

The Office Professional



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June 2002

Winter Park IAAP
www.iaap-winterpark.org

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Winter Park, FL 32790-0033

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COME CELEBRATE WITH THE
IAAP WINTER PARK CHAPTER
AT OUR 2002-03
ANNUAL MEETING
JUNE 14, 2002
DUBSDREAD GOLF CLUB
MORE DETAILS ON PAGE 3

"Do It Right the First Time -- Or Else!!!"

Chapter Program

More Details on Page 3

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From the President's Desk

It is hard to believe it has been almost a year since you gave me the privilege of becoming your president. Do you remember the *Successories* story I shared with you at the installation last June?

Every morning in Africa, a gazelle wakes up. It knows it must run faster than the fastest lion or it will be killed. Every morning in Africa, a lion wakes up. It knows it must outrun the slowest gazelle or it will starve to death. It doesn't matter whether you are the gazelle or the lion, when the sun comes up you better be running.

My challenge to you was to run with us to make dreams come true for you and the Winter Park Chapter. I am very pleased to report our members accepted the challenge and achieved extraordinary results.

As you may recall, we were faced with a 30 percent decline in membership over the past several years. We identified three key success factors: 1) membership; 2) education; and 3) alliances with other area chapters. I would like to share our results with you now.

Membership

Throughout the year, our members remained our highest priority and our first key success factor. We surveyed members to determine interests and needs, and implemented suggestions wherever possible. We provided members with up-to-date information, meaningful programs and educational opportunities, and leadership and networking opportunities. We also had FUN!

Laurie Boehm CAP, Awards & Recognition Chair, designed a unique passport game to recognize member participation. Administrative Masters of the Milky Way, a monthly recognition program, was also developed to recognize members for chapter service and achievement.

We were very pleased to recognize Marilyn Bell CAP as our MVP, and we also presented a special *Heart & Soul* award to our *Golden Girls*, Bobbie Corbitt, Linda Fitzgerrell CPS, Betty Palmer CPS, and Joyce Sammett CPS, for 20+ years of dedicated service to IAAP.

All of our members are important to our chapter, and we want them to know they make a difference!

Our goal was to recruit 12 new members this year. Our membership committee hosted a very successful Fall Festival in October and six new members joined as a result of that single event. Under the leadership of Karen Dettro CAP, Membership Chair and "Director of Fun", we realigned our marketing strategies and far exceeded our goal by

recruiting **19** new members to date. Going forward, the challenge will be to mentor our new members and to encourage them to become involved so they can reap the full benefits of membership.

Education

The Program and Education Chairs addressed our second key success factor when they took on the challenge of finding new, exciting educational opportunities. Melanie Campbell, Program Chair, scheduled excellent programs like the *Medicine Wheel*, *Learned Optimism* (remember the balloons), and *Project Management*, just to name a few. As promised, every meeting had an educational component that could be shared with your employer.

We held a memorable WPC Leadership Workshop (how about those mummies) to assist our leadership team through transition. Last July, we presented *Humor in the Workplace*, and we saw fish fly in November as many members and friends attended the famous *FISH* seminar, which was presented by Barbara Thompson, and coordinated by Cheryl Haley CAP and the Education Committee. On Administrative Professionals Day, we joined other area IAAP chapters to view the *15th Annual Briefing for Administrative Professionals* at the Disney University. Approximately 75 Orlando area IAAP members and guests attended this joint event.

Alliances

The formation of an Orlando area IAAP council was the third key success factor. Thanks to Debbie Wilkerson CAP, the I5 Council was founded in Fall 2001. The Council, named for the interstate highway which runs through the five chapter areas, meets approximately once each quarter to share information. Through the Council, we have been able to build stronger, mutually beneficial relationships with other Orlando area chapters, and promote IAAP in our community.

And More . . .

We were also very pleased to fund two scholarships at Seminole Community College. The Valencia Community College Scholarship Fund was restructured to ease the financial burden to the chapter and to release money to students beginning in August 2002. We also pursued the start-up of a Student Chapter at Seminole Community College and Valencia Community College, and we hope to make that dream come true in the future.



The first-ever Champagne Brunch was held to benefit our scholarship fund, and it received rave reviews from the attendees. The hats and mimosas certainly made this event memorable and fun!

Continued on Page 4

June Meeting

Dubsdread Golf Course

549 West Par Street
Winter Park

June 11, 2002

Networking
5:30 - 6:00
Dinner
6:00 - 6:45
Program
6:45 - 7:15
Meeting
7:15 - 8:30

Menu

House Salad
BBQ Pork & Chicken
Potato Salad
Baked Beans
Coleslaw
Rolls & Butter
Apple Pie

Cost: \$19.00

Checks payable to
Winter Park IAAP

RSVP to Marilyn Bell CAP

By 5:00 pm, Fri., June 7th

Phone: 407.644.5366
Or Email:
marilyn@americanrepro.com

No shows for dinner will be
invoiced for the meal.

Dinner option -- no charge
for attending the program
and business meeting.

Advertise in The Office Professional
\$30 for one year (12 issues) or \$3 per
month (Standard Business Card Size).
Contact the Newsletter Editor for more
information.

Editor: Deborah J. McKeown CAP
Office Phone: 407.825.3826
Office Email: dmckeown@goaa.org

Chapter Meeting Program

"Do It Right the First Time - - or Else!!!"

Presented by Sally Kauffman
Philip Crosby Associates II, Inc.

Have you ever gone that little bit extra for your client? Ms. Kauffman will be speaking with us on the importance of meeting your customer's needs and why you might not want to exceed their requirements.

In today's ever-changing and fast paced world, you need to know what the boundaries are and how to not only satisfy your company and your customers / clients, but how to also keep your piece of mind.

Please join us for an insight into how you can do just that . . .

June 11, 2002.

Windows of the World . . .

Come join us as we make our plans for the 2003 Florida Division Annual Meeting. Our next meeting is **Monday, June 3rd, at 6:00 p.m.** at Nodarse & Associates, 1030 N. Orlando Ave., Suite A, Winter Park (at the intersection of Lee Road and 17-92).



We still need assistance for the
following committees:

Installation Banquet

Open House

Hospitality

Publicity

Open the Windows of YOUR World and participate in this exciting event with the members of the Winter Park Chapter and the Florida Division. For more information, call or email co-coordinators Laurie Boehm CAP at 407.939.1010 or laurie.boehm@disney.com or Karen Dettro CAP at kld0116@aol.com.

WPC Website in on the Move

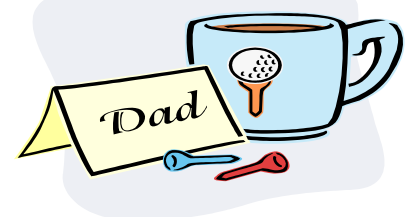
The Winter Park Chapter website has
moved to www.iaap-winterpark.org.

Please check the roster to make sure
your contact information is correct.
Report any corrections or additional
information to Doreen Miller CAP at
doreen_miller@att.net.

Don't forget -

Father's Day is

June 16th!



Continued from Page 2

President's Message . . .

Co-Chairs, Marilyn Bell CAP and Linda Hayes CAP, assisted with the annual CPS/CAP banquet, and they did a wonderful job recognizing and promoting our certification programs throughout the year.

Our newsletter was outstanding and took on a fresh look when Debbie McKeown CAP, Communications Chair, took full advantage of the new software purchased by the chapter. Several new features were also added including an article from the President, Winifred Writes, the Welcome Mat, and more.

Nancy Vobornik, Civic Chair, coordinated member participation in community projects like the Festival of Trees, the Disney Marathon, the Holiday Pops Concert, the Hope Totes for the Orlando Rescue Mission, and the suit drive for Dress for Success, and more.

Social Chair, Marilyn Bell CAP, successfully coordinate reservations and catering details for monthly meetings and our holiday event. Several social events were also held during Administrative Professionals Week including game night, dinner and a movie, and a progressive dinner/ wine tasting event.

Guests found our chapter throughout the year based on the information Judy Cornils, Publicity Chair, submitted to local newspapers. Several press releases were published, and we also received an Administrative Professionals Week Proclamation from the Mayor of Winter Park due to Judy's initiative and perseverance. In addition, two new presentations were added to our Speakers Bureau file.

Linda Anderson CAP, Ways & Means Chair, added some new projects to our Ways & Means efforts, including an arts and crafts sale, our famous post-it notebooks, and a pasta sale, in addition to our Entertainment book sales, vendor fair, and white elephant sale.

Linda Fitzgerald CPS and Bobbie Corbitt, Bylaws & Standing Rules Co-Chairs, did an excellent job of coordinating the changes to our by-laws and standing rules. Nineteen amendments were necessary due to the change in fiscal year and the committee restructuring which was initiated during the 2000-01 chapter year.

In April 2002, the Winter Park Chapter Executive Advisory Board (EAB) was established and met for the first time. The Board is comprised of a few key WPC members and local executives who serve as consultants providing guidance and input into the strategies and development of our chapter.

New features were added to the chapter website, including job postings, scholarship information, a counter that has registered over 3,000 hits, and our long-time dream of an on-line roster became a reality. The site was also transferred to a more economical web host and Winter Park Chapter now has its own domain name - -
www.iaap-winterpark.org.

Last, but not least, I hope you will agree the ultimate success came when the members of the Winter Park Chapter were awarded the 1st Place Avery Great Results Chapter Achievement Award!

We certainly embraced a "Vision without Boundaries" and we accomplished a great deal in a very short time. Now it's time to pass the torch to a new leadership team at the Annual Meeting of the Winter Park Chapter. Please join us when we recognize the contributions of our 2001-02 leaders and celebrate the installation of the 2002-03 Board of Directors on June 11th.

Thank you for an absolutely fantastic year that I will never forget! See you soon.

Doreen Miller CAP
President, Winter Park Chapter

Life isn't about finding yourself. Life is about creating yourself.

George Bernard Shaw

Florida Division 50th Annual Meeting

The Florida Division Annual Meeting will be held in St. Petersburg, June 21-23. Register now as you won't want to miss this terrific event when Winter Park Chapter's very own Debbie Wilkerson CAP is installed as 2002-03 Florida Division President.

Raffle tickets for the laptop are still available and can be purchased from Doreen Miller CAP. Cost is 6 tickets for \$5.

The USF Area and Clearwater Chapters are co-hosting the Annual Meeting. If you would like the opportunity to volunteer as a Page, Timekeeper, or Recorder, please contact Florence Jandreau CPS at 813.974.1642.

CPS/CAP Corner

On May 3rd and 4th, the semi-annual CPS/CAP exams were given at the Orlando Tech facility. Twelve applicants took the CAP exam on the 3rd with Debbie Wilkerson CAP welcoming the group with snacks and information about the Winter Park Chapter. On the 4th, 28 applicants took the CPS exam with Linda Hayes CAP and Marilyn Bell CAP as the welcoming committee with snacks and a short briefing about the Chapter. Our own Julie Gadbois sat for the CPS exam. Good luck Julie!

Orlando Tech will again be holding preparation classes starting in August. Anyone interested in registering for these classes or for more information should contact Barbara Thompson at 407.246.7060. These classes and the exams are available to anyone interested. Membership in IAAP is not required. The following courses and start dates are scheduled to begin as indicated provided the minimum number of participants register. Share this information with your co-workers and fellow administrative professionals. Remember that these classes could earn students at Valencia and Seminole Community Colleges credits towards an Associates degree in the administrative profession.

<u>Course</u>	<u>Start Date</u>
Finance & Business Law Management	August 13th
Office Systems & Administration	August 15th
Organizational Planning	Sept. 26th
	August 12th

If you have any questions, please give me a call at 407.682.4446.

Linda Hayes CAP
Certification Committee Chair

Great leaders have the vision to see, power to know, and confidence to act.

Anonymous

Winter Park Chapter Leadership Workshop . . .

The incoming / outgoing chairs are invited to the 5th Annual Winter Park Chapter Leadership Workshop on June 15th from 8:30 a.m. - 1:00 p.m. at the Dubsdread Golf / Country Club. Further information will be mailed to those chairs. There are still a few openings . . .

Awards & Recognition
Publicity / Speakers Bureau
Scrapbook
Ways & Means
Website



Please contact incoming President, Melanie Campbell, at 407.886.9776 or mabc99_1999@yahoo.com if you are interested in any of these committees.

Chapter Officers

President

Doreen Miller CAP
Phone: 407.563.6303
Email: Doreen_miller@cfins.com

President-Elect

Melanie Campbell
Phone: 407.889.8427 ext.226
Email: m.campbell@chcfl.com

Vice President

Cheryl Haley CAP
Phone: 407.740.6110
Email: cherylh@nodarse.com

Secretary

Linda Anderson CAP
Email: lmacpscap@earthlink.net

Treasurer

Tammy Hall
Phone: 407.679.7796
Email: tammyhall@philipcrosby.com

Florida Division Board of Directors

President

Betty Green CAP
Email: byetti@gbso.net

President-Elect

Debbie Wilkerson CAP
Email: dwilkerson@hubbard.com

Vice President

Ron Hyman CPS
Email: rjtampa3@yahoo.com

Secretary

Nan Grover
Email: nancfl@aol.com

Treasurer

Debbie Eifert CPS
Email: debeifert@philipcrosby.com

Southeast District Director

Sandra P. Chandler CAP
Email: sandy.chandler@suntrust.com

Winter Park IAAP 2001 - 2002 Committee Chairs

Awards & Recognition

Laurie Boehm CAP

Bylaws & Standing
Rules/Parliamentarian
Linda Fitzgerald CPS &
Bobbie Corbitt

Civic

Nancy Vobornik

CPS/CAP Service

Marilyn Bell CAP &
Linda Hayes CAP

Education

Cheryl Haley CAP

MVP

Melanie Campbell

Membership

Karen Dettro CAP

Newsletter

Debbie McKeown CAP

Committee on Nominations

Open

Social & APW

Marilyn Bell CAP

Program

Melanie Campbell

Publicity/Speakers Bureau

Judy Cornils

Scrapbook

Melanie Campbell

Ways & Means

Linda Anderson CAP

Website

Doreen Miller CAP

June 2002

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3 '03 Div. Plg. Mtg.	4	5	6	7	8
9	10	11 Chapter Meeting	12	13	14 Flag Day	15 WPC Leadership
16 Father's Day	17	18	19	20	21 Fl. Div. Conference	22 Fl. Div. Conference
23 30	24	25 Articles Due	26 Board Meeting	27	28	29

June Birthdays

4th Pam Mastos
6th Lisa Bagwell CPS
15th Linda Fitzgerald CPS
25th Melanie Campbell
27th Lauri Rose

June Anniversaries

'96 Wendy Piel CAP
'98 Fran Miller
'98 Dona Dickerson

July 2002

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4 Independ- ence Day	5	6
7	8	9 Chapter Meeting	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24 Board Meeting	25	26 Articles Due	27
28	29	30	31			

Free Seminar . . .

Are you unsure as to which direction to take when deciding your financial future? A.G. Edwards, financial advisement consultants, are offering a free seminar on retirement plans, college funding (529's), wealth accumulation, etc. on June 27th at 6:00 p.m. at the Hilton Altamonte. The seminar should last two hours. Hors d'oeuvres will be served. Contact Jim Hellenburg with A.G. Edwards at 407.333.2160 for more information and to make reservations. All are welcome to attend.



Winifred Writes ...

As one last tip, always remember the Ten Commandments for more effective communications:

1. Keep your writing clear, concise and simple.
2. Choose your words carefully.
3. Be natural.
4. Avoid fad words, jargon and clichés.
5. Use active verbs; avoid passive construction.
6. Take a stand, make a commitment, avoid qualifiers.
7. Use familiar words - - plain English.
8. Be specific; avoid vagueness.
9. Eliminate redundant expressions.
10. Keep your audience in mind.

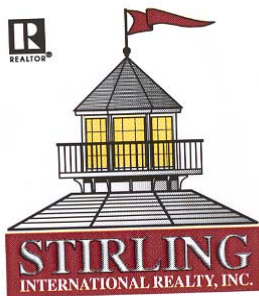


Good-bye and good-writing from Winifred Writes!

Source: *Better Business Writing* by Susan L. Brock

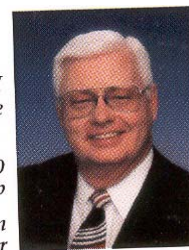
International News

Winter Park Chapter will be making international news at the upcoming International Convention and Educational Forum in Nashville, July 21-23, when the WPC receives the Avery Dennison Award. Why not consider attending and participating in this special event? See IAAP-hq.org for convention details.



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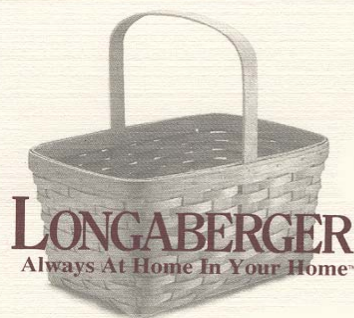
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Deborah J. McKeown CAP
Tax Service Specialist

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WIN - WIN SITUATION

Incentives for Membership

Everyone can be a winner! Here's the deal:

Potential Members - Anyone who joins the Winter Park Chapter by June 14th will receive a \$10 discount on chapter dues.

Existing Members - Any member who sponsors a new member by June 14th will have her name placed in a drawing for a \$25 gift certificate.

For a membership form or more information, contact Karen Dettro CAP at kld0116@aol.com or 407.695.4095.

Who Qualifies for Membership?

- Administrative Assistants
- Secretaries / Executive Secretaries
- Office Administrators and Managers
- Receptionists
- Clerical Staff
- Office Support Staff
- Information Services Personnel
- And all other Administrative Professionals

Membership Classifications

There are three types of membership in IAAP:

1. **Professional** - A member currently employed (or within the last two years) as an administrative professional, or holder of the CPS/CAP rating, or an employed teacher of business education.
2. **Student** - A full-time student in business education (limited to 4 years in this category).
3. **Associate** - Available to a representative or manager from a business, training firm, staffing agency, education institution or other organization that shares the objectives of IAAP and supports its programs.

The Microsoft Office User Specialist (MOUS) Program

The MOUS Program is the only comprehensive certification program designed to validate desktop computer skills using Microsoft Office programs. MOUS proves computer literacy, measures proficiency, and identifies opportunities for skills enhancement.

Orlando Tech is planning to provide short review classes to prepare students for the examinations. Following the classes, students will be able to schedule their examinations at Orlando Tech.

To assist the staff at Orlando Tech in developing a quality program, please complete the following questionnaire and fax to Barbara Thompson, Orlando Tech, at 407.317.3372.

MOUS QUESTIONNAIRE

Name: _____

Telephone: _____

Fax: _____

Email: _____

Would you be interested in participating in this program? _____

If yes, would you prefer day or evening review classes? _____

Which version of the program would you prefer? Please check.

Microsoft Office 2000 _____

Microsoft Office XP _____

Which Microsoft products would you be interested in being certified in? Please check.

Word _____ Access _____

Excel _____ Outlook _____

Powerpoint _____ Project _____