



Conestoga WagOn

February 2010

Inside this issue:

International News	4
Chapter Meeting Minutes	2
PA Division News	3
Chapter Communications	3
Birthdays/Anniversaries	2
Committee Listing	4
Miscellaneous Articles	5

PRESIDENT'S MESSAGE

Joan Burge is the CEO of Office Dynamics, a company she founded in 1990 to “promote workplace effectiveness, administrative excellence and personal improvement through Star Performance” (Office Dynamics’ Mission Statement). Joan has 20 year’s experience, starting as a receptionist and working her way to the top, supporting mid-company and Fortune 500 executives.

I’ve read two of the three books Joan has written - **BECOME A WORLD CLASS ASSISTANT** and **UNDERNEATH IT ALL** - for my own development, and invite you to do the same. She is an advocate of IAAP® and suggests that administrative professionals should belong to an organized group like IAAP®. I also subscribe to her “Monday Motivators” e-newsletter.

Joan is now introducing a new brand to the administrative profession . . . “Adminology.” I’ll provide more insight to this in future months, but in the meantime, I invite you to visit Joan’s website www.adminology.org to read the white paper on Adminology. You’ll need to join, but the membership is free.

Conestoga Chapter Officers

Tamara Coleman
CPS, President

Barbara Tollinger
CPS, Vice President

Marilyn Sides CPS,
Recording/
Corresponding Secretary

Nancy George CPS/
CAP,

Treasurer



Tammy Coleman CPS
President



Tammy Coleman CPS
Conestoga Chapter
President

Minutes of Monthly Dinner Meeting January 2010

President Tamara Coleman CPS called the meeting to order. We dispensed with roll call. There was a quorum with seven members present. There are currently 11 members. Our guest for tonight was Andrea Macaluso.

The minutes of the November 2009 meeting were approved as printed and the Treasurer's Report will be given at February's meeting.

Barb Tollinger CPS presented a program entitled "Eye-Catching Cover Letters".

Bylaws/Standing Rules: Barb motioned to accept the Bylaws/Standing Rules of Conestoga Chapter as presented, and forward them to the PA Division Bylaws Committee. Deb Werner CPS seconded.

Membership: Updated membership packets are available.

Program: February's program will be presented by Barb and is entitled "Phone Interviewing Tips and Techniques". The March program will be presented by Michelle Osborn CPS on Social Media.

The **2010 Evening of Welcome** was discussed. We will need to come up with a welcome speech for Friday evening. Each Chapter has been asked to bring a hospitality basket to be raffled off to help defray the costs of the meeting. There are also \$5 lottery tickets for sale as a fundraiser.

Tammy received two thank you notes, one from a resident and one from a staff person, about the Christmas gifts we distributed to the resident's of the Mennonite Home, Lancaster.

Our next meeting will be held on February 23.

The business meeting was adjourned.

Respectfully submitted,

Marilyn K. Sides CPS

Recording Secretary

Conestoga Chapter Meetings are held at Woodcrest Villa, Lancaster PA the fourth Tuesday of each month.



Interested in attending a Conestoga Chapter meeting? Contact Membership Chairman:

Michelle Osborn CPS at: mosborn@murrayins.com

Birthdays and Anniversaries

March Birthdays:

Aggie Forrey - March 1

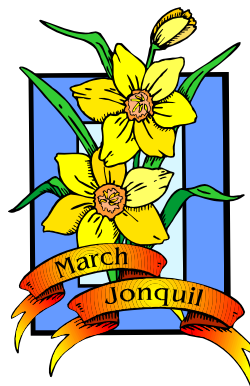
Kay Juslin Irwin - March 24

Happy Anniversary:

Tammy Coleman CPS—March 2005

Kay Juslin Irwin—March 1949

Marilyn Sides CPS - March 2003



New One Day Workshops

Be watching for the list of educational workshops coming in 2010. Topics include: Minute Taking, The Amazing Assistant and Business Writing. Complete details and schedules will be announced at a later date.

Make History with IAAP - Your Gateway to Success



Gate design by Arif Hasambhai and Alan Hook

*Pennsylvania Division Annual Meeting
May 14 – 16, 2010
Gettysburg PA*

2010 Pennsylvania Division Annual Meeting

The time is getting closer.

The weekend starts with an education seminar on Friday afternoon featuring Dave Berger, a local consultant and motivational speaker, who will present “Wild and Productive Thinking.” We continue with Abe Lincoln providing insights into the happenings during the times at the Open House.

On Saturday, we will conduct the business of the Division, which includes nominations and elections of Division Officers. The keynote speaker, Colonel Cole Kingseed, US Army Retired, should also be of interest as he speaks of “Leaders of Character and Competence.”

Saturday continues with the Recognition “Tea” Luncheon. Saturday concludes with the Presidents’ Banquet and this year we will enjoy the “Blue/Grey Ball” while our Division Officers are installed by International President, Susan Shamali CPS/CAP!

Sunday continues with any unfinished business, a memorial service and educational workshop presented by the Division Officers.

Don’t forget, we also offer preconference trips and tours. Enjoy a Ghost Tour of downtown Gettysburg on Thursday, May 13 or visit to the Gettysburg Visitor’s Center and Eisenhower Farm on Friday morning.

Hotel Reservations will be announced shortly. Registration information will also be provided at that time.

Please plan to join us to “Make History with IAAP—Your Gateway to Success!”



February Program

**Phone Interviewing
Tips and Tech-
niques presented
by Barb Tollinger
CPS, Chapter Vice
President/Program
Chair.**

Conestoga Chapter News/Updates

Deadlines for the Conestoga WagOn are:

March 2

April 6

May 4

June 1

Please feel free to submit to me

anything that you may have that you think appropriate for our WagOn monthly editions.

Please remember that if you are a Chairman of a Committee, you should be providing a report each month as applicable. Thanks for your help!

Barb Tollinger CPS
WagOn Editor

INTERNATIONAL NEWS

Spring Conference in Reno - March 8 to 10, Grand Sierra Resort

The Early Bird Deadline has been extended until January 31st for this year's Spring Conference. Don't miss out on what will be the most economical conference offered. With hotel rates starting at just \$89/night, great speakers and the opportunity for 15 recertification points, this is an education value.

Pathways to Excellence:

Did you know that there is a Pathways to Excellence eGroup? Members can share ideas and get questions answered whether they are striving to become a Member of Excellence, Chapter of Excellence or Division of Excellence. There is also a treasurer's eGroup and library that can provide assistance as you work on the financial criteria of the Pathways Program.

Looking for Education Opportunities?:

IAAP has great conferences: Spring Conference coming up soon in March and this year's Education Forum and Annual Meeting in July and our annual Fall Conference. You don't need to limit your learning to just three conferences. You can grow your career all year round. Check out our education opportunities: The OPTIONS program, workshops and desktop learning (see page 5 for more info). There's no reason not to advance your career all year with the help of IAAP.

Administrative Professionals Week.

Day is April 21, 2010. Theme is Power of Commitment.

2010 Education Forum and Annual Meeting (EFAM)

Boston, Massachusetts

July 18-21, 2010

Look for information at

www.iaap-hq.org.

Want to attend EFAM but can't swing the cost—volunteering can help defray some of the cost of registration. The 2010 EFAM Volunteer Chair is Harrisburg Chapter's very own Dawn Hall CAP. You can contact her via e-mail at dmariehall@verizon.net.

2009-2010 Committee Listing IAAP® - Conestoga Chapter



Communications

Marilyn Sides CPS - Chair
Aggie Forrey

Membership

Michelle Osborn CPS - Chair
Marilyn Sides CPS

Program

Barb Tollinger CPS - Chair
Aggie Forrey
Michelle Osborn CPS

WagOn Editor

Barb Tollinger CPS
Deb Werner CPS

Publicity

Greta Bomberger

Bylaws/Standing Rules

Greta Bomberger - Chair
Marilyn Sides CPS

Audit Committee

Deb Werner CPS
Barb Tollinger CPS

Finance

Deb Werner CPS - Chair
Nancy George CAP
Michelle Osborn CPS

Community Outreach

Deb Werner CPS - Chair
Deb Chillas
Greta Bomberger

CPS/CAP

Nancy George CAP

2010 Evening of Welcome

Tammy Coleman CPS - Coordinator
Barb Tollinger CPS - Co-Chair
Nancy George CPS - Co-Chair

WagOn Editor:

Barb Tollinger CPS
 1108 Dry Wells Road
 Quarryville PA 17566
 btollinger@normandeau.com

Standards of Integrity**IAAP Core Values***

Integrity - We demonstrate this cornerstone of our profession through honesty, accountability and high ethical standards. We will conduct our professional activities in a manner that will reflect well upon the profession.

Respect - We create respect within our profession and association through listening, understanding and acknowledging member feedback. We will encourage the diversity of views, with compassion and respect for the rights of others to hold values, attitudes, and opinions that may differ from our own.

Adaptability - We ensure the success of our association by embracing positive change and by nurturing diversity, creativity and visionary thinking. We will encourage others to operate outside of their comfort zones, facing ambiguity with a spirit of innovation and forward thinking.

Communication - We cultivate and maintain excellence by remaining approachable at all levels, communicating openly and building strong relationships. It is readily accepted that information given and assessed must be based on truth, fairness and accountability. We will obey the law, perform in good faith, and seek fair outcomes.

Commitment - We are steadfast in our goals to develop learning opportunities for career-minded administrative professionals and to strengthen efficiency and effectiveness. IAAP has a responsibility to the people it serves and shall not practice, condone, facilitate or collaborate in any form of discrimination on the basis of race, color, sex, sexual orientation, age, religion, language, disability or socioeconomic status.

*The IAAP Core Values noted in bold type are approved by the International Board of Directors, Nov. 2008

Additional Education Resources

IAAP has a multitude of educational resources from books to online learning. IAAP is here to help you grow your career and to help make it affordable with special member discounts.

Besides the IAAP conferences listed earlier, there are several other avenues.

IAAP Bookstore

Office solutions are just a click away at the IAAP online bookstore. You'll find IAAP materials as well as educational resources.

Complete Office Handbook

The IAAP *Complete Office Handbook* provides valuable tips on how to survive the competition and prosper in today's fast-paced business environment. This is the comprehensive guide for every office professional. You'll find it in the IAAP online bookstore.

OPTIONS Training

OPTIONS Training is a self-study curriculum with four skill levels. All the concepts are pertinent, no matter what your job is or how long you've been in the profession. Each level focuses on career and personal development, people and task skills. Areas that progress over the levels include self-management, team skills, office management and information management.

Online Training

You can have unlimited access for an entire year to more than 400 online courses in three distinct libraries for about what you'd pay for a two-day seminar. Learn about: Office Productivity (technology courses), Business Fundamentals (admin and management skills) and the Design and Media Library (for effective communication in all formats).