



POWER
Commitment
Michigan Division

Western Shores

W a v e s

International Association of Administrative Professionals
www.iaap-hq.org

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Prez Sezz



The Power of Commitment

Happy end of summer even though I not sure summer every got started! I'm so happy to announce that Kathy Burnham has come forward to express her interest in being our President Elect. Kathy attended our recent board meeting and has agreed to be installed at our September meeting!

In an effort to show our power of commitment, the board has set a couple of new commitments for our chapter. Our first commitment is to go green. Instead of printing copies of our minutes and statement of conditions for your folders each month, we are hoping to upload them on our website. We will still vote on approvals at the meetings, but this way you will have a chance to review them prior to attending the meetings. More to come on this process after the board attends website training at MDEW.

Our second commitment is to be a Chapter of Excellence once again this year and to help any member who wishes to be a Member of Excellence. As president, I have signed the Chapter of Excellence agreement. In addition, our program committee has been fast at work designing our

CRITERION MEMBER OF EXCELLENCE

- 1 Be a current CPS and/or CAP holder
- 2 Sign the online Member of Excellence Commitment agreement (It's not actually an online form... you get it online but print it off and physically sign it.)
- 3 Actively participate in the IAAP web community forum discussions or submit an article for an IAAP publication (chapter, division, or international level)
- 4 Attend non-IAAP professional educational workshops, seminars and conferences
- 5 Hold a degree, certificate or equivalent (a minimum one year in length) from an accredited college or earn a Microsoft certification
- 6 Pay membership dues on or before anniversary date
- 7 Serve as a chapter, division, or international officer, committee chair, or committee member; or serve as an RTF Trustee; or serve on a Student Chapter advisory board or the school's advisory board for the office administration program
- 8 Conduct a public presentation, program or training
- 9 Attend a minimum of eight chapter, division or international sponsored meetings, programs or events (any combination)
- 10 Recruit at least one new member
- 11 Integrate IAAP membership and involvement into annual performance plan or review
(Need 8 to qualify)

monthly educational-meetings to cover recertification requirements. If anyone has questions about becoming a Member of Excellence, be sure to ask. Remember, you don't need to meet all of the criteria, just eight. I've listed them here for you convenience.

Our third commitment is to encourage more membership. We have initiated this commitment by asking Baker College's marketing class to use our Chapter as their fall project. The class will be making a marketing plan for us and we are looking forward to some great ideas to help spur our membership. We have also updated our brochures and have made a template for IAAP business cards to try to get the word out for Western Shores. If you are interested in having some brochures or business cards with your own info on it, just let me know. I will bring them to the September meeting.

Tammie



POWER ON!

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Chapter Mission Statement:
To enhance recognition of the administrative professional among peers and in the business community through education, training, networking, and camaraderie.



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Member's Place

September Anniversaries

Florence Bright CPS 50 years!!

September Birthdays

None

Membership Renewal

Thanks to **Laura Sikkinga, Pam Homan, Ruth Sorensen, and Judy Locmelis CPS** for renewing their membership in IAAP.



Committee Reports

Community Service Committee

Mary Doctor CPS, Team Leader

We will continue donating to the Loaves & Fishes Food Pantry and the CCWM Baby Pantry this next year. Bring your donations to the meetings and Mary will be happy to deliver.

The Food Panty always needs personal items for men and women. The Baby Pantry always needs diapers.

Ways and Means Committee

Nancy Evans CPS, Team Leader

Fundraisers for our Scholarship Fund:

We are still selling candy bars for \$1 from Gordon Foods.

Current Fundraiser Online Program - We will get 50% on every purchase made online. Here is the website:

<http://currentfun.com>

Tupperware Program - We will make 40% from the total we sell. Check with Judy Locmelis for the Fundraising book. If you know what you want, you can call her and she'll place your order.

These are all easy ways to raise money for our scholarship program.

September 16 Meeting Notice

This Chapter meeting will be held at the Muskegon Chamber of Commerce, 380 West Western, Suite 202, Muskegon. We are trying something new this year - the program will be presented first. If you don't want to stay for dinner, you can still come for the program.

5:30 Program - Ergonomics

6:30 Business Meeting

6:45: Dinner - Pizza, pop, coffee, water, and chocolate brownies. Cost is \$6.

RSVP to Mary Doctor CPS, 231-726-1200, ext 216 or mdoctor@ccwestmi.org by Friday, September 11. Please let Mary know if you are going to stay for dinner so she knows how many pizzas to order. Let her also know if you like Pepsi or Coke better, also diet. Which ever pop gets the most votes will be there. There will also be 7-Up, water, and coffee.



2009-2010 IAAP Programs

- September 16 Ergonomics at Chamber of Commerce. Speaker is Dr. Plemon, Chiropractor.**
- September 19 Michigan Division Education Workshop in Midland
- October 18-21 Certification Conference in Portland, OR
- October 21 Team Building at Alleyways. Marie Ouzoonian speaker.**
- November 4 Chapter Board meeting at Baker.**
- November 18 Website training at MAISD. Catered.**
- December 16 Christmas party at Tony's with ornament exchange.**
- January 20 Membership Recruitment Program - Grammar update at Baker. Janet Rice speaker. Baker catering.**
- February 10 Chapter Board meeting at Baker.**
- February 17 Critical Thinking and Self Defense at Muskegon Heights High School. Catered.**
- March 8-10 Professional Education Conference in Reno, NV
- March 17 Networking and Marketing Yourself at Flamingo's on Laketon. Speaker TBD.**
- April 21 Administrative Professionals Day. Admin Prof Week is April 19-25**
- May 19 Installation of 2010-2011 Officers at the Woman's Club Tea Room. Catered.**
- May 21-22 MDAM at the Doubletree Hotel, Bay City, MI
- July 18-21 International EFAM in Boston, MA

International Education Forum and Annual Meeting (EFAM) Delegate's Report

My complete detailed Delegate's Report is on our Chapter website if you wish to read it - <http://www.iaap-westernshores.org>. Below is the abridged report for the newsletter.

Ruth and I flew out of Grand Rapids for Minneapolis Saturday morning July 25. Later that evening there was a First Timers Orientation.

Sunday morning was the Business Meeting. The 2009-2010 Candidates were introduced and International President Barb Horton CAP gave her State of the Association Address. A Town Hall Meeting was then held where members went up to the mic and asked questions on the proposed dues increase. This was very interesting. Ruth and I went to the Great Lakes District Caucus after lunch where I received our Chapter of Excellence banner. We then went to the Office Expo. That night was the Evening of Welcome. The theme was "It's State Fair Time in Minnesota."

Monday morning I voted for International Officers, Great Lakes Director, and RTF Trustees. The Business Session reconvened in the afternoon and the Registration/Credentials Committee reported there were 1284 attendees and 336 Delegates eligible to vote! If you have attended MDAM, there are around 100 attendees and 17 Delegates. What a difference!!!

Delegate's Report continued -

We then started the marathon session on the Proposed International Bylaws and Standing Rules. Each Proposed Amendment needed a 2/3's majority to pass.

Proposed Amendment 1 (International Dues Increase) failed by a 199 for and 103 against vote. Some Delegates abstained from voting.

Proposed Amendments 2, 3, 4, 5, 6, 7, and Standing Rules Proposed Amendment 1 were adopted. Proposed Amendment 8 failed.

A very brave Great Lakes District Delegate went to the microphone and asked for a revote on Proposed Amendment 1. There was a ton of discussion pro and con. Finally there was a revote and the Amendment was adopted with 240 for and 80 against. The only change from the original Amendment was that the Professional-merited member's increase will be \$21 instead of \$25.

The 2009-2010 International Officers/Trustees were introduced and installed:

President – Susan Shamali CPS/CAP, Grand Rapids Chapter, Michigan Division

President-Elect – Mary A. Ramsay-Drow CPS/CAP, Milwaukee Chapter, Wisconsin Division

Vice President – Tamra L. Goodall CPS/CAP, Charleston Chapter, Virginia-West Virginia Division

Secretary – Janine Riemersma CPS/CAP, Sandy Shores Chapter, Michigan Division

Treasurer – Karlana Rannals CPS/CAP, Palomar Chapter, California Division

Director, Great Lakes District – Wendy Melby CPS/CAP, Waukesha Chapter, Wisconsin Division

The Retirement Trust Foundation Report was given. Future Annual Meeting Sites were announced – July 18-21, 2010 in Boston, MA; July 24-27, 2011 in Montreal, PQ; July 22-25, 2012 in Grapevine, TX; July 28-31, 2013 in Anaheim, CA; July 27-30, 2014 in Milwaukee, WI; and July 26-29, 2015 in Louisville, KY.

The Business Meeting was adjourned at 6:40 p.m.! We set the record for the longest business meeting. We were supposed to be done around 5:30 p.m.

Tuesday morning started out with a workshop; then the State of the Profession Address by Don Bretthauer CAE, Executive Director; and then a panel discussion on Administrative Excellence in Today's Economy. Ruth and I had workshops in the afternoon. That night was the Evening of Entertainment with "Cirque Voila." It was fantastic!

Wednesday was workshops all day. At night was the Awards Banquet. Susan Shamali CPS/CAP gave her incoming President's Address and announced the 2009-2010 theme - "The Power of Commitment." Outgoing President Barb Horton CPS/CAP gave her final message. We saw the Smiling Faces Video and adjourned at 9:45.

I had a Leadership Workshop on Thursday morning. We got back into Grand Rapids Thursday afternoon. We both had a great time but were glad to get home.

If you have any questions after watching the Smiling Faces Video (Sue and the rhubarb) or checking out all the pictures on the International website, just ask Ruth or me. We'll be happy to answer any questions. I took some pictures and will have them at the September 16 Chapter meeting.

Mary Doctor CPS
Western Shores Chapter Delegate

Emotional Contagion

It started out to be a wonderful day. The sun was shining and I was singing along with my favorite radio station while driving through unusually light traffic to the San Francisco airport. Then, as I was turning into the airport parking lot, a driver abruptly pulled in front of me and glared through his rearview mirror. At the ticket counter the airline employee frowned and sighed as I explained the need to make changes to my itinerary. By the time a scowling attendant took my airline ticket, I scowled right back. My good mood had been contaminated!

No one is immune to emotional contagion. Facial gestures and their underlying emotions (both positive and negative) are highly infectious and “catching” them is a universal human phenomenon. We all tend to mimic the facial expressions and reflect the mood of those with whom we have contact. Getting a genuine smile can brighten up our day. And angry frowns are upsetting.

We’re hardwired to mimic expressions and emotions and have been doing so since infancy. Nine-month-old babies look longer at their mothers and express greater joy when their mothers are themselves joyful. One-year-olds, after watching a videotape of an actress portraying either positive or negative feelings, will mimic the actress’s expressions and alter their own emotions accordingly.

As adults, we remain susceptible. Swedish researchers found that merely seeing a picture of a happy face produces fleeting activity in the muscles that pull the mouth into a smile. In fact, whenever we look at a photograph of someone portraying any strong emotion, like sadness, disgust or joy, our facial muscles automatically start to mirror that expression. And it isn’t just a physical response, since our facial expressions will subtly trigger the corresponding feelings.

A business simulation experiment at Yale University gave two groups of people the assignment of deciding how much of a bonus to give each employee from a set fund of money. Each person in the group was to get as large a bonus as possible for certain employees, while being fair to the entire employee population. In one group, the conflicting agendas led to stress and tension, while in the second group, everyone ended up feeling good about the result. The difference was in the “plants” – actors who had been secretly assigned to each group. In the first group, the actor was negative and downbeat -- and in the second, positive and upbeat. The emotional tone of the meetings followed the lead of each actor – although none of the group members understood why his or her feelings had shifted.

In my change-management consulting, I’ve noticed that in times of organizational uncertainty, employees instinctively pay more attention to the facial expressions of those around them. People search for smiles or frowns to get a better sense of how to interpret and react to a situation, and then they begin to mimic the predominant emotions. When someone moans about an upcoming change or rants that the company is sure to go under, co-workers can be “infected” with a kind of collective anxiety about the future

Each of us gives and responds to hundreds of facial expressions daily -- from co-workers’ grins to clenched-jaw displays around the conference table. Looked at another way, you are part of an emotional chain-reaction effect. Especially now, in challenging times, we need to make sure we’re part of the (positive emotion) solution, and not part of the problem.

Carol Kinsey Goman, Ph.D., is an executive coach, consultant and keynote speaker who addresses association, government, and business audiences around the world. Her latest book is “THE NONVERBAL ADVANTAGE – Secrets and Science of Body Language at Work.” For more information, contact Carol by phone: 510-526-1727, email: CGoman@CKG.com, or through her websites: www.CKG.com and www.NonverbalAdvantage.com.

2009-2010 Michigan Division Board

President –

Heather Thomas CPS/CAP
Lansing Tuebor Chapter

President-Elect –

Marie Ouzoonian CPS/CAP
Kalamazoo Chapter

Vice President –

Marcia Barrette-Rushton CPS/CAP
Northern Michigan Chapter

Recording Secretary –

Connie Rubel
Kelly Services Chapter

Communications Secretary -

Ann Henkel
Tri-County Chapter

Treasurer –

Ruth Sorensen
Western Shores Chapter

Web site –

www.iaapmichigan.org

2009-2010 International Board

President –

Susan Shamali CPS/CAP
Grand Rapids Chapter, MI

President-Elect –

Mary Ramsay-Drow CPS/CAP
Milwaukee Chapter, WI

Vice President –

Tamra Goodall CPS/CAP
Charleston Chapter, WV

Secretary –

Janine Riemersma CPS/CAP
Sandy Shores Chapter, MI

Treasurer –

Karlana Rannals CPS/CAP
Palamar Chapter, CA

Great Lakes District Director

Wendy Melby CPS/CAP
Waukesha Chapter, WI

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Treasurer –

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231-798-7728 (F)
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The L I T T L E Things -

The 'L I T T L E' Things~

As you might remember, the head of a company survived
9/11 because his son started kindergarten.

Another fellow was alive because it was His turn to bring donuts.

One woman was late because her Alarm clock didn't go off in time.

One was late because of being stuck on the NJ Turnpike
Because of an auto accident.

One of them Missed his bus.

One spilled food on her clothes and had to take Time to change.

One's Car wouldn't start.

One couldn't Get a taxi.

The one that struck me was the man who put on a new pair of shoes that morning,
took the various means to get to work but before he got there, he developed
a blister on his foot. He stopped at a drugstore **to buy a Band-Aid.**
That is why he is alive today.

Now when I am Stuck in traffic, Miss an elevator,
Turn back to answer a ringing telephone -
All the little things that annoy me - I think to myself,
This is exactly where God wants me to be right there
At this very moment.

Next time your morning seems to be going wrong,
The children are slow getting dressed, You can't seem to find the car keys,
You hit every traffic light, Don't get mad or frustrated;
It may be just that God is at work watching over you.

May God continue to bless you with all those annoying little things
And may you remember their possible purpose.

Taken off the internet.