

Scribblings

IAAP Ak-Sar-Ben Chapter
Omaha, NE
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October 2009

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."

What Makes a Good Boss?

By Jeff Wuorio

Everyone tells tales of the boss from...

But what about the angels of the workplace? Have you ever considered what makes a good boss good?

The answer to that question is admittedly mercurial, as one person's view of a top-notch employer will differ from somebody else's. However, there are a number of traits, attitudes and abilities that are common to all good bosses. Bearing in mind the importance of good leadership to business, consider the following lineup of skills, strategies and attributes:

1.) **Be inclusive.** With a smaller operation, it's essential that everyone feels like an equal and involved part of the team. A good employer is certain to treat each employee fairly, not only in terms of salary and other forms of compensation, but also in how that employee is involved in the

daily function of the business. Encourage feedback, innovation and creativity so employees feel genuinely engaged.

2.) **Mission, not just money.** Very few businesses operate out of sheer altruism, but that's not to say that turning a profit is the primary philosophical and practical focus. Rather, an effective boss establishes a genuine business mission. How that takes shape depends both on the business and on the overriding focus the boss wants to set. Not only can a clear mission serve to motivate employees, it can also infuse a sense of importance in their jobs.

3.) **Nothing to fear but fear itself.** Many of us have had bosses who would be right at home with a guillotine next to their desk calendars. Make one mistake on the job and feel free to slip your noggin right in beneath the blade. Conversely, an

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October 2009

Welcome to the Executive Recognition Event "The Power of Commitment"

Thank you to all the Executives in attendance for your support of Omaha area Administrative Professionals. We hope you enjoy our presenter, Wes Hall, as he empowers us to commit to our passions and our purposes.

October 27, 2009

IAAP® Ak-Sar-Ben Chapter

Open House

5:30 – 7:30 PM

HDR, Inc.

8404 Indian Hills Drive
(North Side Entrance)

Catering provided by



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The Buzz

October. The 'Beginning of the End'. We are nearly halfway through the first of the last three months that complete the calendar year. As we spin into the colder days of autumn, I find my thoughts focusing inward. I'm spending less time participating in community activities, and more time in my own backyard.

There is a sense of urgency that picks up about this time each year, like I need to hurry up and get things done. This frenzy of fruitful activity steadily increases as the season-of-never-ending-holidays fast approaches.

Do you recall the tale of the Ant & the Grasshopper*? The fable tells of an idle grasshopper that spends the warm months of summer 'fiddling' away the time while the industrious ant colony busily works to store food for winter. When the freezing cold weather comes, the grasshopper finds itself dying of starvation. He begs the ants for food only to be chastised for being lazy.

The story illustrates the benefits of hard work and preparation, and the disadvantage of failing to plan for the future.

One way we, as admins, can better plan for our future is to utilize our membership in IAAP to the fullest. Take advantage of every experience and opportunity the Association has to offer. Read the articles

in OfficePro Magazine, attend seminars and training sessions at discounted prices, and become certified as a Professional Secretary (CPS) or Administrative Professional (CAP). When seeking ideas and know-how for a specific project, IAAP members don't often have to reinvent the wheel, they are able to call upon their network of peers to help them, thus saving time and money. Not to mention the many leadership opportunities through participation in chapter activities.

Your employer will reap the benefits by having an admin who understands the importance of efficiency, time-management and staying on top of her professional game.

My birthday is in May, spring makes everything feel fresh, rejuvenated, and young. I never feel like I've reached my age until mid-Fall. As the season of never ending holidays approaches, Bee Prepared for whatever may come next and stay on top of your game!

*Until next time, Blessed Bee!
~Anni*

*Aesopic Fables by B. E. Perry



Ak-Sar-Ben Chapter
Executive Board
2009-2010

President

Ann Burke CPS/CAP
402-951-2922
aburke@goodwillomaha.org

Vice President

Shawnita Mack MCAS
402-496-2498
Shawnita.mack@ira-inc.com

Secretary

Beverly Miller
402-572-2164
Beverly.miller@alegent.org

Treasurer

Dianna McCarty CPS/MOSM
402-596-2408
dmccarty@oriental.com

Directors

Barb Schuler CPS/CAP/MOSM
402-926-7135
bschuler@hdrinc.com

Jan Colanino
402-548-4710
Janet.colanino@bcbsne.com



Diffusing Conflict in the Workplace

Conflict is nothing new in the workplace. But tight budgets, large workloads and uncertainty about the economic landscape is causing many professionals to feel greater pressure on the job and leading to more disagreements between coworkers. If you find yourself at odds with a colleague, how you respond could directly affect your career prospects.

Here are some tips that can help diffuse a confrontation with a coworker:

- **Take a time-out.** Don't respond to the issue at hand in the heat of the moment. Instead, wait until you have calmed down before deciding on a course of action or entering into a discussion. Remember, when addressing a conflict with a coworker, it's important to remain professional at all times.
- **Approach the situation from different perspectives.** Before addressing the issue, try to identify your coworker's motives, as well as any steps you could have taken to avoid the situation.

- **Meet face to face.** Trying to resolve a sensitive issue via e-mail can lead to misinterpretation. Body language and vocal inflection play a vital role in interpreting someone's intentions.
- **Be open-minded.** When you do meet with your colleague, instead of hurling accusations, calmly explain how his or her actions have affected you or the team. Give the person a chance to respond and share the other side of the story. Listen carefully to what your coworker has to say, even if you don't agree.
- **Don't be afraid to ask for help.** Immediately alert your manager if you are unable to resolve the conflict on your own or if it significantly affects the team.

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.



Thank you to Ann Burke CPS/CAP and Kelli Limones & family for being the Ak-Sar-Ben Chapter Entry in the River City Roundup Parade!

Dates to BEE Remembered	
Oct. 13	Executive Recognition Program Holiday Inn Central 7:00 a.m.
Oct. 18-21	Certification Conference Portland, OR
Nov 3	Executive Board Meeting
Nov 10	"Social Networking: A Double-Edged Sword" Mike Henke, General Manager, Associated Staffing
Dec 1	Executive Board Meeting
Dec 8	Tea Cup Auction

Membership Information
51 Members,
1 Dual Member
52 Members as of
9/30/2009

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

Anniversaries

Karen Ressegieu CPS	1972
Cindy Norton CPS/CAP	1999
Sunday Uribe	2002
Linda Halsey	2004
Valerie Craddock	2007

Birthdays

Barb Schuler CPS/CAP/MOSM	3rd Happy 50th, Barb!
Stephanie Smith	17th

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 Retention

Committee Buzz

Program Committee

Co-Chairs - Stephanie Smith and Nancy Simpson

It is always the objective of the Program Committee to bring in speakers that help to empower members in their workplace and personal life. Our goal is to provide as many programs as possible that are educational, informative and entertaining with an eye toward obtaining CPS and CAP Recertification Points and CEU's.

Programs for the 2009/2010 calendar year:

September

"Communication Concepts: Understanding Web 2.0", Ann Burke CPS/CAP & Gladys Doerr CAP, MOS

October

"The Power of Commitment" Wes Hall, Author & Motivational Speaker

November

"Social Networking: A Double-Edged Sword", Mike Henke, General Manager, Associated Staffing – Using social networking as a valuable tool. Things to be aware and cautious of when communicating.

December

Tea Cup Auction and Musical Entertainment - High School Ensemble. The monies raised from the tea cup auction benefit local charities

January

"It's My Funeral & I'll Play Jazz....", Sarah Bernhagen, John A Gentleman Mortuary. Planning your own funeral in today's world. People are getting creative with planning before their death.

February

"Identity Theft Protection", Mike McKee. Avenues of identity theft that you may not be aware of.

March

"Helping Dislocated Workers: Educational Options & New Directions in Workforce Development", Ruth Leidle & Jan Sovereign, Nebraska Workforce Development. In this economy, we are all at

risk for downsizing or other forms of company cutbacks.

April

Office Team Representative Brian Abrams. Bringing the latest requirements in the work world as it is today.

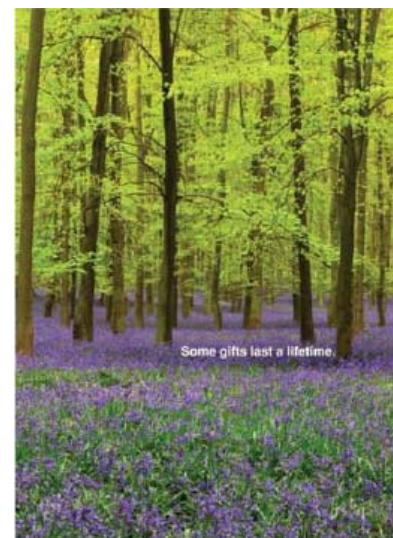
May

Office Max Representative. The latest and greatest of office supplies to make life easier and help admins look good on the job.

June

Member Recognition Night, Ann Burke CPS/CAP. At the end of the year "Everyone Stand Up and Take A Bow"

This year to bring a new energy and social awareness to our speakers' gifts, we thought it would be relevant and "go green" with a gift that keeps on giving - a donation will be made on each speaker's behalf to the National Arbor Day Foundation, with a card that enables the foundation to plant six tree seedlings per card in our U.S. National Forests.



DO YOU HAVE THE CAREER
ADVANTAGE?
COMMIT TO INVESTING IN
YOURSELF & GET CERTIFIED!

If you're looking for ways to get ahead in the workplace, look no further. The International Association of Administrative Professionals® (IAAP®) offers two professional certification ratings for administrative office staff. The Certified Professional Secretary® (CPS®) and Certified Administrative Professional® (CAP®) ratings are the industry recognized standards of proficiency.

Improve your professional qualifications, increase your knowledge and skills and raise your self-esteem by taking and passing the exams. You may be eligible to obtain college credits and get up to a 7% salary increase!* The CPS and CAP exams are based on the premise that an administrative professional** should have basic knowledge of administration, office systems, technology and management; as well as a general understanding of soft skills (human relations) principles.

Some of the examinations are based on knowledge acquired by an office professional through structured or formal education and/or informal reading. Employers expect their staff to be familiar with current techniques in office practice and procedures and thoroughly aware of the latest developments in organizational systems and cutting-edge technology.

Why wait? Do something for yourself
and your career today...
Get Certified!

**Recycling Used Prentice Hall
CPS/CAP Study Guides**

Help other members and non-members prepare for the CPS/CAP Exams - Recycle your used Prentice Hall CPS/CAP Study Guides. You may either donate them or ask a nominal fee. Please email Lynn Kroeger CPS/CAP to have your name placed on the list so you can be contacted if someone would be interested in acquiring used study guides to prepare for the CPS/CAP exams.



**Certified Administrative Professional
Certified Professional Secretary
Exams**

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
Nov. 6-7, 2009	August 15, 2009
May 7-8, 2010	February 15, 2010

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

Examination Fees: CPS EXAM CAP EXAM

Members

Processing Fee \$ 50 \$ 50

Registration Fee (all parts*) \$160 \$210

Registration Fee (retakes) \$ 60/part \$ 60 /part

Nonmembers

Processing Fee \$ 85 \$ 85

Registration Fee (all parts*) \$250 \$300

Registration Fee (retakes) \$ 100/part \$ 100/part

*Congratulations to
the newly Certified*

**Next Exam in
November**

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**

President
Maggie Loutsch CPS/CAP
Phone: 605-235-2298
maggie.loutsch@tyson.com

President-Elect
Kreyl McPherson
Phone: 402-968-4903
kreyl.mcpherson@hp.com

Secretary
Sherry Carlson
Phone: 515-955-1989
sherry@thompstoneich.com

Treasurer
Wendy Lyons CPS/CAP
Phone: 402-938-8599
wendy.lyons@conagrafoods.com

Northwest Division Director
Valerie S. King CPS/CAP
Phone: 507-255-4757
vking@iaap-hq.org

Administrative Professional of the Year Award

Are you looking for a way to recognize all that your administrative professional does for you? The Administrative Professional of the Year Award is a great way to honor all the things your admin does for you and your office throughout the year.

Nominations and applications are now being taken for the **2010 Administrative Professional of the Year (APY) Award**. The APY award is given to the candidate that exemplifies an administrative professional through business and educational experience, as well as professional leadership and community involvement. Nominations are considered each year from interested administrative professionals within a fifty-mile radius of the Omaha metro area.

Candidates are required to prepare an application. **The deadline to submit applications is Friday, February 26, 2010.** The APY Committee will review all applications concurrently.

Qualified candidates are asked to attend the March 9, 2010 Ak-Sar-Ben Chapter General Membership Meeting as guests of the Chapter. At this dinner, candidates will be required to write a short essay based on a pre-determined office scenario. These essays will then be read anonymously to the Chapter membership who will vote individually on the answer they view as best.

The winner of the Administrative Professional of the Year Award will be selected based on the application and essay. The winner will be announced at the Administrative Professionals Day® breakfast to be held Wednesday, April 21, 2010.

There is no limit to the number of candidates who apply, at no cost, for this distinction.

For additional information or clarification about the Administrative Professional of the Year, or *to download an application for the Administrative Professional of the Year*, visit the Ak-Sar-Ben Chapter web site at www.iaap-aksarben.org. For more information about IAAP, visit the International website at www.iaap-hq.org.



PO Box 45961
Omaha, NE 68145-0961

IAAP International
website
www.iaap-hq.org

Chapter website
www.iaap-aksarben.org

SCRIBBLINGS EDITOR:

Jennie Cormier
· work 602-3184
· fax 602-3518
Email jcormier@fnni.com

The *Scribblings* is a monthly publication of the IAAP Ak-Sar-Ben Chapter. Submissions are due the first Wed. of each month.

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

(Continued from page 1)

effective boss encourages his or her employees not to be gun shy about an occasional snafu along the road toward better job performance.

4.) **Don't just lead — coach.** It's common to hear a sports reporter observe that one coach out-coached another in a particular game. The same dynamic holds true for your business, in which you view your position both as a leader and a coach who teaches, encourages and, if need be, corrects employees.

5.) **It's their careers, too.** Don't forget that the people who work for you are looking to you to help them navigate and advance their careers. As I said, it's not all about money. But it is all about making your employees see how to improve and create meaningful

careers for themselves.

6.) **Made, not necessarily born.** One final aspect of being a good boss is recognizing that much of what goes into being an effective leader is, in fact, learned behavior. Of course, there always have been and will be bosses who seem to have a flawless touch in leading and motivating. But for every natural, there are just as many top-flight bosses who got that way by attending management classes and seminars, reading books on effective leadership and, just as important, understanding that a good employer naturally attracts first-rate employees.

Jeff Wuorio is a veteran freelance writer and author based in southern Maine. This article was condensed for this newsletter. He writes about small-business management, marketing and technology issues.