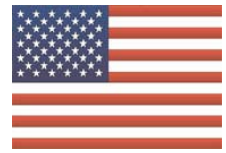


# Visions



**United We Stand**



## President's Message

Submitted by: Orpha Leitch CPS



Needless to say, attending the 2004 International Convention and Education Forum as your Delegate was a tremendous learning experience. It was held August 1-4 in Washington, D.C., which is a remarkable place for those of us who

enjoy history. The Convention planners did a marvelous job planning the event, and selecting the Marriott Wardman Park Hotel as the event location was an added bonus for IAAP attendees and their guests. As you can see from the photo, the landscaping and brilliant colors around the hotel were magnificent. The hotel was located near the Metro which enabled those of us on a tight schedule to take advantage of every spare minute to see nearby historical sites. In addition to attending the Convention, many of the eleven Oak Ridge Chapter members who attended extended their stay to enjoy our Nation's Capital and its surroundings.



Being the Chapter Delegate gave me a whole new insight regarding the responsibilities of my leadership role. Attending the 7:45 a.m. Delegate's Briefing each morning before the official Business Session helped me learn more about parliamentary procedure. Also attending the three hour Post Convention Leadership Workshop for chapter presidents aided my understanding of the importance of Chapter reporting and the data available through the

monthly reports that are provided by IAAP Headquarters. (An extensive report regarding numbers, voting, speakers, etc. can be found elsewhere in the newsletter.) This IAAP event was a wonderful opportunity to network, renew acquaintances, and meet new people as well. I made a new IAAP friend, Elaine Alton BEd, from Canada, while in route to the hotel. We were passengers on the same shuttle from the airport. Our paths crossed several times during the Convention, and we discussed different ways to attract and keep chapter members. Lynne Padgett CPS, from Idaho, was another esteemed chapter leader that I got to know while on the trip. She shared some of her member retention ideas with me at our daily briefing. Margaret Caddell CPS/CAP, who was a candidate for Southeast District Director, and I also became acquainted during the few hours after the leadership workshop and my flight home.

Although, I have visited our Nation's Capital several times in the past, it continues to excite me because there is always more to see than time permits. I did, however, take advantage of every spare moment while there. Shortly after arriving in Washington, Pat Row and I took the Washington monuments moonlight tour. Both of us saw the World War II monument recently erected for the first time on this trip. It is amazing! Janice Allgood and I used our lunch break to visit with the Hope Diamond—it is gorgeous—located in the Natural History and the first ladies section of the American History Museums of the Smithsonian.

*continued on page 2*

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**VISIT OUR  
WEB PAGE!**

(<http://www.csm.ornl.gov/IAAP/>)

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**President's Message (continued from page 1)**  
**Submitted by: Orpha Leitch CPS**

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We also toured the Arlington House, Arlington National Cemetery and witnessed the changing of the guards at the Tomb of the Unknown Soldier, and the Washington National Cathedral which is the sixth largest Cathedral in the world. And thanks to Sherry Crass, we had a chance to tour the White House while in Washington. Even though some of us grumbled a bit because we had to be dressed and ready to leave the hotel by 6:15 a.m. in order to take advantage of this wonderful tour, we truly enjoyed every minute of it. The tour was scheduled early in order that it would not interfere with the IAAP Business Session. In addition to the sites in Washington, I also was privileged to tour Annapolis and Baltimore. My friends Emily and Geoff, who live in Baltimore, treated me to a wonderful time in these cities. They took me through the historical city, then on a water taxi tour of Baltimore, and from there to Fort McHenry and the Naval Academy in Annapolis. Both cities were awesome and so are my friends!

As promised, I have compiled your suggestions and have prioritized them. Some were similar and I combined them to assure that all could be addressed during my term as president. Starting next month, I plan to begin emphasizing them and let you know their status. I will begin with the suggestion that many have made regarding getting our name well known to local businesses and companies.

Again, thanks for allowing me to serve as your Delegate at the International Convention and Education Forum. I look forward to applying the information I learned at the event during my remaining months as your president.

*Orpha*

The right train of thought  
can take you to a better  
station in life.

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**The 11th Annual Wine and Food Sampler  
and Action**  
**Submitted by: Renetta Godfrey CPS**

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The Fundraiser Committee has been very busy planning this event scheduled for Thursday, November 4, 6:30 p.m. at the Oak Ridge Mall Conference Center.

At the next committee meeting, we hope to have Jim Stout in attendance to work with us regarding the wine selections. Uniquely Yours Catering has been chosen as the caterer, and we look forward to having a fabulous selection of food. One of the items on the dessert table will be a flowing chocolate fountain (for all you choco-holics).

The Merchant Letter has been distributed via email. Anyone requiring hard copies is requested to contact the Chair. Chapter members should be actively and earnestly soliciting merchandise for the auction. Items are needed for door prizes and the Silent and Live Auctions. Remember, this event is only as successful as EACH of you make it. As soon as you obtain items, please forward the information to Sherry Crass (crasssm@y12.doe.gov).

The event flyer will be distributed electronically very shortly. The tickets have been prepared and will be sent to the site ticket sellers by Friday, September 24.

Let's all work hard to have another extremely successful and fun event.

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**The Starfish**

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An old man was walking along the beach, when he came upon a part of the sand where thousands of starfish had washed ashore. A little further down the beach he saw a young woman, who was picking up the starfish one at a time and tossing them back into the ocean. "Oh you silly girl," he exclaimed. "You can't possibly save all of these starfish. There's too many." The woman smiled and said, "I know. But I can save this one," and she tossed another into the ocean, "and this one", toss, "and this one..."

(This story was adapted from a poem written by Randy Poole called *The Difference He Made*)

## Schedule of Events

- ◆ **November 1** — *Executive Board Meeting*
- ◆ **November 4** — *Fundraiser*
- ◆ **November 8** — *Chapter Meeting*

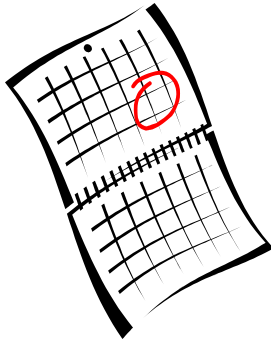


# October

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4 <i>Executive Board Meeting</i>	5	6	7	8	9
10	11 <i>Chapter Meeting</i>	12	13	14	15	16
17	18	19	20	21	22	23
24/31	25	26	27	28	29	30

## Program News

Submitted by: **Patsy Williams CPS**



Date: Monday, October 11, 2004  
 Time: 5:30 p.m.  
 Place: SAIC

"Increasing Your Productivity Through Organization" will be the topic of the October Oak Ridge Chapter Program. Barbara Carter CPS/CAP will be presenting our program this month. Barbara is a member of the Chattanooga Chapter and has served

IAAP at the chapter, Division, and International level and is an expert (per Patsy Williams CPS) when it comes to organization. This program will provide you with skills that will enhance your productivity and elevate your performance both in your personal and professional life.

If you have any questions, please contact Patsy Williams at 425.5190 or williamspat@saic.com.



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## Delegate's Report

### Submitted by: Orpha Leitch CPS

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Each morning before the Business Session, Darlene Hickman CPS and I attended the Delegate's and Alternate's Briefings. They were held by popular Parliamentarian Jeff Neurauder who began our day with humor. They proved to be very beneficial. The opening session on Sunday began with June Flyers singing "The Wind Beneath My Wings" followed by the introduction of the International Board of Directors and Executive Director. Ms. Flyers then bolted out the National Anthem in coordination with the Presentation of Colors.

The Registration/Credentials Committee Report stated that there were 1,943 registered attendees, which included 600 first timers. Eleven Oak Ridge Chapter members attended. Donald Bretthauer, Executive Director, gave his annual report on the achievements during the year while International President, Shelia Brownfield CPS/CAP, proudly reported the Boards accomplishments over the past year. Both speeches will be posted on the IAAP Headquarters web site by the end of August.

Marian Madonia was the keynote speaker for the August 2 Business Meeting. Her topic was "The Eyes Have It...Life Is How You View It and Pursue It." She delivered an outstanding presentation and injected just enough humor to hold our interest. Her message helped us to understand that we should eliminate those bad things running around in our head rent free and that we should design our own attitude. She stressed that we have too much garbage in our lives and that many of us train ourselves to think a certain way, which creates a trap. We were asked to evaluate our thought process because our thinking effects how we behave. Throughout her presentation, she referenced her grandmother's statement "Tell Me Something Good!" and distributed postcards depicting the statement to all attendees. She ended her presentation by challenging each of us to develop an attitude reflecting "I can stay nicer longer than she can stay mean." Sandra Chandler CPS gave the Treasurer's report which will also be available under Member's Place on the IAAP web site by October 31. She reported that we had lost 63 members during the year. Myrna Jessell CAP announced the Retirement Trust Foundation Awards. The Memphis Chapter, Memphis, TN, with more than 100 members donated the largest per member contribution to the Retirement Trust while the Atlanta Chapter, Atlanta, GA, with fewer than 100 members gave the largest monetary contribution. The Texas-Louisiana Division made the largest monetary contribution. The Retirement Trust Foundation can be viewed on the internet at [www.iaap-rtf.org](http://www.iaap-rtf.org). Barbara Abrahamesen CPS gave the Bylaws and Standing Rules Committee Report. She reported that for the first time in the history of IAAP, there were no bylaw amendments. She

went on to say that historically the procedures governing the committee had been handed down by word of mouth; however, now they are in writing.

Rex Havens was the keynote speaker at the Certification Luncheon. His topic was "Sorry, fellas, it's over, we lost!" He poked fun at men and the way they relate to women. He also administered a few good jabs at women, and we loved him. The voting polls opened for the first ballot immediately after the luncheon. By 3:15 p.m., a long line had already formed for the second ballot scheduled for 4 p.m. Because the first ballots had to be recounted, the vote was delayed nearly an hour requiring us to stand in line for more than one and one-half hours. A winner in all categories was determined with the second ballot canceling the need for a third ballot.

Dr. Isaiah McKinnon was the keynote speaker for the August 3 Business Session. His topic was "Stand Tall or You Will Fall Short." He shared real-life experiences as the former Chief of Police in Detroit, Michigan. His presentation embraced how a positive attitude and confident outlook can change the degree of hopeless situations. He used humor to motivate and influence a sense of self-importance in his audience. I was fortunate to hear him speak on Oprah prior to hearing him in person at the Convention. In addition to his motivational speaking engagements, he is a professor of Education at the University of Detroit Mercy. The Avery Dennison Awards were presented. The Grand Prize winner was St. Louis Chapter, St. Louis, MO; First Prize winners were Galveston County Chapter, Galveston, TX and Clear Lake/NASA Area Chapter, Houston, TX; Pioneer Award winners were Lake Washington East Chapter, Bellevue, WA, and Charleston Chapter, Charleston, SC. The 2004-2005 IAAP International Officers/Trustees were installed. They are as follows: **President** Jo A. Peay, **President-Elect** Kay E. Enlow CPS/CAP, **Vice President** Sandra P. Chandler CPS, **Secretary** Marcia O'Hearn CPS/CAP, **Treasurer** Judy McCoy CPS/CAP, **Affiliate Representative** Ava Lee CPS, **Canada District Director** Barb Horton CAP, **Great Lakes District Director** Mary A Ramsey-Drow CPS/CAP, **Northeast District Director** Linda Lorden CPS, **Northwest District Director** Lynda B. Boulay CPS/CAP, **Southeast District Director** Tia Theriaque CAP, and **Southwest District Director** Patti S. Speer. The 2004-2005 Retirement Trust Foundation International Trustees are Myrna Jessell CPS/CAP, Janine Riemersma CPS/CAP, Narressa Ross Lee, Linda M. Cook CPS/CAP, Judy McCoy CPS/CAP and Joe A. Peay.

*continued on page 5*

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## Delegates Report *(continued from page 4)* Submitted by: Orpha Leitch CPS

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The upcoming conventions announced for the next few years are as listed.

2005: Denver, Colorado, July 17-20, Adams Mark Hotel

2006: New Orleans, Louisiana, July 23-26, Hilton Riverside

2007: Tampa, Florida, July 29-August 1, Tampa Convention Center

2008: Reno, Nevada, July 20-23, Reno Hilton

2009: Minneapolis, Minnesota, July 26-29, Minneapolis Convention Center

2010: Boston, Massachusetts, July 18-21, Hynes Convention Center

Many good seminars and workshops were offered, and I benefited from all I attended. Each was packed with a long line of attendees waiting to take advantage if an opening occurred. The Convention ended with President Jo A. Peay giving a speech and revealing her 2004-2005 theme: Innovation Advances Administrative Professionals.

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## Celebrities That Filed adapted from: <http://adresnet.com/starjobs.html>

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**Diana Ross** worked as Berry Gordy's secretary before becoming a member of The Supremes.

**Faith Hill** worked as a receptionist at a music publishing company.

**Macy Gray** once worked as a production assistant for MTV.

**Linda McCartney** was a receptionist at Town and Country magazine.

**Carol Fiorina**, the current CEO of Hewlett-Packard, was once a secretary at HP. She left HP and joined AT&T where she quickly built her career. She left a secretary and returned as the CEO.

**Elizabeth Arden** worked as a secretary in Canada before moving to New York and eventually establishing her cosmetics company.

**Pat Nixon** worked as a secretary in New York City. She eventually returned to California to attend USC. After graduating, she met Richard Nixon.

**Nicholas Brendon** manned a reception desk before eventually landing the role of Xander on Buffy the Vampire Slayer.

**Shania Twain** worked as an administrative assistant in Toronto during the day and sang in the local clubs at night.

**Barbara Walters** worked as a secretary before earning a living as a writer and broadcaster.

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## CPS/CAP Classes Submitted by: Darlene Hickman CPS

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This is the beginning of a new year for the CPS/CAP Review Classes sponsored by our Chapter. On August 21, 2004, we held our annual Mock Exam. Alice Wittmer prepared all the questions and answers for our students. We had five to take the exam. All of the attendees said this was a very good test on the different subjects. Jean Norris

prepared an excellent lunch, and the students agreed it was the highlight of their day.

On August 24 our classes began. A new instructor, David Hill, is holding the classes on Office Systems and Technology. David is an employee of the Metals and Ceramics Division and the Manager of the Information Technology Group at Oak Ridge National Laboratory. David holds an Associate of Science in Electronic Engineering Technology from Virginia Highlands Community College, Abingdon, Virginia.

David and his wife, Deborah, have three children: Ashley 20 (student at Middle Tennessee State University), Eric 18 (Student at Mississippi State Community College), and Andrew 13 (student at Karns Middle School). His hobbies are fishing, carpentry and baseball.

The Oak Ridge Chapter IAAP appreciates David for taking time out of his busy schedule to be an instructor for our CPS/CAP Review Classes. If you have any questions for David, his e-mail is [hillde@ornl.gov](mailto:hillde@ornl.gov). He can be reached at 576-9899 or pager 873-9111.

Motivation is when your dreams put on work clothes.



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## Oak Ridge Chamber of Commerce Diplomat Program

Submitted by: Ellen Queener CPS

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August was a busy month! There were five coffees, a Women's Council meeting, a Diplomat meeting, and a Membership Retention meeting.

The YWCA hosted the coffee on August 3 at its facility. Attendees were given a tour of the facility which included the "Near New"

department—well stocked with beautiful clothing for ladies and children and a health care section which included Atkins Diet items.

Homeland Food hosted the coffee on August 10 at its facility. Attendees enjoyed an elaborate display of food items prepared by the new chef from Poland.

The United Way of Anderson County hosted the coffee on August 17 at its facility. Attendees were encouraged to help with this year's campaign.

RnFit Weight Management hosted the coffee on August 24 at the Chamber. Attendees found healthy food items for refreshments. Several participants of the program attended and shared how successful they had found the program to be.

The Marriott Hotels at Cedar Bluff hosted the coffee on August 31 at the Chamber. This was a fun coffee as the Eugene Joyce Conference room was decorated to observe the 7<sup>th</sup> and 1<sup>st</sup> birthday of two of the three units.

The Women's Council met on August 18 at the Chamber. Cecilia Teal, Ridgeview, presented the program on Stress Management Working on Overload.

The Membership Retention Committee met on August 26 at the Chamber. The Champions enjoyed a nice lunch provided by the Chamber while they discussed progress of contacts. Contact assignments were made for approximately 165 members whose membership renewal will be coming up in October-November. A majority of these joined during last year's organized membership drive. (The Chamber is concentrating on membership retention this year instead of an organized campaign.)

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## National Boss Day

adapted from: <http://www.iaap-hq.org>

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Patricia Haroski, a secretary from Deerfield IL, originated *National Boss Day* in 1958. "I had worked for a large company and noticed that they never had a regular date set to pay tribute to our bosses," Haroski wrote in 1970. "I made inquiries, and through my network of secretaries, decided to establish a day in their honor. Reflecting on how my father had helped his white-collar daughters and sons many times with their problems concerning their work, I decided to register his birthday, October 16, as 'The Day.' In 1958, I gave it some authority by registering October 16 as National Boss Day with the U.S. Chamber of Commerce. In 1962, Illinois Governor Otto Kerner proclaimed the day. This observance is fun for our bosses, and they do a lot of smiling that day."

**Since October 16 falls on a Saturday in 2004, most businesses will most likely celebrate the day on Friday, October 15.**

Common observances of National Boss Day (aka "Bosses Day") include giving a greeting card, gift, or some other token of appreciation to the "boss" (managers, supervisors or executives). Some organizations hold group activities such as executive appreciation events or boss-of-the-year presentations.

Although the International Association of Administrative Professionals (IAAP) has never been officially involved as a sponsor of National Boss Day, many [IAAP chapters](#) hold executive appreciation events at this time. Administrative professionals participating in IAAP online discussion forums cited the following examples of National Boss Day observances:

- "At my company, we usually have a luncheon featuring an educational or motivational speaker and give our bosses gifts."
- "I usually give my boss a book relating to leadership or a framed motivational message."
- "I give a greeting card or note of appreciation to my executive. We work well together as a team, and he deserves the recognition."
- "I surprised our branch manager with a card signed by our office staff. We also pitched in for donuts for the entire staff of 60. This is one way we celebrate little successes throughout the year -- and it helps to keep morale up. I also bought a card for my immediate supervisor."

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## Executive Board

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### **PRESIDENT**

**Orpha Leitch CPS**

Phone: 694-6403 (Work), 525-0025 (Home)

### **PRESIDENT-ELECT**

**Darlene Hickman CPS**

Phone: 574-4365 (Work), 588-1447 (Home)

### **VICE PRESIDENT**

**Nancy Rasnake CPS/CAP**

Phone: 539-7198 (Work), 457-8533 (Home)

### **TREASURER**

**Cristal Case**

Phone: 576-9837 (Work), 425-9723 (Home)

### **CORRESPONDING SECRETARY**

**Delaine McGhee**

Phone: 482-1016 (Work), 457-3373 (Home)

### **RECORDING SECRETARY**

**Judith Craze**

Phone: 574-2217 (Work), 435-7613 (Home)

### **BOARD MEMBERS**

**Lynn Christman**

Phone: 483-1321 (Work)

**Judy McBroom CPS/CAP**

Phone: 483-7339 Ext. 229 (Work),  
482-2986 (Home)

### **ADVISOR**

**Janice Allgood CPS**

Phone 574-4986 (Work), 938-3669 (Home)

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