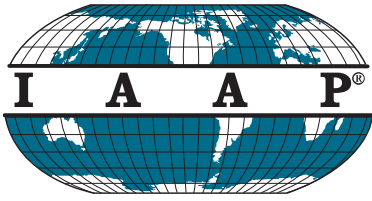


Your Division Connection



International Association of
Administrative Professionals®
Pennsylvania Division

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President's Message

Dear Members of the PA Division,

Welcome to the **Power of Commitment** year! I hope that you have all had a wonderful summer and enjoyed spending time with your family, friends and loved ones.

Commitment is defined as a pledge or a promise. Are you ready to make your commitment to IAAP for the upcoming year? If so, let's get it started and get your **Power of Commitment** in action!

The Division Board has been extremely busy since the close of our Annual Meeting in May setting goals, making plans, reviewing procedures, documents, bylaws, etc. We are committed to making this another successful year in PA Division history.

Congratulations to our Division on achieving the "Division of Excellence" designation! We were in Minneapolis cheering wildly as 2008-09 Division President Jean Bohinski CPS/CAP proudly accepted our new banner that will be on display at the 2010 Annual Meeting. We also are proud of 3 of our chapters to achieve "Chapter of Excellence" this past year - congratulations to the Altoona Chapter, Harrisburg Chapter and Montgomery County Chapter on achieving this milestone!

I'd also like to note that there were 33 members of our Division that attained the "Member of Excellence" designation. Those member names can be found in this month's newsletter. Thank you all for your commitment to excellence in 2008-09!

My challenge to each of our chapters and members this year is to strive for excellence - you too can become a Chapter of Excellence **and** a Member of Excellence! We currently have 578 members in our Division and less than 6% of our members qualified last year. I know that more of you can do it! Your Division Board and Chapter Presidents will work with you as you try to climb that ladder!

Continued on page 3.



Diana Comber, President
Pennsylvania Division

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POWER
of
Commitment
Pennsylvania Division

THE STRUCTURE OF IAAP—FROM THE BOTTOM UP

Chapters

Chapters are created through each state and consist of a board and members. The board is usually four to five members, which include a president, president-elect, vice president, treasurer and secretary. Some chapters do not have president-elects, but their vice president moves into the role of president. You must have a president and treasurer for a chapter to exist.

Then the members make up the committee chairs and members. The committee chairs are part of the board and attend board meetings. Any member may attend a board meeting—you just can't vote at that meeting like you can a membership meeting.

Most chapters meet monthly for educational and networking opportunities. All chapters need the members to be involved to succeed.

Councils

Each chapter is a member of a council. A council is a group of chapters in a general area throughout the state. PA has five councils and they are Western A, Western B, Southeast Council, South Central and Northeast Council.

Each fall the council has a meeting for networking, updates on the association and an educational program. The meeting is hosted by a chapter in the council, which is rotated each year for a new chapter to host. The division officer for the council is responsible for the content of the meeting.

Division

The Pennsylvania Division is made up of the 19 chapters throughout the state. The Division has a board of five officers consisting of the President, President-Elect, Vice President, Secretary and Treasurer. The board assists all chapters in the state with issues, educational opportunities and communications from IAAP headquarters. The officers are responsible to visit chapters in their assigned areas during each chapter year and to conduct their council meetings. They are responsible for the content at the Division Annual Meeting as well.

Every May the Division Annual Meeting is held; and is a time of conducting the business of the Division such as electing officers, updating bylaws as well as some educational and networking opportunities. The meeting is hosted by a chapter or group of chapters in the area in which the meeting is being held. It's a great weekend of education and networking and you are encouraged to attend.

Northeast District

The Association is broken into districts and there is a District Director elected for each District. PA is part of the Northeast District along with New Jersey, New York, and the Greater New England Divisions. Bermuda is part of the Greater New England Division as well.

Our current district director is Judie Yannarelli CPS/CAP of the New Jersey Division. Judie works with the Division Presidents disseminating information from IAAP headquarters and offering advice and assistance as needed or requested.

The Northeast District is one of six districts and the others are the Southeast, Southwest, Northwest, Great Lakes and Canada.

Each district director is part of the International Board of Directors who run the association. They are elected for two year terms at the Education Form and Annual Meeting (EFAM) every summer.

International

The International Board is made up of five members along with the district directors. All board officers are elected by membership at the annual meeting. The current officers are:

President	Susan K. Shamali CPS/CAP
President-Elect	Mary A. Ramsay-Drow CPS/CAP
Vice President	Tamra L. Goodall CPS/CAP
Treasurer	Karlana Rannals CPS/CAP
Secretary	Janine Riemersma CPS/CAP

President's Message—continued

International President Susan Shamali CPS/CAP has named this year as the **Power of Commitment**. As I said in my installation speech at our annual meeting, I ask each of you to make a commitment to yourself, your chapter and your division. Invest in your membership and attend your monthly chapter meetings, attend a council meeting this fall, and attend the 2010 PA Division Annual Meeting next May! Remember that personal and professional development go hand in hand...it's difficult to grow in one area without it affecting the other!

I am always amazed at the commitment of the PA Division members that I meet along the way. We all have such busy lives with our jobs, families, and other commitments, but somehow we always find the time for IAAP and the many opportunities that it offers. Reach out to those members in your chapter that are not attending meetings – just say hello and extend a warm invitation! Perhaps it's just a little bit of communication that they're looking for. Reach out to a co-worker and bring them to your next meeting as a guest...you can be the spark that ignites the fire in that person and get them to join our organization!

Be on the lookout this month for additional communication from your Chapter Presidents on some new things for our Division! Let's get it started...and have a wonderful year!!



Diana Comber
PA Division President

2009 Education Forum & Annual Meeting, Minneapolis, MN

At this year's Education Forum and Annual Meeting (EFAM), several bylaw amendments were proposed. The most controversial was a dues increase for all member classes in the amount of \$25. The dues increase did pass; however, the merited members' dues were raised \$22. This was an amendment to the original bylaw amendment. Details of the EFAM will be provided in the Delegate's report on page 7.

Plan to attend future EFAMs as follows:

2010	July 18–21	Hynes Convention Center, Boston, MA
2011	July 24– 27	Montreal Convention Center, Montreal, CA
2012	July 22– 25	Gaylord Texan Resort, Grapevine, TX



THE POWER OF COMMITMENT

The IAAP International theme for 2009-2010 is the Power of Commitment.

“Above all in SERVICE” is Erie Insurance’s longstanding tagline. What does “Above All In Service” mean to you? “Above All In Service,” we can’t accept the status quo. Becoming the best, or even keeping that honor, is not going to just happen. It requires hard work and smart work, similar to IAAP and the Power of Commitment.

Little things make a big difference. Think about the last time you felt good about a product or service you bought. What was it that caught your attention and made the experience a positive one? The salesperson’s smile; a pleasant tone of voice on the phone; a follow-up call to make sure you got what you wanted? In most cases the things that make you feel good are simple, a little bit of extra attention; a personal touch; or personal concern. All it took on the part of your server was a moment’s thought about how to make this customer’s experience more satisfying. As members of IAAP, we’ve got to be thinking the same way. A little bit of extra attention in our written communication; a follow-up phone call to a perspective new member. Try it. It feels good and it works.

Joining a professional association demonstrates your commitment to your career. Work is most rewarding when we do it with enthusiasm and give it our best. Through IAAP, you will gain knowledge and contacts that will help you advance professionally. We all have busy schedules, but it is important to continue to invest yourself and IAAP. Let’s look forward to a strong 2009-2010 Power of Commitment Year!

Maria Carney CPS, AIS
Pennsylvania Division Treasurer

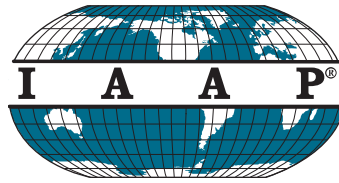
2009 CERTIFICATION CONFERENCE

There is still time to attend this year’s Certification Conference being held October 18 to 21 at the Portland Marriot Downtown Waterfront in Portland , OR. The room rate has been reduced to \$159 per night for single or double. This year’s conference agenda centers around “Sharp Skills in Tough Times” with presentations such as Effective, Efficient and Bottom-Line Oriented by Max Latham; Sharpening Your Skills Regardless of Your Training Budget by Gini Courter; and, Chasing Porcupines: How to Work with Prickly People by Steve Iwersen.

This 2½ day conference is well worth the time and effort and will award you 15 recertification points. Check out more details at www.iaap-hq.org and click on the “Events” tab on the home page.

Future Dates and Sites: 2010: Louisville, KY, October 17-20, Hilton Seelbach Hotel





International Association of
Administrative Professionals®
Pennsylvania Division

Pathways To Excellence

Division of Excellence

Pennsylvania Division

Chapter of Excellence

Altoona Chapter

Harrisburg Chapter

Montgomery County Chapter

Member of Excellence

Mary Anne Agnew	Dawn Hall CAP	Doris Moroskie-Blewitt CPS/CAP
Katherine Astleford CPS/CAP	Sheri Hoffman CPS	Juanita Mort CAP
Jean Bohinski CPS/CAP	Catherine Hoke CPS/CAP	Pamela Neubaum CAP
Nancy Bowman CPS/CAP	Katherine Hook CPS/CAP	Annette Newcomb CPS
Abby Coburn CPS	Donna Huntington CPS	Kathryn O'Connor CAP
Diana Comber	Karen Jendruczak CPS/CAP	Sue Palmer CPS
Maria Carney CPS	Diane Kunkle CPS/CAP	Karen Repino CPS/CAP
Debra Feinberg CAP	Darlene Lee CPS	Karen Schlechter
Traci Fulton CPS	Lyndee Long CPS	Susan Sipe CPS/CAP
Sonya Grim CPS/CAP	Carol Lundgren CPS/CAP	Beth Strausser
Jessie Grove CPS/CAP	Charlotte Mallonee CPS/CAP	Collette Walacavage CPS/CAP

Congratulations on this milestone achievement!



REPORT ON PA DIVISION SUMMER BOARD MEETING

The Pennsylvania Division Summer Board Meeting was held in King of Prussia on June 26, 27, and 28. President Diana Comber, President-Elect Catherine Hoke CPS/CAP, Vice President Carol Lundgren CPS/CAP, and Treasurer Maria Carney CPS began the business session at 2:30 p.m. Secretary Mort was unable to attend in person. However, due to the marvels of modern technology, Summer Board was able to be conducted via Skype. Skype allowed us to communicate through the built-in microphones and web cams in our laptops.

President Comber distributed binders with information that was reviewed throughout the weekend. The Officers Handbook was updated and officers were assigned chapters and committees that they will mentor for the 2009-2010 year, and given newsletter assignments. President Comber reported on the Incoming Division Presidents' Conference.

Goals for the 2009-2010 were reviewed. Because the future of our association is dependent on our future leaders and our members, our focus will be on leadership training and education. Further, we will focus on increasing Member and Chapter participation in the "Pathways to Excellence" Program.

Council Meetings and possible topics were discussed. The Northeast Council will be hosted by Endless Mountains, Western Council by Clear-Penn, South Central Council by Harrisburg, and Southeast Council by Bucks County.

The Division Annual Meeting was discussed. A profit was realized, mainly due to corporate sponsors/contributions and will be divided between the host chapter and the PA Division. The evaluation sheets were reviewed and the majority of the responses fell into the "excellent" and "good" categories. Other comments will be taken into consideration and used as opportunities for improvement. Awards were reviewed.

Focus was spent on developing Division Annual Meeting guidelines to assist chapters in hosting a successful Division Annual Meeting. The legal liability and fiduciary responsibility lies with the PA Division. Therefore, beginning with the 2011 Division Annual Meeting, there will no longer be a Host Committee Treasurer. The responsibility of this position will be handled by the Division Treasurer.

Immediate Past Treasurer, Carol Lundgren CPS/CAP presented the Division financials and presented the proposed budget. After discussion, minor changes were made and the budget was approved.

The Division Bylaws and Standing Rules were reviewed. Suggestions will be forwarded to the Bylaws and Standing Rules Committee for presentation at the 2010 Division Annual Meeting.

The International Education Forum and Annual Meeting in Minneapolis was discussed. President Comber will be attending as the Division Delegate, with President-Elect Hoke as Alternate. Candidates for office were reviewed as well as proposed bylaw amendments.

Other upcoming events for discussion were Winter Board Meeting, scheduled for January 15, 16, and 17, 2010; Incoming Division Presidents' Workshop, which will be attend by President-Elect Hoke in March; and Administrative Professionals Week plans.

This was a very productive Board Meeting, and we are off to a great start. Our **Power of Commitment** will be demonstrated through the dedication and support of our members as we achieve our goals and do something extraordinary!

Respectfully submitted,

Catherine Hoke CPS/CAP
PA Division President-Elect

IAAP 2009 EDUCATION FORUM AND ANNUAL MEETING

DELEGATE'S REPORT

On Saturday, July 25, 2009, I began my travels to Minneapolis, MN, to represent our Division at the 2009 Education Forum and Annual Meeting (EFAM). Upon my arrival at the airport, it was off to the baggage area to grab my suitcase and board Super Shuttle to the Hilton.

Upon checking in to the hotel, I received a welcome message on my cell phone from our Northeast Director, Judie Yannarelli CPS/CAP. I headed out to find the Sky Walk and make my way to the Convention Center to check in at the Registration Table. At Registration, I found the first of the 35 members of the Pennsylvania Division in attendance and was checked in by Marilynne Donnelly from the Beaver Valley Chapter. I exchanged my proxies for voting cards and am proud to say that every chapter in Pennsylvania was represented either by proxy or in person! Saturday evening was spent in the company of several members of the Division at dinner and an early meeting Sunday morning had me in bed to get some much needed rest!

The Delegates' Briefing began at 8AM CST on Sunday, July 26th. Jeff Nerauter, our Parliamentarian does a phenomenal job in making sure that the delegate and alternates understand the "rules of the road". He can make you laugh at the same time he's making sure you understand what is going to happen for the day's session.

The Opening Business Session was opened with the Parade of Nations with our Division's own Marilynne Donnelly and Maggie Ruff CPS carrying two of the flags of the many countries represented at this year's event. After the Parade of Nations, the International Board paraded down the center aisle to the song "Let's Get It Started." It was wonderful to see the International Board all dancing and smiling as they came up to the front of the crowd! The session was called to order by International President Barb Horton CAP. Introductions of the Annual Meeting Co-Coordinators followed and then we were treated to a beautiful rendition of the National Anthem. The Board tried some new things this year – 1) The International Officers were not seated on the stage but on the floor with the delegates – only President Horton was on stage with Jeff Nerauter and Don Bretthauer, CAE, and 2) the Past International Presidents did not have assigned seating. I believe the Board was trying to show everyone in attendance that we are a true team – being a member of the Board is important, but inside they are members just like each of us. These changes were well received by the members in attendance!

The Report of the Registration and Credentials Committee was given by Marilynne Donnelly. There were 313 total International Officers and Delegates and 114 Authorized Proxies for a total of 427. There were also 161 registered Alternates and 492 Registered Attendees for a total attendance of 1080.

The Committee on Nominations presented the candidates for the 2009-2010 year. Nominations were accepted from the floor for the position of International Director, Great Lakes District; International Director, Southeast District; and International Trustee, Retirement Trust Foundation. Introductions and speeches were given, and voting was scheduled for Monday morning. (Another nice change! It was great to have time to absorb all of this information and make an informed decision.)

The Avery Great Results 2009 Chapter and Division Achievement Awards were announced. Those winners are:

Chapter Prestige Award for \$3,000 – Alabama Power Chapter – Birmingham, AL
Chapter Distinction Award (40+) for \$1,500 – Springfield Metro Chapter – Springfield, MO
Chapter Distinction Award (Under 40) for \$1,500 – Polaris North Star Chapter – Westerville, TN
Chapter Honorable Mention Award (40+) for \$500 – Memphis Chapter - Memphis, TN
Chapter Honorable Mention Award (under 40) for \$500 – Sunny Isles Chapter – Nassau, Bahamas
Division Prestige Award for \$1,000 – Kansas Division

Immediately following the close of the Business Session, there was a Town Hall held with the International Board of Directors. This was something new and gave everyone in attendance (not just delegates) a chance to voice concerns, ask a question, etc. The main subject of discussion at the Town Hall was the proposed dues increase and, needless to say, it was a very emotional discussion. Both the pros and cons of the dues increase were discussed at great length. The concept of a Town Hall is a fantastic idea and I hope that the Board continues this practice at future EFAMs.

IAAP 2009 EDUCATION FORUM AND ANNUAL MEETING DELEGATE'S REPORT - Continued

After the Town Hall concluded, it was a race to the photographer to pose for a photo with the other Incoming Division Presidents for the Northeast District and then our annual Pennsylvania Division photo.

The Office Expo was underway at 1PM, but I did not have time to visit the booths until later on because I was on the run to the other side of the Convention Center to attend the Northeast Caucus. NED Director Judie Yannarelli CPS/CAP was our host for the caucus and it was a chance to meet and network with other members in the Northeast. We were visited by Barb Horton CAP and Don Bretthauer, CAE for a few minutes as they went from District to District to say hello and in attendance was our honorary PA Division Member, International Secretary Janine Riemersma CPS/CAP. Our Chapters of Excellence were awarded at this time and each chapter received a banner marking this achievement. Those chapters are Altoona Chapter, Harrisburg Chapter and Montgomery County Chapter.

After the Northeast Caucus had concluded, we were off to the Delegate/Alternate Meet & Greet with the candidates for office. President-Elect Hoke and I visited with each candidate and discussed pros and cons prior to the voting that would take place on Monday morning. It was interesting to observe how each candidate interacted with the members who were in attendance and to see how they were able to answer questions that were posed to them.

After visiting the Office Expo and returning to the hotel to get a little bit of rest, it was time to head out to the Evening of Welcome. The theme of the evening was the Minnesota State Fair with games, cotton candy, and tattoos! I enjoyed watching several members get their sprayed on tattoos!

On Monday, July 27th it was time to vote. The Northeast District only had to vote the first ballot. President-Elect Hoke and I attended the Incoming Division Presidents' Breakfast that was arranged by Bob Marshall CPS/CAP of the Greater New England Division. It was a great opportunity to reconnect with the other incoming officers for the new year.

Since our voting was complete, President-Elect Hoke and I went through the Office Expo visiting all of the booths and gathering information, samples and business cards. We met a vendor that specializes in IAAP branded products and got some great ideas of things we may be able to use in the upcoming year or two.

Following the Delegates' Briefing, the Business Session reconvened at 3PM. The Report of the Registration and Credentials Committee was given by Marilynne Donnelly. There were 336 total International Officers and Delegates and 125 Authorized Proxies for a total of 461. There were also 178 registered Alternates and 645 Registered Attendees for a total attendance of 1284.

The Bylaws & Standing Rules Committee presented its report with eight (8) proposed Bylaws Amendments and one (1) Standing Rules Amendment. The following is a breakdown of the amendments that passed or failed:

Proposed Bylaws Amendment 1 on new membership dues was amended and passed as amended. The amended amounts for members residing in the US and Canada are:

Professional - \$83.00

Professional-Merited - \$47

Student - \$50.00

Associate - \$180.00

The amounts for members outside of the US and Canada are \$20.00 higher than the above.

Proposed Bylaws Amendment 2 on a \$15.00 processing fee for all new members was passed.

Proposed Bylaws Amendment 3 on raising annual affiliate fees from \$130.00 to \$155.00 passed.

Proposed Bylaws Amendment 4 on payment of renewal of membership dues within 30 days after renewal date was amended and passed.

IAAP 2009 EDUCATION FORUM AND ANNUAL MEETING

DELEGATE'S REPORT - Continued

Proposed Bylaws Amendment 6 on Association Members at Large representation at EFAM and election of a delegate and alternate passed.

Proposed Bylaws Amendment 7 regarding a change in wording from “Annual Convention” to “Annual Meeting” passed. This ties everything together with the change of event name to International Education Forum and Annual Meeting.

Proposed Bylaws Amendment 8 on an addition of a new membership classification for institutional groups failed.

Standing Rules Amendment 1 regarding a change in wording from “Annual Convention” to “Annual Meeting” passed.

The election results were announced and the new 2009-2010 International Board was installed. Our new officers are as follows:

Susan Shamali CPS/CAP, President
 Mary Ramsay-Drow CPS/CAP, President-Elect
 Tamra Goodall CPS/CAP, Vice President
 Janine Riemersma CPS/CAP, Secretary
 Karlana Rannals CPS/CAP, Treasurer
 Sharron Butler CPS/CAP, Canada District Director
 Judith Yannarelli CPS/CAP, Northeast District Director
 Valerie King CPS/CAP, Northwest District Director
 Wendy Melby CPS/CAP, Great Lakes District Director
 Virginia Boyd CPS/CAP, Southeast District Director
 Antoinette Smith CPS/CAP, Southwest District Director
 Jennifer Hinkson CMP, Affiliate Representative

Following the installation, future EFAM sites and dates were announced:

July 18 – 21, 2010	Hynes Convention Center, Boston, MA
July 24 – 27, 2011	Montreal Palais Du Congres, Montreal, Canada**
July 22 – 25, 2012	Gaylord Texas Resort, Grapevine, TX
July 28 – 31, 2013	Anaheim Convention Center, Anaheim, CA
July 27 – 30, 2014	Milwaukee Convention Center, Milwaukee, WI
July 26 – 29, 2015	Louisville Convention Center, Louisville, KY

** Passport is required for travel from the US to Canada!

It must be noted in this report that this was the longest business session in IAAP history and we did not adjourn until 6:45 p.m. Although it was long, it was one of the greatest learning experiences I have ever been witness to!

Although we got a late start, the PA Division Dinner was held on Monday evening. We had over 35 attendees at McCormick & Schmick's including NED Judie Yannarelli CPS/CAP, NJ Division President Diane Moore CPS/CAP, GNED Division President Bob Marshall CPS/CAP, NY Division President Bianca Constance CPS/CAP, International Secretary Janine Riemersma CPS/CAP, Lauren Hidden (guest of Kathie Hook), Bob Bohinski (Husband of Jean Bohinski), Dave Sickles (Husband of Cathy Sickles) and Keith Hoke (Husband of Cathie Hoke). A great time was had by all!

On Tuesday morning, the Business Session started with Warren Evans CSP and his presentation on “The Future: Take It or Make It.” I had the privilege of seeing Warren at the Chicago convention a few years ago and find him to be a great motivator and speaker.

After Warren's presentation, Executive Director Don Bretthauer, CAE gave his State of the Profession address (this document is available in the Web Community along with President Barb Horton CAP's address).

IAAP 2009 EDUCATION FORUM AND ANNUAL MEETING

DELEGATE'S REPORT - Continued

Upon conclusion of this presentation, we moved on to a panel discussion featuring various individuals discussing their views on Administrative Excellence in Today's Economy. This event was moderated by OfficeTeam and also allowed plenty of time for Q&A from the audience. After the conclusion of the business session I was off to attend two educational workshops.

Wednesday, July 29th was a day of education. I attended 3 workshops covering such subjects as delegation, leadership and the new IAAP web community. The speakers for all of the workshops I attended were just great! We had the rest of the afternoon free to rest, relax, shop, etc.

On Wednesday evening, it was time for the Awards Banquet. We had the pleasure of sitting at a reserved table as a generous gift from Past President Jean Bohinski CPS/CAP and her donation to Second Harvest. It was a thrill watching Jean accept our Division of Excellence Banner! What an honor to achieve this milestone in the first year of the program. Jean then gave me the banner to bring back to Pennsylvania for display at our annual meeting in 2010. Pennsylvania Division was only one of two Divisions in the Northeast to achieve this recognition and one out of sixteen Divisions overall. It is through the hard work of the members of the PA Division that we were able to achieve this honor – congratulations to all of us!

We also had the pleasure of hearing International President Susan Shamali's inaugural address. She is a true leader and will do great things in this upcoming year. I encourage all members to read her speech that is posted in the web community. We were also treated to a new type of introduction before Susan took the stage. Her husband and daughters took turns at speaking and sharing little tidbits about Susan, themselves and each other. We are really looking forward to having Susan (and hopefully her family) join us at the 2010 Division Annual Meeting!

For me this was the end of the 2009 EFAM – I was unable to stay for the Leadership Workshop on Thursday morning due to an early shuttle time for our trip back to the airport. However, between the networking, education, and learning experiences at this year's event, it was one of the best meetings I have attended!

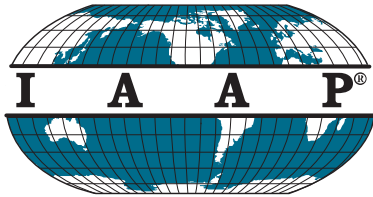
Boston is next and we hope that there is a large contingent of Pennsylvania Division that will make the trip! Save the dates – July 18 – 21, 2010!

Respectfully submitted,



Diana Comber
PA Division President





International Association of
Administrative Professionals®
Pennsylvania Division

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We're on the web:

www.iaap-pennsylvania.org

The Pennsylvania Division of the International Association of Administrative Professionals consists of 19 chapters and over 600 members throughout the state.

The PA Division is represented by a board of five volunteer members who serve in various positions on the board. These officers mentor local chapters and members, provide educational opportunities and administer the business of the Division.

The current officers are:

President	Diana Comber
President-Elect	Cathie Hoke CPS/CAP
Vice President	Carol Lundgren CAP
Treasurer	Maria Carney CPS
Secretary	Juanita Mort CAP

ETIQUETTE TIPS

In this time of technology, we forget the simple, every day courtesies we should show each other. The following is a list of business and personal etiquette tips you might find useful.

NAME TAGS:

Wear name tags on the right so that when someone is shaking your hand, they can see your name tag. It helps them remember your name.

GREETINGS:

Women should stand, if sitting, when greeting someone. Always extend a hand and say an appropriate greeting. Repeating the person's name will help you remember it as well.

Give a solid handshake—no limp handshakes.

E-MAIL:

Always put something in the subject line. People are more likely to delete e-mails without a subject, especially if they do not recognize your name or e-mail address. If it is IAAP related, start it with IAAP -.

Do not use all caps as it is considered yelling at someone. Treat e-mail like any other business correspondence and use punctuation, grammar, spell check; and keep it brief and concise.

CELL PHONES:

In all meeting settings, turn them off or on silent or vibrate. You shouldn't have to be reminded to do so but if you are, do it.

Do not text during meetings—pay attention to the presenter.

Do not take calls at a restaurant table. If you must take a call in any situation, excuse yourself from the table or meeting. Those dining with you or sitting near you should not have to stop talking or listening to a presenter so you can have your phone conversation.

More tips to come in future issues.

