

Scribblings



Ak-Sar-Ben Chapter
Omaha, NE
Volume XLXIX, Issue 06
February 2010



COLLECT

We pledge ourselves to loving service, which is the foundation of good fellowship.

We promise to serve one another in every thought, word and deed through loyalty, cooperation and goodwill toward all.

POWER of Commitment Ak-Sar-Ben Chapter

IAAP Mission Statement

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

Seven Questions to Ask at an Interview

By Paul Sloane

If you are going for an interview as a prospective employee then you should do some research. Read the job description and requirements carefully. Browse the web site to see how the organization presents itself. Search for news items and comments about the company on news sites and blogs.

For the interview itself you should dress smartly and appropriately. It is important to have some questions prepared and here are a few that could really help:

1. **What exactly would my day-to-day responsibilities be?** It is essential that you clearly understand your role and the tasks that you would be expected to undertake. It is easy to make assumptions and get the wrong impression of what the work would be so it is vital for both sides that there is clarity in what is expected of you. If the interviewer cannot give a clear answer, then this is a worrying sign, so politely follow up with more questions. Some people even ask to see exactly where they will sit.

2. **What are the opportunities for training and career advancement?** This question serves two purposes. It helps you to understand where the job might lead and what skills you might acquire. It also signals that you are ambitious and thinking ahead.

3. **What is the biggest challenge facing the organization today?** This sort of question takes the interview away from the detail and towards strategic issues. It allows you to see and discuss the bigger picture. It proves that you are interested in more than just the 9 to 5 aspects of the job. It can lead to interesting discussions that can show you in a good light - especially if you have done some intelligent preparation. If appropriate you can follow up this question with some questions about the objectives of the department and the manager who is interviewing you.

4. **When did you join?** After the interviewer has asked a number of questions about you it can make a good change to ask a gentle question

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International Association of
Administrative Professionals®

Chapter of Excellence

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February 9, 2010

"Identity Theft Protection" Mike McKee

Whether stealing your social security number, your ATM PIN number, or your credit card number, learn avenues of identity theft of which you may not be aware.



March 9, 2010

"Helping Dislocated Workers: Educational Options And New Directions in Workforce Development"

Ruth Leidle & Jan Sovereign
Nebraska Workforce Development

Many companies are downsizing or tightening the budget belt. Learn ways to help both yourself and your coworkers deal with the added pressures to do more with a lot less.



Presidential Buzz

The month of February is known for Ground Hog's Day (I was really hoping for an early Spring), Saint Valentine's Day (love is in the air), President's Day, Black History Month, and this year, the Chinese New Year (year of the Tiger). In Finland and the Ukraine, February is known as the ice month. This year, we are living up to that name.

As the members of the Ak-Sar-Ben Chapter partake in many or all of the celebrations of February, there is much planning and coordination being done for the Administrative Professionals Day Breakfast celebration April 21. The committee has been hard at work renewing sponsorships, securing a location and keynote speaker, gathering door prizes, and more. I am looking forward to another exciting day of celebrating all that administrative

professionals do in the Omaha Metro area.

The ultimate celebration of administrative professionals will come in the awarding of the 2010 Administrative Professional of the Year (APY). Nominations and applications are currently being accepted by APY Chair Cheselle Tabor. We look forward to recognizing the contributions of an administrative professional in the Omaha/Lincoln/Council Bluffs area.

As you scoop your sidewalks, steps and driveways, enjoy the beauty of snow, and remember it for Summer when the temperature gets up to 90 degrees. Celebrate with your loved ones and friends. And as always,

Blessed Bee~

Anni B

Ak-Sar-Ben Chapter
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2009-2010

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OFFICETEAM®

Specialized Administrative Staffing

With many companies still operating with lean teams and tight budgets, your contributions to the business are more valuable – and more noticeable. Are you doing what you can to distinguish yourself as one of your firm's top performers? Ask yourself the following questions to determine if you truly are an office MVP:

- * **Do you have a winning attitude?** The best employees are positive and take challenges in stride. How have you handled a difficult boss or coworker, budget cut, or error in the past? Admitting to a mistake, for example, can be difficult and humbling, but firms value those who can make a tough call and take the corrective action necessary to quickly rectify the situation.
- * **Can you change tactics?** It's important that you're determined to get the job done, but you also must remain flexible. Top performers don't give up on problems; instead, they tackle them from multiple angles. The next time you hit a roadblock, try adjusting your strategy or soliciting input from a colleague for a different point of view.

Are You an Office MVP?

- * **What are your professional goals?** Top performers strive for success in everything they do and have a good sense of what it takes to get them to the next level. Setting long-term goals for your career can give you focus and prevent you from just drifting along.
- * **How do you handle difficult choices?** The most valuable employees can be counted on to exercise good judgment and make tough decisions. So consider how you typically approach complex problems. The best decision makers remain calm and carefully weigh the facts before acting.
- * **Are you a good sport?** MVPs always act ethically and don't climb over others on their way to the top. Basing your choices on a set of strong values can help you act appropriately no matter the situation.

OfficeTeam is the world's leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has more than 325 locations worldwide, and offers online job search services at www.officeteam.com.



**26th Annual
Administrative Professionals Day®
Breakfast**

Wednesday, April 21, 2010

**Networking & Boutique at 6:30 a.m.,
Buffet Breakfast at 7:00 a.m.**

**The Salvation Army Kroc Center
27th & Y Streets**

Keynote Speaker

Amanda Brewer

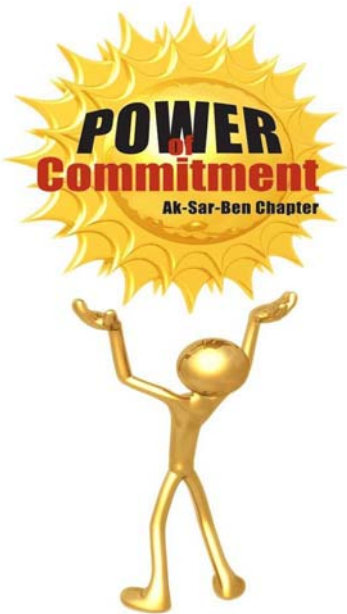
**Executive Director/President
Habitat for Humanity**

**Applications are now being taken for the
2010 Administrative Professional
of the Year Award**

**Visit the Chapter Website at
www.iaap-aksarben.org**

**To nominate an administrative professional or to
download a copy of the application.**

**Deadline for submission is
February 26, 2010.**



Membership Information

55 Members,
1 Dual Member
56 Members as of
01/31/2010

*For Roster Updates, visit
the Members Page on the
Chapter website at
www.iaap-aksarben.org*

February Anniversaries

Shawnita Mack CAP, MCAS 2008
Stephanie Smith 2008
Kimberly Dove 2009

February Birthdays

Linda Lavelly CPS 1st
Sue Leeson CPS/CAP, MOS 1st
Jill Stein 10th
Kreyll McPherson 12th
Sunday Uribe 18th
Linda Kavan CPS/CAP 24th

Dates to BEE Remembered

Mar 2	Executive Board Meeting
Mar 9	"Helping Dislocated Workers: Educational Options And New Directions in Workforce Development" Ruth Leidle & Jan Sovereign Nebraska Workforce Development
Apr 6	Executive Board Meeting
Apr 13	Office Team Presentation Brian Abrams Bringing the latest products required in today's work world.
Apr 21	Administrative Professionals Day® Breakfast "The Power of Commitment" At the Kroc Center (27th & Y Streets)
May 4	Executive Board Meeting
May 11	Office Max Presentation The latest and greatest of office supplies to make life easier and help admins look good on the job.

Ak-Sar-Ben Chapter meetings are held the second Tuesday of each month at the Westside Community Center, 108th & Grover. Reservations should be submitted to Maggie Lynch, the Thursday before the meeting at 402-932-7709, or e-mail to maggielynch.iaap@cox.net.

Board Meetings are held the first Tuesday of the month at 5:30 p.m. at Goodwill Industries 41st & Pacific Streets.

Ak-Sar-Ben Chapter Committees

- * Administrative Professionals Day Event
- * Audit/Budget
- * Bylaws & Standing Rules
- * Membership & Certification
- * Programs & Education
- * Publicity & Community Awareness
- * Records Management
- * Scholarship
- * Ways & Means

Committee Buzz

Providing Assistance for Advancement in Knowledge

Gladys Doerr CAP, MOS Chair

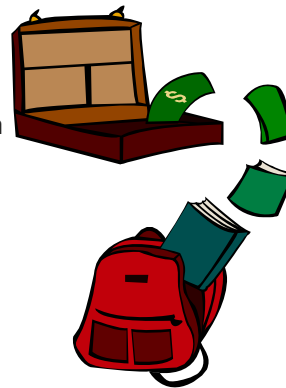
Scholarship is defined as: Knowledge resulting from study and research in a particular field. There are many ways that knowledge of the administrative profession can be gained: at a college or university, taking the certification exams, general experience. For those choosing to learn at college or take the exams, funding these opportunities can be a challenge.

The Scholarship Committee was formed to provide monetary assistance to those wishing to gain knowledge in the administrative profession. We handle matters pertaining to the selection of the student or students to receive a scholarship to an accredited Nebraska or Iowa college or university in pursuit of an administrative career. Tasks for the committee include:

- * Advertising for scholarship - Nebraska Career Information System (NCIS); this is an on-line service.
- * Send letters with applications in October to high schools and colleges in the metro area.
- * The committee reviews the applications and makes a recommendation to the Executive Board on their selection for the

Continuing Education Scholarship (\$500) which is presented at the Administrative Professionals Day® Breakfast.

- * The committee reviews the applications for the Certified Professional Secretary® (CPS) or the Certified Administrative Professional® (CAP) exams which has a value of \$125. The committee makes a recommendation to the Executive Board of their choice. If we have enough candidates, we give out two (2) scholarships for each of the exams (May and November).



For new members, or current members looking to serve on a committee but may not have a lot of time, this committee is a good starter experience. There are relatively easy to follow guidelines and doesn't require a lot of time. The learning opportunities on this committee are marketing, public relations, public speaking, and decision making.

If you are interested in helping others gain knowledge in the administrative profession through scholarship, contact Gladys Doerr CAP, MOS at 402-399.4909.

BEE Active in a Committee

The Administrative Professionals Day Breakfast Committee

Next Meeting
Monday, February 15, 2010
At 5:30 p.m.
At HDR (84th & Dodge)

Contact Shawnita Mack CAP, MCAS
for more information

*Administrative Professionals Day
April 21, 2010*



The Records Management Committee

Reminds all Committee Chairs to Update their Flash Drives and Backup their files.

Welcome!

The Membership & Certification Committee

is looking for Volunteer Greeters for membership meetings in March, April and May. Greeters need to arrive early for the meeting to greet and direct guests.

Contact Kimberly Dove at 457-1430 to sign up.

Commitment to Certification By Jennie Cormier

Last month, I wrote about several administrative professionals who had a long-time goal to take and pass the certification exams: Certified Professional Secretary® (CPS) and Certified Administrative Professional® (CAP). This month, I'd like to share with you stories of some more administrative professionals who were committed to becoming certified. Reasons for wanting to take the exams vary from person to person, but all took the time (some several years) and the effort to obtain these significant designations.

Linda L. Rolfe CPS/CAP of the Capital District Chapter in Albany, NY earned her CPS designation in 1988. She had to give up a few things, primarily bowling, and it took her a few "takes" before she earned her certification. She felt a great sense of accomplishment when she finally received her designation.

Around 2004-2005 she began her pursuit of the CAP designation. Ms. Rolfe states: "Again, a few failures along the way but studied hard during 2006-2007 and took it again in May '07. Another failure, but was close. Forged ahead again in November '07, and on Christmas Eve of '07 received my results. I Passed!

"I believe what motivated me was the challenge of it. As mentioned, I came close in the May '07 exam (approximately 30 points from passing) and was almost ready to give up, but decided to plug ahead and give another shot for the November exam in '07."

While studying for the CAP in 2007, Rolfe chaired the Division Annual Meeting Vendor and Exhibit Committee for 2008 and the Chapter APW Committee for 2008. She is very proud of her designations. Her commitment to her career is evident in her example of the old adage "If at first you don't succeed, try, try again."

Judith A. Yannarelli CPS/CAP, International Director, Northeast District wasn't aware there was certification for administrative professionals until she joined IAAP in 1994. She instantly viewed obtaining certification as a challenge and immediately sent in her application for the next exam. Since she had just graduated from Montclair University in 1992, she chose not to study.

"I viewed my first sitting as part of the challenge - how much did I really know after being an admin for over twenty years?" said Ms. Yannarelli. "I'm proud to say I passed all three parts of the CPS the first time, as I did with the CAP."

Originally, Yannarelli did it for herself, however, her company also recognized her

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Certified Administrative Professional® Certified Professional Secretary®

Opportunities are given twice a year for the IAAP-sanctioned Certified Administrative Professional® and Certified Professional Secretary® exams.

Examination Parts:

- 1 **Office Systems & Technology**
(CPS and CAP exams)
- 2 **Office Administration**
(CPS and CAP exams)
- 3 **Management**
(CPS and CAP exams)
- 4 **Advanced Organizational Management**
(CAP exam only)

We recommend that the *Certification Review Guide* be used to direct any course of study. The *Certification Review Guide* is found on the website at www.iaap-hq.org/Cert/examrevw.pdf.

Exam Dates	Registration Deadlines
May 7-8, 2010	February 15, 2010
Nov. 5-6, 2010	August 15, 2010

Applications for registration can be found online at www.iaap-hq.org on the "Professional Certification" page.

CPS/CAP STUDY GROUPS

The CPS/CAP Study Groups started on Monday, January 11, 2010 for the CPS Exam and will begin on Wednesday, January 13, 2010 for the CAP Exam at the Village Inn at 78th and Dodge Street at 5:30 p.m. Anyone is welcome to join either Study Group. Each study group begins at 5:30 p.m. and ends at approximately 7:00 p.m. or earlier. The Study Groups will run through April. The next Exams are scheduled to be given May 7-8, 2010. Deadline to submit applications for this exam is February 15, 2010.

You do not need to attend every week, but it does help you to stay on track with your studying. We use the Prentice Hall Study Guides which can be purchased through IAAP.

Please contact Lynn Kroeger CPS/CAP, Membership Co-Chair at 963-8219 or email lynn_kroeger@csgsystems.com if you would like to attend or need more information.

Congratulations to the newly Certified

Next Exam
May 7-8, 2010

Deadline to register
February 15, 2010

Members of Excellence

Marilyn Brown CPS/CAP/MCAS
Ann Burke CPS/CAP
Gladys Doerr CAP
Kay Gale CPS/CAP
Linda Kavan CPS/CAP
Lynn Kroeger CPS/CAP
Linda Lavelly-Martin CPS
Dianna McCarty CPS/MOSM
Kreyl McPherson
Barb Schuler CPS/CAP/MOSM

For Member of Excellence
information, visit IAAP HQ
[Pathways of Excellence](#).

IA-NE Division Executive Board 2009-2010

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Loving is not just looking at each other,
it's looking in the same direction.

~Antoine de Saint-Exupéry,
Wind, Sand, and Stars, 1939

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achievement with a bonus (one week's salary). They have also supported her commitment to IAAP ever since.

"Today, I'm proud to proclaim I've been an admin for almost four decades. Achieving the CPS/CAP certification was and is the highlight of my profession," said Ms. Yarnnarelli. "I encourage admins to take the challenge - do it for yourself."

The commitment to get ahead and move up the corporate ladder motivated Frances Morrison, DTM, Sr. Administrative Assistant in Louisiana to take her exams. As an in-active member for several years, she didn't think the CPS® or CAP® designations of the executive secretaries at her company applied to her. Starting out as a support person for a group of analysts, Morrison's job migrated into an administrative position with a title change.

Now working for two directors, a general manager and a manager, Morrison realizes that, unless she obtains her CAP/CPS certification, she will not ever be eligible for promotion within her

current company. "Promotion in this company generally means more money and less work!" says Morrison, who plans to take the exam in May. "Instead of being administrative support for 12 people, I could easily be an Executive Secretary and only support a maximum of 3 people and get paid about 33% more than what I make now."

Whether sheer determination, commitment to a challenge, or desire to excel in a career, administrative professionals all across the country are recognizing the value of the CPS® and CAP® certifications. The knowledge gained through studying and the confidence acquired through passing, combined with experience in the workplace, creates an administrative professional who adds great value to the company with which she/he is employed.

Congratulations to all Certified Professional Secretaries and Certified Administrative Professionals, and best of luck to those committed to obtaining their certification (however long or many times it takes).



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This newsletter is general in nature and is not to be relied upon as your only source of information.

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about them. People often like talking about themselves and if you can get them talking about their progress in the company you can learn useful and interesting things.

5. What are the criteria that you are looking for in the successful candidate for this position?

The job advertisement may have listed what was wanted in a candidate but it is very useful to hear the criteria directly from the interviewer. The more that you can discover about what they want and how they will make the decision the better placed you are to influence that decision.

6. How do you feel that I measure up to your requirements for this position?

This follows on naturally from the previous questions. It may seem a little pushy but it is a perfectly fair thing to ask. In sales parlance this is a 'trial close'. If they say that you are a good fit then you can ask whether there is any reason you might not be offered the job. If they say that you are lacking in some key skill or attribute then you can move into objection handling mode and point out some relevant experience or a countervailing strength.

7. Would you like to hear what I could do to really help your department? If you want the job

then this is a great question to ask at the end of the interview. Most interviewers will reply, 'Yes.' Drawing on what you have learnt in the conversation, you can give a short sales pitch on why you fit the criteria and why your strengths and ideas will significantly assist the boss to meet their objectives. Make it short, direct and clear with the emphasis on the benefits for them of having you in the team. At the end ask something like, 'how does that sound?'

Many candidates take a passive role at the interview. They competently answer the questions that are put to them but they never take the initiative by asking intelligent questions that steer the interview in a helpful direction. If you are a proactive candidate who asks the sorts of questions given above then you will be seen as more dynamic and you will significantly increase your chances of being offered the job.

Paul Sloane is an author and speaker on leadership, innovation and lateral thinking. His most recent book is [The Innovative Leader](#). He helps organizations improve innovation, creativity and leadership. He is the founder of [Destination Innovation](#).