

Professional Impressions



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President's Message

Oh my goodness! Welcome to the first edition of the 2011-2012 year's Professional Impressions Newsletter! I cannot believe that almost two months have already flown by. Here's what I've been doing:

The board held its first meeting of the 2011-2012 year in a whirlwind fashion because, as you know, we were pretty tired and burnt out having just completed three days of 2011 FDAM (it was so great). But, we got a few things accomplished and we were ready to go back to our respective homes/offices, geared up to start getting with our chapters and begin *Making The Leap to Remarkable* by helping you to begin *Cooking Up Your Careers!*

Next it was the 2011 EFAM in Montreal! My delegate report is located at "EFAM" tab under "[Division Documents](#)" in the FL Division website so you can read all about it. Then I took a few days to myself to wind down and get ready to come home and begin work on LEC!

The Leadership Education Conference is coming soon. September 24th to be exact and the flyer is included in this newsletter. This year's event has changed to a one-day excursion (with a slight drop in the price) which will include continental breakfast, lunch, time to shop at the Farmers' Market, time to shop the Ways and Means tables and learn, learn, learn. Social Networking will be the focus and interactive time is included in the presentation, so you are encouraged to bring your smart phones, iPads, laptops, or whatever you use to communicate (those who don't have these devices yet will get a lot out of the presentation also because this is the wave of the future and I just know you all will be getting with it sooner rather than later because of the savvy admins that we all are!). Stephanie and Josh are going to go over every aspect of using LinkedIn, Facebook and Twitter along with keeping it safe. Then, I am introducing a speaker who has never spoken at an IAAP event! New blood! She has a wonderful tale to tell and her topic "Hey Are You Listening To Me?" will be enjoyable and educational to boot! We'll have a little surprise for all of you AND you'll get 4 recertification points for the day! As you can tell, I am jazzed about this and I hope all of you will come out to the first event of the 2011-2012 year!

Now I've got to run and get working on the agenda and documents for our Board Meeting #2 which will be an intense 2-day session on all the business for the 2011-2012 year (I'm tired already) including planning for the November FLAN and SEC, where I'm hoping to have some breakout sessions on "What it Actually Means When You Throw Your Hat Into the Ring to Become a Chapter Officer"! These won't actually garner any recertification points but it seems like a subject that members want. I hope to see all of you in September.

Candy Puls, CCF

2011-2012 Florida Division President

AWARDS

Our new IAAP year began July 1 and we have already begun **Making the Leap to Remarkable!** Are you ready to **Cook up Your Career?** Join us as we have the best year ever!

Changes have been made again this year to the Pathways to Excellence Program. One benefit for chapters this year is the number of criteria has been reduced to eight. The challenge is that all eight are required. Certainly some of the criteria will be more difficult to attain, but if we all

s-t-r-e-t-c-h ourselves I'm confident we can achieve this goal. Many chapters have already achieved at least one of the criteria by sending a delegate or a proxy to this year's EFAM in Montreal. That's a great start!

Please take the time to review the requirements for Chapter, Member, and Division of Excellence categories. Visit the IAAP-HQ site at <http://pathways.iaap-hq.org/IAAPHQ/Pathways/Home/>. Use the worksheets to keep track of all the items you need to qualify. By all of us working together, we can not only achieve the personal satisfaction of achieving a remarkable goal, but we can assist our chapters and the division in qualifying as well.

The criteria for the Silver Certificate Awards have also been updated. Visit the Division site at <http://www.iaap-floridadivision.org/FloridaDivision/AboutUs/DivisionAwards/SilverCertificate/>

for more specific details. The criteria, instructions for submission, and summary spreadsheet are there for your use. It will be also a little easier to track things this year since the criteria with dates have been put in chronological order.

For both the Pathways to Excellence and Silver Certificate Programs, I will be sending reminder notices as deadlines approach. Don't let the opportunity for these two recognition opportunities slip away. You can do it. You are remarkable!

Kathy Sorrell, CPS/CAP

2011-2012 Florida Division Vice President

2011-2012 Awards Chair



“One benefit for the chapters this year is the number of criteria has been reduced to eight!”

From the Treasurer's Trove




Congratulations to the new Chapter Treasurer's! For those of us who are serving our second, third, fourth terms, I want to sing your praises because you are willing to carry on the great work you did last year. I won't sing because if you've ever heard me, your ears were assaulted. By stepping up and taking this position you have completed Criteria #7 of the Member of Excellence.

By now you should all have your new budgets in and your first month of accounting completed. In August your first Treasurer's reports should have been presented to your chapter. If your Chapter had a financial review completed for the past year your Chapter should send in a copy of the Financial Review and Budget to me for my files before December 31st. This counts as Criteria #2 in the Chapter of Excellence.

I would like you all to join the Treasurer's e-group. Last year it was such a great learning tool and by the end of the year it was the most popular e-group on the website. Wendy Melby, CPS/CAP our new International Treasurer has already started posting and there are a number of Treasurer Webinars that will be given throughout the year regarding the Treasurer's position and anything you ever wanted to know about IRS forms, budgeting, accounting and event accounting. I encourage everyone to join this website, especially Chapter Presidents and Chapter Treasurers. This would take care of Criteria #3 of the Member of Excellence.



For those treasurers serving a second term, it is time for you to  by mentoring someone to carry on in this position for your chapter next year so you can

“*Congratulations to the new Chapter Treasurers!*”



decide on  and consider running for the Florida Division Treasurer next year when my term is complete. If you have any questions this year, please do not hesitate to contact me at treasurer@iaap-fldivision.org.

Carol Robb, CPS/CAP
2011-2012 FL Division Treasurer

MEETING MYTHS

Let's review some myths about parliamentary procedure that need to be put to rest. If you can eliminate improper practices, your meetings will be faster, fairer, and more effective. I recommend that each board member purchase and read a copy of *Robert's Rules of Order Newly Revised [RONR] in Brief (2004)*, which is the abbreviated version of the 10th edition of *Robert's Rules* outlining the most important concepts.

"Read a copy of

Robert's Rules of

Order Newly

Revised [RONR] in

Brief (2004)"

MYTH: RULES ARE THE SAME FOR ALL MEETINGS. Formality can hinder business in a meeting of fewer than a dozen. In smaller groups:

- Members are not required to obtain the floor and can speak while seated.
- Motions need not be seconded.
- The chair can remain seated when putting questions to vote.
- The chair can speak in discussion without rising or leaving the chair.
- The chair can make motions and usually votes on all questions.

MYTH: BUSINESS CAN BE CONDUCTED WITHOUT A QUORUM. A *quorum* is the number of voting members (as established in the Bylaws) who must be present to have a valid meeting. Most business transacted without a quorum is null and void.

MYTH: VOTE ON REPORTS AND MINUTES. When approving the treasurer's report or minutes, the chair should ask whether there are corrections. If none, or after corrections are made, the chair may state that if there are no objections, the treasurer's report or minutes will be approved for file as printed (or corrected).

MYTH: MINUTES SHOULD BE TAKEN VERBATIM. Minutes should be a summary of what was *done* at a meeting, not what was *said*. State only the facts.

MYTH: ANYBODY CAN SPEAK AT MEETINGS. Only members should speak, make motions, or vote. Only board members have a right to vote at board meetings.

MYTH: "OLD BUSINESS." What is sometimes misnamed "old business" is actually "unfinished business."

Linda Freese, CAP

2011-2012 FL Division Board Advisor

CERTIFICATION

*New CAP and OM
tests begin on
November 5, 2011...*

The new Certification testing system starts now with the change to a 1 rating system from a 2 rating system. Now there is 1 Certification test (CAP) with Specialty exams to be offered – the OM (Organizational Management) is the only Specialty exam announced so far. Starting in November the new test will be administered on Saturday.

This November is the last time that members passing 2 parts or more of the CPS/CAP test will be able to re-test (and not have to start over) with the retake candidates testing on Friday and Saturday. Headquarters was to have notified you if this applied to you. I know at least a few of our Florida Division members will be sitting this November. Good luck and best wishes to them all!

Has your chapter set up a study group for the new exam? The new exam guides are on the HQ website (just click on Certification and you will find the new guides along with an outline of the exam, sample questions and bibliography).

As a reminder, the new designation for CAP will begin after the November exam results are posed. HQ will notify everyone whose designation is changing on how to properly use the credentials and also make available an order form for those interested in purchasing a new plaque for the CAP designation (if you don't have one now) or a certificate for the OM specialty exam.

Let's "[Cook Up Your Career](#)" by "[Making the Leap to Remarkable](#)."

Viena Melton, CPS/CAP

2011-2012 FL Division Certification Chair

THE LEADERSHIP AND EDUCATION CONFERENCE (LEC)

Social media and Interactive Training...bring your smart phones, laptops, Ipads...to LEC on September 24, 2011...

The Leadership and Education Conference (LEC) will be held on September 24, 2011 at the Chamber of Commerce Welcome Center at 151 W. Lyman Avenue in Winter Park, FL. Guest speakers are Stephanie Horning, CAP of the Central Brevard chapter and Josh Adams of Creative Impact Solutions. Stephanie and Josh are going to go over all aspects of Social Media and will conduct Interactive Training. Please bring your smart phones, laptops, Ipads...etc. to this session. Also speaking at LEC, is Rebecca Carswell. She will be presenting, "Hey Are You Listening To Me?". There will be 4 recertification points awarded at LEC. You will find the LEC Flyer on page 17 of the newsletter and the LEC Registration Form on page 18 of the newsletter. Deadline for registration is September 16, 2011.



MEMBERSHIP

Greeting members! I look forward to entertaining you each newsletter with numbers! We started July with 828 members! As of July 31st the Division has 798 members made up from a total of 26 chapters and 72 division members at large.

Just some facts on how we are made up:

“FL Division has 798 members!”

704	Professional Members
7	Associate Members
50	Merited Members
37	Student Members

While we had five new members join, two members reinstated and two members transfer in we also sadly have to report one member transferred out and thirty-eight members dropped. So we have a net loss of 30 members for the month of July 2011. Recruitment is necessary for growth. Come on and Cook Up Your Career, make the Florida Division numbers **grow!**



Debbie Carter, CAP

2011-2012 FL Division Membership Chair

NEW STUDENT/CHAPTER BUILDER

With the prospect of possibly having an additional chapter in the Bahamas, I have written to one of the Freeport members. I haven't heard back yet, but it's early... I'm working on obtaining another chapter to sponsor this new chapter. So stay tuned next newsletter for a positive update on a new Bahamas chapter being in the works.

I am also in contact with the St. Petersburg College to help the St. Petersburg chapter start a New Student Chapter by holding our meetings there. The program director thought it would be more convenient for a student to show up before or after class to a meeting. We would gain exposure to the students and the college would gain exposure by being in our newsletters, publicity notices, and the meeting location being mentioned on our website.

I have also asked the IAAP HQ certification department for assistance in getting St Pete College to run IAAP review courses as part of their education program – I hope to have more good news in the next edition.

If you have any ideas, suggestions or questions, please contact me – and thanks very much.

Janet Baker, CAP

2011-2012 FL Division New Student/Chapter Builder Chair

*“Keep the Research
and Education
Foundation going,
Donate!!”*

RTF & RESEARCH AND EDUCATION FOUNDATION

Welcome to a new IAAP year. With every New Year comes new challenges and new goals. This year the Florida Division is going to “Cook Up Their Career.” All good Chefs need to **research** their recipes to make sure they will fit into the menu that they are offering. This is where their **education** comes in to play. They know what ingredients it takes to make a certain dish pop with flavor and tantalize those taste buds.

If you want to help keep the **Research and Education Foundation** going, you can do so by donating. Again this year the Division is giving a gift card to the chapter that donates the most to the Research and Education Foundation. Get those pennies, nickels, dimes, quarters – shoot just collect dollars. Anything works. Those pennies add up to dollars so anything works.

It has been brought to my attention that headquarters announced at EFAM that the RTF has sufficient monies for now and they are asking that members please donate to the Research and Education Foundation.

Good luck and thank you for your donation. Get started [Cooking Up Your Career.](#)”

Lucy Smith, CPS

2011-2012 FL Division RTF and R&E Foundation Chair

SPEAKERS BUREAU

Since the Speakers Bureau Committee was implemented five years ago, I’ve always had a passion for the committee, and I truly appreciate Florida Division President Candy Puls, CAP, for providing me this awesome opportunity to serve as chair of the 2011-2012 Florida Division Speakers’ Bureau.

Grow the committee – this is definitely one of our priorities this year – expand our committee members. We are expanding the committee members to non-IAAP members, so if you know of an excellent speaker that can be added to the committee, please contact me, and I’ll be in touch with them.

With new procedures in place this year, you will find the following documents on the Florida Division website under the Education and Speakers Bureau tab:

- Speakers Bureau Policy/Reimbursement Form
- Speakers Bureau Brochure (coming soon)
- Speaker Profile Form
- Speaker Program Application
- Example of Topics that Do and Do not count for Recertification

We are excited to introduce the Speakers Bureau Brochure! By the time of the release of this division newsletter, we are anticipating that the Brochure will be posted on the website. Periodically, it will be updated during the year, so if you’d like to be part of our team, you can always join us at any time.

Remember, let’s “Cook Up Your Career” by joining the Speakers Bureau Committee today!

Sandra P. Chandler, CPS

2011-2012 FL Division Speakers Bureau



"The chapter had a third of its members, become a Member of Excellence, some for the first time."

THE CAPE CORAL CHAPTER

Cape Coral is off to a great start in their third year by having eight members, including a past division president, Nan Grover, and the current division treasurer, Carol Robb, CPS/CAP, attend FDAM in Gainesville. We were very proud to be the recipients of the Silver Certificate at FDAM and had two members attend EFAM to receive the Chapter of Excellence. The chapter had a third of its members, become a Member of Excellence, some for the first time.

Let me introduce our new officers for the 2011-2012 year: Carol Reilly, President; Alejandra Paipilla, CPS/CAP, Vice President; Jan Hughes, CPS, Corresponding Secretary, Maria Montegudo, Recording Secretary, Nan Grover, Treasurer, Rosemary Butcher, Director and Jayne Parker, CPS/CAP, Director.

Congratulations to Alejandra Paipilla for achieving her CPS rating in May.

We have an exciting, but busy year planned; we are participating in the Making Strides Against Breast Cancer on October 22nd, hosting a Holiday Social, working on our Spring Seminar, being held February 4, 2012, details to follow, a Fashion Show in March, and various local civic and community events throughout the year.

We look forward to "Cook Up Our Careers" while "Making the Leap to Remarkable".

Carol Reilly

2011-2012 Cape Coral Chapter President

THE CENTRAL BREVARD CHAPTER



The Central Brevard Chapter has had so much to celebrate our first few months of the year! Debbie Carter, CAP was announced as the Office Team Administrative Excellence Award winner at this year's EFAM in Montreal! Debbie was chosen from nearly 300 nominations throughout North America. The award recognizes the outstanding performance of administrative professionals who demonstrate continued commitment to leadership, education and operational efficiency within their organizations, and who provide meaningful contributions to their employer. The Florida Today newspaper included an article on Debbie regarding this amazing accomplishment in the August 14th issue. The Central Brevard could not be more proud of Debbie for her recognition by this prestigious award!!



Adding to Debbie's joy, the Florida Today newspaper highlighted her son, Masters At Arm Seaman Michael Carter as our "Hometown Hero" in the July 31st edition! He is currently stationed at Whidbey Island, Washington, where he currently patrols the Naval Base. His next duty extends his training as a military dog handler (K-9) at Lackland Naval Training Center and then two years at Norfolk Naval Station in Virginia. MASN Carter has been awarded the Blue Jacket of the Quarter by his command during his service at Whidbey Island along with receiving a nomination for Blue Jacket of the Year. Congrats again to our special Central Brevard & Hometown Hero, MASN Michael Carter! God Bless Our Troops!!

Upcoming chapter events include our Member Recruitment/Open House on September 13, 2011. Our program will be "The World of Office.. Are you ready to Sharepoint?", presented by Matthew Baker. Our October meeting will be our "Executive/Boss Appreciation" night. Our program for the evening will be presented by Office Team.

Our chapter is pleased to announce that our President, Stephanie Horning, CAP, will be one of the speakers at this year's Florida Division Leadership Education Conference (LEC) being held in Winter Park on September 24th. She, along with Joshua Adams of Creative Impact Solutions, will be presenting and offering hands-on training on Social Media and Online Security.

Jay Phillips

2011-2012 Central Brevard Chapter Publicity Chair

THE FIRST COAST CHAPTER CRUISES AGAIN



Mexico Cruise

March 31 - April 4, 2011

Back from left: Donna Burtnett, Marilyn Benjamin, Linda Montonero, CPS/CAP; Debbie Latek, Iris Ojeda, CAP; Brenda Deavers, Denise Pusateri, CPS/CAP; **Front from left:** Shirley Durrant, CPS/CAP; and Julie Smith all dressed for the Captain's Dinner.

The ladies traveled with friends and family, enjoyed a day stay in Cozumel, Mexico – while some rested, sun-bathed, gambled and played Bingo; others danced, partied and went on excursions. Fun was had by all!

Articles written by Shirley Durrant, CPS/CAP, Debbie Latek and Julie Smith of the First Coast Chapter {picture provided by Debbie Latek}.



IAAP 2012 Cruise!

March 12–17 – 5 nights

Cabins still available!

\$200 deposit and pay as you go!

- ▶ **Fundraiser for all IAAP Chapters** – 8 double occupancy cabins = average of \$200 to your chapter's treasury! It's NOT too late to come along and INVITE others NOW...Remember, participants do not have to be IAAP members!! The more the merrier!
- ▶ Feel free to contact Julie Smith at Julie.Smith@Brookshealth.org OR Connie Saunders at YourCruiseAgents@aol.com
- ▶ Price includes a special one-hour FREE cocktail party!

WHAT'S OUR NEXT CRUISE?

The First Coast Chapter is looking at Carnival Cruise Line and Royal Caribbean Cruise Lines for 2013!

Possible Ports of Call: Cozumel AND Grand Cayman. Dates/costs for the April, May or June 2013 time frames are not yet available from the cruise lines **BUT great news – Royal Caribbean will be sailing out of Tampa in 2013!!!**

Cruises as a fundraiser have been phenomenal. All chapters can participate by booking 8 cabins of two occupants and earn over \$200!

THE MELBOURNE CHAPTER

It has now been a week since I left Montreal after experiencing my first EFAM. I was one of 228 first time attendees!

The week started out fast paced and never stopped. The days started early and ended late, but I learned so much and met some great people who I now consider friends.

EFAM was a great opportunity to network with other administrative professionals. One of the opportunities I had was when I got to meet some of the assistants from our Harris CapRock office in Houston, which would not have happened if not for EFAM.

Our guest speakers Bob Abrames, Clinton Kelly and Sam Glenn were superb! From our speakers, I got a good understanding of what it takes to make a good team, how to look professional and how to choose my attitude. I even got Clinton Kelly's autograph!

One of the most memorable moments for me occurred during my part as a delegate and participating in the voting process. The IAAP Proposed Amendment 1 that would require the minimum number of a chapter to be at least 10 professional members was passionately debated on both sides. This amendment would affect small chapters such as my own, many of who probably could not afford to send a delegate. I watched our IAAP democracy defeat passing this amendment by a large margin.

EFAM Montreal was great and I look forward to Grapevine, TX in 2012!

Becki Inman, CPS

2011-2012 Melbourne Chapter Secretary

THE OCALA CHAPTER

The Ocala Chapter is moving forward with our plans for educational meetings - we have seven (7) scheduled for 2011-2012, as well as our APW® - Ocala Chapter Annual Seminar. Our August meeting presentation is: *"Working Ethically"*. The program will cover how to understand basic ethical terms & concepts, characteristics of ethical businesses and organizations, resources & methods for making ethical decisions at work, identifying unethical workplace behaviors, and steps for working ethically. A recertification point has been awarded for this program.

Our Ocala Chapter Brochure has been updated and now includes our monthly meeting schedule on the back. The brochure will be sent to members to print and used to invite friends and co-workers to our meetings.

We have also implemented a member incentive program: Attend three consecutive meetings and our members can choose a collectable pin or a gift. All they have to do is bring it with them when they attend meetings to be validated by an officer—three in a row and they have a choice of which gift they would like. Just one simple requirement - start attending meetings!

On October 15th we will be joining the Gainesville Chapter for a garage sale. It will be located at the parking lot of City College, 7001 NW 4th Blvd., next to the Home Depot. It starts about 7 AM and runs to approximately 1 PM. We are selling paper & hard back books and have asked the members for any small items they would like to donate for the sale.

We are looking forward to an AWESOME year!

Joanne MacKenzie, CPS/CAP

2011-2012 Ocala Chapter President



"Attend three consecutive meetings and our members can choose a collectable pin or a gift."

THE PALM BEACHES CHAPTER

“The Chapter was able to award two \$500.00 scholarships to two high school students...”

At the June meeting of the Palm Beaches Chapter the new officers were installed and we were joined by our two scholarship winners. The Chapter was able to award two \$500.00 scholarships to two high school students, who will be attending college in the fall and pursuing business careers. Marian Fetchik CPS, assisted by past president Sharon Owens CPS/CAP, conducted the installation ceremony. The new officers are: President Joanne Devoe CPS/CAP, Vice-President Wendy Parker, Secretary Marsha Jackson, CPS/CAP, and Treasurer Kathy Levas, CPS/CAP. As the new president I look forward to working with these officers in the coming year. I will rely on them and others in the chapter to make it a successful year as we follow the new international theme of “Making the Leap to Remarkable.”

In July we get together for a social event and on the 16th the chapter hosted an afternoon tea. We planned something that would be fun, give us time to socialize but not be too expensive for members. The board prepared the food which included finger sandwiches, homemade scones and desserts, as well as a variety of teas. It was well attended and everyone seemed to have a great afternoon. In addition to Palm Beaches chapter members and guests, there was a member from the City Center Chapter and two members from the Miami Dade Chapter. We had time to visit and see what was happening in other areas.

Joanne Devoe, CPS/CAP

2011-2012 Palm Beaches Chapter President

THE PORT ORANGE CHAPTER

Greetings from Port Orange!

“The Shores Resort & Spa will be hosting a Membership Recruitment Reception for our Port Orange Chapter...”

The Shores Resort & Spa will be hosting a Membership Recruitment Reception for our Port Orange Chapter on Monday, September 12, 2011. Social hour from 5:30 pm – 6:30 pm and our program, “Spend Less Time Working But Get More Done” with Peggy Duncan, Personal Productivity Expert with Microsoft will be from 6:30 pm – 7:30 pm. If you would like more information please contact our Membership Chair Stephanie Nickoloff at snickoloff@shoresresort.com. We are so appreciative of The Shores who are sponsoring this event and helping us spread the word about IAAP in our area.

Please join us at our September 19th meeting for a program presented by Awake Management, a professional leadership development and training company. Their presentation will be “Time Management”.

Robeta Lehr, CPS/CAP

2011-2012 Port Orange Chapter President

Chapter Articles

THE SARA-KEYS CHAPTER

“Our main focus this year will be on member recruitment.”

The small but mighty Sara-Keys Chapter is ready to start our new year of [Making The Leap To Remarkable](#) and creating ways to [Cook Up Your Career](#). The new Board is working hard planning the upcoming year. Our challenge is to provide members with interesting programs to help them spice up their job and to stir up interest in member participation. We also want to come up with ways to add more flavor to our chapter by recruiting new members. And of course, we want to continue to provide comfort to our current members and keep them interested.

The Sara-Keys Board is in the process of developing our Chapter budget and the Chapter business plan. We hope to present these to the Sara-Keys membership in the next few months.

The Sara-Keys Board also wants to help Chapter members achieve their pathways to excellence. The criteria recently changed to achieve Chapter of Excellence and one of the criteria is to have 7% of our Chapter members achieve Member of Excellence. We asked for suggestions on how we can help them achieve their Member of Excellence.

The Sara-Keys Board sent out a survey asking for thoughts and ideas regarding future programs, meeting location, recruitment and retaining current members. Our main focus this year will be on member recruitment. We are very excited about the upcoming year and we are all committed to making the Sara-Keys Chapter one of the best chapters in Florida!

Kim Stafford, CAP

2011-2012 Sara-Keys Chapter President

THE ST. PETERSBURG CHAPTER

“Our Chapter is getting ready to plan for the FLAN that we are hosting in November 2011...”

As the summer is rapidly fading into fall, probably not soon enough for the most of us, we are all in the process of planning for the next exciting year of Pathways to Excellence. Not only do we need to work on our personal pathways, but for our Chapter and Division as well. The new leaders are learning their rolls in their chapters and gaining new knowledge and skills that will help them further their careers. Our Chapter is getting ready to plan for the Flan that we are hosting in November 2011, at Allstate Insurance Company in St. Petersburg. Please stay tuned for more information on that. We are also excited about the prospect of the upcoming LEC in Winter Park as well as trying to decide what to do as a fundraiser. It's always exciting being around the friends that we have grown to love and cherish in our wonderful organization of IAAP. Personally, this has been a good networking and sharing experience for me, and gives me confidence in my daily living and work life. As we near the holidays - Labor Day, Halloween, and Thanksgiving, remember to give thanks to our service men for protecting our freedom, and thanks for all of the blessings the seasons bring. Until next time...cook up your career and see you all soon.

Darla Goosen, CPS/CAP

2011-2012 St. Petersburg Chapter President

THE WINTER PARK CHAPTER

We started off the year with our Strategic Planning Session at our July meeting. We broke off into groups and did some brainstorming to determine the Chapter's direction and goals for the coming year.

As delegate for the Chapter, I attended EFAM in Montreal, which was a wonderful experience. The business sessions, keynote speakers, Office Expo, educational seminars, as well as the Evening of Welcome and Banquet will always be a part of my fond memories of this convention. Taking some extra days on the front and back ends of the convention enabled me to enjoy the history and culture of Montreal and Quebec City.

While at the convention, our Chapter received several recognitions, which I was proud to receive as delegate. Winter Park Chapter was a recipient of the *2011 Avery Great Results Achievement Award*, receiving Honorable Mention (including a check for \$500) for a chapter with less than 40 members. The Chapter was recognized by Avery Dennison for displaying excellence in providing educational programs, achieving membership growth through successful recruitment and retention efforts, promoting professional certification and volunteering for community service programs.

As part of the *Pathways to Excellence Program*, Winter Park Chapter also received the *Chapter of Excellence* recognition, and three members of the Chapter received *Member of Excellence*: Laurie Boehm, CPS/CAP, Deborah Bridge, CPS/CAP, and Linda Hayes, CPS/CAP. Congratulations to all!

We continue to finalize our strategic plan, develop our program schedule and membership drive. We are also looking forward to attending LEC in September. While the Chapter has succeeded in meeting the challenges of the previous year, we also recognize the numerous obstacles in the year ahead. We continue to focus on retention and recruitment, as well as educational opportunities for our members. On behalf of the Chapter, we appreciate the opportunity to work with local chapters and Florida Division in finding best practices for the IAAP organization .

Karen Dettro CPS/CAP

2011-2012 Winter Park Chapter President

"Recipient of the 2011 Avery Great Results Achievement Award, receiving Honorable Mention (including a check for \$500) for a chapter with less than 40 members."

MY JOURNEY TO THE CPS CERTIFICATION TEST

It all started in July 2010. I finally decided I would take the CPS exam. Hoping my company would help pay for review classes and the exam, I filled out my paperwork. My boss agreed; now to get headquarters to agree. I sent in my paperwork and a few days later I get an e-mail telling me that the company has some new online courses I should check to see if any of those are similar to the classes I want to take. They didn't and I had to write an explanation on how CPS was an IAAP certification. A few more weeks went by and I finally got my approval to take my study classes beginning at the end of August. Come to find out, this was the easy part.

Shortly before class was to start, I get an email from the school about how there isn't enough people for the class and the class would be canceled or postponed. So my class that was supposed to start at the end of August didn't start until the middle of September. We had a class of seven. Each week we would go to class and read out loud to each other. After a few months, the class started to get smaller because students were dropping out. We went from seven to three in about 3 months. Then one Monday I drag myself to class because it was my turn to bring 'dinner.' I get there and it's just me and a substitute teacher. The following Monday I get an email stating the classes will no longer be given. I thought, "there is no way I can do this on my own; I'm such a procrastinator." But, of course, the Fort Myers Chapter of IAAP came to my rescue. A few of the members volunteered their time and all of them encouraged me to continue. So I did.

I would schedule time with them to come to my office after work to study for a couple hours, or go to their houses. I was determined to do this and knew I could with the help and encouragement of this great chapter of women I am part of. In March of 2011 I received a phone call from my doctor that I have skin cancer on my ear. Ok, no big deal. It's just basal cell carcinoma and it's not going to kill me. I'll just have the spot removed. Of course it wasn't going to be that easy. The doctor realized she can't remove the spot because of the location of the skin cancer, so she sends me to a special surgeon and he wants to remove half of my ear. That, or I can have radiation. So now I have to see an Oncologist. You don't realize how scary one word can be until you hear the word **CANCER** about yourself. To make matters worse, the week before I found out I had skin cancer, our family found out that my 28 year old cousin has pancreatic cancer and is going to have to fight his own battle.

I meet with the Oncologist, along with my cousin and mother who came for support, and ask him a million questions. Next thing I know, I'm being fitted for a radiation mask and will be starting radiation treatment five days a week for the next six weeks. All this while I still need to study because the CPS exam is only two months away. I keep telling myself I can do this. My plan was to go for radiation in the morning before work, work a full eight-hour day, and fit in studying during lunch and after work.

On March 23, 2011, I have my first treatment. Reality sets in. Six weeks of radiation wasn't going to be as easy as I thought it would be. I was so tired during the day and the treatments made me sick. I would go home from work and just sleep. How was I going to study if all I did was sleep? After about three weeks of radiation my body still got tired but I could do this. I would read at lunch time, even while falling asleep at my desk, but I'm still not giving up.

It's finally time; May is here. One of the ladies who helped push me decided we were going to start studying as much as we could this last week. She was even going to come with me to the test because I had a 2 ½ hour drive and decided to spend the night before the test in the same town since the test started at 8:30 am. The Wednesday before the test, we found out that my cousin doesn't have much longer. The family decided to spend as much of our time with him as we could. I decided I can't quit now so I will spend what is left of my cousin's time with him - but not without my books! On the day before my test, we get the call we have been dreading. My cousin who fought had lost his battle with cancer. I start thinking I need to be with my family, that I should skip the exam. My family tells me there is nothing for me to do, to go and do my best on the exam. My friend and I take our 2½ hour ride all the while she is quizzing me while I drive. I finally get a break from all the questions at dinner. We go back to hotel around 9 pm and she quizzes me until I finally say "I don't know" so she finally agrees it's bed time.

Continued on Page 15

MY JOURNEY TO THE CPS CERTIFICATION TEST (CONT'D)

I wake up and it's the day I have been dreading and anticipating for the past nine months. It's **EXAM DAY!** My friend drops me off at the exam location while she is going to go enjoy the pool, gym, and some shopping. I sit at my table and think this is it. After 6 hours of coloring in little circles, I am finally done. Now I get to go home and just wait the 45 days for my results.

June 21, 2011, is a day I won't forget. I have my final Oncologist appointment and get the 'all clear' that the skin cancer is all gone! I just have some healing to do. I then rush home because I hear from others who took the exam that they received their results. So I get home and the stack of mail is on the table. I look at the first envelope and it's not from IAAP, but underneath I see the IAAP return address and think "oh goodness." Everyone told me you don't have to open it to know if you passed; you'll see the certification letters right on the envelope. So I slowly slide that first envelope over to see my name, but not far enough to see if I have those 3 letters (**CPS**). I look at my Mom and say "Okay, here goes." I slide the envelope over a little further and there are those three magical letters. Stacy Schmitt, **CPS**. I start to jump around like I just won a million dollars. I did it! I passed the CPS! And I got the all clear from skin cancer.

So if you're thinking about taking the CPS/CAP exam and you think you can't do it, think about my story and all these road blocks, and all my doubts, look at my outcome. If I can do it with all these obstacles, so can you.

Stacy Schmitt, CPS

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Florida Division is a member of the IAAP Web Community

www.iaap-floridadivision.org

CHAMBER OF COMMERCE
WELCOME CENTER
151 W. LYMAN AVE
WINTER PARK, FL 32789

SEPTEMBER 24, 2011,
8:45 AM - 4:30 PM
(REGISTRATION AND BREAKFAST
BEGINS AT 7:30 A.M.)



Cost of \$80.00, includes
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plus 4 recertification points!

FLORIDA DIVISION LEADERSHIP EDUCATION CONFERENCE

~~SPEAKERS~~

Stephanie Horning, CAP and Josh Adams on
SOCIAL MEDIA and INTERACTIVE TRAINING (be sure to bring your
smart phones, laptops, Ipads, whatever) and

Rebecca Carswell on

HEY, ARE YOU LISTENING TO ME?

PLEASE MAIL YOUR COMPLETED REGISTRATION FORM AND PAYMENT TO
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2423 NANSEN AVE
ORLANDO, FL 32817

REGISTRATION MAY ALSO BE FAXED TO 407-599-3417
QUESTIONS (DEBBIW56@GMAIL.COM) OR PHONE AT
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PayPal information is available on the registration form

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Registration Deadline
September 16, 2011

WAYS AND MEANS TABLES
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FLORIDA DIVISION

LEADERSHIP AND EDUCATION CONFERENCE

September 24, 2011

Attendee Name		CPS <input type="checkbox"/>	CAP <input type="checkbox"/>
Chapter			
Address			
City		State	
		Zip Code	
Telephone		Home <input type="checkbox"/>	Work <input type="checkbox"/> Cell <input type="checkbox"/>
Email Address			

DIETARY RESTRICTIONS:	
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Registration \$80.00

Payment Method

- Check (payable to IAAP Florida Division) (Enclosed)
- Check (payable to IAAP Florida Division) (Pay at Door)
- Cash* (Pay at Door)
- PayPal (Confirmation # _____) (www.iaap-floridadivision.org)

****PAY AT DOOR OPTION: If you choose to pay at the door, please be aware that the cancellation policy still applies. If you cancel, you will be required to pay the appropriate portion of the registration fee.***

Registration Deadline, September 16, 2011

***CANCELLATION POLICY:**

Cancellations received after September 16, 2011, will not be refunded

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