

## **Delegate Report**

### **2005 International Convention and Education Forum**

### **International Association of Administrative Professionals®**

### **July 17-20, 2005**

The 60<sup>th</sup> Annual International Association of Administrative Professionals Convention and Education Forum was held July 17-20, 2005 at the Adam's Mark Hotel in the mile-high city of Denver, Colorado. International President Jo A. Peay's theme for this past year was Innovation Advances Administrative Professionals with the first letters forming the acronym of our association. Attendance by the final business session on Tuesday reached 1,795, with 330 attendees being first-timers. Delegates registered 401 attending with an additional 139 proxies and 235 alternates. Arkansas-Oklahoma Division attendees numbered 24.

Convention business covered during the three business sessions and Final Night Banquet included the following:

#### **Bylaws Amendments**

Amendment 1 – failed

Concerning Members at Large - Proposed amendment to make it necessary for membership in IAAP to begin at the Chapter or Division level for at least two years before becoming eligible to become an Association Member at Large (AMAL).

Amendment 2 – adopted

Concerning Election and Term of Office – Amendment will implement a staggered election of District Directors and set 2-year terms of office.

Amendment 3 – adopted

Language change to include proxy voting for Affiliate Associations.

Amendment 4 – adopted

Aligning proxy wording for consistency with chapter requirements, i.e. "A Chapter....must have a President and a Treasurer." Adoption would change current proxy wording from "President and Secretary" to "President and Treasurer."

Amendment from the floor\* – failed

Concerning Professional-Merited membership to insert the following underlined portion in Article VI, B. 2.

Has either attained the age of fifty-five years or received forced work retirement because of physical disability, or received an early retirement due to company downsizing and/or reduction in force; or

By Chapter motion, I went uninstructed as a Delegate. None of the amendments were put to a "count" vote; all were clearly defined by standing vote. I voted against the amendment from the floor primarily due to inadequately defined wording.

\*If any member would like to see the typed reasons and recommendation for this last amendment from the floor, it will be filed in the Secretary's book and available at business meetings along with the other amendment papers.

## **International Officers and Trustees for 2005-2006**

Electronic voting machines were implemented this year! There were MANY smiling faces and thumbs up signals returning from the voting area. A second ballot was only required for the office of Treasurer. A third ballot was not required.

President – Kay E. Enlow CPS/CAP, Hallmark Chapter, Missouri Division  
President-Elect – Sandra P. Chandler CPS, Orlando Chapter, Florida Division  
Vice President – Judy McCoy CPS/CAP, Bellingham Chapter, Washington-Alaska Division\*\*  
Secretary – Barb Horton CAP, Vancouver Chapter, Western Canada Division\*\*  
Treasurer – Susan K. Shamali CPS/CAP, Grand Rapids Chapter, Michigan Division\*\*  
Director, Great Lakes District – Mary A. Ramsay- Drow CPS/CAP (Wisconsin)\*\*  
Director, NE District – Linda M. Lorden CPS (New Hampshire)  
Director, NW District – Lynda B. Boulay CPS/CAP (Minnesota)\*\*  
Director, SE District – Tia Theriaque CAP (Virginia)\*\*  
Director, SW District – Patti S. Speer (Nevada)\*\*  
Director, Canada District – Kathyne Hampton CPS/CAP (Canada)  
Affiliate Representative – Leanne M. Fisher AOP/JP (Australia)

## **Retirement Trust Foundation - International Trustees**

Chairman - Myrna Jessell CAP (06) (Pennsylvania)  
Vice Chairman – Janine J. Riemersma CAP (06) (Michigan)  
Secretary - Linda M. Cook CPS/CAP (07) (Washington)\*\*  
RTFC Liaison – C. Joyce Hawkins CPS/CAP (07) (Missouri)\*\*  
Trustee - President Kay E. Enlow CPS/CAP (Missouri)  
Trustee – Treasurer Susan K. Shamali CPS/CAP (Michigan)

\*\*These officers/trustees were voted in this year. All others either assumed or retained the office.

## **Incoming President's Theme**

IAAP President Enlow's new theme for this year is "Creating Excellence," with the paint palette logo as shown below. Each part of the palette, including the paintbrush and its shadow is symbolic and is described in more detail in her closing banquet President's Address. I hope each of you will read it on the "Members' Place" on the IAAP Website.

Briefly, she noted that the wooden palette represents our association's rich history—a strong foundation on which we can build a positive future. The red paint represents the red maple leaf of our Canada District members; blue represents the blue waters of the Great Lakes District; green represents the forests of the Northeast District; purple represents the mountains majesty of the Northwest District; yellow represents the sunshine of the Southeast District; orange represents the deserts of the great Southwest District; and navy represents our members overseas, both IAAP members and Affiliate Associations. The black bristles of the paintbrush represent the collective Board of Directors in two ways: 1. they are necessary to "paint" a positive image of our Association and 2. even though they are linked to their respective geographic areas, they are void of all color to represent the entire association in making decisions for the betterment and advancement of all. The shadow coming down from the paintbrush represents the leadership and mentoring role that the



Board of Directors should be casting down for association members through open communication and approachable spirit.

President Enlow continued that just as an artist uses a color palette as his tool to create, we should also use our palettes. And our tools will consist of four key areas: I – innovation; A – active involvement; A – acknowledging achievement; and P – positive image.

Again, each point of symbolism is more thoroughly detailed in her President's Address, and I hope each of you will read it to catch her enthusiasm. If any of you have met our Special 'K' during her years as our Southwest District Director, you'll understand that she really means it when she says "my goal for us this year is to have FUN ...and to be openly communicative! We are ALL volunteers in this association ...and I sincerely believe it's high time we ENJOY our involvement in IAAP ...and really take advantage of the personal and professional development we can achieve through our membership!" She continued, "We are all artisans in our chosen profession ... we KNOW the tools of OUR palette...and, together, by "Creating Excellence," ...we can (and will) paint a masterpiece of which we can ALL be proud!!"

### **Keynote Addresses**

Two excellent keynotes were given after the 2<sup>nd</sup> and 3<sup>rd</sup> day's business sessions. The first was by Diane Domeyer, Executive Director of OfficeTeam. Diane was also a featured speaker at this year's Administrative Briefing during Administrative Professionals Week.

Based on OfficeTeam's extensive research, she gave us a vision into the office of the future and what to expect in employment trends, technology and the skills needed to take advantage of these changes. The change we are already beginning to experience with Wi-Fi, WiMaxis and other wireless technology is an increasingly mobile office. We will see telecommuting continue to increase; we will see "plug and play" business centers that will be geared to business tenants moving in and out. The administrative assistant's role will be largely one of connectivity in a globally-dispersed workforce. We will use our "emotional intelligence" to anticipate needs and provide a "human touch" that technology lacks. She noted several new roles that could emerge to more clearly define the specialized roles of administrative professionals: workflow controller, resource coordinator, telecommuting liaison, knowledge manager, and information integrator/abstractor. These are given a more complete definition in her article in the August/September 2005 *OfficePRO*. She included in her address at the convention (and also in the magazine article), the six key skills that admin pros need to focus on developing: Analysis, Collaboration, Technical aptitude, Intuition, Ongoing education, Negotiation – the first letters forming the acronym ACTION, which we need to "take" to advance our careers.

The second keynote was provided by Steve Farber, President of Extreme Leadership and author of "The Radical Leap: A Personal Lesson in Extreme Leadership." He spoke on how to know when you're really leading and not just using the buzzword. He explained the Radical LEAP as Love—in business and leadership and the role of the heart in building strong followers and outstanding relationships; Energy—in finding the juice to work through the obstacles, not just generating it in yourself, but in others; Audacity—inspire it by exhibiting a "bold and blatant disregard for normal constraints" ...i.e. innovate; and Proof—prove you mean it, prove it to others, and to yourself, then prove to others that you're proving it to yourself. During his keynote, he called his admin on his cell phone and had all of us say hello to her (nearly 1800 admins from around the world!). When he told her that she could come to the next convention, he received our resounding applause.

### **Workshops**

As a full-registrant, I had the opportunity to take a variety of workshops. I chose the following:

- Two by Courter and Marquis, Triad Consulting, “Turn Lackluster PowerPoint Presentations into Multimedia Extravaganzas and “Communicating Visually with Visio”;
- Two by Edie Raether, “Mindshift: 12 Power Principles for Influence and Persuasion” and “Keeping It Together When Everything is Falling Apart”;
- Lovie Renaud, JC Penney, “Makeovers for the Plus Sizes: Insider Tips for Turning Liabilities into Assets”; and
- J. Warren Willey II, D.O., The Fitness Medical Clinic, “Optimal Health: An Introduction to Age Management Medicine.”

Each of the keynotes and workshops were excellent and I hope to put many of the ideas and concepts to good use in my own work and personal life, as well as share some of these with you in future newsletter articles.

### **Office Expo 2005**

A much anticipated highlight of convention is the vendor show. Approximately 44 vendors displayed a very well-organized show this year, and the only long line I ran into was at the 3M booth, or should I say “booths”, as they had display booths all along the short width of the vendor area. Other vendors included everything from ACCO to Corporate Express, to Fairytale Brownies, to the CIA (really!!), to Tombow to Hallmark’s Maxine (in person!). Not only did they have suppliers on hand to show their products, but in return for our business cards, we went away loaded with brochures, coupons, and free stuff. Some of the more interesting items I found were the dymo labelers—there’s a two-label model coming out called the LabelWriter Twin Turbo for those of us who print different types of labels frequently; and the Fairytale Brownies—when my manager asks me to send a thank you to someone, I’ll go online for the brownies! Also, I was so impressed with the PaperPro one- and two-finger ergonomic staplers, that I e-mailed the model number back to the office to get some ordered.

### **Fun Stuff**

Of course, everything was fun, interesting and exciting, but there are always several special events to attend, such as the Evening of Welcome, Evening of Entertainment and the Final Banquet. Add to that the Division get-togethers—our A-O Division met a block and a half down on the 16<sup>th</sup> Street Mall at the historic Paramount Café; and the evenings out with old (and new) friends—I think there’s a Starbucks on every corner, and we liked to never found the Cheesecake Factory, but the hunt was worth it!

This year I treated myself on my last night in Denver to one of the several tours that were offered. I chose the Flying W Ranch tour to Colorado Springs. Three busloads left in 104-degree weather at 5:30 p.m. Since Denver was having record-breaking temperatures that week, the tour guide had bottled water on hand for everyone. As we rolled out of Denver in air-conditioned comfort, she pointed out such sights as the Brown Palace, the Capitol building, the Denver Mint and the awesome convention center and the Rockies baseball team stadium. We promptly became wedged in rush hour traffic, but the skillful driver quickly took an exit to a lesser-traveled parallel route that included some great scenery with the Rockies (mountains, this time) keeping pace to the west and the endless prairies stretching eastward. As we neared Colorado Springs, the tour guide talked about the Air Force Academy grounds on the north end of the Springs, and we actually spotted a training flight plane being towed by its instructor jet.

The Flying W is an evening of outdoor food and entertainment. The meal of bbq beef, beans, slaw, biscuit and spice cake was served in tin plates in the mountain-fresh air (if it isn’t raining) of the beautiful Colorado foothills. After eating, the entertainment was an excellent and relaxing mix of old-time cowboy

songs with a little slapstick and orneriness thrown in. That and coming back to the night-lights of Denver was a wonderful close to a full and rewarding week!

### **Closing Thoughts**

There are many things I didn't mention, such as the flight from humid Tulsa to a still hot, but much drier Denver. We had to circle the airport for a while before being allowed to land due to a big thunderstorm—it was GORGEOUS from above! Then, came the Denver International Airport experience! I almost didn't come back via air—there were actually two other driving options that would have brought me fairly close to Bartlesville, but I decided to brave the faux mountains on the plains once more. DIA has a white peaked top fashioned to look like the Rocky Mountains, but underneath is 53 square miles of confusion. But I'm b-a-c-k!

I also didn't mention the lovely hand-blown glass columbines that were given as hospitality gifts to each registered attendee, or my beautiful 19<sup>th</sup> floor view of downtown Denver and the Rocky Mountain National Park's mountains in the distance. Or I didn't mention the wonderful German room service lady, who when I finally got her to understand that I wanted more than one regular coffee filter, kept me stocked with handfals and babied me with well-stocked everything all week long. She was even on hand to tell me goodbye on my last day.

And I can't forget to mention Alice, my friend from the Nashville convention three years earlier. Alice and I had kept in touch sporadically via e-mail since Nashville and we met up again (quite by surprise) in the same pre-convention workshop. Alice is the Kentucky Division president this year. She was on the last leg of a vacation to her parents in Rifle, Colorado, and she had her two teenage daughters with her. We had some good conversation over supper and after workshops about the business meeting, speakers' topics, and our chapters (what works/doesn't work). We also enjoyed attending together, along with her daughters, several of the educational and fun events mentioned above.

I appreciate the opportunity to serve the Bartlesville Chapter as voting delegate in a professional, international business meeting. I also want to sincerely thank my manager, Steven E. Wood and our Upstream Financial Services department for funding the majority of the trip and allowing me to attend the largest event in the world for administrative professionals – the IAAP International Convention and Education Forum.

Lyn Miller  
Secretary  
Bartlesville Chapter