

# The Valley Voice

## PRESIDENT'S MESSAGE

Dear Members,

Well, Autumn is officially here. Soon we will feel that chill in the air and will be busy putting away summer furniture, raking leaves, and perhaps jumping into our Fall schedule of social activities. Speaking of jumping, you have already seen our new IAAP logo for 2011-2012, **Making the Leap to Remarkable**. We hope you will consider making the leap to remarkable by getting involved in our chapter's activities.

### Ways & Means Fall Fundraiser

RADA Cutlery Sale – Order forms are due at our next chapter meeting, October 24. Items can be picked up at our November 28 meeting in time to give as holiday gifts.

### Community Day at South Mall, Saturday, October 8

I hope you can spend some time with us to help promote IAAP. It is up to ALL of us to bring in new members and promote our fine organization. Check out the article in this newsletter.

### Attend our chapter meetings

For those of you who attended our September meeting, I'm sure you enjoyed listening to our speaker, Cherry Woodburn, who showed us why we



sometimes say "yes" instead of "no" to avoid conflict and how we can learn to assert ourselves and improve our communication skills.

At our October meeting, Anita Krick of Right Management will give us great advice on effective networking. Yes, you may think you know all about networking, but as an active member

and past president of the Society of Human Resource Management, Anita will provide some helpful insight to use in your current as well as future business relationships.

### Attend the Northeast Council Meeting on Saturday, October 29 hosted by the Wyoming Valley Chapter.

And finally, consider making a commitment to become a Member of Excellence. Information on the Pathways to Excellence program is included in this newsletter. It is also on our website, as well as International's website. Our Board members will be happy to help you if you have any questions.

Think about **Making the Leap to Remarkable!**

My best regards,

Gayle F. Gunderman  
President, Lehigh Valley Chapter



International Association of  
Administrative Professionals®  
Lehigh Valley Chapter

### Chapter Officers 2011-2012

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Linda D. Schmoyer, CPS  
Newsletter Editor  
[lds207@lehigh.edu](mailto:lds207@lehigh.edu)



**UPCOMING EVENTS**

**Meetings:**

Chapter General Meeting -  
October 24

Chapter Board Meeting -  
October 31  
LANta  
1060 Lehigh Street  
Allentown, PA 18103

NE Council Meeting-  
October 29  
Wilkes Barre , PA  
Hosted by Wyoming Valley  
Chapter

**Education Conferences:**

2011  
Fall Conference -  
Oct. 9-12 , San Diego. “Fall  
Forward: Hot Topics for  
Tomorrow’s Workplace.”

2012  
Spring Conference -  
March 4-7, 2012, Las Vegas,  
NV

2012  
EFAM -  
July 20-25, Grapevine, TX

2012  
PA Division Annual Meeting-  
June 20-23  
Host-Lehigh Valley Chapter,  
Holiday Inn, Allentown, PA

**Podcasts:** Available at  
<https://iaap-hq.org>

*Graphic Design Tips*  
Jenny Miller

As admins take on more responsibility for desktop publishing, they need to know the basic elements of great graphic design. Let Jenny Miller give you the low down on what you’d learn in Graphics Design 101.

*A Kick in the Attitude*  
Sam Glenn

How many of us could use a kick in the attitude to get ourselves reenergized and back on track? Let speaker/author Sam Glenn, keynoter in Montreal at the 2011 EFAM and better known as the “attitude guy”, help you achieve your personal and professional goals.

**Effective Networking (Inside And Out!)**

*Presented by: Anita Krick – Right Management*

Effective networking is not asking others if they know of job openings or asking contacts to pass out copies of your resume. That’s a high-pressure, limiting approach. Effective networking is building mutually beneficial relationships with others who can provide helpful advice, information, and referrals to aid you in your career transition—or your career development. Remember, you don’t have to network to leave an organization. Your networking skills can build your development. After all, helpful advice, information, and referrals happen on the “inside” as well!

Anita Krick, as VP, Business Development Consultant for Right Management, is responsible for managing key accounts and the firm’s career transition services throughout the Lehigh Valley and surrounding areas. Right Management is the talent and career management expert within Manpower, a global leader in employment services. Anita is also a member of the Lehigh Valley Chapter of the Society of Human Resource Management, and has served as President of the Chapter Board.



*Remember, guests are always welcome!*

For more information or to RSVP go to:  
<http://www.iaaplehighvalley.org/Events/Monthly-Dinner-Meetings.aspx>

Four Points Sheraton Jetport,  
3400 Airport Road, Allentown, PA

5:30 p.m. Networking  
6:00 p.m. Dinner

7:00 p.m. Program/Business Meeting



**SUPPORT YOUR CHAPTER**

The Ways and Means Committee is holding a Rada Cutlery fundraiser. If you didn’t receive an information packet at the September meeting, go to fundraising at our chapter website <http://www.iaaplehighvalley.org> or contact Maryann Mustlitz, CAP at [mmuschlitz@lantabus-pa.gov](mailto:mmuschlitz@lantabus-pa.gov) for more details. Orders are due back by October 24 for holiday delivery.

*A great idea for holiday gifts!*



## COMMUNITY DAY/MEMBERSHIP DRIVE

The Membership and Marketing Committees of the Lehigh Valley Chapter IAAP have joined together to lead us in participating in the Fall 2011 Community Day on Saturday, Oct. 8 at the South Mall in Allentown. The purpose of this participation is to advertise IAAP and our Lehigh Valley Chapter, who we are, what we do, how we promote the administrative professions, and how new members can derive benefits from our organization. We have chosen to do this endeavor early in our fiscal year so that we can concentrate on our 2012 PA Division planning thereafter.

We plan to show a new presentation which explains IAAP (provided by International's Membership Department). If you can secure any employer donations (packaged candy, pens, key rings, etc.) or if you would like to donate any packaged items, would you kindly contact me before October 8 so that I can make arrangements to pick them up.

We are asking for volunteers to help us man our table that day. We need to set up the table between 8:00 and 10:00 AM and break it down after 9:00 PM, so we will be there all day. If we can get enough volunteers, we could break it into 2-hour shifts.

International and Division are promoting membership drives this year. This is a great opportunity to follow their lead and continue as a Chapter of Excellence. If you have any questions, if you have donated items, or if you wish to volunteer in any way, please do not hesitate to contact me.

Thank you for your support of IAAP!

## PROPOSED PROGRAMS FOR 2011-2012

### LEHIGH VALLEY CHAPTER

<b>September 26, 2011</b>	Communication Skills For Women
<b>October 24, 2011</b>	Effective Networking (Inside and Out!)
<b>November 28, 2011</b>	Inbox Detox
<b>January 23, 2012</b>	The Positive Workplace
<b>February 27, 2012</b>	Resume Building
<b>March 26, 2012</b>	PA Division President-Elect, Juanita Mort Grace Under Pressure
<b>April 23, 2012</b>	Nominations for New Officers Longevity and Leadership: APD Program tie-in IAAP 70 <sup>th</sup> Anniversary with Lehigh County 200 <sup>th</sup> Anniversary
<b>May 21, 2012</b>	<i>Election of Chapter Officers</i> Fashion Show – Creative Career Fashions
<b>June 25, 2012</b>	<i>Installation of Chapter Officers</i> Make Social Media Work For You

### LEHIGH VALLEY CHAPTER COMMITTEE CHAIRS

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#### APD/APW®

Karen D'Angelo & Rosemary Geosits

#### Bylaws

Kathy O'Donnell, CPS

#### Certification/Librarian

Maryann Muschlitz, CAP &  
Mary Ann Vought, CPS/CAP

#### Chaplain

Mary Ellen Long, CAP

#### Community Service

OPEN

#### Education/Program

Rosemary Geosits

#### Financial Review

Betty Hofacker, CPS/CAP

#### Friendship Fund

Anne E. Logan & Connie Uhler

#### History

Linda Schmoyer, CPS

#### Mailing List

Betty Hofacker, CPS/CAP

#### Marketing/Publicity

Cathy Campanaro

#### Meeting Reservations

Lynn Nocera

#### Membership

Carol Ziegler, CPS/CAP

#### Newsletter

Linda Schmoyer, CPS

#### Nominating

Lynn Nocera

#### PA Division 2012 Annual Meeting

Sandy Dredge, CPS

#### Research Education Fund/ Retirement Trust Fund

Jean Meckley, CPS

#### Roster

Carol Ziegler, CPS/CAP

#### Scrapbook

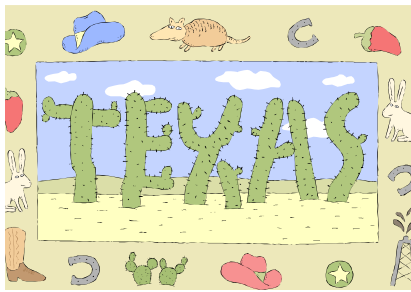
Linda Schmoyer, CPS

#### Ways and Means

Maryann Muschlitz, CAP

#### Web Site

Kathy O'Donnell, CPS/CAP &  
Carol Ziegler, CPS/CAP



## EFAM 2012

[Reserve your room now](#) for the 2012 Education Forum and Annual Meeting July 22-25 at the [Gaylord Texan Hotel and Convention Center](#) in Grapevine, Texas.

About 10 minutes from Dallas/Fort Worth International Airport, the Gaylord Texan will be the perfect place to relax, shop and enjoy yourself during EFAM. The resort includes more than 1,500 luxurious guest rooms with wireless internet access, safes and complimentary bottled water. Guests will have access to a 25,000-square-foot day spa and fitness center. Plus, you will get four complimentary passes to Paradise Springs, the Gaylord Texan's 10-acre pool complex with a 600-foot "lazy river," beach, bar and grille and game pavilion. There's casual and formal restaurants, plenty of shops and a night club. When it's time to attend the conference, you'll be easy walking distance from the resort's convention center. The entire resort is indoors and climate controlled, with lush landscaping and majestic glass atriums.

Get on the trail for the 2012 EFAM and [make your reservation today!](#)

**Important Note: As you confirm your hotel reservation, the other wording on the Gaylord's link will tell you that it is NOT going to charge your credit card in advance for the first night. This is incorrect and we're working with the Gaylord to correct this wording. Your credit card WILL be charged the "Deposit Amount of your First Night's Stay." This is refundable per the Cancellation Policy if you cancel within 72 hours of arrival at EFAM.**

## AN ATTITUDE OF GRATITUDE

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Susan Fenner PhD, IAAP Staff

Any behavior that is positively reinforced will get repeated. What the heck does that mean? Simply put, if you like something, say so or show your appreciation and it will happen again. But, in addition, developing an attitude of gratitude will make you a person of choice – someone people will want to be around, work with, and please.

If there's so much to be gained from something as small as saying, "Thanks, I appreciate that..." or "Thanks, I appreciate you...", then why doesn't everyone do it? There's lots of reasons, but I can think of a few: not wanting to show that you need help/support and appear weak or inept; feeling uncomfortable telling certain people (like higher ups or strangers) they are valued; being in an environment where people aren't routinely praised (openly or in private); not making a habit of acknowledging the good, but rather seeing the glass as half empty.

Have you missed an opportunity to show gratitude?

- Acknowledging a door held open or someone letting you cut in line ahead of them
- Waving thanks to a driver who lets you turn in front of him when he could have made the light
- Telling a co-worker she's your role model
- Bringing a small gift to a boss who changes his deadline to accommodate your work schedule
- Complimenting the appearance of someone who is usually "invisible" at work
- Telling your exec you like his style and support of you as a professional
- Letting the IT staff know that the bugs are fixed and things are purring along
- Commenting the janitors for turning a messy office into a spotless workplace
- Thanking someone for their quick response to an e-request

I once read a child's story where the refrain between a teeny tiny ant and other farm animals who helped each other out of dangerous situations, was always "It may not have been a big thing to you, but it was a very big thing for me." I've never forgotten that line and think of it often.

An attitude of gratitude may not be a big thing for you, but I can guarantee, it is a big thing for others!

## CHECK OUR CHAPTER WEBSITE FOR THESE NEW ADDITIONS:

- ◇ 2011-2012 Approved Lehigh Valley Chapter Budget
- ◇ 2011-2012 Proposed Program Listing
- ◇ 2011-2012 PA Division Directory
- ◇ September Edition of *Your Division Connection*





## MEMBERSHIP

Carol Ziegler, CPS/CAP, Chair    czieg01@verizon.net

### ***Anniversary***

Connie Ulher –5 Years– October 1, 2006

### ***Renewals***

#### July

Elizabeth Sabol  
Susan Stachowski

#### August

Cindy Frank  
Maryann Muschlitz, CAP  
Lynn Nocera  
Jayne Sullivan

#### September

Gayle Gunderman  
Emmajane Hagenbuch  
Pat Leibensperger, CPS  
Linda Schmoyer, CPS  
Sue Manela

### ***Statistics (as of 8.31.2011)***

Lehigh Valley Chapter Members—47  
PA Division Member—440 (loss of 5)  
PA Division Chapters—17

## THE BEST ADMIN I'VE EVER HAD!

by Peggy Vasquez

“The best admin I ever had.” That’s a phrase that most of us have heard at some point, and one that all admins would like to hear. But what does it mean? What sets the great admin apart from the average admin? Although there are a host of skills needed to be a successful administrative assistant, what separates a great admin from a good admin is the ability to create a powerful partnership with your manager and others on the team.

Some of the elements of a positive partnership are:

### **More productivity and less relationship management**

When you study and learn the attributes of your manager’s style you’ll find that you spend less time managing the relationship and you’ll have more time to be productive. Your knowledge of their style will enable you to communicate effectively and efficiently. You’ll find that the partnership is working and the stress level for you both has diminished.

### **Trust and Respect**

Trust and respect are the foundations for a successful partnership. Open communication is the result of mutual trust. The universal law that what we give is we get in return becomes apparent. Give your manager trust and respect and you’ll get it back. Be the initiator and don’t expect to earn trust and respect overnight; like great architecture, building a firm foundation takes time. Do what you say you’ll do; consistency, reliability, and follow-through will make all the difference.

### **Shared Values and Common Goals**

When you and your manager have shared values and goals, you are aligned and able to act on their behalf. Identify their goals and understand their priorities by observing their actions. Ask strategic questions like:

Who do they make time for?

What deliverables do they ask for you to track?

What are their nonnegotiables?

What are they rewarded for delivering?

With the answers to these questions you’ll become a united team. You’ll have the information needed to manage their time and priorities to ensure their success.

### **Empowerment**

Because you have a rock solid foundation built on the principles listed above, your performance can now be propelled to a new level. You have the freedom to make decisions, act independently, and put your strengths to work. You are empowered to be the best admin whom your manager has ever had!

Story from ASAPOrg.com:

<https://www.asaporg.com/Detail.aspx?id=9154>

© ASAPOrg.com 2008 - 2011

“Every job is a self-portrait of the person who did it.  
Autograph your work with excellence.” Unknown





Make the leap to success by striving to become a **Member of Excellence** this year. Begin by completing the criteria below and retaining the documentation of achievement. Once eight (8) –points have been earned members should log onto the IAAP web site and submit an electronic application by June 31, 2012 at the latest. To help you keep track of your progress, please use the Excel worksheet as your guide to help complete the on-line form. The website address to submit your application electronically is: <http://pathways.iaap-hq.org/IAAPHQ/Pathways/Programs/MemberofExcellence/MemberofExcellenceinfo/Default.aspx>

Follow our progress as we strive to achieve **Chapter of Excellence** for the 2011–2012 year!

<b>Chapter of Excellence Criteria</b>	★
1. Chapter submits annual meeting calendar with education and/or training topics to the members with a copy to the division by October 1, 2011	★
2. Chapter submits budget and annual financial review/audit report to the members with a copy to the division by December 31, 2011	★
3. Chapter develops and/or updates business plan. Chapter submits business plan to members with a copy to the division by April 30, 2012.	
4. Chapter hold at least one Membership Drive between July 1 and May 31. Chapter submits completed Membership Drive Evaluation form to Division by June 1, 2012.	
5. Chapter holds at least one New Member Orientation between July 1, 2011 and June 25, 2012. (New members in attendance must have joined IAAP during the current IAAP fiscal year.) Chapter submits New Member Orientation Evaluation form to division by June 25, 2012	
6. Chapter sends a delegate or submits a proxy (if allowed by division bylaws) to the Division Annual Meeting held in the current IAAP fiscal year. Verified by Division.	
7. Chapter sends a delegate or submits a proxy to the International Education Forum and Annual Meeting held in the current IAAP fiscal year. Verified by Membership Department.	
8. As of June 30, 2012 at least 7% of the chapter members (minimum of 2 members) qualify for Member of Excellence.	

<b>Member of Excellence Criteria (need minimum 8 out of 11 criteria)</b>	★
1. Hold a current IAAP Certification (i.e. CAP as prescribed by the new curriculum.)	
2. Download the Member of Excellence Commitment form; sign and date the form	
3. Actively participate in the IAAP web community forum discussions or write an article ( <u>minimum 200 words</u> ), and have it published in an IAAP publication (chapter, division, or international level.) <u>Recommending another author's article does not qualify.</u>	
4. Attend <u>at least one</u> professional educational workshop, seminar or conference ( <u>at least 60 minutes in length</u> ) and <u>provide a short paragraph on how the training relates to your job or your role in IAAP. It can be an IAAP or non-IAAP workshop, seminar, or conference; however, it cannot be included in your calculations to meet the requirement of criterion #9.</u>	
5. Hold a degree, certificate or equivalent (a minimum of one year in length) from an accredited college or university or hold a Microsoft certification	
6. Pay membership dues on or before anniversary date. This criterion is a mandatory requirement. <u>This mandatory requirement will be waived in the case of new members joining IAAP in the current IAAP fiscal year who want to work towards becoming a Member of Excellence.</u>	
7. Serve as a chapter, division, or international officer, committee chair, or committee member; or serve as an RTF Trustee; or serve on a student chapter advisory board or the school's advisory board for the office administration program.	
8. Conduct a public presentation, program or training at least 60 minutes in length. (Note that the presentation does not need to qualify for recertification points).	
9. Attend a minimum of eight (8) <u>IAAP</u> chapter, division or international sponsored meetings, programs or events (any combination.) <u>These meetings, programs, or events cannot include an event used to meet the requirement of criterion #4.</u>	
10. Recruit at least one new member.	
11. Integrate IAAP membership and involvement into annual performance plan or review	



Start **MAKING THE LEAP TO REMARKABLE** at the next Northeast Council Meeting

Saturday, October 29, 2011

Enjoy the morning with **Carol Lundgren, CPS/CAP, Pennsylvania Division President; Juanita Mort, CAP, Pennsylvania Division President-Elect; and Special Guest, Bianca Constance, Northeast District Director.**

**AGENDA**

- 8:30 a.m. Registration/Continental Breakfast
- 9:00 a.m. Introductions & Playful Icebreaker
- 9:15 a.m. Workshop "Eat That Frog"
- 10:15 a.m. Division Update and "Best Practices" Chapter Updates
- 10:30 a. m. Beverage Break
- 10:45 a.m. Workshop "De-clutter, De-stress, Delightful"
- 11:45 a.m. International Updates

**SURPRISES THROUGHOUT THE MEETING**

Noon - 1:00 p.m. Lunch/Adjournment

**The Wyoming Valley Chapter Invites you...**

**East Mountain Inn & Suites**  
**2400 East End Blvd.**  
**Wilkes Barre, PA 18702**


**Dress is casual**

Lunch selections – (please indicate your choice on your registration form)

Chicken Caesar Salad – Grilled chicken over crispy Romaine lettuce, Caesar dressing, grilled croutons, and Romano cheese.

Chicken Fresco Salad – Grilled chicken over seasonal greens with sugared walnuts, fresh strawberries, mandarin oranges, shredded provolone and mozzarella cheeses, drizzled with orange balsamic vinaigrette

*The journey to Remarkable begins with your first leap!*

<p><b>Cost: \$25 per person</b></p> <p>Mail completed form and check to:  <b>Nancy Pevec</b>  <b>126 Elkwood Lane</b>  <b>Clifford Township, PA 18421</b></p> <p><b>REGISTRATION DEADLINE</b>  <b>October 15, 2011</b></p>	<b>REGISTRATION FORM</b>		
	<p>Make check payable to: Wyoming Chapter IAAP</p> <p>Name: _____</p> <p>Address: _____</p> <p>Phone: _____ E-mail: _____</p> <p>Lunch selection –  <input type="checkbox"/> Chicken Caesar Salad      <input type="checkbox"/> Chicken Fresco Salad</p>		

## CHAPTER MEETINGS

Our IAAP Lehigh Valley Chapter meets monthly, September through June, on the fourth Monday of the month at the Four Points Sheraton, 3400 Airport Road, Allentown, PA.

Networking begins at 5:30 p.m., followed by dinner, which is optional, at 6 p.m. At 7:00 p.m. an educational program geared toward keeping current with advancements in the administrative profession is offered.

Accreditation is awarded for most of these programs. Our chapter also offers periodic offsite educational seminars and, additionally, we hold an Administrative Professionals Day® celebration event each April.

## IAAP®

The International Association of Administrative Professionals (IAAP) is a not-for-profit professional association for office professionals with approximately 28,000 members and affiliates and nearly 600 chapters worldwide. Our mission is to enhance the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development.

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

## Lehigh Valley Chapter- Allentown, Bethlehem, Easton, PA and Surrounding Areas

**Our Vision:** To inspire office professionals to strive for and attain excellence.

**Our Mission:** To enhance Lehigh Valley office professionals' individual and collective value, image, competence, and influence as full business partners in the workplace.

**Our Purpose:** To provide education and set the standards of excellence recognized by the business community on a global perspective.

<http://www.iaaplehighvalley.org>

**“Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development.”**

### Lehigh Valley Chapter, IAAP® The Valley Voice

Every effort has been made to ensure that the content contained in this newsletter is up to date and accurate.

Please let me know if you find something in error or a broken link.

Linda D. Schmoyer, CPS,  
Editor  
c/o Lehigh University  
27 Memorial Drive West  
Bethlehem, PA 18015

