



Trail Dust August 2009 Oregon Trail Chapter

POWER of Commitment Oregon Trail Chapter

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From the President's Desk...

Summer vacation is almost over and it's time to get back together! I'm very excited to see all of you and hear what has happened to everyone over these very quick and busy summer months.

The 2009 Educational Forum and Annual meeting was once again a fabulous experience. Members in attendance have the honor of being part of the longest business session in IAAP history! There were several hot items relative to annual dues. Discussion was intense, long, and passionate! Karen Bingham's delegate report is available for you to see on the IAAP website. Aside from the business sessions there were many educational sessions that were informative, and fun as well. The keynote speakers were great and provided inspiration on relevant items in our trying economy. Minneapolis is a very nice city and has so many points of interest that I couldn't possibly name them all, but I do have to mention the Sculpture Garden, and of course The Mall of America. Both are visually stimulating and I highly recommend them. The 2010 EFAM will be held in Boston, Massachusetts. I encourage you all to attend.

IAAP's new theme for the 2009-2010 year was revealed, The Power of Commitment. As members of IAAP and the Oregon Trail Chapter you are all showing your commitment to your careers and future growth. If you haven't yet had a moment to look at the Member of Excellence criteria take a minute to do so today.

This month's newsletter showcases the Power of Commitment theme. Check out Angela Deverell's book review on "The Nonverbal Advantage". Body language is so important. Also take a moment to review Judy Johns "Ten Choices". Judy was a speaker at the IOU Division meeting and has graciously agreed to let us print her presentation piece. The OTC spotlight member of the month is Tami Foster. Tami is a new member of OTC and I think you will find her very interesting. Enjoy!

Rachael Barnett CPS/CAP

"Behavior is the mirror in which everyone shows their image."
- Johann Wolfgang von Goethe



What items have you checked off the list to date? Are you keeping track?

A **Member of Excellence** will attain a minimum of 8 of the following 11 criteria:

- Be a current CPS and/or CAP holder
- Sign the online Member of Excellence Commitment agreement
- Actively participate in the IAAP web community forum discussions or submit an article for an IAAP publication (chapter, division, or international level)
- Attend non-IAAP professional educational workshops, seminars and conferences
- Hold a degree, certificate or equivalent (a minimum one year in length) from an accredited college or earn a Microsoft certification
- Pay membership dues on or before anniversary date
- 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
- Conduct a public presentation, program or training
- Attend a minimum of eight chapter, division or international sponsored meetings, programs or events (any combination)
- Recruit at least one new member
- Integrate IAAP membership and involvement into annual performance plan or review

Welcome to our newest member!

Wouldn't you love to see a friend or colleague's name here?

You know you work with or know talented people who would not only benefit from joining our group but add to our strength too. Please start making plans now to invite co-workers or friends to join us at our September 9th meeting.

Happy Anniversary to some special members!

Gloria Swick CPS/CAP
Robin Brush

Member since August 1990
Member since August 1999

Your dedication to our OTC chapter is appreciated. Thank you for your continued membership.



Mark your calendar! February 15th is the registration deadline for the May CPS/CAP exams. There's plenty of time to submit your registration packet and prepare for the exam. Why get certified? You'll improve your professional qualifications, increase your skills and knowledge and raise your self-esteem by taking and passing the exams. You may also obtain college credit and, according the latest survey from OfficeTeam, get up to a 7 percent increase in salary.

Future CPS and CAP Exam Dates and Deadlines

Exam Dates	Deadline Dates
November 6-7, 2009	August 15, 2009
May 7-8, 2010	February 15, 2010
November 5-6, 2010	August 15, 2010

The CPS and CAP exams are administered on the first consecutive Friday and Saturday every May and November.

Part four of the CAP exam is administered on Friday afternoon. Parts one through three of the CPS and CAP exams are administered on Saturday.

Note: Certain international centers have been approved to administer the CPS and CAP exams on days other than Friday and Saturday. Refer to the Exam Centers Listing for exam days.

For more information on certification or study resources please contact April Hill CPS at ahill@omsi.edu.

If you've not done so already, be sure to register for the Certification Conference being held in this year in Portland. Here are some great reasons to attend:

- It's close to home! Consider the money you'll save on travel.
- It's a great opportunity to network with administrative professionals from around the country.
- The conference will equip you with essential skills and help you move forward and excel even when times are tough.
- Those attending all sessions in their entirety will receive 15 recertification points (active CPS and CAP holders) or 1.5 CEU.

Visit the IAAP Headquarters web page for additional information and to register:
<http://www.iaap-hq.org/events/certification/index.html>.

"Sharp Skills in Tough Times"
October 18 – 21, 2009
Portland Marriott Downtown Waterfront

**Ten Steps to Achieving Excellence
By Judy Johns**

**Business Communications Seminars
(801) 782-2472 or johnsia42@comcast.net**

- 1. COMMIT TO THE HABIT OF EXCELLENCE**
-Excellence is not built in; it needs to be developed.
- 2. DEFINE YOUR VALUES AND PRINCIPLES**
-What is really important to you?
- 3. DEVELOP A POSITIVE SELF-CONCEPT**
-As a man thinketh, so is he.
- 4. DEFINE YOUR MISSION IN LIFE**
-Make mission statements for all areas of your life.
- 5. BE MOTIVATED BY LOVE AND DESIRE NOT FEAR OR DUTY**
-I want to versus I have to.
- 6. DON'T BE AFRAID TO FAIL**
-Be willing to take positive risks.
- 7. COMMIT TO SERVICE ON A DAILY BASIS**
-Do Random Acts of Kindness.
- 8. COMMIT TO LIFE-LONG LEARNING**
-Always go to bed smarter than when you woke up.
- 9. COMMUNICATE WITH POWER**
-Listen more than you talk.
- 10. COMMIT TO PERSEVERANCE AND SELF-DISCIPLINE**
-Keep on keeping on.

REMEMBER: The definition of excellence is to be the very best you can be at this time under these circumstances.

Judy was voted the Utah Poet of the Year and was a guest speaker at our division meeting earlier this year. Her book, *"If I Could Speak in Silk"* is available through amazon.com or authorhouse.com.

Tools and Tips

A book review....



The Nonverbal Advantage Secrets and Science of Body Language at Work By Carol Kinsey Goman

You may have already heard that we form opinions within 7 seconds of meeting one another...did you know that 93 % of the messages we receive have nothing to do with what is said or what we hear?

If you have ever wondered –
Do these people understand what I am saying?
Or – What kind of impression am I making with my audience or co-workers?
This informative book may hold some value for you!

Most of us are aware of what “Body Language” is, but do you know how we can use it to our advantage? Nonverbal signs help us form quick impressions. The ability to interpret these signs is one of our basic survival instincts. As we know, first impressions may not always be accurate... but you can learn how to better read body language by filtering *your* impressions with the easy to use tools in this informative book!

Some body language is very obvious – for example, when someone’s arms are crossed against their chest, they are nonverbally telling you that they are not open to whatever may be happening or discussed at the time. In reading this book, I have unlocked something interesting in how my supervisor nonverbally communicates with me! When my supervisor and I meet, he will often lean back in his chair with his hands behind his head and his fingers interlocked. *My first impression* – he wasn’t taking what I said seriously. After reading this book I have learned, among other things, that this posture most often times shows that this person is feeling confident or superior! The hands clasped behind his head are “mostly a masculine gesture”. If I were to mirror this gesture, it would show my agreement. I could encourage him to change this posture, if I felt that he was trying to intimidate me, by handing him something that he would have to accept from me.

If you would like to learn even more about nonverbal communication styles and how to use them to your advantage at work, home, or social situations, I strongly recommend you check out this book!

Angela Deverell
angela.deverell@rhi.com

**The most important thing in communication is hearing what *isn't* said.
Peter F. Drucker**



Member Spotlight for August Tami Foster

One of our newer members to the Oregon Trail Chapter is Tami Foster. Tami started her career in accounting then switched to an administrative position when she began working for Hallmark nearly 18 years ago. When asked what brought her to IAAP she replied, *“I first heard about the organization last year. A co-worker and fellow admin (at our headquarters in Kansas City) recommended that I join. I attended my first meeting in January this year and joined shortly thereafter.”* Tami’s experience is a perfect example of what a little networking on behalf of IAAP can do! There are several things that keep Tami coming back. *“I feel as though I have barely scratched the surface in understanding all that IAAP has to offer. I am very interested in becoming certified as a CAP. Since I work remotely (I work out of my home in Tualatin, my boss is in Denver and we are headquartered in Kansas City), I very much enjoy coming to the meetings and having a chance to interact with other administrative professionals. The programs have been great as well, and I have found them to be very educational.”*

We all have things we like and dislike about our chosen profession. Tami shared this about what she likes about being an administrative professional. *“A few years ago, I really began to understand that I am a detail person and that is a GOOD thing. I work with a lot of creative, energy-filled people who are often times frustrated in knowing how to implement an idea or a plan. I might not be the one with the great ideas, but I am ready, willing, and able to get their ideas off the ground. That collaborative effort has been rewarding, and I love knowing that my efforts are appreciated and valued.”*

For anyone who has been in our profession long enough, we’ve got stories to tell. Here’s one that Tami is sharing but we can relate to as well I’m sure. *“One of the biggest lessons I have learned happened several years ago when as we all do from time to time, I made an error in performing a task for my manager. While this wasn’t an error that would cost the company a lot of money, it was something that would create some issues “down the road”. I immediately called my manager, explained the situation, and asked his advice on how I could remedy the situation. He gave me his input, and I took care of it. I later learned that my manager was VERY pleased with the pro-active approach I took to fixing the problem. His comments were that everyone makes mistakes, but taking responsibility for them and taking steps to correct them is not easy but it is what makes for a good team member and co-worker. I have never forgotten that.*

On a lighter note, one of the best parts of my job is that I get to plan some very fun meetings. Every fall we host workshops for store owners and managers, and, since we are Hallmark, we feature lots of great holiday product. A couple of years ago we featured an item with a snowman and a snow dog. The company sent costumes, and another team member and I dressed up for pictures with our guests. I was the snow dog and had a great time “sitting” for pictures and interacting with the group. I learned that, no matter how old you are, costumes and fun bring out the very best in people!”

As a “virtual assistant” Tami faces challenges some of us don’t face on a day-to-day basis. If you are thinking of becoming a VA consider this. *“The hardest part of my job is working in a somewhat isolated environment. Since everyone in our group works from our homes (I am the only one in Oregon), we generally only see each other a couple of times a year. I work with some truly wonderful people, but I do miss the face-to-face contact of working in an office.”* If there was one thing Tami could change about her position she shared that having an opportunity to interact with her team members in person more often would be it. Something to consider next time you’re sitting at your desk wishing everyone would just go away.

It may sound crazy but Tami also has a life outside of work. She has had two weddings in three years (both daughters!) that kept her busy through last fall. She’s also been taking night classes in ASL (American Sign Language). She enjoys traveling to visit family and friends, and loves seeing movies.....especially independent films and Sci-Fi. Her guilty pleasure? Zombie movies with her youngest daughter! Tami is a woman after my own heart. She’s a crafter!!! She likes photography (Polaroid emulsion transfer – please see an example of her work below), paper crafts (scrap booking and card making), and reading when she has time.

Tami finds inspiration in the people that she meets. “I love meeting interesting people who embrace change and strive to learn new things. I met a woman a few years ago who, at the age of 50, completely changed careers and has become a successful artist. I believe that learning is a lifelong process....it doesn’t have to be about classes and books, although it can be. I think every day has a little adventure in it. We all need to take the time to discover it, learn from it, and be willing to share it with those around us.”

When I asked Tami about the best advice she’s ever been given she shared, “I’m sure there are many, but the one that comes to mind is, if you don’t make mistakes, that means you aren’t doing anything....be willing to try, even if you fail, because true failure is never trying at all.” If she had a motto for life? “Probably the same as the advice above, that and....a little chocolate never hurt anyone!”





Left to right: Rachael, Patty, Jeannie, Gina

2009/2010 Oregon Trail Chapter Board & Committee Chairs

Chapter President	Rachael Barnett CPS/CAP rachael.barnett@salemhospital.org
Chapter Secretary	Patty Ostdiek CPS postdiek@ppcpdx.org
Chapter Treasurer	Jeannie St. Clair jeannie.s.clair@co.multnomah.or.us
Treasurer-Elect	Gina Draggoo ginaj314@comcast.net
Committee Chairs	
Budget and Audit	Gina Draggoo
Standing Rules and Bylaws	Karen Black CPS/CAP
Arrangements	Theresa Sullivan
Newsletter	Brenda Hinau
Cashier	Tami Foster, Jan Schmidt, Billie Shults
Community Service	Leisa Vandehey
CPS/CAP Certification	April Hill CPS
Fundraising	VACANT (This could be you!)
Historian	Carolyn Hixson
Membership	Sheila Isley CPS/CAP
Program	Angela Deverell
Publicity	Brenda Hinau
Webmaster	Deborah Johnson
2010 Nefstans Event	Dawn Wingert
2010 APW Event	Rachael Barnett



www.iaap-otc.org for our chapter website

Idaho/Oregon/Utah Division Officers

President	Karen Bingham CPS Karen.bingham@frontiernet.net
President-Elect	Lora Albee CPS/CAP Lora_albee@yahoo.com
Secretary	Marilyn Taylor CPS Marilyn.s.taylor@hp.com
Treasurer	Carey Walton CPS/CAP Carey.walton@inl.gov

www.iaap-id-or-ut.org for our division website

www.iaap-hq.org for the headquarters website



Left to right: Karen, Lora, Marilyn, Carey

Be sure to register for our first program in September! A brief bio on our guest speaker is below.

How to Make an Impact with Your Resume

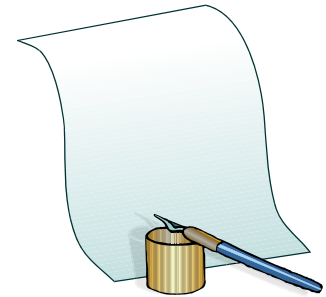
**Jessy Culp, Division Director
Robert Half International**

Jessy A. Culp has over fifteen years of experience in project management and business administration and development. Her diverse skill set includes client services, employee relations, operations and office management.

Prior to joining Robert Half International, Jessy served as the Director of Professional Development and Events at Audigy Group, a management company for private practitioners in the hearing health care industry. Here she played an integral role in contributing to the company's success, including the Portland Business Journal's award for the #1 Fastest Growing Private Company in Oregon and Southwest Washington.

Jessy's previous positions included a top-producing licensed Financial Services Representative, working most recently with Washington Mutual Bank. Her entrepreneurial experience includes taking a struggling family business from operating at a loss to producing over \$500,000 in annual revenue in less than eighteen months.

Jessy holds a Bachelor of Science with honors in Business Administration from Warner Pacific College.



Community Service

Your input is valuable. In order to better reach out to organizations that mean something to us individually or as a group, I plan to send a survey out before our next meeting in September to find out what kinds of service work we are interested in doing, what organizations we already volunteer for, and what days/times might work best for us.

I'd really like to increase our participation in community service this year and hope you'll participate in the survey when you receive it.

*Lisa Vandehey
Community Liaison Chair*

Look for the following in next month's issue:

- Member spotlight on Patty Ostdiek
- Musings on the 2009 Educational Forum and Annual Meeting
- More tips and tricks!

Mark your calendar for these important dates!

September 09						
Su	M	Tu	W	Th	F	Sa
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November 09						
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December 09						
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January 10						
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31						

February 10						
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28						

March 10						
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April 10						
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May 10						
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June 10						
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27	28	29	30			

Remember, attendance at meetings and training events count towards your Member of Excellence!

September	
9	How To Make an Impact With Your Resume Jessy Culp, Office Team Registration deadline is September 4th!!!!
26	State Training & Education Forum, HP Vancouver Registration deadline is September 23rd!!!!
October	
14	"I Will Not Be Denied!" – Your Professional Attitude At It's Best Sanalli Phelps, AAA Oregon
16	National Boss's Day
18-21	Certification Conference in our own Rose City
November	
11	Green It Up – Sustainability Ideas For Your Office Chase Granger, Office Max
December	
	No Chapter Meeting
January	
13	How To Interview Like A Pro! Cathy McDonald, Robert Half International
February	
10	Surviving After Corporate Downsizing And Job Elimination Debra Zwerling, One CreditSource.com
March	
8-10	Professional Education Conference, Reno NV
10	Here's to Your Health! Pam Rathbone, Whcnp PC
April	
14	Social Networking – Using Twitter, LinkedIn and Others Chad Meek, Robert Half International
19-23	Administrative Professionals Week NEFSTANS
May	
12	A Diamond in the Rough?! Fred Meyer Jewelers
13-15	Spring Division Meeting, Boise ID
June	
9	Chapter meeting and swearing in of new board
July	
18-21	International Education Forum & Annual Meeting, Boston MA