



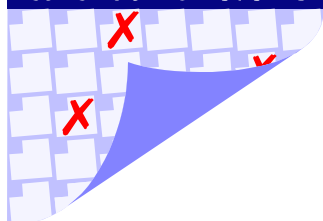
News 'n' Views

Newsletter of the Memphis Chapter IAAP

April 2003 Issue

Karen M. Baker CPS, Editor

Calendar of events



Special Dates of Interest:

APRIL MEMBERSHIP MEETING
April 14, 2003

ADMINISTRATIVE PROFESSIONALS DAY LUNCHEON
April 23, 2003

MAY MEMBERSHIP MEETING
May 12, 2003

CERTIFICATION SEMINAR
June 1-4, 2003
New Orleans

JUNE MEMBERSHIP MEETING
June 9, 2003

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WHO WILL BE THE ADMINISTRATIVE PROFESSIONAL OF THE YEAR?

Submitted by Karen Baker CPS, Editor

The Memphis Chapter of the International Association of Administrative Professionals (IAAP) will soon choose its *Administrative Professional of the Year* for the upcoming year. They will be awarded and acknowledged at the 51st annual luncheon which salutes our colleagues in the administrative field for their dedication and commitment to their profession.



At the April membership meeting we will hear from this year's candidates, as always, when they are required to give a short informal answer to a situation that is kept secret until that evening. These candidates will prove themselves at that moment and will be judged on several categories. This meeting is always exciting, and even more exciting is to reward that lucky winner at the Administrative Professionals Luncheon.

Don't forget to send in your reservations prior to the **April 11, 2003** deadline. We have included a copy of the letter/reservation form later in this newsletter. This year 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."*

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.

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

We look forward to seeing you on April 23rd! *Will you guess who the winner will be?* Come out to this meeting and luncheon this month and see for yourself!

MESSAGE FROM THE PRESIDENT

Our annual seminar was held on March 14th. Our speaker this year was Michael Hackett, brother of former Memphis Mayor, Dick Hackett. The title of his talk is "The Ego Has Landed." The seminar was held at the Holiday Inn on Central Avenue. If you happen to have missed this seminar, you missed a great one. Mr. Hackett was an excellent speaker.

The Administrative Professional Day Luncheon is on schedule. Please mark your calendars for April 23rd. The luncheon will be at the Botanic Gardens, starting at 12:00 noon. There will be a proclamation signing on Monday, April 21st, at Mayor Herenton's office. The Memphis Chapter is also planning on attending church services on Sunday, April 27th at the 10:00 a.m. mass at St. Paul's Catholic Church on Shelby Drive. The group will also go to lunch following the services.

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 presentations. Our February meeting also qualified for recertification points. Our speaker was Charlotte Doyle, and her presentation was entitled "How to Get What You Want." The Memphis Chapter is on top of its goals this year!

At our April meeting, candidates for Administrative Professional of the Year will be presented. Maxine Shepard will present our slate of officers for the coming year. Don't miss this important meeting!

Remember that *Through Teamwork We Gain Success.*

Margaret



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

BIRTHDAYS

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 Debbie Strong
- 24 Mary Seller CPS/CAP
- 25 Cheryl Fitzgerald
- 26 Daina Hughes
- 28 Gwendolyn Allen CPS
- Margaret Haney CPS/CAP
- 29 Bonnie Hickle CPS
- Sandra Johnson CPS/CAP



May

- 3 Tyronda Harris
- 7 Shannon Velloff
- 9 Jacqueline Doyle
- 10 Marie Witte CPS
- Wilma Blankenship
- 16 Charlotte Doyle CPS
- 20 Carolyn Warren
- 21 Judy Carmichael CPS
- 23 Sara Slovis CPS
- 26 Kelly Staggs CPS
- 30 Debbie Page CPS
- 31 Sherian Bright CPS



New Members and Information Changes

New Members:

Robyn Robbins—Robyn comes to us from Terminix where she is employed as an Administrative Assistant. Linda Caldwell recruited her into our chapter. She enjoys scrap book-ing, reading, going to church, and spending time with family and friends. You can welcome her at 901-766-1151 or e-mail her at rrobbins@terminix.com.

Jacquelyn Cage—Jacquelyn comes to us from Tennessee Valley Authority where she is employed as a Business Support Representative. She enjoys sewing and interior decorating. You can welcome her at 901-309-6140 or by e-mail at jdcage@tva.gov.

Dianna Dean—Dianna comes to us from MLG&W where she is employed as Secretary. Shirley Taylor recruited Dianna to us. She enjoys reading and fishing. You can welcome her at 901-58-4381 or by e-mail at ddean@mlgw.org.

Anet Parkinson—Anet comes to us as well from MLG&W

where she is a Public Affairs Clerk. Shirley Taylor also brought Anet to us. She enjoys reading, crossword puzzles and traveling. You can welcome Anet at 901-528-4322 or by e-mail at vparkinson@mlgw.org.

Welcome!

Information changes only:

Charlotte Doyle—e-mail change only to O2bndstin@aol.com.

Tyronda Harris—e-mail address change only to tharri6@midsouth.rr.com.

Martha Palleson—Martha is no longer at AmSouth Bank. For now you can reach her at (home) 901-362-3017 or at (home office) 901-366-9673.

NEWSLETTER DEADLINE

The deadline for newsletter submissions will be [Wednesday, April 23rd](#). 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. These items will appear in the May newsletter.

Just a thought for the coming months: I have 2 more newsletters to go, and will be turning this over to a new editor and/or team. If you are interested, please let someone know about it! That last issue will come sooner than we think.

Thank you so much for your kind and prompt consideration!

Karen M. Baker CPS



APRIL PROGRAM

Submitted by Charlotte Doyle CPS

April is a very special month! Along with hearing from our APOTY candidates, we will have a speaker as well.

Sharon Perry will be speaking on "Handling Difficult People and Difficult Situations" at our April Meeting. She will provide useful interventions to diffuse any and confrontational people.

She is a member of the IAAP Executive Advisory Board, and is the West Tennessee Regional Director of the Division of Mental Retardation Services.

Please reserve your seat now! *One recertification point is being award for attending this meeting.*



RSVP, PLEASE...

Next Monthly Membership Meeting

Monday, April 14th 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

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
Margaret 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



Corporate Headquarters News

Reported from the IAAP website

What are your OPTIONS? The problem could be workload, time, money and keeping up the pace with change. OPTIONS may be your solution!

OPTIONS provides 12 training programs—one each month—designed specifically for administrative office staff. The cost per participant is only \$199 for members of IAAP—that's less than \$17 per month, per employee. One full year of training—that's less than the cost of a one-day seminar, plus lunch, parking, and mileage reimbursement. And remember—the OPTIONS Training Program has your staff apply their unique work settings, with their work teams—there is no generic training in OPTIONS.

The OPTIONS Training Program—What a great idea! What a bargain! This is the perfect way to turn all your support staff into high-performance office personnel.

Click on the link below to visit the IAAP web site, where each book is listed with a link to its table of contents. There are also four (4) levels of programs, to cover everyone from your newest clerical person to the seasoned Executive Assistant.

Check it out today!

<http://www.iaap-hq.org/products/options1.htm>

WHAT BIG EYES YOU HAVE....

Another granny on the horizon! This time it is Margaret Haney!

Mariel Alice Haney arrived in our world at 8:57 a.m. on March 22, 2003. She weighed 8 pounds and was 20 1/2 inches long.

Her parents are Jim (Margaret's younger son) and Toni. Mariel also arrived with a ready-made big brother of age 3 whose name is Mason.

Grannie gets to trade in Power Rangers for Barbie dolls with this one!

Congratulations Margaret!



MEMBER HEALTH

A note from Charlotte Doyle CPS



As many of you know, Janice Toshach had spent a great deal of time in the hospital lately fighting various problems. She underwent surgery on March 14th.

Janice said to tell everyone "hello" and thanks each of you for your kindnesses.

Janice and Chris appreciate the continuous cards, well wishes, and prayers. They graciously ask that you continue to pray for them for a speedy recovery; they have a ways to go with this. Her projected recuperation time is 6-8 weeks.

KAREN'S KORNER

As we get ready to hear from our candidates for the Administrative Professional Of The Year, I took a look back at the results from the November CPS/CAP exams posted on the IAAP web site. The results were surprising!

Except for the total for "combined International", Tennessee ranked **first** for the number of CPS certifications with 44 recipients! This brings the total for Tennessee to 6,215 CPS holders, *also* the number 1 slot by state.

Tennessee was, however, much further down in numbers on the newly certified CAPs with only 6 showing from the November exam. Texas led the states with 28 recipients from last fall. Looks like we have some catching up to do. Texans can be proud of their current CAP number of 117! Tennessee fol-

lowed with a total of 49.

Are you planning on obtaining or "upgrading" your certification this May, or perhaps in the November exam? Take advantage of everything offered by IAAP, and enjoy the benefits of certification with a big "CPS" or "CAP" behind your name.

You can find more detailed information on these exam results and the how-to's of professional certification on the IAAP web site at <http://www.iaap-hq.org/>

Be all that you can be and more!



MEMPHIS CHAPTER
MEMPHIS, TENNESSEE

MEMORANDUM

To: All Memphis Chapter IAAP Members
From: Nominating Committee
Date: April 14, 2003
Subject: Election of Officers for 2003-2004

Don't forget – elections will be held at the May 12 meeting. Please try to attend.

The Nominations Committee has reviewed the nominating ballots, and phone calls and e-mails have been made regarding acceptance of nomination for the 2003-2004 officer positions of the Memphis Chapter. We are pleased to present the following slate of candidates for election at the May 12, 2003, membership meeting.

Office	Candidate	Candidate	Candidate
President-Elect	Judy Carmichael CPS		
Vice President	Stephanie Moreno, CPS/CAP		
Recording Secretary	Lynn Zills CPS		
Corresponding Secty.	Robin White		
Treasurer	Mary Sellers, CPS/CAP		
Directors (Choose 3)	Jane Bratton CPS	Joan Hix, CPS/CAP	

Doris Goode CPS/CAP will assume the office of President for 2003-2004 after having served as President-Elect during the past term.

Nominations may also be made from the floor prior to election. Nominations from the floor shall be entered on the slate provided the candidate's qualifications are given at the time of nomination and provided the candidate has consented to the nomination. Nominations from the floor must receive two seconds.

2003-2004 Nominating Committee: Maxine L. Shepard, Chairman
Cheryl Martin CPS
Dianne Deming CPS/CAP



**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

Achievement Award Record

As you participate in IAAP events for which points are awarded at the end of the year, please enter such points below; total these points; and turn them in to Achievement Award Chairman, *Jane Bratton CPS, by May 12, 2003. If the particular service(s) you render is not listed, make a note of explanation on a separate page. Remember to provide the appropriate documentation to substantiate your points earned, where applicable.

<u>Attendance</u>	<u>Points Per Service</u>	<u>Points Earned</u>
Chapter Business Meeting	1	_____
Chapter Board Meeting	1	_____
Workshop – Local	5	_____
Workshop – Outside Memphis	5	_____
Division Meeting	5	_____
International Convention or SED Meeting	10	_____

Appearances

before service, business, educational or professional groups, on radio or TV as chapter representative

15

Serving on Committee(s)

Member (Committee: _____)
 Chairman (Committee: _____)
 Chapter Officer/Director
 Division Officer/Director
 District or International Officer/Committee Member

3

5

5

5

5

Education/Professional Development

Points in this category can be earned only for the year in which the achievement occurs.

Certification/Recertification, CPS/CAP
 Microsoft Office Specialist (per subject)
 Word, Powerpoint, Excel, Access
 Associates Degree in business related field
 Bachelors Degree in business related field

10

5

3

10

Special Work for the Chapter (per event)

(decorating, addressing envelopes, community service, etc.)

Describe: _____

5

Making Telephone Calls (15 points maximum)

1

Securing New Member(s) (per member)

10

Furnishing Transportation for other members to attend meetings (per person/per event)

2

Other Activities please describe and document on a separate page.

(Rev. 11/2002)

*Send via fax to: 901 399 6207 or email: jane.bratton@smith-nephew.com or: Jane Bratton, 1450 Brooks Road, Memphis, TN 38116



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PO Box 771415
Memphis, TN 38117-1415

"Through Teamwork We Gain Success"

We're on the web!
www.headgap.com/~iaap

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