



The Capital

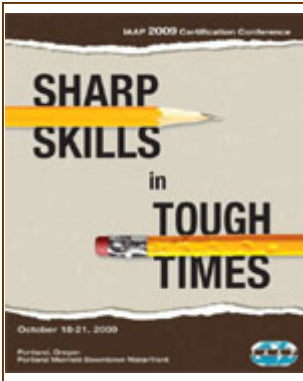
Columbus Chapter
September 2009

What's Your Browser?

With so many choices, which browser is right for you? Join us on **October 27** when the Columbus Chapter welcomes back Pam Newsome. Pam will help you choose the right browser; she will demonstrate Internet Explorer 7, Google Chrome and Mozilla's Firefox. She will also teach you how to travel the Internet via each browser and what the benefits and pitfalls are. Also learn about the latest features Google has to offer and how they can simplify your everyday tasks. Pam will also share advance tips on searching the Internet and each attendee will receive a free CD with over 60 pages of Word files containing links to free photography, training, sound and music files, and much more.

Pam Newsome is the Customer Service and IT Coordinator for the Department of Adult and Community Education of Columbus City Schools as well as an Adjunct Instructor at Columbus State Community College. Pam has over 20 years' experience in the use of graphics and conducts seminars for local businesses, school and non-profit organizations.

Recertification points have been applied for.



2009 Certification Conference

October 18—21
2009 Certification Conference:
Sharp Skills in Tough Times

Visit the URL below for more information and registration.

<http://www.iaap-hq.org/events/certification/index.html>

Membership Communication

Congratulations to:

Linda Mettle CAP
for her appointment to Treasurer on the Ohio Division Board.

News from Ohio Division:

Read the latest Buckeye Broadcaster at:
<http://www.iaap-ohio.org/>



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Upcoming Events—Chapter Calendar	
October 1	Board Meeting—Highlights for Children (E. Pagliery CPS)
October 17	COLAN – Nationwide Insurance (Heart of Ohio Chapter)
October 19	Focus 2015 Meeting—Anheuser-Busch (D. Moore CPS/CAP, T. Curry CPS/CAP)
October 18—21	Certification Conference - Portland, OR
October 27	Chapter Meeting—Anheuser-Busch, Inc. (B. Jackson CPS/CAP)

Mark your calendars—EFAM

July 18-21, 2010 Hynes Convention Center Boston, Massachusetts

President's Message—*Change is Happening!*

Dear Members:

CHANGE has started for our Chapter! At the September Chapter meeting members voted on the proposed amendments to our Chapter's bylaws and now we don't have to conduct business at every meeting. What this means is that we can now offer more meetings with recertification points. Also members voted to change our annual meeting from April to June to fall more in line with Division and the International's timelines. Therefore in June we will have elections and install our new board at the same meeting, just as International does at their Annual meeting.

Karin Combs, owner of Source One HR Solutions, our September speaker, taught us about Facebook, Twitter, LinkedIn, and eGroups. She explained to us the importance of maintaining a professional network and demonstrated how recruiters are using these online websites to find job candidates and verify credentials.

I've asked the Focus 2015 to **help** me develop a new Committee which will look into new ways for our Chapter to sustain itself in the coming years. This Committee will replace the Ways and Means Committee and possibly the Education Committee. More on this later.

Did you know that every time you visit our Chapter website at iaap-cols.com and use the Google or Amazon ads to find out information or buy a book, our Chapter gets a commission? Give it a try and help our bottom line. Don't forget about Margie's Corner and place your loved one's photo on our site for a nominal fee.

Our next Chapter meeting will be held on **October 27 at Anheuser-Busch, Inc.** Pam Newsome is going to talk to us about Internet browsers. Hope to see you all then!

Elsa

Elsa Pagliery CPS
2009-2010 President

Next month: Embracing our community.



The Administrative Edge

July 26-29, 2009 Minneapolis

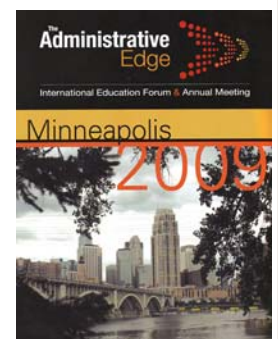
Submitted by: Elsa Pagliery CPS

On July 25, I arrived in Minneapolis to attend the IAAP International Education Forum & Annual Meeting. Tamie Curry CPS/CAP, Joanne Eitel CPS/CAP, Claire Lacey CPS/CAP, Tracy Metzger, and Sheri Shepard were also at this year's convention. The final attendance was 1270 which was 40% down from previous years.

Don Bretthauer CAE, the Executive Director, welcomed members to the land of a thousand lakes in the Monday Connections. He also thanked members for attending IAAP's newly renovated Education Forum and Annual Meeting, formerly known as the "Convention," and going forward to be known as EFAM. Barb Horton CAP, the International President, reflected on the 2008-2009 year of Excellence in Action and said "Our strength comes not from a collective name, but from the collective work we do together, moving in the same direction... working together to make IAAP a Truly Remarkable Association!"

The Evening of Welcome took us to a "State Fair" where members played games, had their fortunes told, got tattoos (biggest mistake I've ever made even though it was "temporary"!); ate, danced, and had fun! The Office Expo introduced us to vendors from Avery, AT & T, Microsoft, 3M, and OfficeTeam, to name a few. Next up was the "Meet and Greet" with the candidates. The electronic voting machines have really improved the voting process since I was last president; it takes no time at all!

(continued on page 3)



The Administrative Edge—continued from page 2

Submitted by: Elsa Pagliery CPS

Then came the vote on the proposed International Bylaws and Standing Rules. There was a long debate and here is the outcome:

Proposed Bylaws Amendment 1 on new membership dues was amended and passed as amended. The amended amounts for members residing in the United States and Canada are: professional \$83, professional-merited \$47, student \$50, associate \$180. The amounts for each category for members outside the United States and Canada are \$20 higher.

Proposed Bylaws Amendment 2 on a \$15 processing fee for all new members passed.

Proposed Bylaws Amendment 3 on raising annual affiliate fees from \$130 to \$155 passed.

Proposed Bylaws Amendment 4 on payment of renewal of membership dues within 30 days after renewal date was amended and passed.

Proposed Bylaws Amendment 5 on election of district directors and eliminating some no longer needed wording passed.

Proposed Bylaws Amendment 6 on association members-at-large representation at EFAM and election of delegate and alternate passed.

Proposed Bylaws Amendment 7 on changing the words “annual convention” to “annual meeting” passed. This ties in with the name change to International Education Forum and Annual Meeting.

Proposed Bylaws Amendment 8 on adding a new membership classification of institutional group failed.

Standing Rules Amendment 1 on changing the words “annual convention” to “annual Meeting” passed.

Elections were held for the 2009—2010 International Board of Directors, as shown below:

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



Also elected were the Retirement Trust Foundation Trustees:

Chairman:	Kathryne Hampton CPS/CAP
Vice Chairman:	Kelly A. Reggio CAP
Secretary:	Patricia D. Row CPS/CAP
RTFC Liaison:	Lynda B. Boulay CPS/CAP
Int'l President:	Susan Shamali CPS/CAP
Int'l Treasurer:	Karlena Rannals CPS/CAP

SES Americom—New Skies, Princeton, NJ won the Award for Excellence in the category of fewer than 1,000 employees and Missouri State University, Springfield, MO in the category of over 1,000 employees.



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The Administrative Edge—continued from page 3

Submitted by: Elsa Pagliery CPS

At the Banquet/Reception President Shamali CPS/CAP introduced this year's theme, "Power of Commitment." Going forward the President's pin which, was formerly given out to a member who recruited a new member has been eliminated to cut cost. The Membership Growth Awards program is being re-evaluated; they are doing away with the IMPACT program and replacing it with the Membership Recruitment program which will allow Chapters to focus on recruiting new members between October and April. Also new member packs will be sent out electronically in order to aid new members and get them acquainted with the association by pointing them to the web community upon joining.

This year is going to be full of change for our entire association.

Thank you for the opportunity to attend this year's convention as your International Delegate I had a wonderful time in Minneapolis. Here we

all are the night of the banquet, from left to right: Claire Lacey CPS/CAP, Sheri Shepard, Joanne Eitel CPS/CAP, Tracy Metzger, me, and Tamie Curry CPS/CAP. Hope to see you in Boston on July 18—21, at the Hynes Convention Center!



What's All the Buzz About?

Submitted by: OfficeTeam

OFFICETEAM[®]
Specialized Administrative Staffing

The workplace is overwrought with clichés, buzzwords and industry jargon. Although business terms that are familiar to everyone can sometimes make communication more effective, the overuse of these phrases may actually hinder it. In a recent survey, we asked executives to cite the most annoying or overused phrase or buzzword in the workplace today. Their top responses included:

- **Leverage**, as in, "We intend to leverage our investment in IT infrastructure across multiple business units to drive profits."
- **Game changer**, as in, "Transitioning from products to solutions was a game changer for our company."
- **Value-add**, as in, "We have to evaluate the value-add of this activity before we spend more on it."
- **Circle back**, as in, "I'm heading out of the office now, but I will circle back with you later."
- **Interface**, as in, "My job requires me to interface with all levels of the organization."

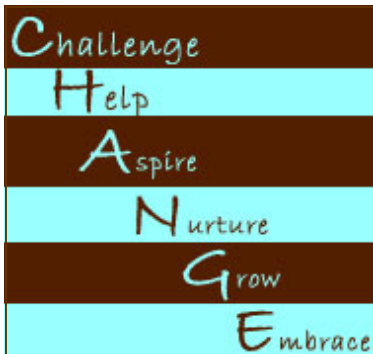
Following are some suggestions to help you avoid the clichés and voice your thoughts more effectively.

- **Know your audience.** Buzzwords are often exclusionary because at least some people are unfamiliar with even the most seemingly ubiquitous terms. Tailor your message to the knowledge level of the audience and avoid buzzwords or acronyms unless you're confident everyone understands them.
- **Keep it simple.** One of the best ways to avoid buzzwords is by speaking plainly. Don't try to roll a handful of thoughts into one breath. Break up your ideas so they will be easier to comprehend.
- **Show instead of tell.** If you find it difficult to convey your thoughts without using a handful of buzzwords, consider eliminating words all together. Visual examples can often convey more information than words.

Peppering your speech with buzzwords is sometimes unavoidable, especially if you're talking to an audience that truly embraces them. But try to remember that direct, concrete statements typically are the most powerful and persuasive.

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 300 locations worldwide, and offers online job search services at www.officeteam.com.

**International Association of
Administrative Professionals®
Columbus Chapter**
P.O. Box 16053
Columbus, OH 43216
www.iaap-cols.com



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Pam Newsome is the Customer Service and IT Coordinator for the Department of Adult and Community Education of Columbus City Schools as well as an Adjunct Instructor at Columbus State Community College

Location: Anheuser-Busch, Inc., 700 Schrock Road, Columbus

Recertification points have been applied for.

Please check all that apply:

- Guest
- Meeting ONLY
- Past President

Have a question about the meeting?

Contact:

Barb Jackson CPS/CAP, 4780 Mink Street NW, Johnstown, OH 43031
Cell: 614-361-1856 or Email: bjackson3@embarqmail.com

PROGRAM: 6:00 p.m. **LOCATION:** Anheuser-Busch, Inc. 700 Schrock Road Columbus

Menu: **Soup, Salad and Sandwich Combo:** A selection of sandwiches including: Roast Beef, Turkey, Honey Ham, Vegetative State Croissant, and Almond Chicken Salad. Served with Soup du Jour and a Tossed Salad. Bakery Fresh Dessert Bars. Assorted soda and water.

Dinner/Meeting Cost: \$16.00 Chapter Member \$21.00 Member at Large/Non-Member

Meeting Cost Only: \$5.00 Chapter Member \$15.00 Member at Large/Non-Member

Mail/Email Registration to: Barb Jackson CPS/CAP
4780 Mink Street NW
Johnstown, OH 43031
Cell: 614-361-1856
Email: bjackson3@embarqmail.com

There will be a \$30.00 charge for returned checks

Reservations/cancellation must be **RECEIVED** no later than **Wednesday, October 21, 2009.**

Deadlines will be adhered to

Meeting Date: **October 27, 2009** **Make checks payable to:** **Columbus Chapter, IAAP**

Name: **Company Name:**

Email: **Phone:**

Check one: CHECK DISCOVER M/C VISA *Save my credit card number for future reservations*

Amount enclosed: \$ **Expiration Date:**

Credit Card No:

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Address for credit card:

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