



# GREATER BALTIMORE COMMUNIQUE

A Publication of the  
Greater Baltimore Chapter IAAP



September 2010

## From the Desk of Patti Ernst, Chapter President

This year's EFAM (Education Forum and Annual Meeting) was wonderful! Boston is a great city, lots to do and see, so much history there! I was fortunate to have a couple days prior to the start of EFAM to see a little of the city and got to experience my first Segway Tour, pretty cool!

EFAM for me began with two great pre-conference training events. One on how to create forms using Info-Path and the other on using SharePoint, both sessions were presented by Gini Courter from Triad Consulting and were outstanding!

The week was filled with business sessions and educational opportunities. This EFAM we had the pleasure of having two wonderful keynote speakers, Vernice "Fly Girl" Armour, talked about how to take off from where we are to "breakthrough" and Erin Brockovich, she spoke about life's struggles and how to overcome them.

Our International Officers for this year are listed on page 2 of this newsletter. International has chosen to use Passion & Purpose as it's theme for 2010-2011.

We kicked off our program season this month with a wonderful program presented by Dr. Anne Wotring. Dr. Wotring was a favorite last year and returned for round two of Managing Stress and Working With Difficult People. She shared techniques we can use to identify difficult people and strategies for working with them.

We were awarded 1 recertification point from Headquarters for this program to give to attendees. I'm excited to share that 4 of our programs have already been awarded recertification points.

We also had our introduction on how to create a profile on the web community. Dierdre Crowl, CPS, gave us an introduction to creating a profile and using the web community. Have you set up your web community profile yet? Once you get set up, I suggest subscribing to the 436000 DE-MD-DC Division e-group for news around the DE-MD-DC Division.

Lastly, so far this year we have achieved 4 of the 11 criteria for Chapter of Excellence. Great job GBC!



International Association of  
Administrative Professionals®



## 2010-2011 LEADERSHIP TEAM

### INTERNATIONAL BOARD OF DIRECTORS

President..... Mary Ramsay-Drow, CPS/CAP  
 President-Elect..... Tamra Goodall, CPS/CAP  
 Vice President..... Karlena Rannals, CPS/CAP  
 Secretary..... Antionette Smith, CPS/CAP  
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 Northwest District Director ..... Kristi Rotvold,CPS/CAP  
 Southeast District Director .....Virginia Boyd, CPS/CAP  
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 Great Lakes District Director.....Wendy Melby, CPS/CAP  
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 RTF Trustee .....Carolyn Prather, CPS  
 RTF Trustee ..... Kelly Reggio, CAP

### DE-MD-DC DIVISION OFFICERS

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 Secretary..... Shoshana Brounstein, CPS/CAP  
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### GREATER BALTIMORE CHAPTER OFFICERS

President .....Patricia A. Ernst  
 Vice President.....Juliet Smith  
 Secretary..... Angela Hammond, CAP  
 Treasurer ..... Dierdre Crawl, CPS

# Working Together with ...

PASSION &  
 PURPOSE

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## THINKING OF BYLAWS ...

When was the last time that you thought about bylaws? “Not very often!” would be my immediate response, followed up with: “Why would you ask such an ‘off-the-wall’ question?”

I have to admit that I was not surprised to find out that the Greater Baltimore Chapter has bylaws just like any other well-run organization. But, what did surprise me was that I received an email asking me to chair the GBC Bylaws and Standing Rules Committee! I thought:

“Well, okay, every organization has to have bylaws because Roberts Rules of Order just don’t cover everything, I suppose.

But, do they *really* need a committee and a committee chair...whatever would the committee members discuss if the committee ever met??

There certainly can’t be that much to do as chair, can there???” So I said, “Sure, why not!”

Well, my colleagues and friends, was I ever wrong; there is work to be done! And, not just by the committee chair, the committee (although I am looking for volunteers to serve) but by everyone!!!!

The last time that the GBC Bylaws and Standing Rules were amended was May 4, 2004. That was almost 6 years ago!!! (Recently I was advised that the bylaws are supposed to be reviewed every 4 years.) So, this will be the year that not only do we remind ourselves of what bylaws actually do, we will all work together to review, revise, rewrite the Bylaws and Standing Rules so that they reflect the IAAP Greater Baltimore Chapter in 2010.

Please contact me: [msylvia3@jhmi.edu](mailto:msylvia3@jhmi.edu) or 443-286-7823

And, I thank you for your support .

Mary Leslie Sylvia, CAP

Chair, Bylaws & Standing Rules Committee

## MEMBERSHIP MINUTE

Happy New (IAAP) Year! I hope you had a great summer! I would like to thank those members who responded to the Membership Survey. Your input is valuable in planning for the future direction of the chapter. Please join me in welcoming our newest member, Trish McCune. For those of you who attended Annual Meeting, Trish is the assistant to our speaker, Soni Dimond. We look forward to seeing/meeting her at upcoming meetings and events!

I will be participating in Membership conference calls with Division Membership Chair, Laurie Cozens, CPS/CAP, to keep abreast of membership information! Please feel free to contact me with questions or concerns.

**Coming Attractions!** Hold the date of October 20, 2010. On this evening, we will be hosting our annual Impact/Membership Information Meeting at the offices of Gerstel. Vmeals has graciously offered to provide lite fare for the networking reception portion of the evening, and we will have a mini expo and presentation for prospective members. An e-invitation will be sent to all members towards the end of September. We invite you to share this invitation with individuals in the administrative profession that you feel would benefit from membership in IAAP.

Cynthia Hackshaw, CPS

Chair, Membership Committee





## RETIREMENT TRUST FOUNDATION

### Housing Subsidy for Admins in Need (HSAN)

Since its inception, The Trust’s mission has been simple: to assist elderly and needy administrative professionals. As a result, IAAP, through the Trust, has been able to do something that very few associations have ever done: build and maintain its own retirement center. What’s more, Vista Grande (the world’s only retirement center for administrative professionals) was built entirely through donations to the Trust, with no corporate or association sponsorship.

However, the Trust realizes that not every elderly or needy administrative professional can (or wants to) live at Vista Grande. As a result, in 2003, the Foundation’s Board of Trustees began a new program: the Housing Subsidy for Admins in Need Program. Through this new service, a retired administrative professional living in a retirement community can receive financial assistance to be used toward housing costs. To qualify, applicants must meet HUD financial guidelines. Assistance can be a part of or all of rent (depending on funds available and need). At [www.iaap-rtf.org](http://www.iaap-rtf.org), you can learn more about the Retirement Trust Foundation Housing Assistance and Vista Grande Grant policies as adopted March 20, 2010. To apply for HSAN you need to download, fill out the Financial Assistance Application and follow directions for submitting.

When Della Herring stood up at a meeting of NSA in 1947, she thought it was deplorable that secretaries had no retirement home to call their own. She contributed the first dollar toward such a cause, and today, the Trust has built and maintains just such a center. Through the HSAN Program, we can ensure that Della Herring’s dream lives on. Like Vista Grande, the HSAN Program is funded through your contributions. Please see your division or chapter RTF chairman to see how you can help.



The Greater Baltimore Chapter supports the Retirement Trust Foundation through 50/50 drawings at chapter meetings and special fund raisers throughout the year. So, bring an extra dollar or two to the chapter meetings and help the RTF through your participation in our drawings. It’s a win-win for everyone!

## DIVISION FALL EDUCATION CONFERENCE — REGISTER TODAY!

***“Working Together Makes Everyone Shine”*** is the theme for the upcoming Division Fall Education Conference & Open Division Board Meeting. This event is scheduled for Saturday, October 16, 2010, 8:30 a.m. to 4:00 p.m., at the Delmarva Conference Center in Newark, Delaware.

The program will feature two educational seminars: “From Good to Great: Nurturing Your Inner Leader” presented by Celeste C. Owens, Ph.D., (3.0 recertification points pending approval), and “How to Negotiate with Meeting Venues: Maximizing Your Meeting Budget” presented by Dee Becker (1.0 recertification points pending approval). The program fee of \$40.00 (by 9/30/10) includes a continental breakfast, two seminars, and lunch.

Visit the Division’s website, [www.demddc-iaap.org](http://www.demddc-iaap.org), to download the registration packet. Registrations and payment must be received by Friday, October 8.





**2010-2011 Program Schedule**

September 7, 2010  
*"Managing Stress, Part II"*  
 Dr. Anne Wotring, Sponsored by  
 Cabot Creamery

October 5, 2010  
*"Maximizing Human Potential"*  
 Umar Hameed, Productivity Cubed

November 9, 2010 (note 2nd Tuesday)  
*"Non-Verbal Communications"*  
 Hap Cooper

December 7, 2010  
*Holiday Dinner & Auction*  
 Baltimore Marriott Hunt Valley Inn

January 4, 2011  
 TBD

February 1, 2011  
*"Financial Literacy"*  
 Ken Venick & Kevin Bultman

March 1, 2011  
*"Office Ergonomics"*  
 Kirsten Beck of Expressway Office Solutions  
 & Brian Doherty, ADMA

April 5, 2011  
*Dave VanStone, Dale Carnegie*

May 3, 2011—*Closed Business Meeting*

June 7, 2011—*Installation & Awards Dinner*

**2010-2011 Chapter Officers & Committee Chairs**

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## Opening Doors to Chapter of Excellence Status

Criteria Attained: **Criteria (must attain at least 14 of the 19 criteria, with #7 and #15 being mandatory)**

1. Sixty percent (60%) of the chapter meetings offer recertification points.
2. At least one (1) member of the chapter obtains their CPS and/or CAP certification during the current IAAP fiscal year.
-  3. Download the Chapter of Excellence form; sign and date the form.
4. Publish at least six (6) newsletters/e-newsletters.  
5. Participate in the IAAP Web Community by hosting chapter's web site on the IAAP Web Community.
-  6. Publish annual meeting calendar with education and/or training topics by October 1st and establish marketing plan to encourage members to attend chapter, division and international meetings and events.
7. Create and maintain an annual budget; provide a monthly financial statement to the membership and submit annual audit report to the Division Treasurer.
-  8. Maintain a full slate of officers (minimum four offices); maintain committee chairs for the Bylaws, Certification, Education and Membership Committees; and submit new officers and committee chair listing to HQ by July 1 deadline.
9. A minimum of four (4) officers and chairs of Bylaws, Certification, Education and Membership Committees; participate in at least one IAAP Leadership/Succession Planning training event.
10. Send a delegate to the Division Annual Meeting and send a delegate or submit a proxy to the International Convention & Ed. Forum. 
-   11. At least one (1) member serve in a division office or committee; or serve on an international committee; or as an international officer or as an RTF Trustee.
12. Sponsor or co-sponsor a professional development seminar or sponsor/co-sponsor an APW/APD and/or annual executives' event.
13. Submit a completed application for the Avery Chapter/Division Achievement Awards Program and/or submit a nomination in the Award for Excellence Program.
14. Maintain a minimum of 15 members and achieve an annual retention rate of at least 80%.
15. Conduct at least one Member Recruitment Meeting.
16. Conduct new member orientation program.
17. Achieve a net membership increase of at least 12 percent (minimum required is a net 3 member increase).
18. Sponsor a new IAAP Professional Chapter or Student Chapter.
19. Create an annual Business (Strategic) Plan; review/update annually; submit a copy to the Division President by December 31 and conduct an annual member interest/satisfaction survey.

## Members of Excellence



Your name will be listed here when you achieve "Member of Excellence" status in the 2010-2011 program year.

