

Golden Opportunities



POWER *of* **Commitment** Golden Corridor Chapter

November Meeting Topic

"PowerPoint: Finessing Your Presentation"
November 19, 2009
6:00 P.M.
Zurich Café

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www.goldencorridor.org

IAAP's **VISION** is to inspire and equip all administrative professionals to attain excellence.

November 2009
Issue 30

LETTER FROM THE PRESIDENT

Thanksgiving is just a couple of weeks away and are you getting ready for the feast? My family has to have Thanksgiving dinner at football halftime. Talk about team work in the kitchen. You learn just how valuable everyone is on the team from someone bringing a dessert, to carrying the rolls to the table. But Team work is critical for success in your GCC membership too. In today's business environment, it not only takes teamwork but also locating the right resources to succeed.

All of us at Golden Corridor contribute to the success of our chapter. Golden Corridor Chapter has been promoting the November 14th Open House at NIU by calling our members. The GCC recruitment membership committee was very busy calling our members to get guest names to invite to the open house. This is a golden opportunity to shine Golden Corridor and IAAP, and offer them a chance to see everything IAAP offers its members. Who did you invite? Did you forget the former colleague who you worked with at your last job; or the person you grabbed coffee with in the morning? There still is time to add a name. What a wonderful opportunity to introduce your colleagues, friends, family, etc. to the value of Golden Corridor IAAP; not to mention the opportunity to tour the state of the art Conference Center at NIU. Don't forget there is a light breakfast, raffles, networking and a workshop to get the "Saturday Administrative Edge." After the Open House; grab your Carson's coupon book (only \$5) and head over to Carsons at Woodfield for a shop till you drop day. You know the holidays are approaching fast. Look forward to seeing all of you at NIU.

Do you want to make a difference in your Golden Corridor Membership? Then volunteer and really make it happen. We still need a recording secretary to replace Ann Kuhlmann; please contact me.

On Tuesday, November 2, I attended an official installation of the West Loop IAAP Chapter at the La Quinta Suites Chicago Hotel. GCC would like to congratulate the West Loop Chapter Officers and members, and welcome them to the IAAP community. West Loop Chapter is so fortunate to have the support of their upper management who attended the installation. We can look forward to exciting things coming from the West Loop Chapter in the future.

LETTER FROM THE PRESIDENT (cont'd)

Golden Corridor has implemented a "Mentor" network group for members who may need a little extra help with Microsoft Office; Publisher, Web design and SalesForce. If you have these "special skills" and would be willing to share them; please contact me and we will add you to the list. We will publish this in our January newsletter and you can make the contact with the Network Group Contact and set up some time that is convenient for both of you. Nice to know help is only a phone call away.

Golden Corridor has formed a "Seeking Employment Network Group." This network group gives the seeker a chance to share best practices with other members and form a special camaraderie with a network of members. In these times; you need to network with others not only to find out about open positions but to keep yourself going with a positive attitude. Come join the GCC Seeking Employment Network Group at 5pm on the days of our chapter meeting in the Zurich cafe. All suggestions are welcome.

Kudos for the gals who came early for the "Seeking Employment Network Group" and offered their help with the October meeting set up. All your help was greatly appreciated. If you are able to help with set up and enjoy a good laugh; please come at 5pm the day of our chapter meeting. All are welcome at the hospitality committee.

Wishing you and your families a very Happy Thanksgiving.

[Evelyn](#)

Evelyn Szalkowski, President 2009-2010
Golden Corridor Chapter IAAP



Thursday, November 19, 2009

You are invited to join us as we continue our
2009-2010 program schedule with:

“PowerPoint: Finessing Your Presentation”

Presented by: Marie Herman, CIWD, ATM-B



Marie Herman CIWD, ATM-B has 20+ years of experience as an Administrative Professional and Efficiency Consultant. She was recently selected as the recipient of the DeskDemon Management Support Fellowship Award following a year long nomination and voting process. Ms. Herman is also a Microsoft Certified Application Specialist and is a Microsoft Office User Specialist certified at the Master level.

Marie is extremely passionate about helping administrative professionals to chart a career path for themselves. She is actively involved in the International Association of Administrative Professionals and participates in a variety of forums, writes articles for publication and teaches classes on a wide number of subjects related to professional development and technology.

GCC COMMITTEES

Membership Committee

Chair: Linda Clark CPS/CAP

Direct all activities of the chapter having to do with the recruitment and retention of members.

Educations & Certification Committee:

Chair: Kathy Harper CPS/CAP

Stimulate interest and encourage participation in CPS/CAP program. This will include submitting documentation to headquarters to allow GCC monthly meeting attendees to receive recertification points or CEUs. On behalf of the Board, Kathy will monitor chapter's progress in completing the Pathways to Excellence criteria to attain Chapter of Excellence.

ByLaws and Standing Rules Committee

Chair: Andrea Turner CPS/CAP

Maintain conformity in the chapter bylaws with the International and Division bylaws by proposing amendments and resolutions to the GCC.

Program Committee - Chair: Ann Kuhlmann

Plan and schedule GCC monthly speakers from September to June for GCC meetings.

Audit Committee

Chair: Susie Witwicki

Perform an audit within 45 days of the close of the fiscal year. This will include a written report covering the audit, which will be submitted to the Board/GCC. All records will then be transferred to the incoming Treasurer.

Fundraising Committee: Chair: Jane Holland

Collect and review ideas for Golden Corridor Chapter fund raising and make recommendations to the Board/GCC.

Nominating Committee

**Chair: Barbara Turek CPS/CAP /
Susie Witwicki**

Contact chapter members to inform them of open seats on the Board and solicit nominations.

Community Service Committee -

Chair: Jane Holland

Plan community service projects for the chapter to take part in from September to June.

Chapter Archivist Committee

Chair: Barbara Turek CPS/CAP

Keep all records pertaining to the history of the chapter.

Impact Meeting Planning Committee

Chair: Ann Kuhlmann

Plan a theme for October and April Impact meetings to draw new members to attend and see what our Chapter/Organization has to offer.

RTF Committee

Chair: Linda Robinson CPS/CAP

Provide awareness of the Retirement Trust Foundation (RTF) to chapter members, act as liaison between IMP Illinois Division RTF Chair and Golden Corridor Chapter regarding RTF activities and communication, and encourage participation in RTF Fundraising events.

Newsletter Committee

Chair: Rita Baseleon

Gather information pertaining to our profession and prepare the Chapter's monthly newsletter to distribute to all GCC members.

Website Committee

Webmaster: Ann Kuhlmann

Keep website current with chapter information and events.



Retirement Trust Foundation (RTF)

November is Retirement Trust Foundation (RTF) Month

November is a designated month for RTF fundraising. The Golden Corridor Chapter will be holding a raffle with funds being donated to RTF. Tickets will be \$1 each or 6 for \$5.

In addition, opportunities for donating are available all year long with recognition through the Family of Givers program. This program allows the tracking of your donations over time, and recognizes the whole of your generosity. Details on this program, including the on-line donation form, can be found at The Trusts website: <http://www.iaap-rtf.org/>, The Family of Givers Program.

All contributions should be made payable to the Retirement Trust Foundation and given to the Golden Corridor Chapter RTF Chair, Linda Robinson CPS/CAP for processing.

What is RTF?

The International Association of Administrative Professionals was first established in 1942. Its vision is simple: to inspire and equip all administrative professionals to attain excellence. In 1958, a Declaration of Trust created the National Secretaries Association Home Trust Fund. The Retirement Trust Foundation was created in 2000. This independent, non-profit organization is administered by a six member International Board of Trustees, four of whom are elected at large from the membership of the International Association of Administrative Professionals and serve with the IAAP International President and Treasurer.

The IAAP Retirement Trust Foundation is a tax-exempt charitable organization. Contributions made to the Foundation are deductible. Bequests, legacies, devises, transfers or gifts to or for the Trust's use are deductible for Federal estate and gift tax purposes.

The Trust was formed and operates exclusively for charitable purposes; i.e., for the primary purpose of acquiring, maintaining and operating homes for needy and elderly administrative professionals and otherwise assisting needy and elderly administrative professionals. The demand for comfortable, affordable housing for retired administrative professionals is growing, and the RTF seeks to help fill that need with Vista Grande and other housing.

The benefits of the RTF begin from the time you become a member of IAAP. The trust publishes RTF reVisions quarterly for all members, sponsors sessions at international conventions and is currently working on an online resource center of links and other information for retirees and future retirees.

Submitted By Linda A. Robinson

Recruitment Incentive for 2009/2010

"Help us make our target" - That's the theme of our new recruitment incentive for the 2009/2010 year. As a member, you have an opportunity to earn a \$10 Target card if a guest you sponsor during this event year joins Golden Corridor before June 30, 2010. Your guest will also earn this gift card for joining. Any un-sponsored guests will also earn this \$10 card if he/she joins our group before June 30, 2010. So, start thinking of who you can "*target*" to earn this reward and get them to attend and join at one of the upcoming Golden Corridor programs. Any questions, please call Linda Clark, Membership Chairperson, at 847 605 6392.

Submitted By Linda Clark

FRUIT AND NUT FUNDRAISER



We are off to a good start with the Terri Lynn fruit and nut fundraiser selected by the Board for 2009-2010. These products seem to be welcomed in offices as both tasty and nutritious. We will have a new order in and available at our November 14th Open House at NIU and at our November 19th chapter meeting. In addition to restocking trail mix, cashews, and fruit & nut mix, we are adding Almond/Cranberry Granola Mix, Honey Roasted Peanuts and Dark Chocolate Bridge Mix. We also have a couple bags of the dried fruit mix left for any bakers who are preparing cakes and cookies for the holidays. Items sell for between \$5-\$10 per bag.

Kathy and Susie have also sold Carson's coupons again this year. If you haven't already purchased your coupon, please contact either Kathy Harper or Susie Witwicki directly at ZurichNA.

Thank you for your support of Golden Corridor through your purchase of our fundraising products.

GOLDEN CORRIDOR PRESENTS: GOLDEN TICKETS TO MICROSOFT OFFICE 2007 TIPS & TRICKS

Don't keep it a secret and don't sleep in! Friends and Members! Unless this is your first time reading the newsletter this year, you should have been informed (our flyer is on our website and information has been sent to all members) that we are hosting an innovative educational event, the first in a series, on November 14 at the NIU Outreach Conference Center in Hoffman Estates with Marie Herman as our first speaker. She will help us to better understand and work with Microsoft Office 2007. Even if your

employer is not currently using Office 2007, this information will not be a waste of time!

The cost of this event is only \$5 and the \$5 charge will purchase a fully redeemable "Golden Ticket" which can be used towards the cost of a future chapter event. Since this event is on Saturday – (promise, it'll be over around 12 noon), I hope you, your friends, and associates, will join us on November 14!

Submitted by Membership Committee

Job Searchers Continue Networking ...

Each month, a group of members and guests in transition are meeting at the back tables (Zurich Café) from 5 – 6pm, prior to our Thursday monthly meetings. Whether you may be changing jobs due to company downsizing, or you feel it's time to make a change, consider this an opportunity to receive / provide support to others in a similar situation. Guests and members can either just walk in for this self help group or register with Don Humphrey to attend the dinner and program that follows at 6pm, Thursday, November 19. (Networking and Program alone are free!)

Between meetings, we are encouraging continued discussions through the Yahoo group: **iaap-goldencorridor** (<http://finance.groups.yahoo.com/group/iaap-goldencorridor/>), formed for Golden Corridor Members and supporters of our chapter. As our members are learning, finding a job today is much more challenging than ever and it will take many avenues to reach the end of the road – or employment! This discussion group is not limited to career development. It's open to all members and friends to discuss other chapter / IAAP news and events.

If you are interested in participating in this group, please contact Andrea.Turner@motorola.com for an invitation to membership in this group.

Members, even if you are not job hunting, you may have past experience that would be of help and encouragement to this group. Please feel free to join the group at any of these meetings. This is Golden networking at our finest!

Submitted by Membership Committee

COPING WITH “GHOST WORK”

By: [Paul Facella](#)

The notion of “ghost work” sounds pretty scary, and for many administrative professionals, it is. Ghost work is the extra work—previously done by colleagues who have been laid off—that surviving employees must take on. Management expert Paul Facella offers some strategies to keep the ghosts at bay.

The good news is that after the last round of layoffs, you were left standing. The bad news is that now you're responsible for doing your own job plus your coworkers' jobs. To make things even more difficult, when they left, they took with them their unique skills and knowledge.

Like many employees these days, you may be burdened with ghost work—the extra work employees have to take on after their coworkers have departed. You now have more work to do in less time. Perhaps you even lack the skills to accomplish former co-workers' tasks.

Here are six strategies to keep ghost work from haunting you and having a negative impact on your performance.

- **Show your boss you want to master new responsibilities.** Ask your boss or supervisor to provide you with detailed job descriptions of laid-off co-workers whose responsibilities you are now expected to shoulder.
- **Prioritize and integrate new tasks.** Rate each newly acquired task according to its frequency or urgency—daily, weekly, or monthly. Reorganize the tasks into subgroups by frequency, and again into categories such as client relations, sales, administration, and so forth.
- **Seek constructive feedback from those above you.** Set up a meeting with your boss or supervisor to review your new tasks chart, and to go over possible redundancies, wasteful practices, and unnecessary tasks.
- **Share accountability with your manager.** Actively bring your manager into the loop, which enables him or her to be aware of and accountable for the excess workload and ghost work to which you are now subject.
- **Commit to working regular—not extra long—hours.** The goal isn't to burn yourself out but to manage your new workload. If you allow longer hours and workplace stress to take a toll on your mental and physical health, you'll be no good to your company and you might even jeopardize your career.
- **Demonstrate your indispensability.** Identify three to five specific areas where former employees' tasks were inefficient or redundant, and show your employer how processes can be streamlined. Identify some areas where the employer can save money and submit these cost-cutting proposals in an unsolicited report.

Editor's Note: According to two recent surveys by the International Association of Administrative Professionals, today's admins may be particularly affected by the “ghost work” phenomenon. IAAP's April 2009 survey found that 40% of respondents have seen support staff in their companies decrease over the last three years. At the same time, nearly half of those surveyed said that their workload has increased. Additionally, IAAP found that the office professional's role continues to expand during the economic downturn, with admins taking on more work and shouldering more complex duties and responsibilities.

“There's a tendency not to cut job duties when companies are downsizing, but rather to transfer these functions over to workers who are multi-talented,” said Susan Fenner, Ph.D, education manager at IAAP. “Those people are administrative professionals.”

Additionally, a February 2009 IAAP Benchmarking Survey with 3,177 respondents identified a trend toward having admins support more managers. Most IAAP member respondents (45%) reported they support one to two managers, with 28% supporting three or four managers. Eighteen percent support five to 10 managers and 5% support 11 or more.

Submitted by Evelyn Szalkowski

THE TOP 10 WEB SITES FOR ADMINS

The Top 10 Web Sites for Admins

By Anya Martin, Monster Contributing Writer
Chasing down information on the Internet can leave you at one dead end after another. So how do you find a direct route to the answers you need? That's where this list of the 10 best sites for administrative professionals comes in. Think of it as your roadmap for the Web, provided by administrative assistants just like you.

CEOExpress

This is a treasure trove of links to just about every bit of info you can imagine, including local/international newspapers, trade journals, news wires, business knowledge research areas, weather updates, currency statistics and conversions, company research sites, SEC, financial markets, health topics and more. "It offers a wealth of information you can access without having to search through numerous databases," says Karen Davis, secretary to the CFO and senior vice president of Oklahoma City-based C.H. Guernsey & Company.

Refdesk

At this site, another links clearinghouse, admins can access everything from official clock times around the world and a "word of the day" vocabulary builder to the latest news, stock quotes and computer virus alerts. It's "the best source for facts," says Deborah Farley, CAP, assistant vice president, loan administration, for Commerce Bank in Mount Laurel, New Jersey.

Microsoft Design Gallery

Pam Brogan, office coordinator for HelpPeople EAP in Syracuse, New York, says she adores this mecca for Microsoft Office users, because she can use its easy-to-download clip art, sound effects and moving graphics to enhance brochures, articles and email correspondence. "People are more likely to read something that is punctuated with a picture over simply straight text," she says.

USPS

The US Postal Service's Web site offers much more than an easy way to check zip codes, buy stamps and track mailings. Connie Myers, principal administrative staff associate at Albuquerque-based Sandia National Laboratories, says she uses the site for "package rates and expected delivery schedules, insurance info, rates for foreign destinations and size restrictions for letters."

BrainyBetty

Download thousands of free PowerPoint templates and images at BrainyBetty, a great find from Janis Petersen, CPS, senior clerk at Seminis Vegetable Seeds Inc. in Nampa, Idaho.

XE.com

If your boss travels overseas, this universal currency converter can be invaluable for quick and easy conversion of expenses into US dollars, says Phyllis McMullen, executive secretary at Nationwide Financial Services in Columbus, Ohio.

Virtually There

While other travel and airline Web sites are great for buying and pricing tickets, Virtually There "gives you real-time flight delays, plus you can download your trip plans directly to your desktop," says Camille Petrocco, CPS, a senior administrative assistant at Bridgewater, New Jersey's Aventis Pharmaceuticals.

Free-Ed Ltd.

Ohio-based Free-Ed Ltd. provides links to more than 120 courses and tutorials on everything from software to academic disciplines, says Deborah James, owner of Deborah James Secretarial Services in Oakland, California.

IAAP

The International Association of Administrative Professionals' official Web site includes links to *OfficePRO* magazine, online training resources, a message board, info on how to obtain CPS (Certified Professional Secretary) and CAP (Certified Administrative Professional) certifications and much more.

Monster Admin/Support Community

The industry-specific message board is designed not just to help you on the job hunt, but also to provide invaluable advice on a range of topics, including career advancement and sticky office situations. You can ask questions and peruse posts from our experts as well as other Monster members.

THE TOP 10 RESOURCES FOR ADMINS

By Anya Martin, Monster Contributing Writer

Monster asked approximately 100 admin pros which books, magazines and newsletters they found indispensable in their jobs. Here are the most popular selections:

[OfficePRO](#)

Published by the [International Association of Administrative Professionals](#) (IAAP), the field's largest professional organization, "this periodical has so many terrific articles that I can't begin to describe them all," says Debi Cain-Rivord CPS/CAP, executive assistant, sales, at Minneapolis-based Urologix Inc. "Trust me when I say that *OfficePro* truly keeps me updated on virtually every topic concerning an admin's career -- from entry-level work to the highest of executive support work and into management."

[The Gregg Reference Manual](#) by William Sabin
Widely considered to be the final word for grammar and punctuation rules among admins, this is "the one book that I absolutely can't do without," says Rhonda Strong, an administrative assistant at Eastman Chemical Co. in Kingsport, Tennessee. Strong gets the updated version of the manual every few years to stay on top of changing styles in business writing and grammar.

[A Good Dictionary](#)

"I have found that my computer's spell-checker regularly misses words or even offers incorrect interpretations," says Vera Regelbrugge, owner of Mountain Valley Virtual Office Services in Oakdale, California. Moreover, legal and medical dictionaries help not just with spelling, but also with understanding specialty languages.

[Roget's Thesaurus](#) edited by Barbara Ann Kipfer
"Using the thesaurus wisely helps all of my documents sound more professional," Strong says.

[Complete Office Handbook: The Essential Reference for Today's Office](#) edited by Susan Fenner

The only office handbook endorsed by IAAP, *Complete Office Handbook* is a treasure trove of step-by-step advice on how to succeed in today's fast-paced electronic office, offering everything from sample office documents to career-ladder guidance.

[How to Say It: Choice Words, Phrases, Sentences & Paragraphs for Every Situation](#) by Rosalie Maggio

"In creating letters, this book has been very helpful when I get tired of saying the same old thing," says Cynthia Sheeks, CPS, a secretary at Ohio's University of Akron. Updated with 10 new chapters, the second edition includes a CD-ROM with ready-to-use model letters for numerous situations.

[Woody's Office Watch Newsletters](#)

Woody Leonhard publishes six free email newsletters demystifying Microsoft Office programs. A recent newsletter helped Camille Petrocco, CPS, a senior administrative assistant at Bridgewater, New Jersey-based Aventis Pharmaceuticals, resolve her problems with sending large attachments using Outlook Express.

[Eli Journals \(formerly Element K Journals\)](#)

While not free, these monthly printed newsletters cover a wider range of software programs, including Adobe and Corel WordPerfect Suite, and computer skills such as Web design.

[One+ Magazine](#)

(formerly *The Meeting Professional*)

As the magazine of Meeting Planners International, *One+* features advice from expert planners, as well as updates on hospitality industry issues. "Since meeting and event planning can be an entire career in itself, getting continual input from experts in this field can be a great benefit to admins," says Cain-Rivord. *Whatever Your Boss Is Reading*

"As the support person, you have to be on the same page [as your supervisor] -- or willing to get there," says Carlotta Embry, administrative professional, perioperative services at Saint Joseph's Hospital of Atlanta. Her CEO swears by [Good to Great: Why Some Companies Make the Leap...and Others Don't](#) by Jim Collins.

Submitted by Evelyn Szalkowski

MICROSOFT OUTLOOK TIPS

Here are three tips that demonstrate good etiquette when sending e-mail and meeting invitations, and could help save space in Microsoft Outlook.

Tip #1 -- When you need to distribute documents to participants before a meeting, post the documents on a shared drive or SharePoint site and provide links to them rather than attaching the documents directly to the meeting invitation.

Reason -- Calendar documents take up storage space in Outlook and are often overlooked when cleaning out the mailbox. Over time, they can really add up and must be [cleaned out manually](#). In addition, it takes up more Aetna resources if every participant saves their own copies of the documents instead of having just one set centrally located. Modifications are much easier, too, if there is only one set of documents to update.

Tip #2 -- Before you send any e-mails with graphics, check the size first by saving it as a Draft (click the Save button in e-mail). Look in the Drafts folder of your mailbox to see the size of the saved e-mail and make adjustments if it is more than 200 KB in size.

Reason -- Although the first tip above also applies to e-mail attachments, there are times when you don't know how large an attachment really is. A screen capture placed in e-mail, for example, can often be several megabytes in size without you even realizing it. So it's a good practice to check the size of every e-mail containing graphics before sending it. (Hint: To reduce the file size of a screen capture, first paste it into the Paint program that comes with Windows, save it as a JPG or a GIF file, then attach that file to your e-mail).

Tip #3 -- Providing a meaningful Subject line will be a great help to your recipients as they prioritize their incoming e-mail. Give them a brief, but clear, description of the subject and, when appropriate, let them know what action is expected of them:

- Please Review:
- For Approval:
- Action Required:
- FYI Only:
- Urgent:

Submitted by Evelyn Szalkowski

TOP 10 E-MAIL MISTAKES

Posting Date: July 07, 2008 - AMA - American Management Association

Your e-mail is as much a part of your professional image as the clothes you wear, the "snail mail" letters you write (assuming you still do), the greeting on your voice mail, and the handshake you offer. If you want to build positive business relationships, pay attention to your e-mail and steer clear of these 10 common e-mail mistakes:

1. **Blank or Trivial Subject Line.** Never send a message that reads "no subject." Given the huge volume of e-mail that each person receives, the subject header is essential if you want your message read in a timely fashion. The subject line should give a snapshot of your message. "Hi" or "Hello" does not compel the reader to read your message promptly.
2. **Failure to Change the Header to Correspond with the Subject.** Label each message for what it is, that is, "contact info," "graphics," or "home page." Don't just hit "reply." That way your reader can locate a specific document in her message folder quickly. If you change the subject altogether, start a new message.

Continued on next page

TOP 10 E-MAIL MISTAKES (Cont'd)

3. **Not Personalizing Your Message to the Recipient.** E-mail is informal but it still needs a greeting. Begin with "Dear Mr. Broome," "Dear Jim," "Hello Jim," or just "Jim." Failure to personalize your message makes your e-mail seem cold.
4. **Not Accounting for Tone.** When you communicate with another person face to face, 93% of the message is non-verbal. The e-mail reader cannot see your face or hear your tone of voice, so choose your words carefully and thoughtfully. Put yourself in the other person's place and think how your words may come across in cyberspace.
5. **Forgetting to Proofread.** In the early days of e-mail, someone created the notion that this form of communication did not have to be letter perfect. Wrong. It is a representation of you. Use proper capitalization and punctuation and always check your spelling. Remember that your spellchecker will catch misspelled words but not misused ones. A good practice is to enter the name and e-mail address of the person to whom you are writing after you have composed the e-mail. Check everything over carefully first. Proofread for grammar, punctuation, spelling, and clarity. Did you say what needed to be said? How was your "tone of voice"? If you were the least bit emotional when you wrote the e-mail, did you let it sit for a period of time before sending? Lastly, did you include any attachments you wanted to send?
6. **Writing the Great American Novel.** Keep your message short. Use only a few paragraphs and a few sentences per paragraph. People skim their e-mail, so a long missive is wasted. If you find yourself writing an overly long message, pick up the phone or call a meeting.
7. **Forwarding E-mail without Permission.** Most everyone is guilty of this one, but think about it. If the message was sent to you and only you, why would you take responsibility for passing it on? Too often confidential information has gone global because of someone's lack of judgment. Unless you first request permission, do not forward anything that was sent just to you.
8. **Thinking That No One Else Will Ever See Your E-mail.** Once you hit the "send" button, you have no idea where your e-mail may end up. Don't use the Internet to send anything that you wouldn't want to see on a billboard on your way to work the next day. Use other means to communicate personal or sensitive information.
9. **Omitting Your Signature.** Always close with your name, even though it is included at the top of the e-mail, and add contact information such as your phone, fax, and mailing address. The recipient may want to call you or send you documents that cannot be e-mailed. Creating a formal signature block with all that data is the most professional approach.
10. **Expecting an Instant Response.** Not everyone is sitting in front of the computer with their e-mail open. The beauty of Internet communication is its convenience. People can check their messages when it suits them, not you. If you require an immediate response, use the phone.

A well-crafted e-mail makes a powerful impression and can help you establish positive professional relationships. Use the technology effectively and appropriately, and I guarantee you will reap the rewards of that effort.

Submitted by Evelyn Szalkowski

IMPORTANT DATES

November 7, 2009 CPS/CAP Exam

The CPS and CAP exams are based on the premise that an administrative professional should have basic knowledge of office systems, technology, office administration, and management, and know how to apply the principles of good human relations and communications. Some of the examinations are based on knowledge acquired by the office professional through formal education and informal reading.

Certified Professional Secretary

The CPS Examination is a three-part exam, covering the areas of office technology, office systems and administration, and management.

Certified Administrative Professional

The advanced CAP Examination is a four-part exam, covering the areas of office technology, office systems and administrative management and advanced organizational management.

November 14, 2009

Sponsored by GCC - The first in a series of Educational Programs at Northern Illinois University Outreach Conference Center, 5555 Trillium Boulevard, Hoffman Estates, IL 60192

March 8-10, 2010

IAAP's [Professional Education Conference](#) (PEC) is designed especially for admins and will provide attendees with all the knowledge, skills, and attitudes they need to fit in with their executive teammates and the credibility and confidence they need to stand out from the crowd. Don't miss the next conference March 8-10 at the Grand Sierra Resort in Reno, Nev.

April 30 – May 2, 2010

2010 Illinois Division Annual Meeting (IDAM) Elgin, IL. Elgin theme for 2010 IDAM is Celebrate...Yesterday, Today, and Tomorrow!

UPCOMING BIRTHDAYS

Ann R. Kuhlmann	12/07
Linda J. Clark, CPS/CAP	12/10
Susan Ciccone	12/17
Fay A. Schafernak	12/29
Brigitte V. Morris	12/31

UPCOMING ANNIVERSARIES

Linda J. Clark, CPS/CAP	11/1 (3 Yrs.)
Bonnie Gibellina	11/1 (1 Yr.)
Patricia Gonzalez	11/1 (1 Yr.)
Gina M. Kruse *	11/1 (13 Yrs.)
Barbara A. Turek, CPS/CAP *	11/1 (13 Yrs.)
JoLynn K. Altvatter	12/1 (12 Yrs.)
Jane A. Holland	12/1 (9 Yrs.)
Diane M. Kuczak	12/1 (6 Yrs.)

* Charter Member



A GOLDEN MOMENT

Do you have something interesting you want to share with your fellow members? This is the place to get it printed for no charge. We are always looking for human interest stories, and professional topics/tips besides of course, any open position within your company. We want to put the Golden Spotlight on our members. Please send to Rita Baseleon, our newsletter editor, at rita.baseleon@comcast.net.



**Don Humphrey is taking the
CPS/CAP Exam on November 7th.**

Good Luck Don!!!

RETIREMENT TRUST FUND (RTF) COMMITTEE

November is RTF month! In an effort to promote RTF funds for the GCC Chapter; there will be a RTF basket raffle at the November Meeting. There are two RTF fundraising events held during the year: one in November and one in March. However, you may donate to the RTF fund at any time go to www.iaap-rtf.org.



EXAM FEES

The Illinois Division is holding two raffles to increase interest in CPS/CAP certification and recertification. One is a raffle to have your CPS/CAP exam fees paid for the November 2010 or May 2011 exam. Another will pay your recertification fees for 2010. Contact any 2009-2010 ID board member for tickets.



CERTIFICATION GRANTS FOR UNEMPLOYED

Metcalf Educational Services is offering a special grant to the currently unemployed to assist them in obtaining review materials to help in their Certified Administrative Professional/Certified Professional Secretary exam preparations.

For the currently unemployed: You can request an "unemployed grant" to cover up to 50 percent of the product amount on your order. Please e-mail us at Metcalf Educational Services with an explanation of your situation, a list of the specific products you would like order, and your mailing location-city, state, zip/postal code and country (to determine the shipping options and costs for you). We will promptly reply to your request with the amount of the grant that will be awarded to you and instructions on how to place your order. This grant is not combinable with other discounts we offer. (Offer subject to change without notice).

Go here for information:

<http://www.cpsreview.com/special04.htm>

*IAAP members get a 20% discount with their membership ID number, but it can't be added to the 50% discount.

WANTED!

**GOLDEN CORRIDOR CHAPTER
Website Sponsors Needed**

GCC is seeking corporate sponsors for our IAAP Chapter website. *Annual cost is \$25.00. Golden Corridor will list your company and logo as a sponsor on our website with a link to your own designated web address. Sponsors will also be acknowledged in our monthly newsletter.* We are asking GCC members to solicit corporate sponsors to help offset the costs of our communication expenses.

Contact Ann Kuhlmann at ann.kuhlmann@kodak.com for more info and to add your company to our website.