



www.iaap-pikespeak.org

Pikes Peak Chapter Cog Road

February 2010

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2009-2010 Pikes Peak Chapter Officers

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MEETING NOTICE

PROGRAM: "New Strategies for the New Job Hunt" presented by Dianne Dillinger. Dianne will go over the guidelines for preparing a professional resume, review modern search strategies, using the local media, and review cover letters, thank you letters, and follow-ups. *Recertification points approved.*

COMMUNITY OUTREACH: Care and Share. Please bring a non-perishable food to donate to our local Care and Share. For details, please contact Gloria Viebrock at dohertyone@msn.com.

"NEW" LOCATION: Leon Young Service Center
1521 Hancock Expressway, Colorado Springs, CO 80903

TIME: 5:45 p.m. Social Time
6:00 p.m. Chapter Meeting

MENU: From Red Hot & Blue: Pulled Pork, Pulled Chicken, Coleslaw and Green Beans. Drinks will be available for purchase for \$0.50 for all members.

COST: \$9.00/person. Make checks payable to Pikes Peak Chapter IAAP or exact payment in cash is appreciated.

Hostesses: Gloria Viebrock and Aubree Lujan CPS/CAP
Beverage Hostess: Lily Wright
Greeters: Dee Ross and Nancy Frazee

Thursday, February 4, 2010 is the deadline for reservations. Take a moment now to RSVP to Chapter Liaison Christine Schemmel CPS/CAP at 201-3561 or cschemmel@q.com. If you desire to attend meeting only (no meal), please inform Christine when you make your meeting reservation. Thank you.

NOTE: Any member or guest who is unable to attend the meeting, must inform the Chapter Liaison to cancel their reservation by the reservation deadline as noted above to avoid being billed for their meal.

PERMANENT RESERVATION LIST: Cathy Andrew, Pat Andries CPS/CAP, Carla Hall CAP, Carol Hardin CPS/CAP, Paula O'Keefe CPS/CAP, Jean Reed CPS, Christine Schemmel CPS/CAP, Marilyn Sullivan CPS, Eileen Verosko CPS, Gloria Viebrock, Kerstin Von Hoene CPS/CAP, Lily Wright.



President's Message



From the Desk of Carol L Hardin CPS/CAP,

We had a successful special election for the Vice President position at our January chapter meeting. Lynn Dibben CPS will serve the unexpired term of Vice President for the 2009-2010 chapter year. Lynn is already off to a great start lining up our chapter programs. We are working on the Administrative Professional Week (APW) Luncheon.

I want to thank Ellen Polyard for her informative presentation on the IAAP Web Community at the January chapter meeting. Ellen did an outstanding job and I'm sure members have had an opportunity to see for themselves the benefits of this resource!

Please mark your calendar for our next APW planning meeting on February 17th at Lockheed Martin starting at 5:30 pm. The APW event will be held at the Crowne Plaza on Wednesday, April 21st. If you are interested in volunteering please contact Lynn Dibben CPS or Gloria Viebrock.

At our November chapter meeting I announced to the membership that the Pikes Peak Board of Directors will be starting a Leadership Mentoring program. This will bring individuals who want to improve themselves together.

The board will offer guidance, support, and encouragement aimed at developing the competence of the mentee. Mentoring is a tool that we can use to nurture and grow our members for a solid membership. Mentors are good listeners and want to help others bring out strengths that are already there. I feel the Board of Directors are distinguished leaders. If you would like more information please contact one of the board members.

I hope to see you at our February 9th Chapter meeting.

Carol L Hardin CPS/CAP

President, Pikes Peak Chapter

POWER
of
Commitment

2009-2010 International Board of Directors



Front row left to right: Treasurer Karlena Rannals CPS/CAP, Vice President Tamra Goodall CPS/CAP, President Susan Shamali CPS/CAP, President Elect Mary Ramsay-Drow CPS/CAP, Secretary Janine Riemersma CPS/CAP. *Second row left to right:* Northeast District Director Judith Yannarelli CPS/CAP, Affiliate Representative Jennifer Hinkson CMP, Northwest District Director Valerie King CPS/CAP, Great Lakes District Director Wendy Melby CPS/CAP, Southeast District Director Virginia Boyd CPS/CAP, Canada District Director Sharron Buttler CPS/CAP, Southwest District Director Antoinette Smith CPS/CAP.

2009-2010 Colorado/Wyoming/Montana (CWM) Board of Directors

President: Margaret Hartl, Rim Rock Chapter, Billings MT

President-Elect: Tish Neff, Book Cliff Chapter, Grand Junction CO

Vice President: Eileen Verosko CPS, Pikes Peak Chapter, Colorado Springs CO

Recording Secretary: Judy Smith CPS/CAP, Old West Chapter, Cheyenne WY

Treasurer: Andrea Latine CPS/CAP, Denver Chapter, Denver CO

Pikes Peak Chapter 2009-2010 Board of Directors



Front row left to right: Carol Hardin CPS/CAP, President; Lynn Dibben CPS, Vice President; Gloria Viebrock, President-Elect. *Second row:* Paula O'Keefe CPS/CAP, Treasurer; Christine Schemmel CPS/CAP, Chapter Liaison; Pat Andries CPS/CAP, Parliamentarian; Micki Vogt CPS, Recording Secretary.

We welcome the addition of Lynn Dibben CPS and Micki Vogt CPS to the Board!

The IAAP 2010 Spring Conference... 2½ days of relationship building and networking.



Online, On Site, On
Target
360° Business Relationship Building For Admins
Reno, Nevada | Grand Sierra Resort & Casino
March 8-10, 2010
IAAP Spring Conference

Don't miss this chance to attend an IAAP conference at low, economical rates. We've extended our early bird conference rate until Jan. 31. Hotel rooms begin at \$89 a night. Register Today at <http://www.iaap-hq.org/events/pec/registration.html>.

We're living and working in crazy times. Cut-backs in staff, money and resources are the new norm that we must accept and live with. How do you get everything done, maintain your sanity, and meet your organization's goals? The answer is through forming, building, nurturing and growing business relationships.

The admin is at the center of this 360° innovative solution that requires new knowledge, skills, and attitudes that most of us have to learn on the fly or through trial and error.

Join us for this 2½-day IAAP conference to prepare you to become the polished professional who masters every relationship required in this challenging economy.

With informative speakers and low rates, you won't find a better training value.

www.iaap-hq.org • 816-891-6600 • fax 816-891-9118



Jan Harrison serves as a management consultant for her own company, Jan Harrison Communication Strategies. Her background makes her perfect for teaching about effective communication strategies.



Mary Redmond is a speaker, author, trainer, entrepreneur. She saves her client's money and can teach you how to do it for your company too.



Gini Courter is a co-owner of TRIAD Consulting and considered the administrative and business professionals Microsoft Office guru and the technology trainer for IAAP.



Jennifer Webb is an internationally recognized speaker, author, consultant, trainer, and coach. She has helped thousands of businesses increase productivity by teaching people how to communicate.

**Informational Seminar
Hosted by Pikes Peak Chapter,
IAAP
March 20, 2010**

- ✓ Do you need that extra skill, certification, credential or experience to set yourself above the competition and bring more value to your employer?
- ✓ Are you, or is someone you know, looking to enrich and enhance your/their career?
- ✓ Would you like networking opportunities with other Administrative Professionals in our community, region and internationally?
- ✓ Are you looking for affordable continuing education and/or leadership development opportunities?
- ✓ Do you need a mentor and/or a library of resources to help you do your job more effectively?
- ✓ Do you want to learn more about IAAP and acquire the full benefit from your membership?

If you answered, "Yes," or even, "Maybe," to any or all of the above questions, then this Informational Seminar is for you. **The benefits of membership are numerous and the value is priceless.**

The Pikes Peak Chapter IAAP is hosting a FUN, FREE informational seminar to address the value and benefits of membership.

**March 20, 2010
8:30 Registration and Networking
9:00 Seminar(s) begin & will
conclude at 10:00 a.m.
Printers Park Medical Plaza
175 S. Union
Executive Conference Room**

It will be the best 1 ½ hours you can spend on a Saturday!

This informational seminar is for individuals who are looking for career enrichment, as well as for current members who want to learn more about how to reap the most benefit(s) from your membership.

Current members are encouraged to share this great opportunity with your business associates. IAAP has been referred to as, "The best kept secret." **WE WANT TO CHANGE THAT!** Come and see for yourself if IAAP is right for you. Talk to our members, ask questions and find out why they feel their membership in IAAP is a great investment. This is an incredible opportunity to invest in YOU. After all, you deserve it!

Please RSVP to me at 365-1461 to reserve your spot. We look forward to meeting you on March 20th.

Marilyn Sullivan CPS
Membership Committee Chair



SAVE THE DATE

**2010 Administrative Professionals
Day® Luncheon
Wednesday, April 21, 2010
Crowne Plaza Colorado Springs**

First of all I would like to thank everyone who attended the APW meeting on January 21st. We had a very successful meeting and covered a lot of information. We will finalize our APW invitation in a couple of weeks and it will be sent out on schedule. It was determined that Crystal Jonas will be our seminar speaker as well as our luncheon speaker. During the meeting, we reviewed the roles and responsibilities of the APW committees.

If you are even slightly considering helping out, we can still use more help on some of the committees. The APW is our premier event for the Pikes Peak Chapter of IAAP and we would like to put on the best event ever! Our next APW meeting will be held at the Lockheed Martin Corporate office on **February 17th**. Please make every effort to attend this very important meeting.

Lynn Dibben CPS, APW Chair

Chapter Meeting Minutes

A draft copy of the minutes is posted on the chapter website at www.iaap-pikespeak.org.

Pikes Peak Chapter Library

1. **Leadership 101 – What Every Leader Needs to Know – John C. Maxwell.** *One of the keys to successful leadership is applying the concepts that have made other leaders strong. Here's your opportunity to do just that.*

2. **175 Ways to Advance Your Career – Don Kennedy.** *Short, Practical Reminders to Help Keep You on Track. The "Real World" aspects of career advancement they don't teach in any classroom*

3. **The Tiny Warrior – A Path to Personal Discovery and Achievement - D.J. Eagle Bear Vanas.** *(Note DJ was APD Luncheon Keynote Speaker several years ago.)*

4. **Don't Sweat the Small Stuff...and it's all small stuff – Richard Carlson, Ph.D.** *Simple ways to keep the little things from taking over your life.*

5. **Fish! – Stephen C. Lundin, PhD, Harry Paul, and John Christensen.** *Catch the energy & release the potential! A remarkable way to boost morale and improve results.*

6. **Learning to Lead – Robert Heller.** *Understanding, problem solving, supporting, rewards, motivating, training, delegating, inspiring, empowering, vision, communicating, trust. Practical techniques show you how to use your initiative, handle problems, encourage others, and inspire excellence.*

7. **The One Minute Manager – Kenneth Blanchard, Ph.D., Spencer Johnson, MD.** *Simplify your life, get more done in less time, reduce stress and help you find peace of mind.*

8. **Your Customer System – Dr. Daniel R. Price.** *Learn the secrets of successful businesses as you build your award-winning and profitable customer service, satisfaction and loyalty system!*

9. **The Masters of Success – Ken Blanchard, Terri Norvell, Jack Canfield and others.** *Groundbreaking interviews packed with information & inspiration destined to help you succeed in business and in life!*

10. **The Future – Warren Evans.** *A build-your-own-future manual for Administrative Professionals – Create the future you want.*

These outstanding books are available for checkout from Gloria Viebrock at dohertyone@msn.com. Also if members would like to donate books to the chapter library, please contact Gloria.

Certified Professional Secretary (CPS®) and Certified Administrative Professional (CAP®) Certification

CERTIFICATION DEADLINE REMINDER

February 15th is the application postmark date for the May 6-7, 2010 Certification Exam. August 15th will be the next deadline to remember...will you be testing then?

Here are some facts to ponder:

- Certification will improve your professional qualifications, skills and knowledge.
- Certification will raise your professional self-esteem (personal too...do it for you!!)
- The recent salary guide by Office Team states that those with a CPS or CAP can earn up to 7% more per year than those without certification!
- Certification can make lasting friendships. How? Think of all the group study time with new friends!!

If you have any questions on what to do or how to do it, contact the Pikes Peak Chapter Certification Chair, Gloria Viebrock, at dohertyone@msn.com or call 719-382-5588. Pikes Peak Chapter also has review books to study for the exams. They can be checked out from Gloria as well. Members can download the exam application packet at <http://www.iaap-hq.org/prodev/certification/exams.html>.

Retirement Trust Fund

Pikes Peak Chapter has done it again. Our members contributed over \$200 for the RTF. In October, grab bags, greeting cards and blank note cards raised \$68. Also in November, the **Nose-to-Toes** (members paid \$5 for tickets that measured from their nose to toes) netted \$137. At the December meeting, RTF raised yet another \$32 from the silent auction "bids" placed for packages of handcrafted Christmas cards and other cards and notes. Thank you, everyone, for your support of the RTF. The retirement housing in Rio Rancho, New Mexico, is a great asset for IAAP and a facility for us to be extremely proud of.

RTF Committee: Rita Banister CAP, Co-Chair; Carla Hall CAP, Co-Chair; Jean Reed CPS, Kaye Jones.



Members Corner

Happy Birthday to...

Carol Hardin CPS/CAP	Feb 02
Rita Banister CPS/CAP	Feb 03
Marilyn Sullivan CPS	Feb 06
Debra Ketner CPS/CAP	Feb 12
Anya Zhuravleva	Feb 23

Member Spotlight

Lynn Dibben CPS originally hails from Albuquerque, New Mexico and started her professional administrative career at Sandia National Laboratories at Kirtland Air Force Base.

It was there that she met her future husband, Mark, an Air Force officer. A few years later they married and moved to Colorado Springs where he taught Chemistry at the Air Force Academy and she was an administrator with Velcon Filters.

Two years later the Air Force sent Mark to Gainesville Florida to obtain his PhD. While in Florida she worked for Naylor Publications as their office manager and played tourist for three years. The couple then returned to Colorado Springs and Lynn was hired by Plasmon. When Plasmon closed their doors, she was laid off on a Monday and by Friday of that week she started working for Lockheed Martin. During her five years at Lockheed Martin, Lynn has worked her way up the ranks from supporting a Senior Manager, then a Director and is currently supporting the Vice President in charge of Space Programs.

Lynn joined the Pike's Peak chapter of IAAP exactly two years ago in January. Lynn replaced Marie Okvath when Marie retired from Lockheed Martin. Marie had been a member of IAAP for many years and she encouraged Lynn to become a member. Lynn served as the Chair of Invitations on the 2009 APW committee and has served as host at a few chapter meetings. Lynn recently received her CPS certification and is the current Vice President.

On a personal note, Lynn and Mark have six children between them; three girls and three boys. All six children are currently in college, two in graduate school and the other four in undergraduate schools in four different time zones across the US. Lynn is very proud of her family.

Micki Vogt CPS hails from Southern California, and moved to Colorado Springs in 1993. She and her husband have five adult children and two granddaughters between them. They enjoy hiking, skiing and taking advantage of many of the activities that Colorado has to offer (but she misses the beach!).

Micki has been in the administrative field for over 21 years. Her first administrative position was with McDonnell Douglas on the Space Station Freedom contract (now the International Space Station) working alongside former test pilots and astronauts as well as with many talented engineers. She has also worked for Quantum Corporation and now Honeywell.

Micki joined IAAP two years ago and achieved her CPS certification in May 2009. She is honored to be currently serving as the Recording Secretary for the IAAP Pikes Peak Chapter.

If you aren't in over your head, how do you know how tall you are?

T.S. Eliot



Happy Valentines' Day

2010 U.S. Census

The Security Manager at Honeywell wrote this article and wanted to share with IAAP members and their families and friends.

The first phase of the 2010 U.S. Census is under way and US Census Bureau (USCB) workers have begun verifying the addresses of households across the country. Eventually, more than 140,000 U.S. Census workers will count every person in the United States and will gather information about every person living at each address including name, age, gender, race, and other relevant data. With the upcoming CENSUS, we can expect every conceivable type of scam possible to get your identity and your money.

With that thought in mind here are some very basic but good bits of info to remember and pass along to everybody you know: Be Cautious About Giving Info for the US Census. Think before you respond and use common sense. Be cooperative, but cautious, so as not to become a victim of fraud or identity theft.

So how do you tell the difference between a U.S. Census worker and a con artist? **If a U.S. Census worker knocks on your door, they will have a badge, a handheld device, a Census Bureau canvas bag, and a confidentiality notice.**

- **DO - ASK TO SEE THEIR IDENTIFICATION AND THEIR BADGE** before answering any questions. However, you should never invite anyone you don't know into your home. An invite inside your home could be used to evaluate your home for valuables for a future burglary.
- Census workers are currently only knocking on doors to "VERIFY ADDRESS INFORMATION".
- **DO NOT** - give your Social Security number. The Census Bureau will not ask for Social Security, bank account, or credit card numbers, nor will employees solicit donations. Any one asking for that information is NOT with the Census Bureau.
- **DO NOT** - give credit card or banking information to anyone, such information is not needed by the USCB.
- **DO NOT** - answer anything about your financial situation. The USCB should only ask for basic financial information, such as a salary range.
- **REMEMBER: NO MATTER WHAT THEY ASK, YOU REALLY ONLY NEED TO TELL THEM HOW MANY PEOPLE LIVE AT YOUR ADDRESS.**
- **DO NOT** - respond to inquiries from anyone associated with ACORN. The census bureau has decided not to work with ACORN on gathering this information. No ACORN worker should approach you saying he/she is with the Census Bureau.
- **DO NOT** - respond to emails from that claim to be from the USCB. Eventually, Census workers may contact you by telephone, mail, or in person at home. However, the **USCB WILL NOT** contact you by Email, so be on the lookout for Email scams impersonating the Census.
- **DO NOT** - open internet links that claim to be from the USCB. **Never** click on a link or open any attachments in an Email that are supposedly from the U.S. Census Bureau.
- **DO NOT** - allow and advise your children about never engaging a USCB canvasser in discussions. Children, even teenagers do not look at the same concerns or potential threats as adults and are easily manipulated. USCB personnel should not engage anyone but the adult in the home.

Remember, the information you provide will be available to the person collecting it but also to the general public for all intentional purposes.

With the downturn in the economy there will be those out there that are trying to make the fast buck whether it be by burglarizing your home and selling contents at a pawn shop or stealing your identity and stealing your life savings.

So use caution and **DO NOT** hesitate to contact the local Police Department or the USCB before you cooperate with these people if you have concerns.

IAAP Pikes Peak Chapter 2009-10 Calendar of Events

September 8, 2009 Chapter Meeting
Welcome to the 2009-2010 Year. No program scheduled.

October 13, 2009 Chapter Meeting
"Discovering Your Memory Power" with Jana Owen and Celebrating Pikes Peak Chapter's 65th Year.

October 17, 2009 Information Seminar on Enhance Your Career (CANCELLED)
Membership Drive and Certification Presentations, Printers Pkwy Medical Plaza.

November 10, 2009 Chapter Meeting
Retirement Trust Foundation; Program: Retirement/Savings with Tony Beach, Vice President UMB.

December 8, 2009 Chapter Meeting
Annual Holiday Social, Gift Exchange & Silent Auction

January 12, 2010 Chapter Meeting
Web Community with Ellen Polyard, Past President Recognition

February 9, 2010 Chapter Meeting
"New Strategies for the New Job Hunt" by Dianne Dillinger (recertification points)

March 9, 2010 Chapter Meeting
Safety Program with Colorado Springs Policy Department

March 20, 2010 Membership Informational Seminar
Printers Park Medical Plaza, 175 S. Union

April 13, 2010 Chapter Meeting
OfficeTeam Presentation – Topic TBD

April 18-24, 2010 Administrative Professionals Week
April 21 Administrative Professional Days Luncheon & Program

May 11, 2010 Chapter Meeting
Chapter Elections; Program: Avery Office Products

June 8, 2010 Chapter Meeting
2010-2011 Officer Installation

July Chapter Social (Date & location TBD)

February Observances

Feb 2	Groundhog Day
Feb 12	Lincoln's Birthday
Feb 14	Valentine's Day
Feb 14	Chinese New Year
Feb 15	Presidents' Day
Feb 15	Susan B Anthony's Birthday
Feb 16	Mardi Gras
Feb 17	Ash Wednesday
Feb 22	Washington's Birthday
February is Black History Month	