

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
International: <http://www.iaap-hq.org>

**PASSION &
PURPOSE**
LEHIGH VALLEY CHAPTER

**NOVEMBER 2010
NEWSLETTER**



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LEHIGH VALLEY CHAPTER
ALLENTOWN, PA 18105

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

2010 – 2011 Officers

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November 2010



Dear Members,

It's hard to believe that the holiday season is almost upon us. As we approach the busiest time of the year, your board and committee members have been busy behind the scenes working together to make our chapter the best that it can be.

At the October Chapter Meeting Stephanie Druckenmiller, helped us explore today's ever changing social media opportunities. How's everyone's Facebook page coming along? I finally took the plunge and started my own. I just need to add some interesting pictures. Just as Stephanie assured us, it was really easy to do. If you missed her presentation, it is posted on our website.

Thank you to Sue Manela for stepping up to be our Community Service Committee Chair and to everyone who participated in the Autism Speaks basket raffle at our last meeting. Look for more upcoming projects in the coming months.

We're off to a wonderful start toward achieving the Chapter of Excellence Award. With everyone's hard work we'll be over half way to our goal by the new year. A few of the criteria we're working on: creating an annual Business (Strategic) Plan and Member Interest Survey and establishing a Marketing Plan. Other criteria (i.e. sixty percent (60%) of the chapter meetings offer recertification points) will take multiple months to complete, but we are on track to reaching our goal. Excellent work by an excellent chapter.

How is everyone coming along with their Member of Excellence criteria? Have you printed and signed your commitment form? This is one of the 8 criteria points that you need to complete the award. Easy to do and you're on your way. I checked my points and have one more to go. A complete list of requirements and a tracking list are available under the communication tab on our website. As Brian Tracy said, ***"Excellence is not a destination; it is a continuous journey that never ends."***

Join me in greeting our newest member, Susan Barsnica. Susan was officially welcomed to our chapter at our last meeting. The next time you see Susan, please stop to say hello.

Rita Guthrie ("Idea Lady") returns to our November 22 meeting to present *Body Language in Business* -- a truly intriguing topic exploring the silent language of communication. Don't forget to support this month's Ways and Means Longaberger Basket raffle, perfect for that special Christmas gift or for your collection. Please invite a friend or colleague to join us. Guests are always welcome.

Happy Thanksgiving and see you at the meeting,

All my best,

Linda

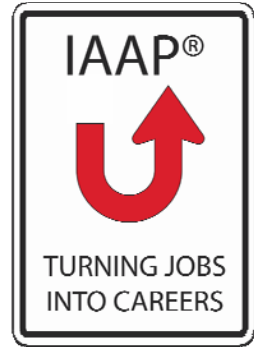
Linda D. Schmoyer, CPS
President, Lehigh Valley Chapter



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Lehigh Valley Chapter
50 Years of excellence
1957-2007



DATE: Monday, November 22, 2010
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:

- ★ Spinach Salad, Grilled Salmon with Red Pepper Sauce, Wild Rice Pilaf, Sauteed Zucchini
- ★ Entrée include, iced tea/coffee/tea, dessert (Pound Cake & Vanilla Ice Cream)

Program:

BODY LANGUAGE IN BUSINESS

Presented by: Rita Guthrie

Did you know that body language accounts for over 90% of a conversation?! Body language can be used to help conduct an interview, give a presentation, or make that important point. A conversation stretches so much further than speech. Body language can also be used, intentionally or unintentionally, to overpower and intimidate, express honesty (or not), comfort or sympathize, evade, criticize, show approval, flirt, welcome, and demonstrate sincerity. What is full frontal eye contact? What is physical "dissing?" When is turning to walk away a good thing? Join us for a lively discussion about how body language impacts our decisions, emotions, and teamwork.

Rita Guthrie is the owner of Open Door Public Relations, a consulting firm dedicated to working directly with small business owners, sales people, and entrepreneurs. Her tag line is "Progressive ideas to increase your visibility." The Idea Lady LOVES to brainstorm solutions to public relations challenges.

Remember, guests are always welcome!

Reservations may be made on-line (www.iaapplehighvalley.org) or via the form below

Reservation/Cancellation Deadline: Thursday, November 18, 2010

Contact Lynn Nocera 610.868.5020; LNOCERA@RCN.COM

✂-----

Reservation Form: November 22, 2010

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

**INTERNATIONAL ASSOCIATION OF
ADMINISTRATIVE PROFESSIONALS
—LEHIGH VALLEY CHAPTER**



**Longaberger
Basket Raffle**



Retired 2000 Christmas basket with 12 days of Christmas liner and double protector. Never been used and it has been kept in a smoke free, animal free home and used for display only. This item has a \$220 value.

Tickets will be sold during November, and the raffle will be held November 22 to find who the lucky winner is. Tickets are \$5.00 each, make checks payable to IAAP Lehigh Valley.



Watch Your Words

Utterances to Avoid in the Workplace

Are you careful about what you say at work? You should be because your words could affect your career success. After all, you're not likely to advance if you complain to a colleague about your manager's new policy and then discover the boss was standing around the corner and heard every word.

To avoid paying the price for an indiscretion such as this, think twice before uttering the following foolhardy phrases in the workplace:

- **'You won't believe what I heard about our firm.'** As an administrative professional, you may be privy to confidential company information. Don't spill the beans.
- **'Tom shared the most interesting story yesterday.'** Nearly every office has its share of gossip, but contributing to the rumor mill can be dangerous to your career. You may damage key relationships with colleagues and your boss by discussing inappropriate topics.
- **'I demand a raise!'** Business is picking up, and you want to earn more. While it's perfectly acceptable to make a case for a raise, don't enter the discussions with a confrontational attitude.
- **'Sometimes, I think nothing is going on inside Sarah's brain.'** Don't make remarks that offend or degrade others, even if you consider the statements harmless. Before launching an attack against another employee, calm down and think about what you are going to say before you act.

- **‘I have no interest in learning that application.’** You must adapt to changes at work and stay up-to-date with the latest technologies to remain a valued employee.
- **‘That’s not my job.’** While you shouldn’t be expected to take on tasks that fall well outside your responsibilities, you should be willing to assist others and be a team player when your workload allows.
- **‘Uh-oh. I shouldn’t have hit Send.’** A good rule of thumb with e-mail is to write only what you would feel comfortable saying to someone in person. You never know to whom your message will be forwarded.

We all have put our foot in our mouth from time to time, so it’s only natural to do so occasionally at work. To ensure an accidental utterance doesn’t hurt your career, remember mom’s advice: Always think before you speak.

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

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COMMITTEE REPORTS



Membership Committee Report November 2, 2010

Chapter Membership Statistics:

Date	Professional	Merited	Student	Associate	Total	Net Gain/(Loss)
06/30/2010	40	5	1	0	46	
10/31/2010	39	5	1	0	45	(1)

During October we again lost a member whose membership expired September 30, reducing our membership to 45 members.

Gentle reminder emails were sent to three members whose membership renewals are due; two whose membership expired October 31, and one whose membership will expire November 30. Retention of members continues to be difficult. While the economic situation seems to be improving slowly, many of our companies have discontinued financial support of employee memberships in professional organizations, and many of our members are still unemployed. This is making 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:

Scoreboard Northeast Dist. PA Div.	As of 06/30/10	As of 10/31/10	Net Gain/ (Loss)	% of Gain/ (Loss)
Membership	525	495	(30)	(5.71%)
No. of Chapters	18	17	(1)	(0.05%)

As of October 31, 2010 we have 495 members and 17 chapters in the PA Division, a loss of 30 members and 1 chapter since June 30, 2010. Endless Mountains Chapter was disbanded effective July 1, 2010.

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



Ways and Means Committee

- First, a big thank you to the members of the committee that are spending their time and talents on moving IAAP's education fund forward.
- We are moving right along with the Terri Lynn Sales. Nuts and candy sales will continue at IAAP meetings. Another well deserved note of appreciation to everyone who has helped at the sales tables at various stores. As my dad always says when I do something to help him out, "you'll get your reward in heaven."
- We received quite a few Yankee Candle and RADA Cutlery order forms and the products will be available for pick up at the November meeting. It is exhilarating to see the member support of our education fund.
- No selling required – If you remember; turn your receipts from shopping at Redner's in at a meeting.
- Keep in mind that there is a change jar on the registration table, just in case you feel the urge to empty your change from your wallet. I tend to find my purse getting heavier and heavier.
- Now is a great time to ask your friends and family if they are interested in ordering a magazine subscription for a Christmas present for anyone. It will save them time and it's great to receive it throughout the year.
- At the November meeting we will have a Longaberger Basket to raffle. Tickets can be sold outside of the meeting and they are \$5 a piece.
- We will also have the three item raffle like we have done in the past. Those tickets will be If you have any ideas, suggestions or comments, do not hesitate to contact a member of the committee.

Respectively submitted by,

Maryann Muschlitz, CAP

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	NOV 1	2 Election Day	3	4	5	6
7 Standard Time Begins	8	9	10	11 Veterans Day	12	13
14	15	16	17	18	19	20
21	22 Chapter Meeting Four Points Sheraton	23	24 Phil Reph	25 Thanksgiving	26	27
28	29 Board Meeting Fairfield Inn & Suites	30	DEC 1	2	3	4
5 Mary Jane Fertal, 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 2011

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



2010/11 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	Anne E. Logan

Committee	Chair/Co-Chair	Members
APD/APW (Administrative Professional Day/Week)	Pat Leibensperger, CPS Pat Zemitis, CPS	Karen DeAngelo Anne Logan Connie Uhler
Audit	Betty Hofacker, CPS/CAP	
By-Laws and Standing Rules	Sandy Dredge, CPS	Anne E. Logan Jean Meckley, CPS
Chaplain	Mary Ellen Long, CAP	Mary Ann Vought, CPS/CAP
Community Service	Sue Manela	Catherine Campanaro Cristen Keppel Mary Ellen Long, CAP
Certification Committee	Maryann Muschlitz, CAP Mary Ann Vought, CPS/CAP	
Educational/Program	Rosemary Geosits	Karen D'Angelo Cristin Keppel Pat Leibensperger, CPS
Friendship Fund	Gayle Gunderman, CPS Peggy Godfrey	
Scrapbook	OPEN	
IAAP Student Chapter Program	(Inactive)	
Mailing List	Betty Hofacker, CPS/CAP	
Marketing/Publicity	Jayne Sullivan	Catherine Campanaro Pat Leibensperger, CPS Maryann Muschlitz, CAP
Membership	Carol Ziegler, CPS/CAP Sandy Dredge, CPS	
Meeting Reservations	Lynn Nocera	Karen D'Angelo
Newsletter	Mary Ellen Spedding	Cristin Keppel Linda D Schmoyer, CPS
Nominating	Lynn Nocera	Sandy Dredge, CPS Peggy Godfrey
PA Division 2012 Annual Meeting	Sandy Dredge, CPS Michelle Tymon	Rosemary Geosits Gayle Gunderman, CPS Lynn Nocera Carol Ziegler, CPS/CAP
Research Education Fund/RTF	Jean Meckley, CPS	Anne Logan
Roster	Carol Ziegler CPS/CAP	Sandy Dredge, CPS



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Ways and Means	Maryann Muschlitz, CAP	Catherine Campanaro Peggy Godfrey Cristin Keppel Lynn Nocera
Website	Sandy Dredge, CPS Carol Ziegler, CPS/CAP	Rosemary Geosits Tammie Gibson Linda Schmoyer, CPS Jayne Sullivan