

IAAP Education Forum and Annual Meeting
Minneapolis, Minnesota
July 26 – 29, 2009
Delegate/Alternate Report



Friday, July 24, 2009

Linda Schmoyer CPS and Carol Ziegler CPS/CAP, Delegate and Alternate respectively, arrived in Minneapolis about 2:00 p.m. CDT. We collected our bags, caught the shuttle, and arrived at the Hilton Minneapolis around 3:00

p.m.

After checking in and unpacking, we headed for the Convention Center to register and pick up our packets for the meeting. To get there, we walked the Skywalk from the Hilton to the Convention Center. The Skywalk traverses the entire downtown area of Minneapolis – a wonderful thing for the natives, especially with their severe winters – but a killer for two tired travelers. We hiked a good five blocks before we arrived at our destination. After registering and signing up for a banquet table, we headed back to the Hilton for a quiet evening and early turn in.



Saturday, July 25, 2009

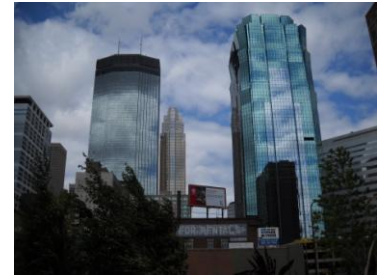
We both had pre-conference workshops scheduled on Saturday morning, so we had breakfast at the hotel and headed for the convention center – another five block hike!

We both took “Taking Minutes: A Guide to Recording, Writing, and Relating the Relevant” given by Leanne Mackenzie of Rockhurst University Continuing Education Center, Inc. Accurate minutes are important, because it can cost your company money if the notes are incorrect – law suites, etc. We are legally responsible for things stated in minutes. They are documentation that provides the history of your company that is necessary for success. We did exercises in critical thinking, and practiced taking minutes from video meetings. Here are some tidbits from the seminar.

- 1 KISS – Keep It Short and Simple – get the important facts.
- 2 Don’t “should” on yourself – “should have written this” “should have said that” etc.
- 3 Grammar is not the same everywhere
- 4 It’s about flexibility
- 5 It has to read right
- 6 Always keep your notes.

This was a very good seminar and a fast three hours.

After the seminar, we returned to the hotel. Linda headed out to do some shopping and explored the downtown,



and Carol returned to the room to rest her aching knees and legs. Later, Carol went to church with Kathy O'Connor and Linda attended the First Timers Orientation.

Sunday, July 26, 2009

Bright and early Sunday morning we headed to the convention center for an 8:00 a.m. Parliamentarian Meeting with Delegates. Our Parliamentarian, Jeff Neurauter, instructed the Delegates on procedures for submitting motions and speaking in debate on issues before the assembly. This year, voting will be on Monday morning rather than in the afternoon. He also went through the electronic voting procedure with the Delegates.

At 9:00 a.m. the Business Session convened with the introduction of the Board of Directors and Executive Director and Parade of Nations. International President Barb Horton CAP called the meeting to order at 9:12 a.m. Presentation of the Colors and singing of the National Anthem followed.

The report of the Registration/Credentials Committee was given by Marilyn Donnelly. As of 8:30 a.m. July 26, there were 313 Officers and Delegates eligible to vote and 114 Authorized Proxies, for a total of 427 authorized votes. There were 161 Alternates and 492 Members registered for a grand total of 1,080. The Registration/Credentials Committee Report was adopted. The Annual Meeting Rules and the Annual Meeting Program were also adopted.

The Chairman of the Committee on Nominations then introduced the candidates for Officers and District Directors. The candidates for President-Elect, Secretary, Treasurer, Director, Canada District, and Affiliate Representative were running unopposed and did not speak. The two Candidates for Vice President, two candidates for Director, Great Lakes District, and three candidates for Director, Southeast District each spoke for two minutes. The Directors for Northeast, Northwest, and Southwest Districts were not up for election this year. There were also two candidates for International Trustee of Retirement Trust Foundation, but since you vote for two, they did not speak either.

Following a 15 minute break, International President Barb Horton CAP gave her President's Address outlining the many changes and improvements that were made this year to make us a remarkable association. (For the complete address, please see our website library).

The Avery Great Results Chapter and Division Achievement Awards were presented. The program recognizes IAAP chapters and divisions that display excellence in providing educational programs, achieving membership growth through successful recruitment and retention efforts, promoting professional certification and volunteering for community service programs.

Here are the winners of the 2009 Avery Great Results Chapter and Division Achievement Awards.
One Chapter Prestige Award (\$3,000): • Alabama Power Chapter, Birmingham, AL
Two Chapter Distinction Awards (\$1,500): • Springfield Metro Chapter, Springfield, MO (40+), • Polaris North Star Chapter, Westerville, OH (under 40)
Two Chapter Honorable Mention Awards (\$500): • Memphis Chapter, Memphis, TN (40+), • Sunny Isles Chapter, Nassau, Bahamas (under 40)
One Division Prestige Award (\$1,000): • Kansas Division
Avery also extended an invitation to the Evening of Welcome on Sunday evening. The meeting recessed at 10:55 a.m.

Following the adjournment, a Town Hall Meeting was held in which the main topic was the dues increase. Many good points were made, both pro and con, on this issue. We thought this was a very good idea since all members could speak to the issue, not just Delegates. This gave everyone a voice. We were disappointed by how few of the Delegates and members stayed for this Town Hall Meeting, especially with such an important issue before them.

We had a nice, leisurely lunch in the convention center and then went to the Northeast District Caucus at 1:30 p.m. District Director Judith Yannarelli CAP thanked all the Divisions and Chapters for their work this year. The Pathways to Excellence awards were presented to Division of Excellence winners Greater New England and Pennsylvania Divisions, and Chapter of Excellence winners Crossroads, Greater Boston, Somerset Valley, Altoona, Montgomery County, and Harrisburg Chapters. There were 119 members who achieved Member of Excellence in our District. A list of all Pathways to Excellence winners is available if you wish to see it.



We then visited the Office Expo which was much more organized and orderly than in past years. The lines at the most popular booths – Avery, 3M, Smead, etc. – were somewhat long but not too bad, and, of course, the samples were great. Linda attended the Candidate Meet and Greet at 3:30 p.m., and we then headed back to the hotel.

The Evening of Welcome was a “Michigan State Fair” with games of chance and skill and snack foods and cotton candy for all participants. All guests received a complimentary hand-stenciled Mali Mud Cloth Bags/Project Red hand stenciled bag from the evening’s sponsor, Hallmark.



Voting for Officers and District Directors was Monday morning. The first ballot was scheduled at 8:00 a.m., and Carol, although as Alternate, not eligible to vote, accompanied Linda to the convention center. We had breakfast at one of the concession stands, and Linda went upstairs to vote. Carol, meanwhile, relaxed a bit with her coffee and visited the Book Nook when it opened. When Linda returned, we visited the Office Expo again to see what we missed on Sunday. A second ballot was not required, so the balance of our morning was free.



Linda attended the Leadership Luncheon with Steven Iwersen, Let's Make a Deal: A Different Kind of Motivation based on his book, Chasing Porcupines. His presentation explored the core principals and out-comes of: attitude, innovation and influence. Some of the lessons learned were: our attitude does not choose you; you choose your attitude and WIN. W: Write down one good thing about your day and focus on it. I:

identify one positive thing about the person who causes you stress, N: Nurture your positive attitude by using good thoughts, helpful information and positive actions.

At 2:15 p.m. we attended a Delegates Briefing Session with Jeff Neurauter, our Parliamentarian. Jeff reported that only the Southeast Division Delegates were required to cast a second ballot. Unfortunately, there was a computer glitch and the second ballot could not be downloaded from the computer, so a third ballot was required for Southeast District to finalize their election of a Director. Jeff also explained that he understood that some new numbers were going to be proposed for the Bylaws dues increase amendment, and explained the procedure for doing this. We would, in effect, be creating a "blank" and then voting on each set of numbers proposed.

The Business Session reconvened at 3:12 p.m. Marilyn Donnelly again presented the Registration/Credentials Committee report of registered members. As of 2:00 p.m., July 27, there were 336 Officers and Delegates eligible to vote, 125 Authorized Proxies, for a total of 461 authorized votes. There were 178 Alternates and 645 Members for a grand total of 1,284 attendees. The Registration/Credentials Committee Report was adopted.

Melynda P. Porgés CPS/CAP, Chairman of the International Bylaws and Standing Rules committee, presented the Bylaws amendments for voting.

Bylaws

Amendment 1 – Dues Increase (2/3 majority or 224 votes required to pass)

199 Yes, 103 No – **Failed** – not 2/3 majority.

This was a surprise since no amendments to the numbers were suggested from the floor as was expected.

Amendment 2 – Adding \$15 Processing Fee for Student Members – **Adopted**

Amendment 3 – Fee increase for Affiliate Associations – **Adopted**

At this point a question from the floor raised the issue of reconsidering Bylaws Amendment 1, no amendments from the floor were put forth. It was determined that reconsideration was permitted and it was voted to reopen this amendment.

Amendment 1 – Reconsideration – 240 Yes, 80 No – **Adopted**

Amendment 4 – Payment of renewal of membership dues within 30 days after renewal date – **Amended and Adopted**

Amendment 5 – Elimination of unnecessary wording regarding election of District Directors – **Adopted**

Amendment 6 – Association members-at-large representation at EFAM and election of delegate and alternate – **Adopted**

Amendment 7 – Changing words “annual convention” to “annual meeting.” – **Adopted**
Amendment 8 – Adding new membership classification of Institutional Group – **Failed**

Standing Rules

Amendment 1 - Changing words “annual convention” to “annual meeting.” – **Adopted**

The Tellers Committee Report and Declaration of Election were next on the agenda followed by the installation of officers.



2009-2010 INTERNATIONAL BOARD

The 2009-2010 International Board was installed on Tuesday, July 27 (left to right: President Susan Shamali CPS/CAP, President Elect Mary Ramsay-Drow CPS/CAP, Vice President Tamra Goodall CPS/CAP, Secretary Janine Riemersma CPS/CAP, Treasurer Karlana 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.

The Retirement Trust Foundation report was presented by Kathryn Hampton.

Upcoming EFAMS:

- July 18-21, 2010 Hynes Convention Center Boston, Mass.
- July 24-27, 2011 Montréal Palais de Congrès Convention Centre Montreal, Quebec
- July 22-25, 2012 Gaylord Texan Resort Grapevine, Texas
- July 28-31, 2013 Anaheim Convention Center Anaheim, Calif.
- July 27-30, 2014 Milwaukee Convention Center Milwaukee, Wis.
- July 26-29, 2015 Louisville Convention Center Louisville, Ky.

There being no further business, the meeting adjourned at 6:40 p.m.

Following the adjournment, all the PA Division members hopped into a cab and headed for the PA Division dinner at McCormick & Schmick's. Excellent dinner and good fun.

Tuesday, July 28, 2009

After a restful night, our day began with the Excellence in Action Session Keynote Speaker, Warren Evans CSP, HoF. His topic, The Future: Take it Or Make It, was very timely in light of recent economic conditions and was aimed toward administrative professionals. As a renowned global futurist, he gave a look at what's going on in the world of business and what it means and how major trends are impacting organizations.

His presentation was based on his soon to be released book, *The Future: a build-your-own-future manual for Administrative Professionals*, details his ideas and predictions for our future profession. It is a wonderful resource for anyone who is facing change or uncertainty in the workplace. A copy is available in our chapter library for loan to any chapter member. Please see Linda if you are interested.



Next on the agenda was the State of the Profession report presented by Don Bretthauer CAE, Executive Director, followed by a panel discussion, the Administrative Excellence In Today's Economy. The Panel Discussion was hosted by Rob Hosking, Executive Director, Office Team. Topics of discussion were key trends impacting administrative professionals and how the economy is affecting this essential role and learning what today's managers expect from support

staff.

Our day continued with educational workshops. Carol : “Surviving Your Move to Office 2007”(Ginny Courter and Annette MarquisTriad Consulting). Linda: “Does Age Matter” (Sloan Center). We both went to “How to Write a Great Newsletter” (Deborah Thomas, Toronto Chapter).

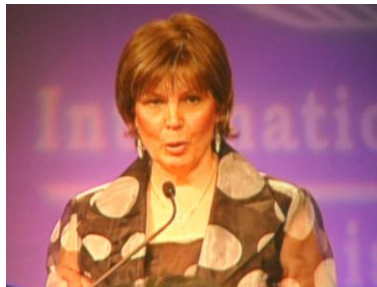
After dinner the highlight was the Evening of Entertainment by Cirque Viola. The troupe put on a very exciting and entertaining show which mesmerized and amazed us with feats of strength and dexterity. The show had us all in stitches laughing at our fellow IAAP members as they joined in the show’s festivities.



Wednesday, July 29, 2009

Our last full day was filled with educational workshops. Carol attended “From Memos to MySpace: Mastering Your Message” and “Lessons From The Grammar Guru: Mastering the Most Common Grammar Mistakes”. Both workshops were presented by(Carol Ann Sasso, Rockhurst University). Linda attended “What Will You Do Next? Becoming a Virtual Assist (VA)” (Lauren Hidden), “Fostering a Creative and Positive Work Climate” (Monica Cornetti), “Building Speed and Agility: Be More Efficient and Get More Done In Less Time” (Laura Stack), “The Silent Language of Leadership” (Carol Kinsey Goman, Ph.D.). If anyone is interested, please see us if you would like a copy of our handouts and notes.

The day concluded with the Awards Banquet hosted by President Horton CAP. The program included the introduction of Board and Host Chair/Co-Chair and presentation of the following awards: Adecco’s Mentor of the Year Award, Division of Excellence Awards and Presentation of Award for Excellence (fewer than 1,000 employees-SES Americom-New Skies and Missouri State University). After Incoming President Susan K. Shamali CPS/CAP was upstaged by her by her husband and daughters’ humorous introduction, she addressed the membership and outlined her plans for her upcoming term. President Horton CAP then officially passed the gavel to Incoming President Shamali CPA/CAP. The evening concluded with the Smiling Faces Video which featured memories of our week together.



Thursday, July 30, 2009

Our final day in Minneapolis concluded with Linda attending the Leadership Workshop in the morning. Wilny Audian presented from Competence to Confidence: the Art of Being Unstoppable. This workshop focused on how to learn the basic rules and tools to gain confidence that can transform anyone from good to great. We learned how to approach a problem and find solutions through mind-mapping and other creative thinking.

With our conference coming to an end, we said goodbye to the Minneapolis Conference Center, checked out of the Hilton and took the shuttle bus back to the airport for our afternoon plane ride back to Allentown. We touched down in Pennsylvania after a productive and fun-filled week. As your delegate/first time attendee and alternate, we urge every member to attend, you won't regret it! The friendships and learning can't be beat. We can't wait until next year's EFAM in Boston. See you there!

