



GREATER BALTIMORE COMMUNIQUE

A Publication of the
Greater Baltimore Chapter IAAP



JUNE 2011

2010-2011 Chapter Theme

From the Desk of Patti Ernst, Chapter President

GBC hosted a wonderful APW event on April 16th. What a relaxing way to spend a rainy Saturday afternoon, sipping tea and talking fashion tips with friends. If you weren't there, you missed a good time!

The Division Annual Meeting was May 20-22, held this year in Hagerstown, MD, hosted by the Hager Chapter. It was a full weekend as we *Explored Our Potential* traveling through the seasons. The total attendance was 119 and of those, Greater Baltimore had 17 members in attendance for this meeting. On Friday there was a education seminar entitled *Creating the Wow for Your Company, Your Career and Your Life* presented by Sandy Geroux. Sandy is a passionate speaker engaging the audience for this two-part seminar. Members were recognized for their accomplishments during the past year at the Membership Recognition Luncheon, and on Friday evening we experienced Oktoberfest with wonderful fare and entertainment. Saturday we got right to business at the Annual Division Business Meeting, lots of bylaws, election of officers and division business were discussed and voted on. We had an international update from International President, Mary Ramsey-Drow, CPS/CAP. Saturday evening was the awards banquet and installation of the 2011-2012 Division Officers. Greater Baltimore walked away with three awards!

2nd Place	Leadership Award
2nd Place	Participation Award
2nd Place	Professional Development Award

The evening continued with Past International President, Sandy Chandler, CPS assisted by current International President, Mary Ramsey-Drow, CPS/CAP and Roberta Miller, CAP performing the installation of the newly elected officers. I am sure this will be an exciting year with our very own Susi Benson, CAP as DE-MD-DC Division President! Congratulations Susi and the rest of the Division Board.

We have a few more new members that have joined us since the last newsletter, please join me in welcoming: Luanne Donato, Tashea Glenn, Mary Johnson, Judyth Powers, Elizabeth Roberts, Tory Tanner. We have had a total of 12 new members since June 2010.

Our year is winding down and I want to remind you of the Member of Excellence program. So far there have been five members to submit their applications for MOE. In the past couple weeks there have been some links to the forms and instructions in our weekly update. If you haven't already submitted your application, check out the weekly update or go to the International website for the details on how to submit your application.

On June 7th, we held our chapter annual installation of officers and awards dinner at the Charred Rib in Timonium. We have accomplished a lot this year and I would like to thank everyone for their hard work as the chapter worked together to achieve "Chapter of Excellence!".





It's Tea Time!

By Debbie Higgs, CPS, Co-Chair, APW & Special Programs Committee

On Saturday, April 16, 2011, members and friends of the Greater Baltimore Chapter participated in an Afternoon Tea and Fashion Tips presentation held at the offices of Gerstel, Inc. in Linthicum, Maryland. The tea service was provided by The Tea Trolley of Delta, Pennsylvania, and the fashion tips presentation was provided by Alda from Dress Barn of Severna Park.

As so eloquently stated by GBC member, Angie Hammond, CAP, *"beautiful table settings with dainty tea cups and saucers, complimented with tiers of sandwiches, decadent sweets, and scones, with accompaniment, clotted cream, lemon curd, and jam were all proper indeed. The rainy Saturday afternoon, a tribute to English weather, did not dampen the spirits of attendees. In fact, the weather was perfect as it enhanced our high tea by warming the event with a lot of good conversation, laughs and enjoying each other's company."*

The below collage features a few highlights of our wonderful afternoon together. I'd like to thank the following members of the APW Planning Committee for sharing their time and talents to make this event a success: Susi Benson, CAP, Helen Boston-Summers, CAP, Patti Ernst, Angie Hammond, CAP, Cynthia Hackshaw, CAP, Linda Strott and Donna Walter. And, special thanks to Krissy Anderson of the Black-eyed Susan Chapter for putting us in touch with Dress Barn, attending the program, and assisting in the fashion tips presentation.

Greater Baltimore Chapter IAAP APW Afternoon Tea & Fashion Tips Presentation April 16, 2011



*Catering by The Tea Trolley
Fashion Tips by Dress Barn*





2011-2012 Division Officers Installed

During the Division Annual Meeting in Hagerstown, Maryland, the 2011-2012 Division Officers were installed. Leading the Division in the coming year are:

- President: Susi Benson, CAP
- President-Elect: Pat May, CPS/CAP
- Vice President: Marsha Kremzier, CAP
- Secretary: Ginny Hussey, CAP
- Treasurer: Norma Wagner, CPA



More Highlights from the Division Annual Meeting





A Stroll Down Memory Lane ...

Many of you know Associate Member, Lynne Mason, from her affiliation with the Community College of Baltimore County-Catonsville Campus and her involvement as Student Chapter Advisor. But, did you know that Lynne was once the recipient of a scholarship award from an IAAP Chapter in the late 60's, early 70's? I asked Lynne to share with us some of her memories of this special occasion and here's what she had to say:

"I went to Baltimore Junior College, which changed its name to the Community College of Baltimore (CCB) while I was there and is now BCCC. I am trying to remember if I received the award in 1969 or 1970. I think I received it in the fall of 1969 and used it toward my tuition for my last semester, which was spring of 1970. I think the dinner was around Christmas. Definitely not in the spring. I'm sure it was a city chapter – maybe something like the Monumental Chapter. I talked to Gloria about this one time, and she mentioned that chapter and it sounded familiar. I think she was part of that chapter at the time. I remember the name was NSA back then – National Secretaries' Association. I remember going to a restaurant in a Holiday Inn somewhere downtown. My mother dropped me off and came back and picked me up. As I was sitting at the dinner, I realized I'd need to say a few words of thanks, so I was formulating all of that in my head as I was eating. I was a General Studies major but was taking a lot of secretarial courses because I was getting married and my husband was going to transfer from CCB to University of Md. School of Engineering. We were going to live in College Park, and I was going to work in Washington, DC, which I did do for 4 years and loved every minute of it. At CCB, I had become the student aide in the Business Department and became very close to all of the secretarial instructors. Back then, we actually went through

a program in a cohort – not like today when students are much more scattered and majors barely know each other. There were probably 30 or 40 of us going through together, and my skills were the best in the cohort. I had passed shorthand at 130 wpm with 98% accuracy and typed in the 80s or 90s at the time, which put me ahead in document production assignments. Also, with my strong background in English, my accuracy level was very high, so I rarely had to redo an assignment. That is how I was nominated. I did not know I was being nominated and had not even heard of the organization. One day, I received a letter saying I would receive a \$150 scholarship, which was one semester's tuition at the time so was very helpful. So this is why when I found your group and learned of your history, I wanted my program here at CCBC to be part of the group and am so happy to have someone from IAAP, Susie of course, teaching my intro to the discipline course, Administrative Office Procedures. This way, the students are introduced to the organization right from the start and have a realistic connection to the field and the expectations of an admin from someone who is a practitioner, so to speak, and who advanced herself academically, which I encourage my students to do. In fact, I revised my associate degree program a few years ago to build in more management-type courses that would transfer to a business program at a four-year college. I want my students to leave with not only a degree but also with a few extra courses toward their academic path. "

We are so thankful to Lynne for all her work in building bridges between the Greater Baltimore Chapter and the Student Chapter at CCBC-Catonsville, and for presenting the Greater Baltimore Chapter with outstanding candidates for our annual scholarship program.





Installation & Member Recognition Dinner

On Tuesday, June 7, 2011, the 2011-2012 Officers of the Greater Baltimore Chapter were installed by Incoming Division President Susi Benson, CAP.

Serving us in the coming year will be President Patti Ernst, Vice President Julie Smith, Secretary Angela Hammond, CAP, and Treasurer Diedre Crowl, CAP.



President Ernst announced that the chapter will be following the International theme this year — “Making the LEAP to Remarkable!

A \$500 scholarship award was presented to Tiara Brice, a student at CCBC-Catonsville. Tiara is a graduate of Woodlawn High School and is continuing her studies at CCBC-Catonsville. Tiara was joined at the dinner by her mother, Renae Thompson, Lynne Mason, Student Advisor at CCBC, and Susi Benson, CAP, who was one of her instructors last semester.



A special presentation was made to Susi Benson, CAP, in honor of her upcoming term as President of the Delaware-Maryland-District of Columbia Division. We're proud of you, Susi!

President Ernst presented certificates of recognition to all Officers and Committee Chairs for their work this past year in moving the chapter towards “Chapter of Excellence”! And, Debbie Higgs, CPS, was recognized as GBC’s Chapter Member of the Year.



Greater Baltimore Chapter IAAP 2011-2012



Chapter of Excellence Achieved!

With the release of this issue of the newsletter, the Greater Baltimore Chapter has achieved the 14th criteria needed for Chapter of Excellence, and President Patti Ernst will be submitting the chapter’s official submission this week on-line.

Many thanks to everyone who worked to help GBC achieve this accomplishment, and to our Chapter President, Patti Ernst, for guiding us through this process.





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**
"Foundations of Working Virtually"
 Katie Gutierrez Miller

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*

****Recertification Points Approved!**

2010-2011 Chapter Officers & Committee Chairs

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Chapter Events & Summer Assignment!

August 6, 2011—9 a.m. to 3 p.m.—Gerstel, Inc., Linthicum, Maryland

Planning meeting for the 2011-2012 program year. All members are welcome to participate. Bring a dish to share for the potluck luncheon. Please confirm attendance with Patti Ernst, pernst@gerstelus.com.



There are many times throughout our lives that opportunities are presented for recognition and remembrance, and your involvement in IAAP is no exception. So that our chapter leadership is prepared for that moment, we would like your help in writing **your** story. We want to hear from

you how you would like to be remembered.

So, here's your a summer homework assignment. In the next column are some topics that will guide you through writing your story. Choose those that are relevant to you, and submit your responses to Debbie Higgs, CPS, 2011-2012 Membership Chair, at dfh0728@yahoo.com.

Please note that your responses will be considered confidential information and will not be published. They will be kept on file for the appropriate event, and your permission will be requested at the time of use.

Thank you!

- Your full name, including nickname, if any.
- Residence (for example, the name of the city in which you currently reside)
- Date of Birth (if you prefer, month and day are acceptable)
- Place of Birth
- Names of parents
- Childhood: siblings, stories, schools, friends
- Marriage(s): date of, place, name of spouse
- Education: school, college, university and other (certifications)
- Designations, awards, and other recognition
- Employment: jobs, activities, stories, colleagues, satisfactions, promotions, union activities, frustrations
- Places of residence
- Hobbies, sports, interests, activities and other enjoyment
- Charitable, religious, fraternal, political, and other affiliations (i.e. IAAP); positions held
- Achievements
- Disappointments
- Unusual attributes, humor, other stories

Upcoming International Events



San Diego, California.

Registration information is now available at www.iaap-hq.org.

Attend the final Fall Conference and walk away with training on what's hot. You'll impress your boss and your co-workers when you improve your efficiency by using Microsoft on your desktop and Google on the cloud. Whether you're creating a newsletter or pulling together information for an event, learn how simple design techniques can turn your project from ho-hum to hot. Expand your communication skills by understanding social media and what's hot and what's not for yourself and your company. After the conference you'll have confidence in your skills to become the go-to person in the workplace.































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

-  Susi L. Benson, CAP
-  Dierdre Crowl, CAP
- Patricia Ernst
- Angie Hammond, CAP
- Debbie Higgs, CPS
- Arlene Trapp, CPS/CAP

