



Valley of the Sun Chapter

CACTUS QUOTES

Valley of the Sun Chapter

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AUGUST/SEPTEMBER/OCTOBER 2007

PRESIDENT'S MESSAGE

Susan Schultz



For those of you who were unable to attend the June Installation meeting, the following was my outgoing/incoming speech:

"Thank you for providing me the opportunity to serve as your Chapter President this past year. At last year's Installation, I announced my theme 'Come Grow with Us' along with the following four goals: provide outstanding educational opportunities; foster an environment where the sharing of thoughts and concerns can grow; enhance our Chapter's website; and create and maintain a vibrant, active, and growing membership base with an emphasis in the quality of members. I believe we accomplished these goals.

First, there were numerous educational opportunities through the monthly Chapter meetings, with additional chances to learn at the Division's Educational Seminar in January, and our Chapter's Administrative Professionals Day event held in April. We just had the 2007 Annual Division Meeting in Tempe this past weekend with several keynote speakers and coming up at the end of July is the International Convention being held in Tampa, Florida, which has educational workshops. There is also the Certification Conference in San Antonio, Texas, in October which is now open to non-certified members.

Second, I felt it was important to communicate all information to members whether it related to IAAP or a job opportunity. The layout of the meeting room was changed to promote a creative flow for networking at monthly meetings between members and guests. I also had an open door policy and will continue to do so in the coming year.

Next, Diane Rogers CPS/CAP agreed to be the Chapter's webmaster and did an excellent job of revamping our website. It is now the brilliant presence that is inviting, informative, and useful to members and visitors alike.

Finally, Valley of the Sun members stepped up throughout the year when called upon, but we could do so much more with active participation. For example, we have a full Board this coming year, with two members on the Board new to the Chapter. This in itself is an awesome feat! As witnessed earlier, we gained twelve new members since July 2006 and I am very proud of that accomplishment, but we also lost 24 members since that time. I realize everyone benefits from their IAAP membership in different ways, but I cannot stress enough the importance of active participation. This Chapter cannot be successful without the involvement of all its members.

Now, with a new year, comes a new theme. My theme for the coming year is '**Spring Into Action.**' IAAP is forever changing and so is our Chapter. For example, one immediate change is to find a new meeting location before our first Chapter meeting in September.

However, my first goal is to provide training and development for future Chapter leaders. There is a wealth of knowledge in this room with the Past Presidents and myself. There is detailed information in the Chapter Bylaws as to the duties of each officer. International also offers leadership resources on their website. I want to light a fire under all of you to step up in some way to advance our Chapter!

My second goal is to increase membership while retaining current members. While the quality of the Chapter has never wavered, I believe we can always learn new things from another perspective with fresh faces and ideas. And of course, with more members come new ideas and fresh faces. I encourage all of you to let me or any of the other Board members know what we can do to better meet your needs and the needs of perspective members.

My third goal is to again provide superior educational opportunities. You will soon receive a survey asking for your suggestions on topics you would like to see become reality next year. I encourage each of you to take the time and fill out the survey so the Board can do its best to fulfill your educational needs. I also invite you to attend the various conferences and seminars offered by Division and International. There is the Certification Conference in October, the Annual Division Educational Seminar which is held in January, and the Professional Education Seminar in March. Expand your horizons by learning through other avenues.

My fourth goal is certification. As facilitator of the Study Group for the past year, I have seen tremendous interest in this area. Even though I am unable to continue as facilitator, I am committed to assisting the Study Group by providing materials and my expertise, even though I am not certified. However, I do plan on taking the exam in November...wish me luck.

Again, I thank you for letting me serve you this past year as your Chapter President and I am deeply honored to serve you again for the coming year. I look for your support as we 'Spring Into Action!'"



CONGRATULATIONS

Happy <i>Belated</i> Anniversary! August:		Happy <i>Belated</i> Birthday! August:	
Denise Lemons	2 years	Barbara Baker	8/01
Michelle Serna CPS	3 years	Patricia McGrevey	8/15
Cindy Walland	3 years		
Brenda Erickson CPS	15 years		
Phyllis Arthur	39 years		
Happy Anniversary - September:		Happy Birthday - September:	
Susan Kaplan	1 year	Crystal Rodriguez	9/06
Susie Berlanga CPS/CAP	2 years	Becky Kivioja	9/08
Josie Horan CPS/CAP	3 years	Karen Grimes CPS	9/10
Jane McNamara CAP	6 years	Phyllis Keister	9/16
		Kathy Morrison CPS	9/16
		Susie Berlanga CPS/CAP	9/27
		Roxanna Mason	9/29
		Lisa Glenn	9/30
Happy Anniversary - October:		Happy Birthday - October:	
Cheryl Eckleberry	2 years	Melissa Stewart	10/22
Kathy Becker CPS/CAP	4 years	Shirley Clementz CPS, PRP	10/25
Pam Olson	6 years	Josie Horan CPS/CAP	10/30
Rose Zenker	6 years	Brian Johnson CPS	10/31
Kathy Morrison CPS	7 years		

GOOD LUCK!

The Chapter and Board members wish all the candidates "GOOD LUCK" on their CPS/CAP November 2 and 3, 2007 Exams!

2006-2007 END-OF-YEAR REPORTS

Second Vice President - Josie Horan CPS/CAP

I had the pleasure of scheduling speakers for eight monthly Chapter meetings. Topics included finance, health, dealing with stress, personal development, and aging gracefully. I confirmed meeting space for each meeting and researched all catering needs for the meetings. I also hosted two of the Board meetings at my home.

I further presided over the April Chapter meeting in the absence of the President, which included the nominations for the 2007-2008 Board of Directors.

Behind the scenes, I prepared the monthly flyers, speaker bios, and evaluation forms for each meeting.

I attended all Chapter meetings, networked with members and guests, greeted the speakers, and assisted with setup.

Thank you for the opportunity to serve in this capacity.

Secretary - Kathy Becker CPS/CAP

I have truly enjoyed serving my second year as your Chapter Secretary.

I recorded minutes this year for nine Chapter meetings and eight Board meetings. I anticipate taking minutes for one more Board meeting and the Installation of Officer's dinner in June.

As well as recording the minutes I have attended and participated in the monthly Board and Chapter meetings. I also attended the October Joint Outreach Reception co-hosted by Desert Horizon, Valley of the Sun, and Valley West Chapters.

I served as Board contact for the Red Rose and Meeting Hostess Committees.

I took part in the August Social held at the Macaroni Grill, the Adopt-a-Street cleanup in October, the Holiday Social in December, and the joint APD seminar in April co-hosted by Desert Horizon, Valley of the Sun, and Valley West Chapters.

Thank you for the opportunity to serve as your Secretary for another year. I look forward to many more gratifying years as a Valley of the Sun, IAAP member.

Immediate Past President - Beth Coughenour CPS/CAP

First of all, I'd like to say thank you to the Valley of the Sun Chapter membership, especially those who assisted me in coordinating the Holiday Social, Administrative Professional's Day event, the Nomination Committee, and Past President's June meeting. I could not have done the events without your help.

It has been a busy year and looking back the time went very quickly and I made a lot of new friends. I must say the Administrative Professional's Day event took up the majority of my time this year working with the committee members, vendors, and being liaison with the Glendale Convention Center and their caterer. We had great attendance, good speakers and food, and made a nice profit of \$1,612.94. I enjoyed working with my committee members/friends of the Desert Horizon and Valley West Chapters.

To sum up my year, I attended the majority of the Chapter Board meetings, attended all the Chapter meetings and went to the Summer Social. I chaired the Holiday Social and held the event at my house. I also chaired the Administrative Professional's Day event, the Nomination Committee and Past President's June Committee.

As for IAAP events, I coordinated and attended the January AZ-NV-NM Division Education event. The AZ-NV-NM Division Annual Meeting in Las Cruces, New Mexico was a welcome change from the hot summer days of Arizona. I attended the Annual Division meeting as your Delegate and also the International Convention and Education Forum in Reno, Nevada as your Delegate. I was honored to do so and appreciate all your support.

Publicity Chair - Cheryl Brunton CPS/CAP

Publicity was well-covered this year with a media release done for regular monthly meetings as well as special events: Administrative Professionals Day, Division Seminar; and the special meetings: Christmas and June Banquet. I have developed relationships with staff at the city who assist in getting our press release to all media, and who get our announcements in the *City Connection*, which goes to all city employees. Finally, I posted our flyer and press release in the bulletin case near the cafeteria. In addition, posters were displayed in the lobby of City Hall (thank you to Susan and the Board for that assistance).

It has been my pleasure to contribute in this small way for the Chapter's growth and benefit.

Red Rose Chair - Becky Kivioja

- Sarah Alcock: 8/1/06 - Encouragement card sent as her mother was to have cancer surgery on 8/10/06.
- Barbara Baker: 8/24/06 - Thinking of you card sent as her husband started chemo treatments for recently diagnosed cancer.

- Family of Jeanne Cheel-Hunt: 8/25/06 - Sympathy card sent in the loss of Jeanne.
- Verna Elmer: 9/2/06 - Thinking of you card sent as her husband was undergoing various tests.
- Kathy Morrison CPS: 9/22/06 - Sympathy card sent in the death of her father.
- Louise Dunham CPS & Husband Ken: 10/19/06 - Thinking of you card sent with best wishes for good health.
- Elisa Roth: 11/2/06 - Encouragement card sent as she began radiation and chemo treatments.
- Family of Pauline Marker: 11/2/06 - Sympathy card sent in the loss of Pauline.
- Phyllis Keister: 11/20/06 - Congratulations card sent on her retirement.
- Shirley Clementz CPS, PRP: 12/5/06 - Sympathy card sent in the loss of her sister.
- Cecilia Rios: 12/11/06 - Thinking of you card sent as her mother was in the hospital.
- Norene Miel CPS/CAP: 1/23/07 - Congratulations card sent in the birth of her first grandson.
- Family of Ruth Cowalski (Lana Stimekraus & Connie Largent - nieces): 4/11/07 - Sympathy card sent in the loss of Ruth who passed away on 4/6.
- Barbara Baker: 4/13/07 - Get well card sent as she was admitted to the hospital for abdominal pain.
- Louise Dunham CPS: 5/24/07 - Thinking of you card sent as her husband was very ill and under hospice care.
- Louise Dunham CPS: 5/31/07 - Sympathy card sent in the loss of her husband, Ken.

DELEGATE REPORTS By Susan Schultz

AZ-NV-NM Division Annual Meeting

Thank you for allowing me to serve as the Chapter's Delegate at the AZ-NV-NM Division Annual Meeting held at the Embassy Suites Hotel Phoenix-Tempe from June 7-9, 2007.

Thursday, June 7 started with registration from 4:00 - 7:00 p.m. Immediate Past President Beth Coughenour CPS/CAP and I ate dinner in the hotel restaurant prior to the evening's festivities along with Incoming Division President Shirl Miner and International Treasurer Susan Shamali CPS/CAP. Thursday evening at 7:00 p.m. there was a Division Welcome Reception where Sam Nichols CPS presented "Expect Miracles, but Plan for Your Future." Included in her presentation was team building exercises. The first dealt

with an egg (not hard boiled). Each table was given supplies which consisted of toothpicks, straws, cotton, and tape. We had to problem solve for the best solution on how to protect the egg so that when we dropped it on a drop cloth it would not break...and our's didn't! In fact, only one did which showed the amount of creativity and teamwork involved. The final exercise dealt with communication. Again, each table was given supplies which consisted of a board with magnetic pieces in the shapes of triangles, rectangles, and squares. Each table then had to choose two people to sit back to back. One person was given a picture that had to be described to the person with the board which shape to put where and in what direction without saying anything specific. The others at the table were not allowed to assist in any way, except to switch with the facilitator. At the end of this exercise, the shapes resembled a giraffe and rooster.

Friday, June 8 was registration from 7:30 - 8:30 a.m. with continental breakfast and a vendor expo. Our Chapter reserved a table where we collected money for a label printer received from Avery - we collected \$40. "Secrets to Getting Your Workplace REVVED!" was presented by Leanne Mackenzie from 8:30 - 12:00 p.m. and then again from 1:30 - 5:00 p.m. We were given methods on how to get people enthused about being part of a team and excited about work. During lunchtime from 12:00 - 1:30 p.m. was another look at the vendor expo. During a break in the second portion of the program was when door prizes were given. Friday evening at 6:00 p.m., Jane McNamara CAP, Beth Coughenour CPS/CAP, and I went to Riazzi's Italian Garden with approximately 15 other members/guests for dinner. It was here that we discussed issues facing the organization with Incoming Division President Shirl Miner and Past Southwest District Director Patti Speer.

Saturday, June 9 started with final registration from 8:00 - 8:45 a.m. I attended a Delegate's Briefing from 8:15 - 8:30 a.m. conducted by Cleo Schulte CPS/CAP. Division President Norene Miel CPS/CAP opened the meeting at 9:00 a.m. An invocation was given by Marty Breeden, Vice President of Mission Integration, CHW East Valley. The presentation of colors and pledge of allegiance was done by the Civil Air Patrol Color Guard. The national anthem was sung by Rosanna Harrell - made me cry she was so good. Division President Miel CPS/CAP welcomed those in attendance. Meeting Coordinator Michelle Johnson CAP made a small speech. City of Tempe's Vice Mayor Hut Hutson welcomed all in attendance. The keynote address "The Power Behind the Throne" presented by Connie Mariano instructed us on the key factors for success: can do!/ positive attitude, flexibility, humor/humility, candor/honesty, polished/professional look, and make everyone feel special. The Business session began with International Treasurer Susan Shamali CPS/CAP addressing everyone with the state of the association. She

informed us that 3,300 sat for the May/November CPS/CAP exams with over 30,000 members holding CPS/CAP designations. Membership was up from May 2006 with 11 new chapters formed. The association had 14 corporate sponsors which increased funding by 9 percent. The registration and credentials report was as follows: International Officers - 1; Division Officers - 5; Delegates - 15; Alternates - 9; Members-at-Large - 1; Members - 50; Student Members - 0; Guests - 0; Proxies - 0; TOTAL - 81; Eligible to Vote - 20. The Meeting Rules, Business Meeting Agenda as amended, and 2006 Annual Meeting Minutes were adopted. Because the reports of the Division Officers and Committees were available to all attendees in the materials received at registration they were not read. Division Treasurer Sandy Chismark CPS/CAP presented the 2006/2007 Financial Report. There were suggestions from the floor on how to utilize the abundance of funds in the Division's treasury. Nominations Committee Chair Gretchen Hawkins CPS/CAP read the candidates for the following offices: President-Elect, Vice President, Secretary, and Treasurer. Maria Perez CPS reported on the Division Bylaws and Standing Rules. Proposed Standing Rule Change #19 was adopted. This proposed that the outgoing Secretary prepare and distribute minutes within 45 days after the close of the Annual Meeting or Special Meetings. The AZ-NV-NM Division Board submitted this change in order to expedite the business conducted at the Annual Meeting to inform all members and members-at-large not in attendance. Proposed Standing Rule Change #21 C was also adopted. This proposed the following: beginning fiscal year 2007-08 and annually after that if finances are available, the AZ-NV-NM Division will advance a loan in the amount of \$1000.00 to the next Annual Meeting Host (eleven months in advance of the actual Annual Meeting date.) Prior to the final distribution of any profit or loss resulting from this meeting, the \$1000.00 loan will be repaid to the Division prior to June 30 or after the close of the Annual Meeting. The Kachina-East Valley Chapter submitted this change to increase the "seed money" loan amount from \$500.00 to \$1000.00 to assist the host chapter in paying deposits to the host hotel and professional speakers. Maria Perez CPS also presented the proposed amendments to the International Bylaws and Standing Rules. Patti Speer, Chair of the Tellers Committee reported the following were elected as the 2007-08 Division Officers: President-Elect Phyllis McClure, Vice President Sandy Chismark CPS/CAP, Secretary Darlene Stover, and Treasurer Nancy Fahy CAP. The business session reconvened after lunch from 1:00 - 4:30 p.m. An omega service was conducted by Division Secretary Beth Coughenour CPS/CAP where those members who had passed during the year were remembered. Division members Donna Van Dyke and Robbie Davis presented an invite hosted by the Oasis Chapter to the 2008 Annual Division Meeting at the Flamingo Hotel in Las Vegas, Nevada. A video and handout were presented to all present. I then presented a bid for the 2009 Annual Division Meeting on behalf of the Chapter in Reno, Nevada. The Division

Leadership Workshop "Let 'BOB' Do It" was narrated by International Treasurer Shamali CPS/CAP with the skit performed by the Division Board. It was a hilarious way of presenting Robert's Rules of Order which is parliamentary procedures for conducting business meetings. Good of the order and announcements were done before Recess of the meeting. That evening from 6:30 - 7:30 p.m. was no-host cocktails before reconvening for the banquet and end of business session from 7:00 - 10:00 p.m. During the banquet musical entertainment was given by Mark Peotter. Division President Miel CPS/CAP made introductions and did an awards presentation and recognition. International Treasurer Shamali CPS/CAP installed the Division Officers. Next was the presentation of the gavel and Shirl Miner's 2007-08 Division President's speech. The final act of the weekend was announcements and adjournment.

International Convention and Education Forum

Thank you for giving me the privilege to serve as the Chapter's Delegate at the International Convention and Education Forum held at the Tampa Convention Center from July 29-August 1, 2007.

Saturday, July 28 I arrived in Tampa, Florida in the late afternoon checked into the Tampa Marriott Waterside Hotel & Marina with my husband. We then walked to the Convention Center, which was across the street, to register for the Convention and reserved seats for banquet night. We then went to the lobby of our hotel and ate at one of the three restaurants with several members of the AZ-NV-NM Division, and called it a night.

Sunday, July 29 I attended the parliamentarian meeting for delegates at 9:00 a.m. at the Convention Center. The business session started at 10:00 a.m. with the parade of nations, which is when members cross the stage with all of the flags representative of members in our organization worldwide. Next was the introduction of the International Board of Directors and Executive Director. International President Sandy Chandler CPS called the meeting to order and introduced the Convention Coordinator, Nan Grover. An inspirational message was relayed by Amelia Barclay CPS. The presentation of colors was done by the Hillsborough County Sheriff's Department with the national anthem sung by Charles Haugabrooks, again another tear-jerker for me. Attendees were then welcomed to the Convention by a representative of the Governor's Office, Michelle Todd and City Councilwoman Gwendolyn Miller. A letter of welcome we then read from the Mayor followed by introductions of IAAP positions for the Convention. The Registration/ Credentials Report for Sunday was as follows: International Officers - 12, Division Delegates - 33, Chapter Delegates - 331, Chapter-at-Large Delegates - 0, Members-at-

Large Delegates - 1, Affiliate Representatives - 3, Total # International Officers and Delegates Eligible to Vote - 380, Authorized Proxies - 106, Total # International Officers, Delegates, and Authorized Proxies - 486, Registered Alternates - 215, Registered Attendees - 1,446. The Registration/Credentials Report, Convention Rules, and Convention Program were adopted, noting Good of the Order was no longer in the Convention Program. It was further noted that there were 420 first-time attendees at the Convention. Laurie Cozens CPS/CAP relayed the Committee on Nominations Report and introduced the 2007-2008 candidates for election to the International Board of Directors and Retirement Trust Foundation International Board of Trustees. Candidates for the following offices gave a two minute speech as there was more than one candidate for office: Secretary, Treasurer, Southeast District Director, and Retirement Trust Foundation Trustees. The Executive Director's Report had the following points of interest: web community project - cost of \$300 covered the database/maintenance/customer service/ability to upgrade; working more with sponsors with focus on long-term relationships; new supplier for IAAP - PromoCorp; and ongoing strategic planning to improve IAAP. International President's Address had the following points of interest: Sandy Chandler CPS reviewed her 5 C's - Commitment/Continuing Education/Communication/Creativity/Connectivity. She thanked the sponsors for their assistance. Over 3,000 members took the CPS/CAP exams during the year, with many more recertifying. The membership total was 27,804 which was down from the beginning of the year by approximately 100 members. Retirement Trust Foundation Chair Janine Riemersma CPS/CAP gave the following report: There was a financial assistance program in place; rent at Vista Grande was 62 percent below market value with the new policy in place only 25 percent below market value; holiday cards and RTF pins would remain in stock as fundraising tools; and there would be a new program installed called Trust Family of Givers - \$100-499 Sustaining Donor, \$500-999 Leadership Donor, \$1,000 and up Pacesetter Donor as well as a donor wall at Vista Grande for those that gave \$5,000 over time. The presentation of watches to Distinguished Chapter Presidents was next with 99 Chapter Presidents total in this category. Sharon Newhall with Avery invited all attendees to the Evening of Welcome. The meeting adjourned at 12:45 p.m. Before I went to the Office Expo, all members of the AZ-NV-NM Division had their picture taken at the Convention Center at 1:30 p.m. by the Convention photographer (I purchased a 4x6 picture to place on my desk to remind me of this Convention.) I also visited the new PromoCorp shop for any supplies they had available of which there were none that were needed on display. I further attended the Southwest District Caucus from 3:30 - 5:00 p.m. where Karlana Rannals CPS/CAP announced winners of several IAAP recruitment programs. I went back to the hotel and spent some time with my husband before going to the Evening of Welcome which was held in our hotel. This event had a "Pirates of the

Caribbean" theme. During this time is when Delegates get to meet the candidates up for election. Light snacks were provided as well as cash bars throughout the room with a DJ and dancing. I ended the evening relatively early as the music wasn't to my taste!

Monday, July 30 I attended the Delegates Briefing at 7:45 a.m. The Business Session reconvened at 8:30 a.m. with Keynote Speaker Robin Crow who presented "Rock Solid Leadership: How Anyone, in Any Job, Can Lead with Enthusiasm, Passion, and Purpose." This was very inspirational to me as he gave his message using music and very peaceful images on the screen. The following were points of interest: ability to perform balancing act, influence others, exceed expectations of customers, take responsibility for outcomes, learn to lead yourself first before others, people will participate in an environment of optimism and enthusiasm. The Registration/Credentials Report for Monday was adopted as follows: International Officers - 12, Division Delegates - 33, Chapter Delegates - 341, Chapter-at-Large Delegates - 0, Members-at-Large Delegates - 1, Affiliate Representatives - 3, Total # International Officers and Delegates Eligible to Vote - 390, Authorized Proxies - 107, Total # International Officers, Delegates, and Authorized Proxies - 497, Registered Alternates - 218, Registered Attendees - 1,577. Bylaws & Standing Rules Committee Chair Sue Cordier read the report and the following was the action taken: Proposed Amendment 1 was adopted as submitted by the International Board of Directors to add Division President to Section 3 of Article VIII to allow Divisions to nominate candidates for International Office during the regular call for nominations period; Proposed Amendment 2 was adopted as submitted by the International Board of Directors to extend the deadline for credentials and proxies to 20 days prior as set forth in Section 1 of Article XIII to the official start of the Convention to allow headquarters sufficient time to perform its duties; Proposed Amendment 3 was adopted as submitted by the International Board of Directors to delete Section 2, Paragraphs A, B, C, and D and insert new Paragraphs A, B, C, and D to state that those who served in the International Affiliate Representative position not be eligible to hold the offices of International Secretary, Treasurer, Vice President, President-Elect, and President; Proposed Amendment 4 was adopted as submitted by the International Board of Directors to provide authority for the enforcing of the Standing Rules pertaining to candidate conduct by deleting Section 2, Paragraph E and inserting a new Paragraph E; Proposed Amendment to International Standing Rules as submitted by the International Committee on Nominations was defeated as this was a complex issue that required more discussion and input as it pertained to campaigning. The meeting adjourned at 10:35 a.m. I visited the Office Expo before going to lunch with members from the AZ-NV-NM Division. I then stood in line for the voting polls and did so again for the second ballot. We were on our own for evening plans where my husband and I

went to the Division gathering in our hotel's Bar & Grill restaurant at 6:00 p.m. At 7:00 p.m. my husband and I excused ourselves as we had dinner plans at the other restaurant in our hotel with VOTS member Alexandra Helm and two of her IAAP friends. Although dinner was expensive, it was extremely scrumptious.

Tuesday, July 31 I attended yet another Delegates Briefing at 8:00 a.m. The Business Session reconvened at 8:30 a.m. with Sharon Newhall with Avery stated 225 Chapters and 22 Divisions applied for the Achievement Awards. The winners were then announced. The Treasurer's Report was read by Treasurer Susan Shamali CPS/CAP where she indicated International funds increased and RTF funds decreased. The Report was approved as submitted. The Registration/Credentials Report for Tuesday was adopted as follows: International Officers - 12, Division Delegates - 33, Chapter Delegates - 350, Chapter-at-Large Delegates - 0, Members-at-Large Delegates - 1, Affiliate Representatives - 3, Total # International Officers and Delegates Eligible to Vote - 399, Authorized Proxies - 113, Total # International Officers, Delegates, and Authorized Proxies - 512, Registered Alternates - 218, Registered Attendees - 1,614. A motion was submitted the previous day by a Delegate from the floor and was adopted as follows: that the International Board provide the Chapters with guidelines on what will be required to allow optional Chapter level registration online for new members before the end of the 2007-2008 Fiscal Year. Tellers Committee Chair Gary Brackett CPS gave the following report on the first ballot results: President-Elect: # Eligible to Vote - 512, # Votes Cast - 475, Necessary for Election - 238, Tia Theriaque CAP Received 475 Votes; Vice President: # Eligible to Vote - 512, # Votes Cast - 501, Necessary for Election - 251, Barb Horton CAP Received 501 Votes; Secretary: # Eligible to Vote - 512, # Votes Cast - 508, Necessary for Election - 255, Margaret Caddell CAP Received 57 Votes, Linda Lorden CPS/CAP Received 91 Votes, Susan Shamali CPS/CAP Received 232 Votes, Patti Speer CPS Received 128 Votes; Treasurer: # Eligible to Vote - 512, # Votes Cast - 507, Necessary for Election - 254, Betty Amundson CPS/CAP Received 96 Votes, Lynda Boulay CPS/CAP Received 56 Votes, Mary Ramsay-Drow CPS/CAP Received 238 Votes, Claudette Renock CPS/CAP Received 117 Votes; Canada District Director: # Eligible to Vote - 28, # Votes Cast - 28, Necessary for Election - 15, Katherine Ann Fogal CPS/CAP Received 28 Votes; Great Lakes District Director: # Eligible to Vote - 85, # Votes Cast - 78, Necessary for Election - 40, Sam Gill III CPS Received 78 Votes; Southeast District Director: # Eligible to Vote - 158, # Votes Cast - 158, Necessary for Election - 80, Sheila Coggins CPS/CAP Received 50 Votes, Tamra Goodall CPS/CAP Received 108 Votes; Retirement Trust Fund Trustee: # Eligible to Vote - 512, Kathryne Hampton CPS/CAP Received 361, C. Joyce Hawkins CPS/CAP Received 343 Votes, Katherine Hook CPS/CAP Received 275 Votes. The following report was the results from the second

ballot: Secretary: # Eligible to Vote - 512, # Votes Cast - 492, Necessary for Election - 247, Susan Shamali CPS/CAP Received 294 Votes, Patti Speer CPS Received 198 Votes; Treasurer: # Eligible to Vote - 512, # Votes Cast - 491, Necessary for Election - 246, Mary Ramsay-Drow CPS/CAP Received 304 Votes, Claudette Renock CPS/CAP Received 187 Votes. The following were installed as the 2007-2008 International Officers/Trustees: **President** - Judy McCoy CPS/CAP, **President-Elect** - Tia Theriaque CAP, **Vice President** - Barb Horton CAP, **Secretary** - Susan Shamali CPS/CAP, **Treasurer** - Mary Ramsay-Drow CPS/CAP, **Canada District Director** - Katherine Ann Fogal CPS/CAP, **Great Lakes District Director** - Sam Gill III CPS, **Southeast District Director** - Tamra Goodall CPS/CAP, **Retirement Trust Foundation Trustees** - Kathryne Hampton CPS/CAP and C. Joyce Hawkins CPS/CAP. International Secretary Barb Horton CAP read the Resolution and presented a plaque of the resolution to International President Sandy Chandler CPS; the resolution included all of the business activities conducted by the International President. An announcement was made of the future Convention sites through 2013. An invitation was presented to the 2008 Convention being held in New Orleans, Louisiana, July 27 - 30, 2008. The meeting adjourned at 10:05 a.m. and went immediately into a town hall meeting titled "Planning the Future of IAAP." Attendees were updated on the process of IAAP's strategic plan. It was mapped out into three categories around the CMAP (Career Minded Administrative Professional): Division & Chapter Excellence - Subcommittee is developing success criteria and alternative to the existing recognition program, roll-out the values-based recognition program for the 2008-2009 Presidential year at the Convention in New Orleans, Louisiana; Employer Outreach - mission statement and employer targeted public relations brochures were created, employer advisory group was finalized and conference panel call held in June; Member Connectivity - IAAP community web project rolled out March 1, 2007, with approximately 300 chapters who participated in the free trial period. We then went over a model of the criteria being recommended for the new recognition program. A survey was going to be sent to select Chapter/Division representatives to establish what was currently being done at those levels. After lunch I went to my first assigned workshop. At 8:00 p.m., I attended the Evening of Entertainment with my husband and the AZ-NV-NM Division members. We were entertained by Rod Stewart, Tom Jones, Shania Twain, Bobby Darin, and Tina Turner impersonators. After this was dancing followed by karaoke.

Wednesday, August 1 I reported to my second workshop which started at 8:00 a.m. After lunch I reported to my last workshop which started at 1:30 p.m. My afternoon ended at 3:30 p.m. My husband and I attended the networking reception that started at 5:30 p.m. at the Convention Center. The Banquet began at 6:30 p.m. with introductions of

the International Board of Directors. Dinner was delicious where I enjoyed the company of my fellow AZ-NV-NM Division members. Awards were presented which led into the Incoming President's address where she stated her theme "Forward Moving - IAAP." She also gave the final total of attendees as of Wednesday as 1,867. The Smiling Faces video was viewed by all with the night adjourned.

Thursday, August 2 I attended the Post Convention Leadership Workshop held at my hotel. International President McCoy CPS/CAP welcomed all in attendance. Robin Parrish, Manager of Membership & Distribution and Joy Johnston, Supervisor of Membership Services gave an update on membership. This was the final year for the current recognition program. Those listed on the form that Delegates sent to International with Chapter leadership information would have access to the new monthly reports online. Sharon Newhall with Avery gave a presentation on Chapter marketing. The following were points of interest: knowledge + strategy + focus = success; plan - do your research, target perspective member's needs, risk intelligently; marketing - use local resources, identify key corporate players in target area, turn members into your marketing force. Scott Adamson, Manager of Information Technology spoke on the IAAP web community. The morning ended with a workshop presented by Sunny Kobe Cook titled "Common Things Uncommon Ways." The following were points of interest: be the cheerleader of the Chapter; start meetings with housekeeping, end them with recognition for motivation; community involvement - people feel better when helping someone else, feel important and empowered to make a difference. Because International President McCoy CPS/CAP had lost her voice, she announced (very softly) that her speech would be provided online after the Convention. The Convention ended at 11:45 a.m. I proceeded to visit some of the attractions such as the Florida Aquarium, Zoo, and Columbia Restaurant during the rest of my stay in Tampa, Florida.

I want to thank Beth Coughenour CPS/CAP and Alexandra Helm for attending the Convention. I also want to give a shout out to those I hung with at the Convention - you know who you are...thanks for the memories!

For those of you who did not attend this Convention, for the first time ever, you can view International President Judy McCoy's remarks. Go to International's website at www.iaap-hq.org and go into Member's Place. From there click on Communications/Publications then International President's Communications.

Valley of the Sun Chapter - 2007-2008 Board of Directors

<p><u>President</u> Susan Schultz 602-261-8902 susan.schultz@phoenix.gov</p>	<p><u>Treasurer</u> Kathy Becker CPS/CAP 602-650-2761 kbecker@arizona.aaa.com</p>
<p><u>First Vice President</u> VACANT</p>	<p><u>Secretary</u> Jane McNamara CAP 602-273-3332 jane.mcnamara@phoenix.gov</p>
<p><u>Second Vice President</u> Antoinette Raynes CPS 602-766-1306 antoinette.l.kelleher-raynes@aexp.com</p>	<p><u>Immediate Past President</u> Beth Coughenour CPS/CAP 602-534-6176 beth.coughenour@phoenix.gov</p>

2007-2008 Committees - Board Responsibility





<u>COMMITTEE</u>	<u>CHAIR</u>
Ways & Means/Finance	Kathy Becker CPS/CAP
Retirement Trust Foundation	Kathy Becker CPS/CAP
Nominations	Beth Coughenour CPS/CAP
Education & Programs	Antoinette Raynes CPS
Community Service/Social	Susan Schultz

2007-2008 Committee Chairs

<u>COMMITTEE</u>	<u>CHAIR</u>	<u>PHONE</u>	<u>EMAIL</u>
Bylaws & Standing Rules	Judy Edmond CPS	623-972-5237	jedmond6@cox.net
Certification	Susan Schultz Margaret Lojas CAP	602-261-8902 602-534-0313	susan.schultz@phoenix.gov margaret.lojas@phoenix.gov
Meeting Hostess	Rosita Hernandez	602-273-3339	rosita.hernandez@phoenix.gov
Membership	Patricia Albanese	602-534-1561	patricia.albanese@phoenix.gov
Newsletter	Beth Coughenour CPS/CAP	602-534-6176	beth.coughenour@phoenix.gov
Publicity	Cheryl Brunton CPS/CAP	602-534-9792	cheryl.brunton@phoenix.gov
Red Rose	Josie Horan CPS/CAP	480-763-5304	jhoran1@mindspring.com
Website	Diane Rogers CPS/CAP	602-262-6656	diane.rogers@phoenix.gov

RED ROSE COMMITTEE REPORT By Josie Horan CPS/CAP

Red Rose cards were sent to the following Members:

	Received a card from member Louise Dunham CPS in appreciation of the red rose card and support from the Chapter in the loss of her husband.
	Congratulatory card was sent to Kathy Becker CPS/CAP on her promotion, and thinking of you as her mother fell ill
	Congratulatory card was sent to Jane McNamara CAP on her promotion
	Congratulatory card was sent to Emalie Wiley on her promotion

LIST OF CHAPTER SPEAKERS FOR 2007

Date	Topic	Speaker	Location
9/10/07	Member Outreach Reception	"Setting the Standards of Excellence" Chapter President	Malcolm Pirnie, Inc. 4646 East Van Buren 4th Floor, #400
10/08/07	Personal Financial Management	Garron Bond	Malcolm Pirnie, Inc. 4646 East Van Buren 4th Floor, #400
11/12/07	Health Care	Liz Stoneman	Malcolm Pirnie, Inc. 4646 East Van Buren 4th Floor, #400
12/10/07	Holiday Social	Donations to Non-Profits	TBD

SEPTEMBER MEETING FOLLOW-UP

On September 10, Chapter President Susan Schultz presented "Setting the Standards of Excellence" which is a resource she found on International's website. There were 17 members/guests in attendance who discovered the many advantages of being an IAAP member. Following the program an open forum was conducted where those in attendance introduced themselves and discussion ensued on how to better promote IAAP to administrative professionals in the valley. This was a fun and productive meeting - thanks to all who attended!



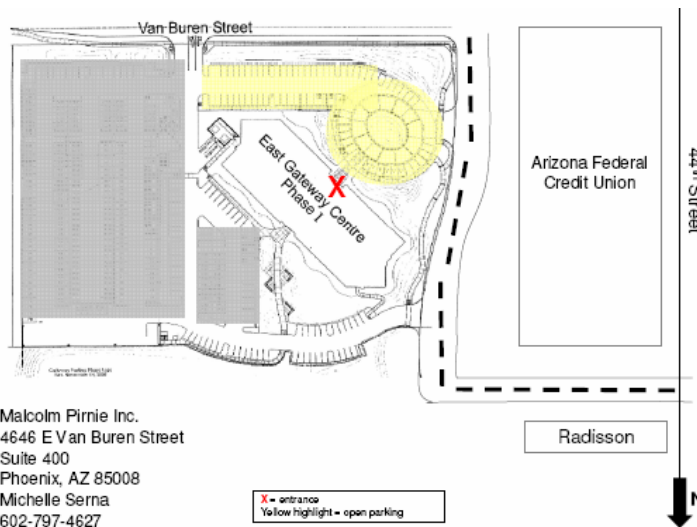
VALLEY OF THE SUN OCTOBER MEETING



“Making Families Debt Free & Financially Independent” Presented by Garron Bond

Please join us for a very informative topic! Come and learn how to better manage your budget so that you and your family can become more financially stable.

- DATE:** Monday, October 8, 2007
- TIME:** 5:15 p.m. Networking & Dinner
6:00 p.m. Speaker Presentation
7:00 p.m. Short Business Meeting
- LOCATION:** Office of Malcolm Pirnie, Inc.
4646 East Van Buren Street, 4th Floor, Suite 400
- RSVP:** To Rosita Hernandez by **Wednesday, October 3**
(let Rosita know if you will have the meal or not)
(reservation required)
Email: rosita.hernandez@phoenix.gov
Phone: 602-273-3339
- MEAL:** **Zoe's:** Variety of sandwiches & drinks
- COST:** **\$5.00** for meal Make checks payable to VOTS
NOTE: No Shows will be billed if they reserved a meal
No charge for meeting only or first time guests.
- PARKING:** Parking is **free** in the lot surrounding the building.



BRING A FRIEND - Co-workers, friends, and other office professionals are welcome!

MARK YOUR CALENDARS

SOLD OUT - 2007 Certification Conference - This Conference will be held from October 14-17 on the historic River Walk in San Antonio, Texas, at the Hyatt Regency San Antonio. Early bird registration (June 1 - July 31) is open only to those who have an active CPS or CAP rating at \$495, and \$575 for non-members. Starting August 1, registration will open for those members who are not certified at \$575, and \$680 for non-members.

IAAP Spring Professional Education Conference - March 2-5, 2008, at Charleston Marriott Hotel, Charleston, South Carolina. Conference attendees receive a special hotel room rate of \$159 per night, plus taxes. Registration fees will be comparable to 2007. For room reservations, call 1-800-968-3569 and mention this conference when you call. Check the International website at www.iaap-hq.org later this Fall for additional conference details, registration information, and forms.

Administrative Professionals Week - April 20-26, 2008. Promotional resources and event information beginning late Fall 2007.

Administrative Professionals Day - April 23, 2008. Promotional resources and event information beginning late Fall 2007.

2008 AZ-NV-NM Division Annual Meeting - June 5-8, 2008, at Flamingo Casino and Hotel in Las Vegas, Nevada. Check for information at the AZ-NV-NM Division website - www.annmdiviaap.7h.com in early Spring 2008.

IAAP International Convention and Education Forum - July 27-30, 2008, at Hilton Riverside, New Orleans, Louisiana. *Hotel reservations are open* for the International Convention and Education Forum. Other information will be available Spring 2008. Check the International website at www.iaap-hq.org under "Events and Conferences" for making hotel reservations.

Certification Conference - October 19-22, 2008, at Grand River Hyatt Hotel in Denver, Colorado. Check the International website at www.iaap-hq.org in late Spring 2008.

ATTENTION ALL MEMBERS!

2008 CPS/CAP VOTS Study Group - The Certification Study Group will begin with an Orientation Session on Thursday, January 10, 2008, for the May 2-3, 2008 CPS/CAP Exams. Your exam application and fees are due (postmarked by) February 15, 2008. The Study Group will continue to meet at the City of Phoenix Personnel Building, 135 North 2nd Avenue, 3rd Floor conference room.

FEATURE ARTICLE

"R. A!R. A! A Meeting Wizard's Approach"

ARTICLE SUMMARY:

Title: Seven Meeting Blunders Participants Bear

Source: PRWeb

To accomplish meeting objectives, start by avoiding the seven common blunders that meeting members make and allow from others without question. These blunders are:

1. Members do not understand the importance of their role in generating ideas, solving problems, and making decisions.
2. Attendees will not demand a written agenda with timeframes.
3. If they have an agenda, they allow random changes or rabbit trails.
4. Participants don't use visible records of their progress during a meeting.
5. Attendees choose not to review distributed minutes for accuracy.
6. Members do not insure action items are recorded during meeting.
7. Participants don't commit to actions by volunteering with a completion date.

Read how to avoid these mistakes in full article at:

<http://www.prweb.com/releases/2007/02/prweb538449.htm>

BOOK SUMMMARY:

Shirley Fine Lee's book "R.A!R. A! A Meeting Wizard's Approach" may be used by individuals or teams looking for a self-paced learning tool to help them improve meetings. It is also suitable for use by organizations as a training workbook in a facilitated session. This one book offers information for three different types of users. Meeting basics for planners and coordinators includes meeting principles, the RARA Approach flow chart, plus the different types of meetings, presentations, notifications, and other preparation components. For meeting leaders and team members the book is full of tips related to the four components of RARA which are Roles, Agenda, Records, and Actions with samples and reproducible forms. For meeting leaders or facilitators to build skills, it provides a list of different types or problems that may come up and how to handle them, plus a summary of the principles showing how RARA and how the use of meeting evaluations can aid in improving meetings. You may order this book from www.Amazon.com (ISBN 1-4196-5367-9). You can find information on the author at www.ShirleyFineLee.com.

ATTENTION MEMBERS!

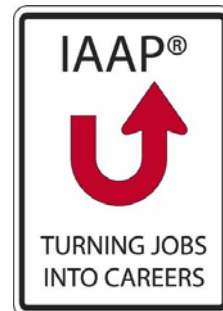
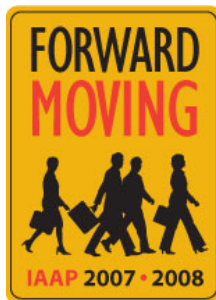
Have you had any changes in your personal or professional profile information? If so, please contact Patricia Albanese, Membership Chair, at patricia.albanese@phoenix.gov so she can update the Chapter database and roster.

You will also want to contact IAAP Headquarters at www.iaap-hq.org and click on Members Place, 'Resources', and then 'Dues Renewal and Address Change.'

CHAPTER MISSION STATEMENT

To provide educational opportunities, leadership skills, networking experiences, community service, and encouragement to pursue personal and professional ambitions in an ethical manner as we prepare for tomorrow in today's world.

(Please visit our Chapter website for more information on programs by clicking on 'Calendar of Events' at www.vots.7h.com)



Committee reports, articles and any other IAAP information are due by the 25th of each month to be included in the next month's newsletter. Please send your information to Beth Coughenour CPS/CAP, Newsletter Editor at beth.coughenour@phoenix.gov or call 602-534-6176.