

Through Teamwork We Gain Success



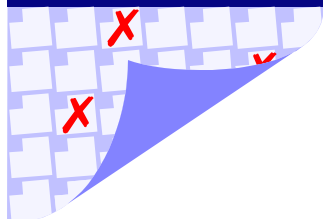
# News 'n' Views

Newsletter of the Memphis Chapter IAAP

March 2003 Issue

Karen M. Baker CPS, Editor

## Calendar of events



### Special Dates of Interest:

MARCH MEMBERSHIP MEETING  
March 10, 2003

EDUCATIONAL SEMINAR  
March 14, 2003

APRIL MEMBERSHIP MEETING  
April 14, 2003

ADMINISTRATIVE PROFESSIONALS DAY LUNCHEON  
April 23, 2003

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## ADMINISTRATIVE PROFESSIONALS DAY

Submitted by Margaret Haney CPS/CAP

### An Invitation From President Haney...

The Memphis Chapter of the International Association of Administrative Professionals (IAAP) is privileged to invite you to attend the **51st annual luncheon** which salutes our colleagues in the administrative field for their dedication and commitment to their profession.



The luncheon will be held on Wednesday, April 23rd, at the Memphis Botanic Gardens, 750 Cherry Road. The luncheon will begin at noon, and conclude at approximately 1:30 p.m. The theme for this year's luncheon is **"Through Teamwork We Gain Success."**

Our guest speaker will be Mr. Jim McDermid, Vice President of Human Resources at Medtronic Sofamor Danek.

Highlights of the luncheon will include:

- Recognition and presentation of Lamps of Learning to those who attained the CPS and CAP rating in 2002.
- Recognition of current CPS holders who re-certified in 2002
- Presentation to the IAAP scholarship recipient for 2003
- Announcement of the 2003 Memphis Chapter Administrative Professional of the Year

Please use the form attached in this newsletter to make your reservations before the deadline of **Friday, April 11, 2003**.

Remember that for this event, *no reservations will be taken at the door*. Tickets will be mailed upon receipt of check, and table seating is assigned in the order in which the reservations are received.

We look forward to seeing you on April 23rd!

## MESSAGE FROM THE PRESIDENT

At our February Salute to Students and IMPACT meeting, we had three members—Stephanie Moreno CPS, Lynn Zills CPS, and Mozelle Smith CPS—make presentations telling us why IAAP is important to them and their careers. Our very own Historian, Anita Collins CPS, gave a presentation entitled “Century, the History.” These presentations were filled with humor and information that our South-west Tennessee Community college students can use in planning their careers. We had three students and one faculty advisor in attendance. Also, Charlotte announced at this meeting that Pat Row CPS, TN Division President, would be present at our March program. This program will also have recertification points.

One of the Memphis Chapter goals this year was to hold at least two meetings to benefit the members’ education. So far we have had two, and there is one still to come. The Memphis Chapter is on top of its goals this year!

Our annual seminar is getting close. Mark your calendars for **March 14th**. Our speaker this year is Michael Hackett, brother of former Memphis Mayor Dick Hackett. The title of his talk is “The Ego Has Landed.” The seminar will be held at the Holiday Inn on Central Avenue. This is a wonderful facility and we look forward to a great seminar.

Judy Baird, CPS has accepted the open Director position. We are very pleased to have Judy on the Board and look forward to working with her.

Remember that *Through Teamwork We Gain Success.*



*Margaret Haney CPS/CAP  
President, Memphis Chapter 2002-2003*

*Margaret*

### BIRTHDAYS



#### March

- 10 Virginia Melvin CPS
- 14 Susan Ann Lemond CPS
- 20 Sharon Lindley CPS
- 26 Cathy B. Ackermann CPS
- Joyce Beggs CPS

#### April

- 2 Dorothy Conner CPS
- Jennifer Thornton
- 3 Cheryl Takayama CPS
- 4 Ludora Cooper CPS
- 6 Thelma Pilbeam
- 10 Rosemary Hugo
- 15 Sandra Johnson
- 17 Peggy Burdick
- 23 Debbia Strong
- 24 Mary Seller CPS/CAP
- 25 Cheryl Fitzgerald
- 26 Daina Highes
- 28 Gwendolyn Allen CPS
- Margaret Haney CPS/CAP
- 29 Bonnie Hickle CPS
- Sandra Johnson CPS/CAP

## MEMBER TIDBITS

### EMPLOYMENT COMMITTEE—

*Submitted by Margaret Haney CPS/CAP*

Manager/Executive Assistant to the president of a small, woman-owned safety and environmental consulting company. Duties include: directly assisting company president, answering phones, assembling and faxing mailings, obtaining data, recording client interactions, assembling written compliance documents, etc. This position will require someone who has **excellent** telephone, organizational, and computer skills.

Please contact Margaret Haney at [margaret.haney@medtronic.com](mailto:margaret.haney@medtronic.com) if you are interested in this position.

### IAAP SEMINAR COMMITTEE—

*Submitted by Doris Goode CPS/CAP.*

Great news! The Memphis Chapter Annual Seminar scheduled for this March 14th has been approved for six (6) recertification points!

If a check has been requested to cover your registration, but may not arrive until after the March 7th registration cutoff date, please go ahead and submit your registration now and indicate your check will arrive separately. That way you will still be included in the final headcount!

### ONE MORE REMINDER...

We have included the nomination ballot one last time in this newsletter for the 2003-2004 Memphis Chapter Officers and Directors. Please make sure you have yours!

### NOTES FROM STUDENT CHAPTER—

*Submitted by Judy Baird, CPS*

I thought some of these student quotes were great and wanted to share them with the chapter, as well as try to get some members to attend some of the evening meetings. Please see the attachment found later in this newsletter.



## NEWSLETTER DEADLINE

The deadline for newsletter submissions will be **Wednesday, March 19th**. Please have articles submitted to me by the end of the business day. Fax them to 901-344-0835 or e-mail to at my **NEW** e-mail address: [karen.m.baker@medtronic.com](mailto:karen.m.baker@medtronic.com). These items will appear in the April newsletter.

Just a thought for the coming months. The helmsmanship will be handed over on the newsletter after this year. If you are interested, please let someone know about it! It's not long before my last issue.

*Thank you so much for your kind and prompt consideration!*

*Karen M. Baker CPS*



## MARCH PROGRAM

*Submitted by Charlotte Doyle CPS*

This month we are honored to have our own Tennessee Division President Pat Row CPS/CAP as our guest speaker. She will be speaking on "How to Get What You Want." IAAP Headquarters has awarded us **one recertification point** for this program!

The meeting will be held at the Holiday Inn at I-240/Poplar and costs \$18.00. We encourage everyone to bring some prospective members to this wonderful meeting.

See you there!



## RSVP, PLEASE...

Next Monthly Membership Meeting

Monday, March 10th at 6:00 p.m.

Holiday Inn—Poplar at I-240

Cost: \$18.00

**MAKE YOUR RESERVATION TODAY!**

RSVP to Kay Cullen at 473-6315, x100, fax to

888-7767 or e-mail her at :

[kcullen@penninvestors.com](mailto:kcullen@penninvestors.com)

## OFFICERS—MEMPHIS CHAPTER IAAP, 2002—2003

- President** - Margaret Haney CPS/CAP
- President Elect** - Doris Goode CPS/CAP
- Vice President** – Sharon Gardner
- Corresponding Secretary** – Cheryl Martin CPS
- Recording Secretary** – Robin White
- Treasurer** – Judy Carmichael CPS
- Directors** – Jane Bratton CPS, Judy Baird CPS, Linda Patton



### Committee Chairmen:

Achievement Award .....	Jane Bratton CPS
Bylaws & Standing Rules .....	Doris Goode CPS/CAP
CPS Review Courses .....	Mary Sellers CPS/CAP
CPS Recognition .....	Stephanie Moreno CPS/CAP
Community Affairs.....	Charlotta Arendale
Employment .....	Margaret Haney CPS/CAP
Executive Advisory Board.....	Cheryl Martin CPS
Executive Appreciation .....	Phillip Austin
Executive of the Year .....	Dorothy Conner CPS
Finance .....	Sharon Gardner
Historian.....	Anita Collins CPS
Holiday Party .....	Lynn Zills CPS
IAAP Student Chapter.....	Dorothy Conner CPS
Installation Dinner .....	Janice Ernest CPS, Joan Hix CPS/CAP
Margarette Bibb Event .....	Dianne Deming CPS/CAP
Membership / ID Badges.....	Sharon Gardner
Newsletter .....	Karen M. Baker CPS
Nominations .....	Maxine Shepard
Parliamentary Advisor.....	Martha Pallesen CPS
Past Presidents Council.....	Sandra Newsom CPS/CAP
Photographer / Scrapbook.....	Stephanie Moreno CPS/CAP
Professionals Day Luncheon.....	Linda Patton
Professional of the Year .....	Mary Sellers CPS/CAP
Program .....	Charlotte Doyle CPS, Cheryl Wilkinson CPS
Publicity.....	Sharon Finkelstein
Rookie of the Year .....	Board
Scholarship .....	Brenda Varnedoe CPS
Seminar.....	Doris Goode CPS/CAP
Speakers Bureau .....	Judy Baird CPS
Sunshine .....	Margie Rhodes
Telephone.....	Kay Cullen CPS
Ways & Means.....	Doris Goode CPS/CAP
Website .....	Sandra Newsom CPS/CAP
Yearbook / Mailing List.....	Trudy Noyes CPS/CAP



## New Members and Information Changes

**Lisa Gail Woods**—Lisa comes to us from being a member-at-large, and is employed as an Executive Administrative Assistant at Memphis Light, Gas & Water. She enjoys reading, swimming, walking and biking. You can welcome her at lwoods@mlgw.org.

**Brenda Fortney**—Brenda comes to us as an office associate at the University of Memphis School of Nursing. She enjoys NASCAR, sewing and other crafts. Brenda is on e-mail as bfortney@memphis.edu.

**Penny Medlock CPS**—Penny comes to us from being a member-at-large. We hope to have more information on her soon! Her e-mail address is pmedlock@barlettpolice.org.

**Marion Drake**—Marion comes to us as a Clerical Support II person with Memphis, Light, Gas & Water. She enjoys dancing, singing and walking. You can email her at mdrake@mlgw.org

### Information changes only:

**Carol Handy**—Carol now reports to the interim Chief Administrative Officer. Her work phone has changed to 901.576.6558, and her fax is now 901.576.6555. Her e-mail address remains the same.

**Pat Dhority**—FedEx Freight Headquarters has moved to the Renaissance Center. New information is as follows:

FedEx Freight  
The Renaissance Center  
1715 Aaron Brenner Drive, Suite 600  
Memphis, TN 38120.  
Telephone: 901.434.3127 Fax: 901.434.3156.  
E-mails have all remained the same.

*Welcome!*



## Corporate Headquarters News

*Reported from the IAAP website*

### 2003: The Power of Professionalism

This annual event was originally organized in 1952 as “National Secretaries Week” by the National Secretaries Association (now IAAP). It was established as an effort to recognize secretaries for their contributions in the workplace, and to attract people to administrative careers. In the year 2000, IAAP announced the name changes to **Administrative Professionals Week** and **Administrative Professionals Day** to keep pace with changing job titles and expanding responsibilities of today’s administrative workforce.

Many chapters of IAAP will conduct special activities in their communities, including:

- Workshops and seminars on various topics, including management skills for the administrative professional
- Networking events and/or special breakfasts/luncheons
- Presentations of “Administrative Professional of the Year” awards
- Co-sponsored events between IAAP chapters, educational institutions, and other business organizations; and
- Proclamation signings by county and city government officials.

Today, there are more than 3.9 million secretaries and administrative assistants working in the United States, according to US Department of Labor statistics, and 8.9 million people working in various administrative support roles. In Canada, there are 500,000 administrative professionals, which includes 402,600 secretaries, 11,900 executive assistants, and 94,000 clerical supervisors. Millions more work in offices all over the world.

## KAREN'S KORNER

What exciting seasons are ahead of us—and I’m not only talking about Spring and Summer! We have our seminar this month, Administrative Professionals Day/Week next month, the CPS/CAP seminar, then Convention in July!

This list encompasses just some of the larger events taking place in the months to come. It’s time to clean out that closet, put away the “old” and put on the “new.” Try

something you haven’t before. Go to a meeting you haven’t had the opportunity to attend in the past. Join a committee that needs your flair and new way of doing things. Talk to a “seasoned” member if you are new and just want to get involved all over the place.

I can’t wait to see how many members we add this next year and what percentage of attendance we can get from the Memphis Chapter IAAP!

*Karen*

## CPS/CAP RECOGNITION

*Submitted by Stephanie Moreno CPS/CAP*

Since 1951, administrative professionals around the United States, and now internationally, have felt the need to broaden their knowledge and increase their credibility by taking the Certified Professional Secretary exam.

Since that time, 60, 657 individuals have passed the exam and have been allowed to add "CPS" after their name. In May of 2001, the Certified Administrative Professional exam began being offered. Since that time, 1,401 individuals have passed the exam to include "CAP" after the "CPS" in their name.

The Memphis Chapter of the International Association of Administrative Professionals would like to congratulate

late the following individuals for passing the CPS and/or CAP exams this past November:

Mary Rhodes CPS  
Angela Washington CPS  
Jeanie Underwood CPS  
Penny Medlock CPS  
Kathy Walker CPS  
Patricia Kennedy CPS (recertified)  
Pamela Gardner CPS (recertified)  
Lynda Laird CPS/CAP  
Kay Cullen CPS/CAP

In April during Administrative Professionals week, the Memphis Chapter will publicly recognize these individuals at the Wednesday luncheon. Again, congratulations!

## RECERTIFICATION HIGHLIGHTED

*Submitted by Karen M. Baker CPS*

The Institute for Certification has recently sent out information updating the re-certification process. It stresses the importance of certification to any administrative professional—it is indeed a very prestigious designation offered to us.

On January 1, 1998 the mandatory recertification program was started. It was an important step, as an administrative professional must maintain their professional competency throughout their career; not just at the beginning of their certification. Members certifying after the 1998 date could risk being placed on an inactive list. Effective in January 2003, all certificates will be dated, showing the five-year period of their validation. All CPS and CAP holders will receive a letter one year prior to their recertification is due. Failure to comply with recertification requirements will now require individuals to reapply and retest to regain active certification.

You can see how critical recertification is—and I know that no one wants to go through testing a second time. For more details and categories for recertification, please visit: <http://www.iaap-hq.org/CPS/recertification.pdf>.

## WHAT BIG EYES YOU HAVE....

On February 3, 2003 Margie Rhodes became a grandmother, and what a proud grandma she is!

Brooklyn Marie Farmer was born at 6:36 p.m. on February 3, 2003, weighing in at 6 pounds, and was 19 inches long. Some of you know that her daughter, Tori, was on bedrest with blood pressure issues. That night it was higher than normal and the decision was made to induce labor. All went well, and grand-ma-ma is on Cloud 9! She spent the first week with them at home and found it very difficult to leave and return to work.

***Congratulations,  
Grannie!***



## MEMBER HEALTH

*A note from Charlotte Doyle CPS*



As you many know, Janice Toshach was admitted this past week to Methodist North with various problems. We know that surgery appears to be imminent, but they will perform another CAT scan today (3/10/03) to compare them with a past one and then schedule surgery based on their findings.

Janice said to tell everyone "hello" and thanks each of you for your kindnesses. She and Chris appreciate the prayers and asks that you continue to pray—their emotions are high and surgery to any degree is a scary thing.

If you would like to send her a card, you can do so at:

Janice Toshach  
C/o Methodist Hospital North  
Room 160  
3960 New Covington Pike  
Memphis, TN 38128



## March Article on IAAP Student Chapter

Our IAAP Student Chapter meetings on the campus of Southwest Tennessee Community College have been well attended this year. The speaker for the last meeting was Cecile Ashley, a Student Chapter member who has retail experience, a couple of degrees, and is taking classes to gain additional computer knowledge. She gave an excellent program on “Dressing for a Successful Interview.” We had seven students in attendance, as well as both faculty sponsors, and Judy Baird CPS as Chapter representative.

We are experimenting with some evening meetings as well, as we’ve noticed an increase in interest from the evening students and on-line students. In order for us to be successful in gaining members on campus, we need to be accessible to them by offering different meeting times. If you would consider being a Chapter representative to attend one of the evening meetings, please advise Judy Baird CPS. It’s our goal to have a Chapter representative at all functions to show our support of the Student Chapter, but it’s not always possible for the same person to attend day and evening meetings.

We were honored to have three students and Sheridan Park, Faculty Advisor, at our February “Salute to Students” dinner. One of the students in attendance takes five of her six classes on-line. Times have changed since I was in college!

Here are some comments the students shared in brief written reports to me following the meeting:

- “Each speaker was enthusiastic and entertaining.”
- “The business portion of the meeting was done in correct parliamentary procedure . . . and finished in short order.”
- “I was encouraged, as a student, to keep reaching for my goals and at the different opportunities I had to look forward to in the business world.”

“I would have to say that this was a wonderful experience for me, and I enjoyed it so much. I think it is very good for a student to see what their struggle through studies and tests in school can eventually lead to in their lives, if they just keep their goals in their minds and in their hearts.”

Thank you on behalf of Dorothy Conner CPS and me for hosting these students and giving them such excellent role models for their chosen profession. If you’re interested in further opportunities to meet the students, participate in a monthly meeting, etc., please let me know. By developing opportunities for more interaction between the Memphis Chapter and our Student Chapter, the better our chances are in retaining these students as they go forward in their careers.



**Memphis Chapter of the International Association of Administrative Professionals®  
Presents  
Administrative Professionals Day Luncheon  
“Through Teamwork We Gain Success”**

**Date:** Wednesday, April 23, 2003  
**Place:** Memphis Botanic Gardens  
750 Cherry Road  
**Time:** 12:00 noon  
**Cost:** \$25.00 per person

**Note:** 2002 CPS recipients will receive a separate invitation form.  
New CPS recipient?  Yes  No  
  
2002 CAP recipients will receive a separate invitation form.  
New CAP recipient?  Yes  No

Featured Speaker: Jim McDermid  
Vice President, Human Resources  
Medtronic Sofamor Danek  
Recognition of those who attained the CPS Rating in 2002 and those who  
Recertified during 2002.  
Recognition of IAAP® Scholarship Recipient  
Announcement of 2003 Memphis Chapter Administrative Professional of the Year

**Reservation Form**

Number of Tickets Requested: \_\_\_\_\_ Amount enclosed: \_\_\_\_\_  
Return Tickets to: \_\_\_\_\_ Phone: \_\_\_\_\_  
Company: \_\_\_\_\_  
Address: \_\_\_\_\_  
City/State/Zip: \_\_\_\_\_

Please make check payable to Memphis Chapter IAAP® and return to:  
P.O. Box 771415, Memphis, TN 38177-1415

Deadline for reservations: **Friday, April 11, 2003.** No reservations will be taken at the door. Luncheon tickets will be mailed upon receipt of check, and table seating is assigned in the order in which reservations are received. Those wishing to sit together should register together, please.

Questions about reservations: Linda Patton – linda.patton@smith-nephew.com  
Margaret Haney CPS/CAP – margaret.haney@medtronic.com





Memphis Chapter IAAP  
PO Box 771415  
Memphis, TN 38117-1415

*“Through Teamwork We Gain Success”*

**We're on the web!**  
**[www.headgap.com/~iaap](http://www.headgap.com/~iaap)**

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