

# *IAAP Lehigh Valley Chapter*



## Allentown - Bethlehem - Easton and surrounding area

IAAP® – Lehigh Valley Chapter 216120  
Allentown PA 18105

Lehigh Valley Chapter: <http://www.iaapplehighvalley.org>  
Pennsylvania Division: [www.iaap-pennsylvania.org](http://www.iaap-pennsylvania.org)  
International: <http://www.iaap-hq.org>

**POWER**  
**of**  
**Commitment**  
Lehigh Valley Chapter

**OCTOBER 2009  
NEWSLETTER**



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International Association of  
Administrative Professionals®

2-16-120  
LEHIGH VALLEY CHAPTER  
ALLENTOWN, PA 18105

Visit our website at  
<http://www.iaapplehighvalley.org>

### 2009 – 2010 Officers

**Linda D Schmoyer CPS  
President**

Lehigh University  
27 Memorial Drive West  
Bethlehem PA 18015  
610-758-5071  
[lds207@lehigh.edu](mailto:lds207@lehigh.edu)

**Gayle F Gunderman CPS  
Vice-President**

Mack Trucks Inc  
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Allentown PA 18103  
610-351-8403  
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**Sally A Ande CPS  
Treasurer**

1128 North 30<sup>th</sup> Street  
Allentown PA 18104  
610-799-1187  
[sande@lccc.edu](mailto:sande@lccc.edu)

**Cathy L. Wimmer  
Secretary**

Millennium Wealth Management  
22 S Second Street  
Emmaus PA 18049  
484-232-6235  
[cwimmer@hncbank.com](mailto:cwimmer@hncbank.com)



## President's Letter

October 2009

Falling leaves, hot cider, frost on the pumpkins and football games. Fall is officially here! What a wonderful time of the year. The kids are back at school and life has returned to its "normal" rhythm.

Thank you to Carol Ziegler CPS/CAP and Sandy Dredge CPS/CAP who represented our chapter at the Northeast Council Meeting on October 10, 2009. The meeting was held in Wysox, PA and hosted by the Endless Mountains Chapter.

We had a very informative and fun meeting last month with Michael Lindauer of Lindauer Learning Systems who presented the program, Office 2007 Tips and Tricks. For those who were unable to attend the meeting, the hints will be posted on our chapter website for everyone to use.

And speaking of our website, our chapter will be getting an in-depth look at our new and improved website at our October 26<sup>th</sup> meeting. The program will be lead by our own experts, Sandy Dredge CPS/CAP and Carol Ziegler CPS/CAP, who will show us all the new features and capabilities our chapter website can now offer. Don't miss it!

We are trying something new as a fundraiser for our chapter. We are selling 50/50 raffle tickets at \$1.00/each. 1<sup>st</sup> Prize – 25%, 2<sup>nd</sup> Prize – 15% and 3<sup>rd</sup> Prize – 10% of proceeds sold. The tickets make great stocking stuffers for Christmas and can be sold up to the January 26, 2010 drawing time. Please see Sandy Dredge CPS/CAP for your ticket packets.

The funds raised by our Ways and Means Committee fundraisers support the wonderful programs and speakers you've come to expect at our meetings. We welcome your fundraising ideas and help on the Ways and Means Committee. Please let me know if you can assist our chapter and lend a hand.

All my best,

*Linda*

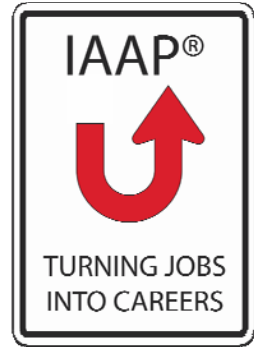
P.S. Remember, October is Breast Cancer Awareness Month. Breast cancer affects not only the lives of women and men who develop it, but their families and friends as well. Every attendee at the October 26<sup>th</sup> meeting will receive a pink ribbon memento to increase awareness of this important health issue.



International Association of  
Administrative Professionals®

# International Association of Administrative Professionals®

**Lehigh Valley Chapter**  
**50 Years of excellence**  
**1957-2007**



**DATE:** Monday, October 26, 2009  
**TIME:** 5:30 p.m. Networking  
6:00 p.m. Dinner  
7:00 p.m. Program  
**COST:** \$20 Member; \$25 Non-member

**LOCATION:** Four Points by Sheraton  
Allentown Jetport  
3400 Airport Road  
Allentown PA 18103  
610.266.1000

**Menu:**

- ★ Salad, Short Ribs, Red Skinned Potatoes, Carrots
- ★ Entrée includes breads/spreads, iced tea, hot tea, coffee, dessert

## Extra! Extra! LEARN all about it!



The Lehigh Valley Chapter's new and improved website is now up and running. It's clean, it's crisp, and it's visually appealing! AND we are darn proud of it. Join us on October 26 to preview and road test this outstanding member tool, exploring all the benefits of the site. We think you'll find this session informative as well as fun, BUT there's still opportunity for improvement, and we need *your* input and ideas on how to take it further (social media? chat rooms? photo blog? You name it!).

Remember, October is Breast Cancer Awareness Month. Breast cancer affects not only the lives of women and men who develop it, but their families and friends as well. Every attendee will receive a pink ribbon memento to increase awareness of this important health issue.



Reservations may be made on-line ([www.iaapplehighvalley.org](http://www.iaapplehighvalley.org)) or via the form below  
Reservation/Cancellation Deadline: Thursday, October 22, 2009  
Contact Lynn Nocera 610.868.5020; LNOCERA@RCN.COM

✂-----

**Reservation Form: October 26, 2009**

Name: \_\_\_\_\_ Company: \_\_\_\_\_  
 Telephone: \_\_\_\_\_ Email: \_\_\_\_\_  
 Guest Name: \_\_\_\_\_ Company: \_\_\_\_\_  
 Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

- Will attend dinner and program (IAAP Member \$20; Non-member \$25)  
 Will attend program only (IAAP Member \$5; Non-member \$10)  
 Enclosed is a check in the amount of \$ \_\_\_\_\_ Check if you need a receipt

Checks payable to: IAAP Lehigh Valley Chapter. Mail reservation form and check to:  
Lynn A. Nocera, 3451 Fox Drive, Bethlehem, PA 18017



◆ Lehigh Valley Chapter #216120 ◆ Allentown, Pennsylvania ◆

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## Special Message from the Membership Committee

The current economic situation has affected all of us in some way – loss of company support for our involvement in IAAP, increased costs of basic necessities, and worst of all, loss of our jobs. We have all had to take steps to cope with these events.

IAAP has also been affected by the current conditions and has had to take steps to remain a viable, responsive association for its members. These are some of the changes that have been initiated.

- Dues Increase.** At the EFAM in July, bylaws amendments were adopted to increase International dues in all membership categories to be effective January 1, 2010. The membership application form is being redesigned to reflect these new fees.
  - Professional Member from \$58 to **\$83** (increase of \$25)
  - Professional-Merited Member from \$26 to **\$47** (increase of \$21)
  - Student Member from \$24 to **\$50** (increase of \$26)
  - Associate Member from \$155 to **\$180** (increase of \$25)These amounts do not include the \$15 one time service fee for new members, nor do they include Division (\$15) and Chapter (\$15) dues.
- Membership Cards:** Membership cards will no longer be produced and sent from IAAP Headquarters. When you renew your membership, within 48 hours of processing you will receive an automatic receipt in PDF format sent to your preferred email on file at HQ.
- New Member Welcome Packets:** The welcome packets previously mailed to new members will now be sent electronically.
- Membership Pins:** Currently, new members will be sent a membership pin. After January 1, 2010, new members will only receive a pin if they request one on the membership application form. A line will be provided for this on the redesigned form.
- President's or Theme Pin:** The President's Pin formerly given to sponsors of new members will no longer be provided.

We wanted to make you aware of these changes. Items 1 and 2 affect all of us, while Items 3, 4, and 5 primarily affect new members.

The Membership Committee  
Sandra A. Dredge CPS  
Carol A. Ziegler CPS/CAP  
Co-Chairmen

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Lehigh Valley Chapter




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## 50 / 50 RAFFLE

Name	Address	City	State/Zip	Phone #	Seller

**International Association of Administrative Professionals®**  
**IAAP Lehigh Valley Chapter**  
**50/50 Raffle**

  
International Association of Administrative Professionals

**\$1.00**

1<sup>st</sup> Prize — 25%  
2<sup>nd</sup> Prize — 15%  
3<sup>rd</sup> Prize — 10%

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Proceeds will benefit the Lehigh Valley Chapter Education Programs  
Drawing Monday, January 25, 2010

The International Association of Administrative Professionals® — Lehigh Valley Chapter will be selling 50/50 Raffle tickets with the proceeds to benefit the Lehigh Valley Chapter Education Program costs. Each ticket is \$1.00 and tickets were distributed to members at our September 28, 2009 meeting. We will have more than three months to sell a total of 1,500 tickets with the drawing to be held at our January 25, 2010 meeting.

Best case scenario (all tickets sold) will provide our Chapter funds with \$700 profit (\$1,500 minus tickets, printing and miscellaneous expenses of \$100) and award the following prizes to the lucky winners:

- 1<sup>st</sup> Prize – \$350
- 2<sup>nd</sup> Prize – \$210
- 3<sup>rd</sup> Prize – \$140

Purchase them for Christmas gifts and stocking stuffers for friends and family. Your help is greatly appreciated in making this a successful fundraiser, and members and guests will benefit from the excellent education programs we provide. Please pick up your tickets at the next meeting or contact me to make arrangements to receive packets of 25 tickets.

Sandra A. Dredge CPS (Sandy)

[pmanhattan@rcn.com](mailto:pmanhattan@rcn.com)

610-798-9432 Home

484-560-4655 Mobile

[sdredge@pacesetterglobal.com](mailto:sdredge@pacesetterglobal.com)

610-264-8624 Work

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Lehigh Valley Chapter

## What's All the Buzz About?

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 325 locations worldwide and offers online job search services at [www.officeteam.com](http://www.officeteam.com).*

###

Introducing ...



Chase Bertalan

July 22, 2009

Congratulations

Claudine & Family

# **COMMITTEE REPORTS**



◆ Lehigh Valley Chapter #216120 ◆ Allentown, Pennsylvania ◆

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## One Flaw In Women

Women have strengths that amaze men.  
They bear hardships and they carry burdens,  
but they hold happiness, love and joy.  
They smile when they want to scream.  
They sing when they want to cry.  
They cry when they are happy  
and laugh when they are nervous.  
They fight for what they believe in.  
They stand up to injustice.  
They don't take "no" for an answer  
when they believe there is a better solution.  
They go without so their family can have.  
They go to the doctor with a frightened friend.  
They love unconditionally.  
They cry when their children excel  
and cheer when their friends get awards.  
They are happy when they hear about  
a birth or a wedding.  
Their hearts break when a friend dies.  
They grieve at the loss of a family member,  
yet they are strong when they  
think there is no strength left.  
They know that a hug and a kiss  
can heal a broken heart.  
Women come in all shapes, sizes and colors.  
They'll drive, fly, walk, run or e-mail you  
to show how much they care about you.  
The heart of a woman is what  
makes the world keep turning.  
They bring joy, hope and love.  
They have compassion and ideas.  
They give moral support to their  
family and friends.  
Women have vital things to say  
and everything to give.

**HOWEVER, IF THERE IS ONE FLAW IN WOMEN,  
IT IS THAT THEY FORGET THEIR WORTH.**

Please pass this along to all your  
women friends and relatives to remind them  
just how amazing they are!

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◆ Lehigh Valley Chapter #216120 ◆ Allentown, Pennsylvania ◆

## Membership Committee Annual Report October 6, 2009

**Due to International database updates, the Active Member report will be updated with membership changes daily. The Statistics and Scoreboard reports, while not containing complete detailed information, are being updated monthly. Enhancements to these reports are expected in the near future.**

### Chapter Membership Statistics:

Date	Professional	Merited	Student	Associate	Total	Net Gain/(Loss)
06/30/2009	49	2	0	0	51	
09/30/2009	47	2	0	0	49	(2)

In September we lost two members who did not renew their memberships, reducing our total membership to 49.

Retention of members will be particularly difficult this year. Due to the current economic situation, many of our companies have discontinued financial support of employee memberships in professional organizations, and many of our members have become unemployed. This coupled with the dues increase effective January 1, 2010, will make it difficult for many members to maintain their memberships.

The Scoreboard, issued by IAAP International, shows the standings by District and Division in Membership and Number of Chapters. The statistics for the Pennsylvania Division, to which we belong, are as follows:

<b>Scoreboard</b> Northeast Dist. PA Div.	As of 06/30/09	As of 08/31/09	Net Gain/ (Loss)	% of Gain/ (Loss)	Rank within District	Rank within Association
Membership	601	582	(19)			
No. of Chapters	24	19	(6)			

We began our 2009-10 year with 601 members and 24 chapters in the PA Division. Information from International is still incomplete, so I have no ranking within the district or Association.

The committee thanks all of our members for your efforts in inviting your friends and co-workers to our meetings and encouraging them to join us.

*Carol A. Ziegler CPS/CAP*

Co-chairman

Members: Karen D'Angelo, Lynn Nocera

*Sandy A. Dredge CPS*

Co-chairman





## IAAP Lehigh Valley Chapter Calendar / At a Glance

Oct/Nov 2009

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				October 1	2	3
4	5 Elaine Beam CPS	6	7	8	9	10
11	12 Columbus Day	13	14	15	16	17
18	19	20	21	22	23	24 United Nations Day
25	26	27	28	29	30	31 Halloween
1 Daylight Saving Time Ends	2	3 Election Day	4	5	6	7
8	9	10	11 Veterans Day	12	13	14
15 Stacy Fritzing	16	17	18	19	20	21 214
22	23	24 Phil Reph	25	26 Thanksgiving	27	28
29	30					

Chapter Meetings – Fourth Monday of the Month, September thru June – Four Points Sheraton (No December meeting)  
 Board Meetings – Monday following General Meeting – 6:00PM – Fairfield Inn and Suites by Marriott



## IAAP Lehigh Valley Chapter Calendar / At a Glance

Nov/Dec 2009

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
NOV 1 Daylight Saving Time Ends	2	3 Election Day	4	5	6	7
8	9	10	11 Veterans Day	12	13	14
15 Stacy Fritzing	16	17	18	19	20	21
22	23	24 Phil Repp	25	26 Thanksgiving	27	28
29	30	DEC 1	2	3	4 Jeannette Tucker	5 Mary Jane Fertil CPS
6	7 Pearl Harbor Remembrance Day	8	9	10	11	12
13	14	15	16	17	18	19
20	21 Winter Begins	22	23	24	25 Christmas Day	26 Diane Merkel
27	28	29	30	31	JANUARY 1 2010	Happy New Year!

Chapter Meetings – Fourth Monday of the Month, September thru June – Four Points Sheraton (No December meeting)  
 Board Meetings – Monday following General Meeting – 6:00PM – Fairfield Inn and Suites by Marriott



## 2009/10 LEHIGH VALLEY CHAPTER



- CHAPTER OFFICERS
- COMMITTEE CHAIRS/CO-CHAIRS
- COMMITTEE MEMBERS

Chapter Officers	
President	Linda D Schmoyer CPS
Vice President	Gayle F Gunderman CPS
Secretary	Cathy L. Wimmer
Treasurer	Sally Ande CPS

Committee	Chair/Co-Chair	Members
APD (Admin-Prof-Day)	Pat Leibensperger CPS Karen D'Angelo	Sandy Dredge CPS/CAP Anne Logan Pat Zemitis CPS
Audit	Betty Hofacker CPS/CAP	
By-Laws and Standing Rules	Sandy Dredge CPS/CAP Jean Meckley CPS	Anne Logan
Chaplain	Mary Ellen Long CAP	
Community Service	OPEN	
Certification Committee	Mary Ann Vought CPS/CAP	
Educational/Program	Rosemary Geosits	Pat Leibensperger CPS Karen D'Angelo
Friendship Fund	Gayle Gunderman CPS Peggy Godfrey	
History Scrapbook	Sally Ande CPS	
IAAP Student Chapter Program	Mary Ann Vought CPS/CAP	
Mailing List	Betty Hofacker CPS/CAP	
Marketing/Publicity	Jayne Sullivan Pat Leibensperger CPS	
Membership	Sandy Dredge CPS/CAP Carol Ziegler CPS/CAP	
Meeting Reservations	Lynn Nocera	Karen D'Angelo
Newsletter	Mary Ellen Spedding	Linda D Schmoyer CPS
Nominating	Lynn Nocera Peggy Godfrey	
Research Education Fund/RTF	Jean Meckley CPS	
Roster	Carol Ziegler CPS/CAP	
Ways and Means	OPEN	
Website	Sandy Dredge CPS/CAP Carol Ziegler CPS/CAP	Jayne Sullivan Linda Schmoyer CPS Connie Uhler



**International Association of  
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**LEHIGH VALLEY CHAPTER  
GENERAL MEETING MINUTES  
SEPTEMBER 28, 2009**

**CALL TO ORDER:** The September General Meeting of the International Association of Administrative Professionals, Lehigh Valley Chapter, was held at the Four Points Sheraton on Monday, September 28, 2009, beginning at 6:00 pm.

**ROLL CALL OF MEMBERS/GUESTS:** Cathy Wimmer

**ATTENDANCE:** 17

**INVOCATION/PLEDGE TO THE FLAG:** Mary Ann Vought CPS/CAP

**DINNER:** Garden Salad, Boneless Barbecue Chicken, Green Bean Casserole, Scallion Mashed Potatoes, Dessert, and Coffee/Tea

**Introduction of Program – Linda Schmoyer CPS**  
**“Office 2007 Tips & Tricks” - Presented by Michael Lindauer, Lindauer Learning Systems**

Mr. Lindauer’s presentation highlighted tips and tricks that can be utilized in Microsoft Word and Excel 2007. He demonstrated features that will allow current users of Office 2007 to build on the knowledge they already have by focusing on productivity features, and provided users of older versions with a preview of what’s ahead.

**Reports from Officers**

**President – Linda Schmoyer**

- Linda Schmoyer CPS and Carol Ziegler CPS/CAP represented the Lehigh Valley Chapter at the Education Forum and Annual Meeting in Minneapolis, MN July 26-29, 2009. The delegate report and report by the international president are posted on the website.
- A proposed change to the International bylaws which would increase the annual membership dues was presented at the Annual Meeting. After many interesting points of view were expressed, a \$25 increase, bringing annual dues to \$113 beginning January 1, 2010, was passed.
- The NED Education & Leadership Workshop scheduled for October 3-4, 2009 in Springfield, MA was cancelled.
- The Northeast Council meeting hosted by the Endless Mountains Chapter will be held October 10, 2009 at the Riverstone Inn in Wysox at a cost of \$20. Sandra Dredge CPS and Carol Ziegler CPS/CAP will be attending.
- The PA Division Annual Meeting will be held May 14 – 16, 2009 in Gettysburg, PA.
- Chapter Board Meetings will be held at the Fairfield Marriott, 2140 Motel Drive, Bethlehem, PA.
- The PA Governor’s Conference for Women held in September was attended by Jayne Sullivan.

**Vice President – Gayle Gunderman CPS**

**Secretary – Cathy Wimmer**

## **Treasurer – Sally Ande CPS**

- On motion of Sandy Dredge CPS/CAP and seconded by Mary Ann Vought CPS/CAP, the Chapter approved the proposed budget for 2009-2010.

## **AGENDA ITEMS**

Committees:

### **Certification Committee**

*Mary Ann Vought CPS/CAP, Chairman*

- Mary Ann Vought CPS/CAP and Mary Ann Muschlitz CAP are working on a presentation to take to several large corporations in the area.

### **Community Service**

*Open*

- Possible service projects will be discussed at the October 5, 2009 Board meeting.

### **History/Scrapbook**

*Sally Ande CPS, Chairman*

- Sally brought the most current book to the meeting for review.

### **Membership**

*Sandy Dredge CPS/CAP and Carol Ziegler CPS/CAP, Chairman*

- Two new members were announced Lorraine Wettlaufer was presented with a welcome package. Debi Hofmann was not present to receive hers at this meeting.

### **Ways and Means**

*Open*

- Sandy Dredge CPS/CAP and Carol Ziegler CPS/CAP will chair a 50/50 drawing. Packets of twenty-five \$1 tickets are available for sale. The drawing will be held at the January 25, 2010 meeting. Prizes will be 25%, 15% and 10% of one-half of the total proceeds.
- The decision was made to not sell entertainment books this year due to outside competition.
- Other possible fund raisers will be discussed at the Board meeting.

### **Website**

*Sandy Dredge CPS/CAP and Carol Ziegler CPS/CAP, Chairman*

- The new website is up and running. Members must re-establish their passwords. Instructions on how to post photos will be forthcoming. Publishing instructions are on the website for those who need to submit reports.

## **Announcements**

- Newsletter items should be forwarded to Mary Ellen Spedding by Friday, October 9, 2009. Her new e-mail address is [mes28@ptd.net](mailto:mes28@ptd.net).
- The next board meeting will be held on Monday, October 5, 2009 at the Fairfield Suites/Marriott at 6:00 p.m.
- The next general meeting will be held on Monday, October 26, 2009, at 6:00 pm at the Four Points Sheraton.

## **Adjournment – 8:40 pm**

Respectfully submitted by:  
Cathy L. Wimmer, Secretary