



**POWER of Commitment**  
Western Shores Chapter

Western Shores

# W a v e s

International Association of Administrative Professionals  
[www.iaap-hq.org](http://www.iaap-hq.org)

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## Prez Sezz . . . .



### The Power of Commitment

Happy New Year!

Here's to you and hoping that the cookies didn't take their toll to hardily upon you. I am suffering the holiday heaviness...deep, deep sigh! And speaking of the New Year, did everyone make those pesky New Year's resolutions?

Well in case you have room for one more, I'd like to challenge you to the power of commitment towards your Chapter. If you haven't attended any meetings, commit yourself to just one, or two, or maybe even three this year. Or, if you have a great idea for our newspaper, commit to getting it down on paper and submit it soon. Have you been thinking about asking Jane Doe to come with you to a meeting, but haven't gotten around to it? Well then, commit to going to see her or give her a call and tell her about IAAP. Who knows, she may be tickled pink to hear about us!

I'm sure you can see where I'm going here. International's theme of the Power of Commitment can be interpreted for just about anything. So whatever you resolve to do this year, be sure to use your own power of commitment to help you to succeed.



**POWER ON!**  
*Tammie*

*An optimist stays up until midnight to see the New Year in.  
A pessimist stays up to make sure the old year leaves.  
~Bill Vaughan*



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Mary Doctor CPS, Editor  
W - 726-4735 F - 726-1250  
[mdoctor@ccwestmi.org](mailto:mdoctor@ccwestmi.org)

Tammie Wierengo  
Assistant Editor  
W - 777-6526 F - 777-6527  
[tammie.wierengo@hotmail.com](mailto:tammie.wierengo@hotmail.com)

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



Western Shores Chapter  
PO Box 1722  
Muskegon, Michigan 49443

[www.iaap-westernshores.org](http://www.iaap-westernshores.org)

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## Member's Place

### January Anniversaries

Mary Doctor CPS 24 years

### January Birthdays

Denise Passage 1-17



### Membership Renewals

Thanks to *Suzanne Prell* for renewing her membership in the Chapter.

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## Committee Reports

### Community Service Committee

*Mary Doctor CPS, Team Leader*

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

### 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.

We sold nuts and dried fruit from Terri Lynn Inc in November. There are still five pecan and three

chocolate almond bags left at \$8 each. Mary Doctor will have these bags at the January meeting. We will have made over \$200 after we sell these last eight bags.

### Current Fundraiser Online Program

- We get 50% on every purchase made online. Here is the website: <http://currentfun.com>.

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## January 20 Meeting Notice

This Chapter meeting will be held at Baker College, 1902 Marquette Avenue, Muskegon. This is our Recruitment Meeting. If you bring a guest, you and your guest will get a little gift.

5:30 Program - Go Green With Avery®, Reduce - Reuse, Recycle At Your Workplace.

6:30 Business

6:45 Dinner

Discover tools to better organize your work environment, learn tips that save time and money, and see business solutions and materials that leave a powerful, lasting impression. Join us to see how the newest Avery® products can provide easy business solutions for your busy life. Also, get some great samples.

Cost is \$10 (payable to **Western Shores Chapter-IAAP**).

RSVP to Mary Doctor CPS by Wednesday, January 13:

- mailing check to Mary Doctor CPS, IAAP  
PO Box 1722, Muskegon, MI 49443
- calling her at 231-726-1200, ext 216
- e-mailing [mdoctor@ccwestmi.org](mailto:mdoctor@ccwestmi.org)



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## 2009-2010 IAAP Programs

January 20	Membership Recruitment Program - GO Green With Avery. Karl Schoen from Avery will be the speaker. Baker catering.
February 3	Chapter Board meeting at Baker.
February 17	Critical Thinking and Self Defense at Muskegon Heights High School. Catered.
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



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## December Chapter Meeting Minutes

<b>Present:</b>	Tammie Wierengo – President, Nancy Evans - Recording Secretary, Mary Doctor CPS – Vice President, Sandy Beck CPS, Pam Homan - Treasurer, Mary Seeger CPS, Marie Gasser
<b>Absent:</b>	Denise Passage, Suzanne Prell, Judy Locmelis CPS, Janet Rice, Peggy Stanton, Mary Korpi, Laura Sikkenga, Sharon Fodrocy, Florence Bright CPS, Ruth Sorensen, Kathy Burnham – President-Elect, Carrie Thomas

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The meeting was called to order by Tammie Wierengo, President, at 5:30 p.m. at Tony's Bistro. This was our Christmas Party meeting so we did not have a speaker or program.

### 6:50 p.m. Business Meeting:

Tammie Wierengo, President, called the meeting back to order after dinner. We currently have 7 members in attendance, so we have a quorum.

We did not have a 50/50 drawing.

The October Chapter Meeting Minutes were reviewed. Also, the November Chapter Meeting minutes were reviewed, and a few changes were suggested. The minutes will be reviewed and approved at the Board Meeting following the Chapter Meeting tonight.

October 31, 2009 Statement of Conditions were already approved, but they need to be revised. Terri Lynn totals changed in the fundraising and scholarship accounts. This will be reviewed at the Board Meeting. We also reviewed the November Statement of Conditions.

Tammie Wierengo stated we still need a speaker for Administrative Professionals' Day breakfast. The free speaker from the Chamber has not gotten back with us yet. The maximum we want to spend for a speaker is \$150.00.

### Fundraiser Reports:

Kathy Burnham sent a report for the fundraiser at Bob Evans' Restaurant. We made a profit of \$89.00. This a great result for our first time doing this type of fundraiser. Thank you, Kathy, for all your help.

Mary Doctor, CPS, reported that the Terri Lynn fundraiser is still in progress. She will have the total at the next meeting.

Current – Mary Doctor said she has ordered on the Current site, but we have not seen a check yet. Pam Homan will check into this.

Tammie Wierengo said we are still seeking donations for Administrative Professionals' Day breakfast for the raffle.

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Donations for Michigan Division Annual Meeting Baskets are also being accepted.

The January 20<sup>th</sup> meeting will be our recruitment event. Fliers were passed out detailing the meeting. Mary Doctor will email this to members again. Michigan Division will waive the Michigan Division fee for joining at this meeting. We have a letter from Michigan Division approving this. Do we want to waive the Chapter dues for attendees joining at this meeting? The dues are \$15.00. A motion was made to waive the Chapter dues for anyone joining at the recruitment meeting. It was seconded and approved.

We then had the ornament exchange.

Our next Chapter meeting will be January 20<sup>th</sup> at Baker College. The program will be Go Green with Avery.

The Business Meeting was adjourned at 7:20 p.m.

Respectfully submitted,

Nancy Evans,  
Recording Secretary

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## Five Tips to Improve Your Personal Curb Appeal

I've learned a few things about selling a house. I know, for instance, that much depends on timing (economic timing as well as the time of year you put the house on the market), and of course the mantra "location, location, location" is still paramount. I've also found out that a property needs "curb appeal." That is, it needs to make a special, positive, and instance impression when prospective buyers first see it.

So when I read Drew Westen's fabulous book, *The Political Brain* (about the role of emotion in politics), I wasn't at all surprised to learn that curb appeal is also crucial in political campaigns.

Of course, Westen is referring to *personal* curb appeal. According to Westen, "One of the main determinants of electoral success is simply a candidate's curb appeal. Curb appeal is the feeling voters get when they 'drive by' a candidate a few times on television and form an emotional impression."

Research shows that personal curb appeal can be assessed quickly. Psychologists Nalini Ambady and Bob Rosenthal conducted experiments involving what they called "thin slices of behavior." These studies have been referenced in numerous writings - most famously, in Malcolm Gladwell's book, *Blink*. In one such study, subjects watched a 30-second clip of college teachers at the beginning of a term and rated them on characteristics such as *accepting*, *active*, *competent*, and *confident*. The results were startling. Raters were able to accurately predict how students would evaluate those same teachers at the end of the course.

How's *your* personal curb appeal? When your co-workers, clients, and business partners "drive by" you, how do you come across? If you'd like to improve, here are five tips to keep in mind:

**1) Dress for success.** Joyce is a successful educator and entrepreneur. One of the secrets of her success is the way she dresses. Even when traveling for a vacation, Joyce is in a business suit and heels. Her motto: "Wear great clothes. You never know whom you'll meet!"

When it comes to curb appeal, the way you dress matters. A lot. Clothing has an effect on both the observer and the wearer. It has been proven that people are more likely to give money (charitable donations, tips) or information to someone if that person is well dressed. And, if you'd ever watched actors at their first dress rehearsal, you'd be convinced of the power of the right costume to powerfully impact what the wearer feels.

Dressing for success doesn't necessarily mean that you have to wear a suit to work. Many organizations have a more casual dress code. But it does mean that whatever you wear should help you make the statement that you are a competent professional.

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**2) Maintain positive eye contact.** Eye contact is most effective when both parties feel its intensity is appropriate for the situation. This may differ with introverts/extroverts, men/women, or between different cultures. But, in general, greater eye contact -- especially in intervals lasting four to five seconds -- almost always leads to greater liking.

Looking at someone's eyes transmits energy and indicates interest. As long as you are looking at me, I believe that I have your full attention. In my book, *The Nonverbal Advantage: Secrets and Science of Body Language at Work*, I offer a simple way to improve your likeability factor: Whenever you greet a business colleague, remember to look into her eyes long enough to notice what color they are.

**3) Learn to speak the body language of inclusion.** Back-to-back doesn't do it. But belly-to-belly -- facing people directly when talking with them -- does. Even a quarter turn away signals your lack of interest and makes the speaker shut down.

Remove barriers between you and the other person. Take away things that block your view. Move the phone or stacks of paper on your desk. Better still, come out from behind your desk and sit next to the person you're dealing with.

Use palm-up hand gestures when speaking. Keeping your movements relaxed, using open arm gestures, and showing the palms of your hands -- all are silent signals of credibility and candor. Individuals with open gestures are perceived more positively and are more persuasive than those with closed gestures (arms crossed, hands hidden or held close to the body, etc.).

Synchronize your body language to mirror your partner's. Subtly match his stance, arm positions and facial expressions. You may not realize, by the way, that you do this naturally with people you genuinely like or agree with. It's a way of nonverbally signaling that you are connected and engaged.

**4. Use your head.** The next time you are in a conversation where you're trying to encourage the other person to speak more, nod your head using clusters of three nods at regular intervals. Research shows that people will talk three to four times more than usual when the listener nods in this manner. You'll be amazed at how this single nonverbal signal can trigger such a positive response.

Head tilting is another signal that you are interested and involved. As such, head tilts can be very positive cues when you want to send messages of empathy and understanding. But a tilted head is also subconsciously processed as a submission signal. (Dogs will tilt to show their necks in deference to a more dominant animal.) And in business negotiations with men, women -- who tend to head-tilt the most -- should keep their heads straight up in a more neutral position.

**5) Activate your smile power.** A smile is an invitation, a sign of welcome. It says, "I'm friendly and approachable." The human brain prefers happy faces, recognizing them more quickly than those with negative expressions. In fact, a smile is such an important signal to social interaction that it can be recognized from 300 feet -- more than a football field away.

Most importantly, smiling directly influences how other people respond to you. When you smile at someone, they almost always smile in return. And, because facial expressions trigger corresponding feelings, the smile you get back actually changes that person's emotional state in a positive way. This one simple act will instantly and powerfully increase your curb appeal.

Drew Westen found that, after party affiliation, the most important predictor of how people vote is their emotional reaction (gut feeling) toward the candidate. I found similar results in the work place. We all want to do business with and work for people who come across as friendly, trustworthy, competent, confident, and empathetic.

I can't guarantee you'll win a political election. But improve your curb appeal and I *will* guarantee that you'll be more successful in your career.

*Carol Kinsey Goman, Ph.D. is an executive coach and international keynote speaker at corporate, government, and association events. She's the author of "The Nonverbal Advantage: Secrets and Science of Body Language at Work." To contact Carol about speaking or coaching, call 510-526-1727, email [CGoman@CKG.com](mailto:CGoman@CKG.com). Carol's website is <http://www.NonverbalAdvantage.com>. You can also follow Carol on Twitter: <http://twitter.com/CGoman>.*

## 2009-2010 Michigan Division Board

**President –**  
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Lansing Tuebor Chapter

**President-Elect –**  
**Marie Ouzoonian CPS/CAP**  
Kalamazoo Chapter

**Vice President –**  
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Northern Michigan Chapter

**Recording Secretary –**  
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**Ann Henkel**  
Tri-County Chapter

**Treasurer –**  
**Ruth Sorensen**  
Western Shores Chapter

**Web site –**  
[www.iaapmichigan.org](http://www.iaapmichigan.org)

## 2009-2010 International Board

**President –**  
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Palamar Chapter, CA

**Great Lakes District Director**  
**Wendy Melby CPS/CAP**  
Waukesha Chapter, WI

**Headquarters – 816-891-6600**  
**E-mail – [service@iaap-hq.org](mailto:service@iaap-hq.org)**  
**Web site – [www.iaap-hq.org](http://www.iaap-hq.org)**

## 2009-2010 Western Shores Chapter Board

<b>President –</b> <b>Tammie Wierengo</b> <a href="mailto:tammie.wierengo@baker.edu">tammie.wierengo@baker.edu</a>	<b>Vice-President –</b> <b>Mary Doctor CPS</b> <a href="mailto:mdoctor@ccwestmi.org">mdoctor@ccwestmi.org</a>	<b>Communications Secretary -</b> OPEN
<b>President-Elect -</b> <b>Kathy Burnham</b> <a href="mailto:kathy.burnham@baker.edu">kathy.burnham@baker.edu</a>	<b>Recording Secretary –</b> <b>Nancy Evans</b> <a href="mailto:naneva44@aol.com">naneva44@aol.com</a>	<b>Treasurer –</b> <b>Pam Homan</b> <a href="mailto:homanpa@co.muskegon.mi.us">homanpa@co.muskegon.mi.us</a>

## My New Year's Wish for Admins

Posted By: [Joan Burge](#) on 1/4/2010

### My wishes for you are that you...

- live your profession with inspiration, enthusiasm, energy, inquisitiveness, and passion.
- wake up every day with excitement about the work you do and the opportunities that lie ahead that day.
- will never settle for second best for yourself.
- always seek better, newer, more exciting ways of doing things.
- be proud of the profession you have chosen.
- be a life-long student of both your career and life.
- make time for family, friends, faith, and fun.
- shake yourself up every once and awhile and jump out of your comfort zone.
- take on a task or project that challenges your thinking.
- make something of the talents you have been given.
- always see the sunlight through the clouds.
- be blessed with a great boss who is a mentor at least once during your lifetime.
- get to ride on a corporate jet once.
- spread your enthusiasm to other admins.
- start an administrative team or lead a small group of admins once.
- be ecstatic about your successes when they occur!
- help this profession be elevated to one that is admired and sought after; truly viewed as a career of choice.
- you will realize whatever you learn from being an administrative professional can carry over to every aspect of your life.

I hope that 2010 will be one of your best years yet.

Joan Burge, founder and CEO, Office Dynamics

Dedicating 39+ years to the loving the administrative profession from both sides of the desk—and just getting started!



This is from a blog sent to Sandy Beck CPS on 1-4-10.  
[www.officedynamics.com](http://www.officedynamics.com)