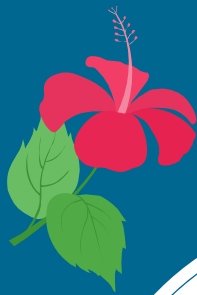


Figure 2



Figure 3

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.



STOP COMPLAINING!

By Jane Boucher

There are people in every organization who will always have something negative to say without offering any possible solutions. No matter what happens on the job, even if the situation seems positive to everyone else, these people manage to find something negative to say about it. When the boss announces a raise for everyone, starting next month, these folks will inevitably complain that it should have happened last month.

Workplace negativity and complainers are most often caused by uncertainty, surprise, or insecurity.

Recognize the difference between constructive correction - designed to find a solution to a problem and chronic complaining (constructive correction is more productive than constructive criticism. Be careful not to label someone a complainer when they are simply analytical people who can foresee potential difficulties. Remember that someone in the organization needs to present that point of view. Of course, it should not become the routine response to every project or suggestion. The person, who seems to be unyieldingly negative without being flexible enough to accept solution or compromise, can be a drain on morale.

The best thing to do with people like that is to avoid getting too involved with them. However, if your boss, an important client or a co-worker is one of the chronic complainers, that is not always possible. In that case, be as cooperative as you can, but mentally separate that person's attitude from your own.

People complain less when they feel that they are making a difference and making valuable contributions. Perhaps the negative person is having a tough time. A kind word and your understanding attitude might help the relationship. Saying "I realize you have a lot to deal with right now, but I think you're handling it really well," can help diffuse the anger of a person who is ready to launch into a complaint session.

Another tactful way to steer clear of negativity is to say, "I know things have been difficult, but I'll be glad to help." You acknowledge that the complainer is experiencing a problem without getting too involved. By offering your help with a specific task you offer a solution that will make the complainer feel better, but aren't adding fuel to his or her anger.

Some complainers believe that they are only sharing an opinion. In other words, they do not feel as if they are complaining. Often people feel that if one shares a negative opinion, they are complaining. If you must complain, think about it first. Make sure you are not acting like a victim or a whiner. Look at the facts objectively. Remember the truth will often lie somewhere in the middle. The other side will have an opinion too. Consider it and be willing to acknowledge their opinion and sincerely listen. Just listening to the other side can often be a calming influence.

The bottom line—avoid widespread negativity. Try answering the negative with the positive - when someone makes a complaint, counter it with a positive observation. Always ask the question, "How can this situation be improved and resolved so both parties feel heard?"

BIO:

Jane Boucher
Certified Speaking Professional (CSP) / Executive Coach

Jane received her Bachelor of Science and Master of Arts from The Ohio State University. She has done doctoral work at the University of South Florida and has been an adjunct professor at the University of Dayton, Wright State University, Sinclair Community College and Antioch University McGregor. She also served as the Associate Director of the Antioch University McGregor Organizational Institute. Jane currently serves as President of the International Team Building Association (ITBA).

The author of seven books, she uses both the podium and paper to promote personal and professional excellence. Her best seller, *How To Love the Job You Hate* has been profiled in *Forbes*, *The New York Times*, *The Chicago Tribune*, *USA Today*, *The National Enquirer* and *Guideposts*. Jane is a recognized authority on workplace issues. She is also a nationally syndicated newspaper columnist appearing in business journals throughout the country.

Jane worked with at-risk youth before going into her professional speaking career. This Fortune 500 professional speaker and coach, corporate trainer, Certified Mediator and consultant has worked with organizations such as: Medical Group Management Association (MGMA), the United States Senate, Westar Energy, Western CPE, Toyota, Prudential of Europe, Department of the Navy, United States Air Force, FDIC and the International Association of Hispanic Meeting Professionals (IAHMP). She has shared the platform with such notables as Senator Orrin Hatch, Bernard Siegel, M.D., former Nevada Governor Kenny Guinn, Coach John Wooden, Elizabeth Edwards and Priscilla Presley. Not shy with the media, she has been on hundreds of radio and television programs, including CNBC, CBN and CNN. She is one of the most dynamic women on the speaking circuit today. The National Speakers Association awarded the CSP designation to Jane. Fewer than 8% of all professional speakers hold this distinction.

Visit Jane at www.janeboucher.com or www.janeboucher.org.

IAAP Leadership



Mary Ramsay-Drow, CPS/CAP
President



www.iaap-hq.org



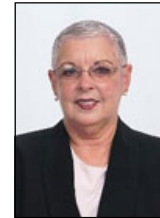
Antoinette Smith, CPS/CAP
Secretary



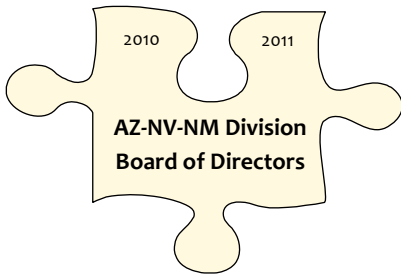
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President-Elect



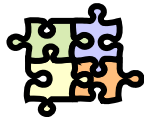
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V. Tina Gilbertson
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Bonnie Ellis
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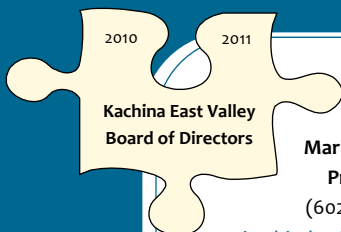
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Division Parliamentary Advisor

Dawn Negrete, CPS/CAP
Certification

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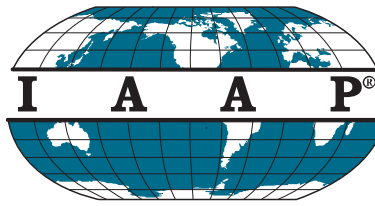
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Administrative Professionals®

2010–2011
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April 25, 2011

Kachina-East Valley Chapter – Phoenix, AZ 551135

Dear Marina:

On behalf of the Board of Directors, warmest congratulations to the members of the Kachina-East Valley Chapter of the International Association of Administrative Professionals, on the celebration of your 45th anniversary.

Many changes have occurred throughout our association and profession since May 1, 1966, when your chapter was chartered. Reaching this milestone is truly significant and one to be proud of.

In this *Passion & Purpose* year, your enthusiasm, dedication and commitment are essential for the ongoing success of IAAP. My very best wishes to you as you celebrate this special anniversary.

Sincerely,

Mary Ramsay-Drow, CPS/CAP
International President

Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development.

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Create Your Purpose,
Live Your Passion

Arizona-Nevada-New Mexico Division
International Association of Administrative Professionals®



Division Education Forum and Annual Meeting
June 3-4, 2011

Registration Form

5 Recertification Points are anticipated for this Conference

Name: _____ CPS CAP

Company: _____

Address: _____

City/State/Zip: _____

Phone No: _____ E-mail: _____

Chapter Name: _____ IAAP ID No.: _____

- Chapter Delegate Chapter Alternate First Timer (please choose one, if applicable)
- Past International or Division Officer Leadership Workshop
- Please list office and year: _____

Registration:

- Early Bird** (Before May 15, 2011) **\$199.00**
- Regular** (Received May 16 to June 1, 2011) **\$229.00**
- Friday only** (Speaker and Lunch) **\$99.00**
- Saturday only** (Business Meeting, Lunch, Leadership Workshop, and Banquet) **\$115.00**

Meals: (choose one of each)

- Friday Lunch:** South of the Border Buffet
- Saturday Lunch:** Asian Chicken Salad or Roast Turkey BLT
- Saturday Banquet:** Chicken Mediterranean Medallions of Beef Tenderloin or North Atlantic Halibut
(Vegetarian Options available on request. Please contact Ruth Lucero or Donna Gonzales)

Banquet Only: @ \$50.00 (choose one dinner option)

- a. **Entrée:** Chicken Mediterranean Medallions of Beef Tenderloin or North Atlantic Halibut
- b. **Guest Name(s)** _____

Excursion:

- Tour Vista Grande Retirement Center** - A \$10.00 transportation fee will be collected separately. Please check the box if you would like to participate in the tour.

TOTAL AMOUNT ENCLOSED*: _____

CHECK HERE If you need an accommodation for meals or a disability to enable you to fully participate in this event, please contact [Donna Gonzales](mailto:djgonza@aol.com) at djgonza@aol.com or 505-345-0329.

Mail Completed Registration Form and Payment to:

2011 AZ-NV-NM DEFAM
c/o Damaris S. Hill, DEFAM Treasurer
1609 Antonio Dr. NE
Albuquerque, NM 87112

Cash, Checks, or Money Orders only. Credit Cards are **NOT** accepted at this time.

*A \$15.00 fee will be charged for all returned checks.





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AGENDA

Thursday

REGISTRATION – 5 p.m. to 7 p.m. at the registration desk near the event rooms.

RECEPTION - 6:30 to 8:30 p.m. - Join us for a reception near the hotel pool. There will be complimentary appetizers and a no-host bar.

Friday Morning

REGISTRATION – 7 a.m. to 8 a.m. at the registration desk near the event rooms.

EDUCATION CONFERENCE - 8 a.m. to 12 p.m. – featuring Lisa Montanaro of LM Organizing Solutions, LLC (Continental Breakfast and Lunch included in registration)

Friday Afternoon

TOUR VISTA GRANDE RETIREMENT CENTER

Saturday

REGISTRATION – 7 a.m. to 8 a.m. at the registration desk near the event rooms.

OPENING CEREMONIES, KEYNOTE SPEAKER, BUSINESS SESSION – 8 a.m. to 3 p.m.

LEADERSHIP WORKSHOP – 3:30 p.m. to 4:30 p.m.

BANQUET – 6 p.m. to 9 p.m.

(Continental Breakfast, Lunch, and Banquet included in registration)

Recommended Dress

Friday/Saturday Sessions-Business Casual and Saturday Banquet-Cocktail/Dressy. Albuquerque weather in June ranges from 59 at night to 89 during the day. Remember to dress in layers as meeting rooms are air-conditioned and evenings may be cool; bring light clothes for your free time. Jeans are acceptable for your free time.

Leadership Workshop*

Patti Speer, CPS, AZ-NV-NM Division President-Elect, will host a Leadership Workshop, open to all members, immediately following the Saturday Business Session. Specific questions may be directed to Patti at president-elect@az-nv-nm-div-iaap.org or (702) 586-3869.

*Be sure to check the box on the Registration Form if you plan to attend the Leadership Workshop!

IAAP Refund Policy

DEFAM registration refunds will be refunded in full if cancellation is received in writing by May 15. No refunds will be given after that date.

Hotel Accommodations

Albuquerque Marriott - 2101 Louisiana Boulevard NE · Albuquerque, New Mexico 87110 online at <http://www.marriott.com/hotels/travel/ABQNM?groupCode=aznazna&app=resvlink&fromDate=6/2/11&toDate=6/5/11> or call 505-881-6800. Rates are guaranteed through May 18, 2011.

Rates: Single- \$89.00; Double- \$99.00; Triple- \$109.00; Quad-\$ 119.00

Airport Shuttle Information

- Sunport Shuttle: fee: \$13 USD (one way) 505-883-4966; <http://www.sunportshuttle.com/>
- Estimated taxi fare: \$20.00 USD (one way) Albuquerque Cab Company: (505) 883-4888; Yellow Cab Company: (505) 247-8888



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WAYS AND MEANS

Sign up today for your Ways and Means Table and Well Wisher Ads!!

- Ways and Means Table - \$15** Includes ½ of a 6' draped table which will be shared with another chapter
- Well Wisher Business Card Ad - \$10** Includes one logo or photo and camera ready art
- Members or Chapters can also purchase ad space in the conference binder; contact **Julia Perkins** for prices.

Well Wisher Text Ad - \$5 Up to 50 words / 225 characters of text

To:

From:

Message: _____

Due by May 15. Please send to **Anita Dotson**, 58 Bearcat Rd., Tijeras, NM 87059
Please make checks or money orders payable to **2011 AZ-NV-NM DEFAM.**

Contact Information

Have questions or concerns? Please send us an e-mail or give us a phone call!

Chairperson – Donna Gonzales – djgonza@aol.com or 505-345-0329 (evenings) or 505-284-8595 (daytime)

Registration & Treasurer – Damaris Hill – dshill25@q.com or 505-205-1496 (evenings)

Ways and Means – Anita Dotson – adotson@sandia.gov or 505-281-9057 (evenings)

Vendors & Sponsors – Julia Perkins – Julia.Perkins@uwcnm.org or 505-247-3671 (daytime)

Advertising – Anna Barr – abarr0825@gmail.com or 505-515-6219 (daytime)

Linda Reckaway – lreckaw@sandia.gov or 505-844-7591 (daytime)

Cindy Olson – locoluv0918@gmail.com or 505-401-3060 (daytime)

We look forward to seeing you in Albuquerque!



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DECIDE to Be Organized

with Lisa Montanaro

About Lisa...

Lisa Montanaro is the owner of [LM Organizing Solutions, LLC](#), a professional services firm offering organizing, business and life coaching, and motivational speaking to individuals and organizations. Lisa is a member of the National Association of Professional Organizers (NAPO) and its Golden Circle, reserved for organizers that have been in business for 5 years or more. Lisa is also an inaugural Certified Professional Organizer[®] (CPO), an achievement that only a small percentage of organizing experts have achieved.



LMOS empowers people and organizations to DECIDE™ to be Organized, a unique 6-step organizing process created by Lisa, based on her many years of experience organizing and coaching clients. Through the implementation of the DECIDE™ approach, clients create systems designed to achieve results at home, at work, and in life. What sets Lisa apart from others in her field is her varied background and keen intuition. Professional organizing, coaching, and speaking allow Lisa to combine her lifelong passion for creating order with her skills gained as a lawyer, educator, mediator, and performer. Considered by her clients to be an “intellectual organizer and problem-solver,” Lisa is skillful at asking questions in a non-judgmental manner that help people and organizations find the answers to create a system tailored to their individual needs.



In addition to her hands-on work with clients, Lisa is a skilled motivational speaker. Lisa is a member of the National Speakers Association (NSA), the premiere organization for professional speakers. Her presentations at national conferences, local forums, and in numerous workplace settings are informative, interactive, and entertaining. Lisa has been interviewed by radio hosts, and is a frequent guest expert for national teleclasses and webinars. Indeed, Lisa was ranked the number 1 speaker of the 2008 NAPO Conference by attendees, sharing the spotlight with such notable speakers as Peter Walsh of TLC's Clean Sweep and the Oprah Winfrey Show, and Hellen Buttigieg of Neat.

VISTA GRANDE



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A Place In The Sun... **For You!**

Vista Grande is a retirement home built by The RTF as housing for retired administrative professionals. Retirement living at Vista Grande is by application from people who are 55 and up and priority is given in this order:

- IAAP members and their families
- Former IAAP members and their families
- Administrative professionals who are not members of IAAP and their families
- People who have never been administrative professionals

When your application is received, you are placed on a waiting list for occupancy on your desired move-in date or as soon as possible thereafter. A financial statement is required for occupancy and financial need is a consideration for acceptance.

The History of Vista Grande

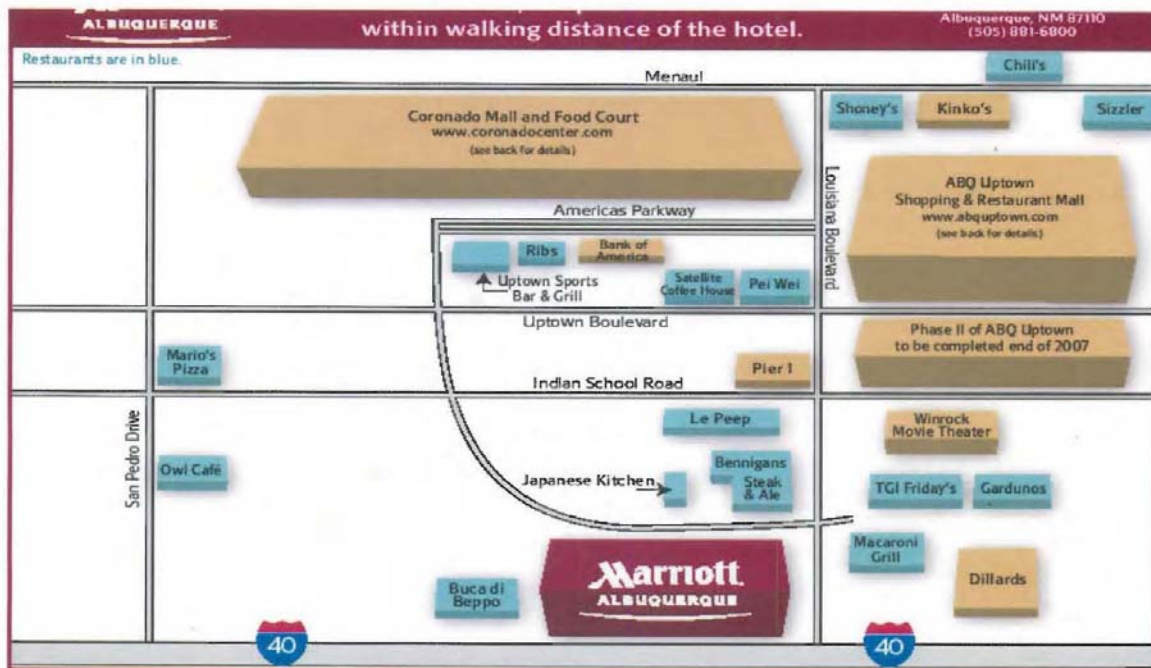
Vista Grande is the Retirement Trust Foundation's most longstanding project. Our "place in the sun" was envisioned in 1947 by Della Herring, who contributed the first dollar to a new retirement fund. In December 1970, groundbreaking ceremonies were held on what would become Vista Grande. Vista Grande now consists of a total of 168 units and continues to improve.

Application

For additional information or a residency application, call or write today:

Manager, Vista Grande Retirement Center
4101 Meadowlark Lane SE
Rio Rancho, NM 87124
505-892-9300

Restaurants and Shopping Near the Hotel



Restaurants and Shops at the Area Malls				
<p>ABQ Uptown Shopping & Restaurant Mall</p> <ul style="list-style-type: none"> Alitel Wireless Ann Taylor Loft Apple BCBG Borders Braro Cucina Italiana Chico's Cingular Coldwater Creek Eddie Bauer Elephant Bar and Restaurant Gymboree J.Jill Jared-TheGaleria of Jewelry Jos. A. Bank Loop Marcello's Chophouse Pottery Barn Sharper Image Soma by Chico's Starbucks Sunglass Hut Talbots White House Black Market Williams Sonoma World of Knives <p><i>Coming Soon:</i> La Bella Spa & Salon (April 2007) Prima Fine Jewelry (February 2007)</p> <p>Hours of Operation Monday - Thursday 10.00am-9.00pm Friday-Saturday 10.00am-10.00pm Sunday 12.00pm-6.00pm</p>	<p>Coronado Mall and Food Court</p> <ul style="list-style-type: none"> 3D Carbs Aeropostale ALDO Alert Cellular American Eagle Outfitters Anchor Blue Ann Taylor APD Substation Art On The Warpath ATM Bank of America Auntie Anne's Bakers Shoes Banana Republic Barnes & Noble Bath & Body Works Biba Spa The Body Shop Bombay Company Brookstone Buckle Cache Calendar Club Cell Needs Champs Sports Charlotte Russe Chickadees Children's Place Chix Store Cingular Cinnabon Claire's Accessories Claire's Boutique Club Spa Nails Coach House Gift Coldwell Banker Legacy Comcast Copper Creations Crabtree & Evelyn Crickit 	<ul style="list-style-type: none"> D.E.M.O. Del Taco Dippin' Dots The Disney Store EB Games EJ's Express Fanzz Fast Fax Jewelry Repair Finish Line Foot Locker Frederick's Of Hollywood Fuddruggers Gap Gap Kids/Baby Gap Gap Maternity General Nutrition Center Golden Sweet Frozen Yogurt Gordon's Jewelers Helzberg Diamonds Himalayan Riches & Rugs Hollister Live! Hot Dog On A Stick Hot Topic House Of Handbags Incings by Claires Industrial Rideshop Infinity Wireless J&J Gifts JCPenney JCPenney Day JCPenney Portrait Studio Journeys Kidz Shoes Journeys Shoes K-B Toys & Hobbies Kay Jewelers Kiddie Kandids Kids Foot Locker Kinkadins 	<ul style="list-style-type: none"> Krazy Daze Lady Foot Locker Lane Bryant Larry's Beauty Center Le Nails D Leather Zone LeetCrafters Lids Limited Too The Limited Logic Lopez Glass Lowdown Fashions Lundstrom Jewelers Mary's Mandy's Shop MasterCuts Mati Memories Mervyn's Motherhood Maternity New York and Company Orange Julius/Dairy Queen Oriental Gifts Ortega's Indian Arts Pacific Sunwear Panda Express Payless ShoeSource Petz Photo Memories Plumb Gold ProActiv Quano's Qwest Kiosk Radio Shack Rave Rio Shoes Ritz Camera Robert Wayne Shoes 	<ul style="list-style-type: none"> Rocky Mtn Chocolate Factory Sam Goody Sbarro Seans Secret Elements Sen's Candles Select Comfort Senior Murphy CandyMaker Sensitive Ears Shoe Fitters Size 5-7-9 Spencer Gifts Sporting Eyes Spring Rolls Stacy's Hallmark Sun Image Suncoast Motion Pictures Sundance Co Sunflower Company Sunglass Designs Sunglass Hut Sweet Factory Things Remembered Tilt Family Entertainment Center Torrid Toxedo Junction Underground Station Vanizon Wireless Victoria's Secret Victoria's Secret Beauty Wells Fargo Western Warehouse Wet Seal What Time Is It? Whitehall Co. Jewelers Wilson's Leather Zales Jewelers Zumez
<p>Hours of Operation Monday - Thursday 10.00am-9.00pm Friday 10.00am-10.00pm Saturday 8.00am-10.00pm Sunday 11.00am-7.00pm (Some hours vary, please call ahead (505) 881-2700)</p>				

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.

