



Through the Bay Window



Volume VIII, Issue 11

San Diego Chapter

September 2008

Meeting Reminder

Wednesday, September 10, 2008
 Handlery Hotel & Resort
 950 Hotel Circle North
 San Diego, CA 92108
 PH: 619-398-8333
Free Parking

5:00 pm Networking
 6:00 pm Dinner
 7:00 pm Program

Presentation

“Chapter of Excellence Program”

Chapter Board, Gloria B. Rossiter CAP,
 Facilitator

Dates to Remember

September 20, 2008 – Professional
 Development Seminar – Courtyard by
 Marriott, Liberty Station

October 14, 2008 - Bosses' Day
 Luncheon, Harbor House at
 Seaport Village

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MESSAGE FROM THE BOARD

By: Marge Suess CPS, Vice President

As I write this column, the **MEMORIES** of the *IAAP International Convention* are fresh in my mind. The New Orleans Chapter did everything to make this convention one for the memory book, despite what they have been going through since Hurricane Katrina. You might want to take a few minutes to review the IAAP International website: www.iaap-hq.org for information and pictures.

No doubt the best thing to come out of this convention was the motion from the floor to require International Headquarters to make available to applicants the opportunity to join IAAP at both the Division and Chapter levels, through the International website beginning January 1, 2009. Previously, potential new members did not have this option. Chapter presidents and membership chairs have been asking for this capability for years, and now it appears it will finally come to fruition.



One of the many benefits of attending an International Convention is the opportunity to meet new people from other chapters and renew old acquaintances. This year was no exception, and I had an opportunity to spend some time with San Diego Chapter Past President, Sandy Weber CPS, who is now an instructor at a community college in Wisconsin. Sandy sends greetings to the San Diego Chapter members.

It takes hundreds of people to put together an international convention, and this year I served as a volunteer. Volunteers serve in many ways; as pages during the business sessions, as seminar monitors, in the hospitality room, in the book store, and anywhere else they are needed. The host committee gets some much-needed assistance, and the volunteers are reimbursed for 50% of their registration fee. If you are interested in becoming a volunteer at next year's International Convention in Minneapolis, I encourage you to sign up when the call for volunteers comes later this year.

Besides the Convention in Minneapolis next July, there are numerous opportunities to participate in other events outside chapter dinner meetings. The first is the Professional Development Seminar on September 20, followed by a Bosses' Day Luncheon on October 14, then the Multi-Chapter Symposium being held in Fullerton on October 4. Further information on all activities is available on the Chapter Website: www.iaap-sandiego.com. Meanwhile, I hope to see you at the San Diego Chapter dinner meeting on September 10.

A PICTORIAL VIEW OF NEW ORLEANS



**IAAP
INTERNATIONAL
CONVENTION
2008**



**Marge Seuss
Marion Phelps (back row)
Deborah Gunn
Gloria Rossiter (front row)**



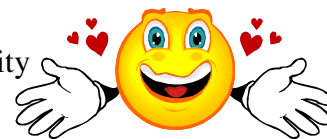
Deborah Gunn



WELCOME OUR NEW MEMBERS!



Jeanie Crowell – Port of San Diego
Sharon Walker – San Diego County Airport Authority



☺ ☺ ☺ ☺ ☺

MEMBERSHIP COUNT – TOTAL MEMBERSHIP: 93

- Professional Members: 74
 - Professional Merited Members: 10
 - Student Members – 5
 - Associate Members – 4
- ☺ ☺ ☺ ☺ ☺

NEW MEMBER BIO:

SHARON WALKER is a native of Imperial Valley. She graduated from Brawley Union High School, attended Imperial Valley College and Kelsey Jenny Business College, finally earning a certificate in Business. She plans to continue her education to improve her skills and knowledge in business. Sharon is employed by the San Diego County Regional Airport Authority as a Capital Projects Assistant for the Facilities Development Department. She enjoys spending time with her eight-year-old son, Adarius, who she refers to as her “shadow.” She is very family-oriented and likes to get home for the holidays to see her loving family. She also spends plenty of time at her church and playing softball in Pacific Beach.

☺ ☺ ☺ ☺ ☺



CHAPTER MEETING MINUTES Wednesday, August 13, 2008

The regular monthly business meeting of the San Diego Chapter was held at The Handlery Hotel & Resort, 950 Hotel Circle North in San Diego, California, 92108, the evening of Wednesday, August 13, 2008.

- The following officers were present:
- Gloria Rossiter CAP, President
 - Marge Suess CPS, Vice President-Membership
 - Valerie Costantini, Recording Secretary
 - Nancy Talbert, Corresponding Secretary
 - Angela Williams, Treasurer

Business Meeting

The meeting was called to order by President Rossiter at 6:04 p.m. President Rossiter welcomed the following guests: Jane Bachman, Marion Hunter, Cherry Jones, Julia Lichtenberger, Mary McCoy, Melonie Mossberg, Roxane Sandoval, and Cindy Hawkinson. Member Donna Royston CPS/CAP presented the Thought for the Day and led the Pledge of Allegiance.

Recognition of New and Renewing members:

Vice President, Membership Committee chair Marge Suess CPS introduced the following new members: Sherryl Crochet, Wendy McCallum, Shelly Steward, and Sharon Walker. There were no renewing members to recognize.

Approval of Minutes

The minutes of the June 2008 business meeting, as published in the August newsletter were approved.

Approval of Treasurer's Report

President Rossiter indicated that the Treasurer's Report had been sent to members electronically for their review. Sue Gannon CAP asked for clarification of the Check Card Rewards Annual Fee. President Rossiter explained that we have a check card that came with the account and there is a fee attached to the card. This fee however will be reversed. The report dated July 31, 2008, was approved and will be filed.

Approval of proposed budget

President Rossiter indicated that the proposed Budget had been sent to members electronically for their review. Donna Royston CPS/CAP asked for clarification of the entry for a withdrawal from our Money Market account. President Rossiter explained that this is a buffer built into the budget in case additional money is needed to help with expenses. A vote was taken by the membership to approve the proposed budget. The budget was approved and will be filed.

Suspend Meeting for Dinner

President Rossiter suspended the meeting at 6:20 p.m.

Program

President Rossiter introduced Pam Williams and Marci Moore of Innergized!. Their topic was *"The Coach Approach: Using Coaching Skills to Improve Relationships."*

The Business meeting reconvened at 7:57 p.m.**Announcements**

- The first Educational Seminar of the 2008-2009 year will be held September 20, 2008 at Courtyard by Marriott Liberty Station. Invitations will be emailed to members on Thursday, August 14, 2008.
- The Multi-Chapter Symposium will be held October 4, 2008. A Save the Date email was sent to members and more information will be sent as it is confirmed.
- Save the Date – Boss's Day Lunch is scheduled for Tuesday, October 14, 2008, at the Harbor House in Seaport Village.

Drawings

- The Board door prize of \$25 cash, donated by President Rossiter, was won by Marion Hunter.
- The Raffle Prize of a \$50 gift certificate to Sammy's Woodfired Pizza, a tapas cookbook, a China travel guide, and a Beijing travel guide, donated by outside donors, were won by Eileen Innecken, Dr. Mary Leslie, Roxane Sandoval, and Cherry Jones respectively.
- The next Board meeting will be at Gloria Rossiter's home, on Wednesday, August 20, 2008, at 5:30 p.m. If anyone would like to attend, please contact Gloria Rossiter CAP (gloria.rossiter@vanir.com or 619-233-0161). The address and directions will be given upon request.
- The next Chapter meeting will be held at the Handlery Hotel, 950 Hotel Circle North,, San Diego, CA 92108, 619-398-8333 on Wednesday, September 10, 2008. The program topic will be "Chapter of Excellence Program" Roundtable facilitated by President Gloria Rossiter CAP.

There being no further business, the meeting was adjourned by President Rossiter at 8:03 p.m.

Submitted by: Valerie Costantini, Recording Secretary



2008 Certification Conference

Don't miss this!

Mark your calendars now for the 2008 Certification Conference, and watch the main IAAP website after late June for further details.

2008 Certification Conference will be held October 19-22, in Denver CO. Hotel reservations can be made now at the Denver Grand Hyatt; phone 800-233-1234. Identify yourself as an attendee of the IAAP Certification Conference to receive room rates of \$179 single/double or \$189 triple/quad (plus taxes). For a look at the hotel, [click here](#).



Complete Conference details are available on the main IAAP website [here](#). Registration opened June 1 for those who have an active CPS or CAP rating; early bird fees will be \$495 for active CPS and CAP holders who are members of IAAP, and \$575 for nonmembers. Starting August 1, space permitting, registration will open for those who are not certified; fees will be \$575 for IAAP members and \$680 for nonmembers.

The 2008 Certification Conference will provide top-notch educational sessions, valuable networking opportunities, and a time to relax and have some fun. Make plans now to attend and learn as we look at the environment in the workplace.

Active CPS and CAP holders who attend the entire Conference will receive 15 recertification points.

Don't miss the chance to take advantage of this excellent educational opportunity and great chance to network with other administrative professionals who face the same challenges. The annual Certification Conference is also a great way for active CPS and CAP holders to earn some of those much needed recertification points.

PERFECT ATTENDANCE CONTEST

Just a reminder to everyone! Every time you attend a monthly Chapter meeting, you are one month closer to winning a Perfect Attendance Award. It is that easy!! Attend every Chapter meeting between August 2008 and April 2009 and you are all set to win an award!!! Awards will be announced at the May 2009 Chapter meeting.

San Diego Chapter Strategic Plan

Your Board of Directors along with the committee chairmen met in July to develop our goals for this year. The updated Strategic Plan will be distributed via email no later than September 15, 2008. This strategic plan was first developed last August (2007) after the Chapter "built" our foundation. I look forward to working with all of you as members to meet the goals set by our Chapter leaders.

Gloria B. Rossiter CAP
Chapter President



“RUN TO RIVERSIDE”

Reminder: Earn your way to the 57th California Division Meeting!! You can win the opportunity for the Chapter to pay your registration fee and travel expenses, up to a total of \$600*, to the 57th California Division Meeting – "Excellence in Action" to be held in Riverside, California June 4 – 7, 2009. Registration includes the Exhibitor Expo, Welcome Reception, Keynote Speakers and most meals on Saturday and Sunday.

ALL YOU NEED TO DO TO QUALIFY:

- Attend as many Chapter dinner meetings as you can from now (starting in August 2008) through May 2009—**that's it!**
- Your name is put into a container each time you attend. The more meetings you attend, the better your chances of winning **registration fee and travel expenses** (up to \$600) to the June 2009 **California Division Meeting** in Riverside.
- At the Chapter's dinner meeting in **May 2009**, the name of **ONE member** will be drawn from the container and they will be awarded the registration fee and travel expenses (up to \$600). **Winner must be present at the drawing and be planning to attend the California Division meeting.** *Board members are not eligible for this contest.*

*The winner will be reimbursed for up to \$600 for expenses including the registration fee, mileage, hotel (double occupancy) and meals to attend the 2009 57th California Division Meeting.

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## 2008 International Convention & Education Forum Delegate's Report

Attendees to the 2008 Convention & Education Forum in New Orleans, LA from our Chapter included delegate Gloria Rossiter CAP, alternate Deborah Gunn CPS/CAP, and member Marge Suess CPS, as well as our contest winner, Marion Phelps CPS. There was a total count of 1,865 attendees this year.

Delegate duties included participation in all elections and voting events. This year there were two voting periods since both the treasurer and the secretary positions had four nominees. Below is the outcome of the voting for both the new International Board and the proposed amendments to the Bylaws & Standing Rules that were discussed at the May 2008 Annual Meeting.

### New International Board of Directors

The 2008/2009 International Board of Directors was elected and they include: President Barb Horton CAP; President-Elect Susan K. Shamali CPS/CAP; Vice President Mary Ramsay-Drow CPS/CAP; Secretary Janine Joy Riemersma CPS/CAP; Treasurer Karlana Rannals CPS/CAP (from Palomar Chapter); Canada District Director Katherine Fogal CPS/CAP; Great Lakes District Director Sam W. Gill III CPS; Northeast District Director Judith Yannarelli CPS/CAP; Northwest District Director Valerie S. King CPS/CAP; Southeast District Director Tamra L. Goodall CPS/CAP;

Southwest District Director Antoinette Smith CPS/CAP and International Affiliate Representative Jennifer Hinkson.

### Bylaws & Standing Rules Results

We had some minor controversy this year regarding the proposed Bylaws & Standing Rules proposed amendments. The results of the delegate voting at Convention for the 2008 proposed amendments to the international bylaws and standing rules were:

- Proposed Amendment No. 1: Allows e-mail as an additional method for which the International Board of Directors may conduct its business. **Passed**
- Proposed Amendment No. 2: Gives the International Board of Directors the authority to establish rules for IAAP candidates seeking International Office. **Failed**
- Proposed Amendment No. 3: Gives the Committee on Nominations the authority to sanction candidates who violate established rules for candidates, including disqualification from an individual election. **Passed (as amended)**
- Proposed Amendment No. 4: Authority given to the Committee on Nominations to enforce rules for candidates. **Passed**
- Standing Rules Proposed Amendment No. 1: Eliminate standing rule No. 2 on campaigning for international office. **Failed**
- Standing Rules Proposed Amendment No. 2: Amended Standing Rule No. 3. **Passed**

Motions from the floor included:

- A motion to define misconduct as applied to any IAAP officer at any level of the association. **Passed**
- A motion that all chapters of IAAP be given online membership registration capability with implementation no later than Jan. 1, 2009. **Passed**

### Education Forum

This year's education forum workshops were varied and extensive, but I elected to attend workshops that will benefit both my employer and our Chapter. The workshops I attended were not only educational, they were enlightening. My sessions included: *Insider Tips and Tricks in Planning a Meeting* by Janet Sperstad CMP, Program Director, Meeting & Event Management Program, Madison Area Technical College; *Writing Compelling and Results-Oriented Copy for the Web* by Ted Janusz, National Seminars/Padgett-Thompson; *Talking Like a Leader: The Language of Leadership* by Dr. Cal LeMon, Executive Enrichment, Inc.; and *Excel Tips and Tricks* by Gini Courter and Annette Marquis, TRIAD Consulting, LLC.

### Other Events

Attendees were given a great Evening of Welcome with samples of all that New Orleans has to offer in a Mardi Gras type event. We were entertained with karaoke, a jazz ensemble, a fortune teller/palm reader, caricature artists, a rock band, petting alligators, and getting to know our candidates for International office. We were also both entertained and given food for thought from keynote speaker Simon T. Bailey with his *Kick-It-Up-A-Notch* speech about leadership and teamwork; and Brian Blasko's *Cruisin' Through Life™ at 35 MPH: Strategies to Keep Your Internal Engineer Running Smoothly* at the Leadership Luncheon. Our Evening of Entertainment took us back a few years with music from the '50s through the '90s by Andy Childs, who, with his band Sixwire, was first runner up on FOX's *The Next Great American Band* competition this past fall. This was Andy's unprecedented 3<sup>rd</sup> appearance at the IAAP International Convention.

For most of us, our week rounded off with a wonderful Final Night Banquet where we met the winners of the IAAP Awards for Excellence, created in 1992 to recognize employer organizations that have established policies and programs to encourage and support the advancement and effectiveness of administrative professionals, and the Avery Great Results Chapter and Division Achievement Awards program that recognizes IAAP chapters and divisions that display excellence in providing educational programs, achieving membership growth through successful recruitment and retention efforts, promoting professional certification and volunteering for community service programs.

### **Additional Information**

The following items are available to download in the Members Place on the IAAP website ([www.IAAP-hq.org](http://www.IAAP-hq.org)):

- The IAAP 2007-2008 Annual Report under Latest Association News at a Glance, and
- The text of speeches by 2007-2008 International President Judy McCoy CPS/CAP, Executive Director Don Bretthauer, and incoming 2008-2009 International President Barb Horton CAP.

### **Future Dates & Sites**

Next year's International Convention and Education Forum will be held in **Minneapolis, MN**, at the Minneapolis Convention Center, July 26-9, 2008. I hope to see more in attendance next year in Minneapolis, MN (Mall of America, anyone?).

Other dates and sites include: July 18-21, 2010 at the Hynes Convention Center, **Boston MA**; July 24-27, 2011 at the Palais des congrès de Montréal Convention Centre, **Montreal, PQ**; July 22-25, 2012 at the Gaylord Texan Resort, **Grapevine, TX**; July 28-31, 2013 at the Anaheim Convention Center, **Anaheim, CA** (the Division will be starting the coordination of the 2013 Convention and Education Forum this year, so if you want to be involved with this effort, please contact any of our Board members); and July 27-30, 2014 at the Milwaukee Convention Center, **Milwaukee, WI**.

Respectfully submitted by:  
Gloria B. Rossiter CAP  
Chapter President & 2008 Delegate





## DATES TO REMEMBER!



|                    |                                                                                                                  |
|--------------------|------------------------------------------------------------------------------------------------------------------|
| September 10, 2008 | September Dinner Meeting—Handlery Hotel & Resort ♦<br>“Chapter of Excellence Program” Roundtable                 |
| September 20, 2008 | Professional Development Seminar—Courtyard by Marriott,<br>Liberty Station                                       |
| October 1, 2008    | October Dinner Meeting—Handlery Hotel & Resort ♦ “Prop Talk”                                                     |
| October 4, 2008    | Multi-Chapter Symposium—Wyndham Anaheim Park Hotel,<br>Fullerton, CA                                             |
| October 14, 2008   | Bosses’ Day Luncheon—Harbor House at Seaport Village                                                             |
| November 5, 2008   | November Dinner Meeting—Handlery Hotel & Resort ♦<br>“Sustainability & You;” Chapter Food Drive                  |
| November 7-8, 2008 | CPS/CAP Exam Dates                                                                                               |
| December 3, 2008   | December Dinner Meeting—Marriott Mission Valley ♦<br>“Holiday Entertainment;” Chapter Silent Auction & Toy Drive |
| January 7, 2009    | January Dinner Meeting—Handlery Hotel & Resort ♦<br>Members’ Appreciation Month                                  |
| February 4, 2009   | February Dinner Meeting—The Butcher Shop ♦<br>Past Presidents’ Recognition                                       |
| March (TBD)        | Professional Development Seminar—Viejas DreamCatcher Room                                                        |
| March 4, 2009      | March Dinner Meeting—Handlery Hotel & Resort ♦<br>“Avery Presentation”                                           |
| April 1, 2009      | April Dinner Meeting—Handlery Hotel & Resort ♦<br>“Business Etiquette”                                           |
| April 22, 2009     | Administrative Professionals’ Day Luncheon—Location: TBD                                                         |
| May 6, 2009        | May Dinner Meeting—Handlery Hotel & Resort ♦<br>“Mini Expo;” Chapter Annual Meeting                              |
| June 3, 2009       | June Dinner Meeting—Location: TBD ♦ Officer Installation                                                         |

### IAAP

**MISSION STATEMENT:** To be the acknowledged, recognized leader of administrative professionals and to enhance their individual and collective value, image, competence and influence.

**VISION STATEMENT:** To inspire and equip all administrative professionals to attain excellence.

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The San Diego Chapter of  
the International Association of  
Administrative Professionals®

Invites you to attend an  
**Professional Development Seminar  
and Breakfast**

**Saturday, September 20, 2008**

**Courtyard by Marriott, Liberty Station**

**Three (3) CEU/Recertification points will be awarded**

Full Breakfast Buffet

Coffee, Tea and Juice

Served from 7:45 to 8:45 a.m.

**Cost:**

**\$30.00 Per Person**

**Registration Deadline:**

**Friday, September 12, 2008**

**Registration**

**7:30 a.m.**

**Workshops**

**9:00 am**

**Registration form on next page**

**For further information or to RSVP, contact:**

**Marion Phelps CPS**

**Ph: 619-400-2784**

**Email: [mphelps@san.org](mailto:mphelps@san.org)**

*Door Prizes!*

*Welcome Bags!*

The International Association of  
Administrative Professionals®  
- San Diego Chapter -  
**IAAP Professional Development Seminar & Breakfast**  
**Saturday, September 20, 2008 – 7:30 a.m. – 12:30 p.m.**  
**Courtyard by Marriott, Liberty Station**  
**2592 Laning Road**  
**San Diego, California 92106**  
**\$30.00 per person**  
**Space is limited—Register Today!**

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(Please print)

\*Name \_\_\_\_\_  
Company \_\_\_\_\_  
Street \_\_\_\_\_  
City/State/Zip \_\_\_\_\_  
\*E-mail: \_\_\_\_\_  
\*Phone: \_\_\_\_\_ \*required    **IAAP ID# (if applicable):** \_\_\_\_\_

Please make \$30 check payable to:  
**IAAP – San Diego Chapter**, and mail with this form to:  
**Marion Phelps**  
**San Diego Int'l Airport**  
**PO Box 82776**  
**San Diego, CA 92138**

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Upon receipt, registrations will be confirmed via e-mail.

**Questions? Contact Marion at: 619-400-2784 or**  
**[mphelps@san.org](mailto:mphelps@san.org)**

**Registration deadline: Friday, September 12, 2008**  
You may duplicate this form for additional registrations.



# Prop Talk

Betty Schulman  
League of Women Voters



International Association of  
Administrative Professionals®

### DINNER MEETING NOTICE

**October 1, 2008**

5:00 p.m. – Networking

6:00 p.m. – Dinner

7:00 p.m. – Program

**Handlery Hotel & Resort**

950 Hotel Circle North

San Diego, CA 92108

619/398-8333

*Free parking*

### DINNER MENU

**Crisp Garden Salad**

Pork Loin w/Port Mushroom Glaze

**Vegetarian:** Cheese Stuffed Manicotti  
w/Marinara & Cream Sauce

**Dessert:** German Chocolate Cake

*Door Prizes*

FOR RESERVATIONS, PLEASE RSVP TO: **Darla Wilson CAP, Dinner Chair**

**Via E-mail:** [dwilson@jmirealty.com](mailto:dwilson@jmirealty.com). All reservations will be confirmed! **If you do not receive a confirmed reservation via e-mail, please telephone Darla at: 858-350-4826.**

**Via Phone:** (858) 350-4826. **Members** may make reservations by phone. Please leave your name, and phone number.

**Via Mail:** c/o JMI Realty, 12265 El Camino Real, Suite 300, San Diego CA 92130

**Guest Dinner Reservations MUST Be Paid By Friday, September 26, 2008.**

Make Checks Payable to: **SAN DIEGO CHAPTER-IAAP** & mail with information below to **Darla**

**MEMBER DINNER RESERVATIONS ONLY** may be paid at the door.

**ALL NO-SHOWS TO DINNER WILL BE BILLED!**

*(Please supply all information so that we may put your name on our mailing list.)*

My check is enclosed for: \_\_\_\_\_ reservations(s) at **\$35** each for a total of \$ \_\_\_\_\_

Name: \_\_\_\_\_

Home Address: \_\_\_\_\_

Phone: \_\_\_\_\_ E-mail Address: \_\_\_\_\_

Vegetarian

Visit our website: [www.iaap-sandiego.com](http://www.iaap-sandiego.com)