

IAAP

New Member Information

Grow Your Career



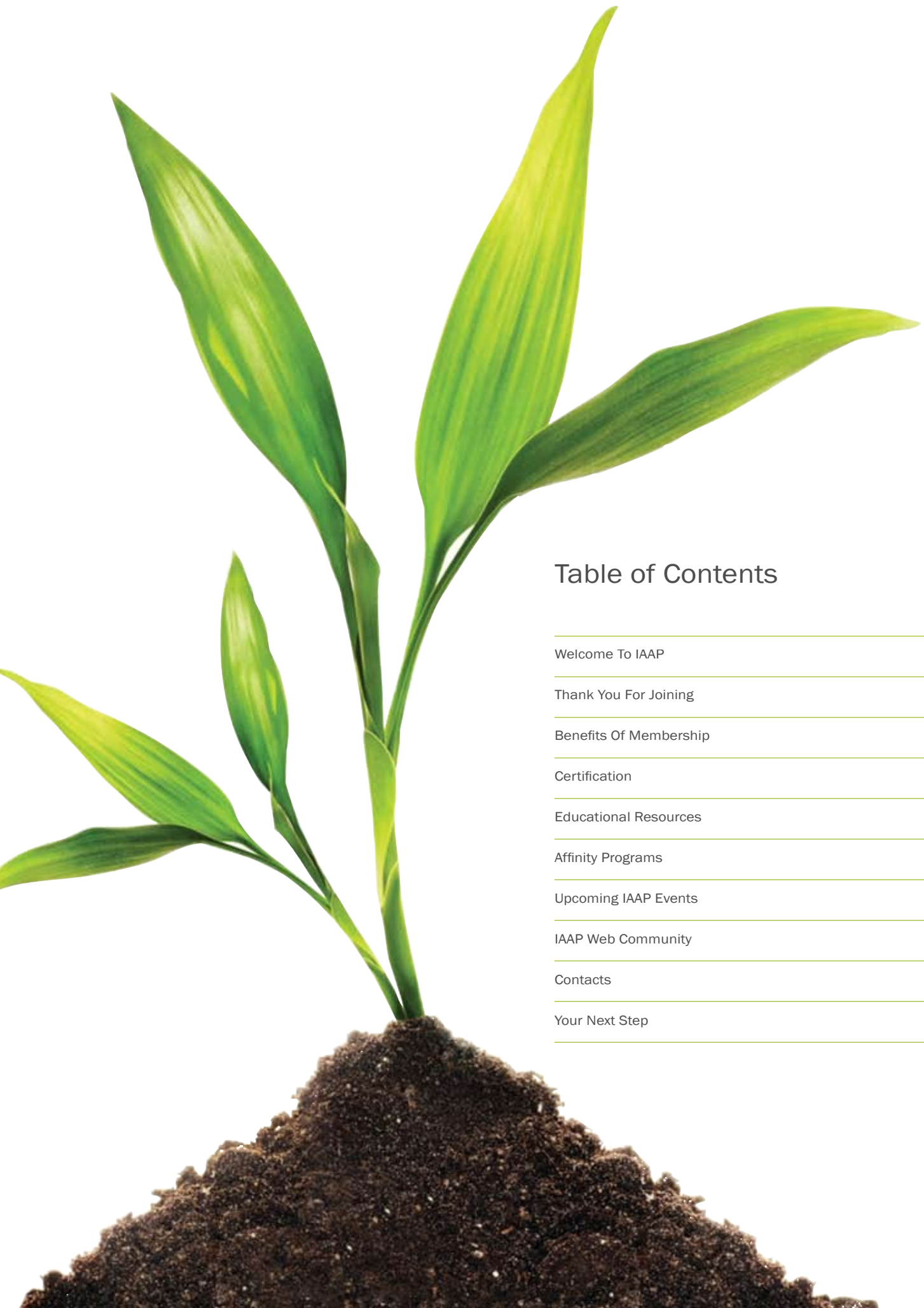


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Welcome to the International Association of Administrative Professionals®. Congratulations on your membership in a worldwide association focused on personal and professional excellence. It's exciting to see new members who are committed and dedicated to our profession.

To take advantage of all your membership has to offer, I encourage you to review this booklet and reference back to it whenever you have questions.

The first year of membership in any organization can be one of great enthusiasm and opportunity. Your benefits include a subscription to *OfficePro*® magazine, IAAP's online newsletter *Connections*, member discounts; plus much, much more. Whatever level of interest you may have in IAAP, we have a program tailor made for you!

And, it only gets better. Our Member of Excellence program sets the standard for the career-minded administrative professional, and provides you with tools to succeed. In addition to the leadership, education and community building opportunities at the chapter and division levels, there are conferences and seminars throughout the year, including our annual Education Forum and Annual Meeting.

Check out all the professional and educational resources available through the IAAP website (www.iaap-hq.org). Find additional information about our Certified Professional Secretary® (CPS®) and Certified Administrative Professional® (CAP®) programs in the Professional Development section. All this and many more benefits can be found on the pages to come. Pages 14 and 15 include contact information for all your membership needs.

It is my pleasure to serve you during your first year of membership as we celebrate the 2010-2011 international theme Passion & Purpose. Welcome to IAAP!

Sincerely,

A handwritten signature in black ink that reads "Mary Ramsay-Drow".

Mary Ramsay-Drow, CPS/CAP
International President

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Thanks For Joining

We want to thank you for joining the International Association of Administrative Professionals. We're excited that you're here and have decided to take the next step in your career. Many of our members will testify that IAAP has changed their careers, for the better.

For that to happen, members have been proactive. They've gotten involved in a local chapter, attended conferences, networked on the IAAP Web Community and earned their Certified Professional Secretary and Certified Administrative Professional designations.

Sometimes it's a challenge, taking that extra step to get involved, to meet new people and learn new skills. Since you've taken that first step to grow in your career by joining IAAP, we're here to help you take the next step and the one after that.

In this packet you'll find all that you need to get started with IAAP. Don't hesitate to ask questions at your chapter or division meeting or call IAAP International Headquarters (on page 14) for help.

If you haven't joined a chapter yet, check out the [chapter locator](#) to find a chapter near you.





Your membership in the International Association of Administrative Professionals will help you to develop your personal and professional skills and build your careers. IAAP is the world's leading association for administrative assistants, secretaries, office managers and other administrative support staff, with 28,000 members and affiliates in 25 countries worldwide.

As a member, you can tap into an extensive knowledge base regarding in-demand administrative skills, office trends, standards and best practices through access to IAAP publications, professional development programs and other association resources. In addition, networking and leadership opportunities are available through involvement in regional divisions, local chapters and in the IAAP Web Community.

As a new member your benefits include:

Seminars and Conferences

IAAP and its regional divisions and local chapters host a variety of seminars, workshops and conferences featuring internationally recognized speakers. Topics range from workplace trends and technology, to leadership skills and career planning. IAAP's largest educational event is the annual International Education Forum and Annual Meeting, held each summer. We also hold a Fall Conference and a Spring Conference. Members receive a discount on all seminars and conferences.

Personal and Professional Development Resources

IAAP offers more than 250 books and other educational resources on all facets of office administration. IAAP's *Complete Office Handbook* is considered to be the definitive reference guide for today's electronic office. In addition, online training programs and courses are available at a discount to members on the IAAP Web site.

OfficePro® Magazine

Published seven-times per year, each issue of IAAP's award-winning magazine gives readers a wealth of tips and advice on office administration and career development. In addition, we publish an executive edition targeted at managers and executives. Click [here](#) to read the current cover story in the latest edition of *OfficePro*.



OfficePro Express

Twice monthly members open the e-newsletter *OfficePro Express* for a quick summary of news and the latest in web tools that make their job, and your life, a bit easier. Members love *OfficePro Express* for the quick news and information, links and handy web tool in a concise format.

Connections Newsletter

IAAP's monthly newsletter gives you an update on association news and also articles from authors and professional speakers on current topics that affect admins in the workplace.

Networking

From local chapter meetings to online information sharing with administrative professionals around the world, IAAP members build valuable personal connections and gain knowledge about best practices. You'll find fellow IAAP members in large corporations, small businesses, government agencies, schools and many other types of organizations.

IAAP Web Community


A Web 2.0 resource for members stocked with useful documents, a Wiki, blogs and eGroups centered around topics of interest or needed training on such as Excel, Outlook, meeting planning and a host of other subjects.

Professional Certification

IAAP enables administrative professionals to demonstrate their advanced knowledge and proficiency through two certifications, the Certified Administrative Professional® and the Certified Professional Secretary® ratings. More than 62,000 office professionals have attained certification from IAAP. Members receive a discount on their application for the exams.

Affinity Programs

IAAP partners with several businesses to offer discounts on products and services—from flowers to health insurance—to our members.



If you're looking for a way to help you get ahead in the workplace, IAAP offers two professional ratings for admins. **Certified Professional Secretary® (CPS®)** and **Certified Administrative Professional® (CAP®)** ratings are the industry recognized standards of proficiency for administrative professionals.

You'll improve your professional qualifications, increase your skills and knowledge and raise your self-esteem by taking and passing the exams. You may also obtain college credit and, according to the 2010 salary survey from OfficeTeam, get up to a 7% increase in salary.

CPS and CAP exams are based on the premise that an administrative professional should have basic knowledge of office systems, technology, office administration, and management, and know how to apply the principles of good human relations and communications. Some of the examinations are based on knowledge acquired by the office professional through formal education and informal reading. Employers also expect their admin to be thoroughly familiar with current techniques in office practice and procedures and aware of developments in office systems and technology.

Certified Professional Secretary

The CPS Examination is a three-part exam, covering the areas of office technology, office systems and administration, and management.

Certified Administrative Professional

The advanced CAP Examination is a four-part exam, covering the areas of office technology, office systems and administrative management and advanced organizational management.

Interested? For more information visit Certification in the Professional Development section of the IAAP website. If you have questions on certification matters contact the certification department at certification@iaap-hq.org.



If you would like to learn new skills or brush up on old ones, IAAP has a multitude of educational resources from books to online learning. We're here to help you grow your career and to help make it affordable with special member discounts.

IAAP Conferences

IAAP offers three conferences a year: Spring Conference, International Education Forum and Annual Meeting and Fall Conference. Members who attend our events are energized when they go back to their offices. Besides learning from the industry's best teachers, authors and speakers, our members network with each other, learning from the triumphs and trials of other office professionals.

IAAP Bookstore

Office solutions are just a click away at the IAAP online bookstore. You'll find IAAP materials as well as educational resources.

Complete Office Handbook

Whether you work in a big international corporation, a medium-sized regional company, a small local business, a home-based business or a virtual office on the road, The IAAP *Complete Office Handbook* provides valuable tips on how to survive the competition and prosper in today's fast-paced business environment. This is the comprehensive guide for every office professional. You'll find it in the IAAP online bookstore.

OPTIONS Training

OPTIONS Training is a self-study curriculum with four skill levels offered by IAAP. All the concepts are pertinent, no matter what your job is or how long you've been in the profession. Each level focuses on career and personal development, people and task skills. Areas that progress over the levels include self-management, team skills, office management and information management.

Online Training

You don't have to leave your desk to add to your skill base. You can have unlimited access for an entire year to more than 400 online courses in three distinct libraries for about what you'd pay for a two-day seminar. Receive a special IAAP member price for each library. Learn about: Office Productivity (technology courses), Business Fundamentals (administrative and management skills) and the Design and Media Library (for effective communication in all formats).

Learn at your Desk

IAAP has partnered with KRM Information Services, Inc. and McMurry to bring virtual learning events directly to your PC. Let IAAP help you hone your professional skills with audio seminars and audio-and-web-based workshops.

College Education

Earn an Administrative Professional Associate in Science Degree, become certified in computer software by doing short-term training or simply take individual courses. The Administrative Assistant program prepares you with the technical, administrative and interpersonal skills for a career in an administrative support position in today's offices. You'll receive credit and can have courses waived if you have your CPS/CAP certification, on-the-job experience. For more information visit the Madison Area Technical College website.

**Health Insurance**

The IAAP Member Health Insurance Plans can provide you with excellent health insurance choices and may save you up to 42% on your health insurance premiums*. With multiple plans and an extensive network of national providers (over 750,000), the IAAP Member Health Insurance Program is one of the most comprehensive health insurance programs available.

You can choose a Health Savings Account, CoreMed PPO Health Plan, or RightStart PPO Health Plan.

*All plans are medically underwritten and you must qualify for coverage. Plans may vary by state. Check with your member health plan representative for complete coverage details. This offer is available to U.S. residents only.

www.AffinityHealthPlans.com/iaap

Auto Insurance

The GEICO Auto Insurance Program offers members quality car insurance with complete 24-hour sales, policy and claims service. As an IAAP member, you may also qualify for a member discount, in addition to GEICO's already low rates. The discount is available in most states.

Office Supplies

IAAP members can receive remarkable savings on office supplies, promotional products, furniture, and many other items through Office Depot. Members in the United States and Canada can shop online and receive discounts ranging from 10-40% on various products. You can access the Office Depot website designed specifically for IAAP members through the links below.

U.S. members visit:

<http://odams.officedepot.com/registrations/portal.php?a=45683132>

Account #45683132

For specific product questions call customer service at 888-438-0102

Canadian members visit:

<http://odams.officedepot.com/registrations/portal.php?a=45703201>

Account #45703201

For specific product questions call customer service: 888-777-4044

Travel

Carlson Wagonlit Travel is the official travel agency of IAAP. Use Carlson Wagonlit Travel for all your travel needs, be it personal or professional. For more information, call 877-251-3296.

Education Seminar Discounts

IAAP has an alliance with National Seminars Group/Padgett-Thompson, divisions of Rockhurst University Continuing Education Center. This membership benefit lets you take advantage of excellent discounts.

Member Benefits include:

- 25% off any public seminar offered in hundreds of locations across the country.
- 10% off tailored, onsite seminars brought directly to your business or chapter.
- 10% off all orders over \$100 from extensive collection of training resources.
- 10% off online courses.

IAAP membership allows every employee at your location to take advantage of these excellent discounts.

www.nationalseminars.com/iaap

Package Delivery

Now save up to 26% on UPS shipping on air and international express shipping services. All this with the peace of mind that comes from using the carrier that delivers more packages on time than anyone. Simple shipping! Special savings! It's that easy!

<http://www.savewithups.com/iaap/>

Flowers

IAAP members can experience the Teleflora difference and save 20%* on all flower orders. All bouquets are hand-arranged and delivered by a local florist. Same day delivery is available on all products and no flowers are ever shipped in a box.

IAAP members living in the U.S. and Canada can order via the special website at www.iaap.flowerclub.com or by telephone (1-800-457-2996). International members can receive the discount via the telephone only.

*Prices shown on the Teleflora website for IAAP members include the discount. Applicable sales tax and delivery fees will be added at checkout

Financial Services

Visit the [IAAP Web Community Affinity Benefits](#) page for details on our credit card program.

Car Rental

The Avis Association Program entitles you special Avis services and discounts that can save time and money. You are also eligible for savings of 10% off Avis Association Select rates and 5% off promotional rates at all participating locations. And with the Avis Wizard System, you can receive the best available rate when you mention IAAP's/Avis Worldwide Discount (AWD) number: S024799. For more information and reservations, call 1-800-331-1212 or visit their website.

<http://www.avis.com/AvisWeb/html/bridge/assoc/members/go.html?S024700>



Members who attend our events are energized when they go back to work. Besides learning from the industry's best teachers, authors and speakers, our members network with each other, learning from the triumphs and trials of other office professionals.

The three key words of IAAP's mission statement are education, community building and leadership development. IAAP has a long history of meeting these goals at the following events—the spring [Spring Conference](#), the summer [International Education Forum & Annual Meeting](#), and the fall [Fall Conference](#).

Take a positive step toward career growth; attend an IAAP conference. Here's what's coming up:



Spring Conference:

March. 6-9, 2011

Tampa, Fla.

Hyatt Regency Tampa



The IAAP Web Community at <http://community.iaap-hq.org> is a place where all members can come together to interact, to discuss, to exchange information and to have a little fun. This new community is built on the principle that what's important isn't pages and files, but people and connections between people. Those connections happen over a vast network made up of all IAAP members, and they happen through lots of ways: through discussions in eGroups, blog posts, private messages, discussions attached to documents in the professional resource library and lots of other ways.

Come join us. Meet fellow members. Build your profile with your interests and contact information to help people find you. Keep your friends and fellow members up to date by posting in your own blog. Share your templates, presentations and anything else in the document library. Share your tips, tricks, experiences and opinions with other like-minded members in our topic-driven discussion eGroups.

The web community thrives only if our members participate. Jump in. If you want to get started, there are instructions at the end of this brochure.

If you have a question, please contact either your chapter or division officers or the staff at headquarters. If you need us, we're here Monday through Friday from 8:30 a.m. to 5 p.m. Our phone number is 816-891-6600.

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Get involved! The quickest way to do that is to log in to the IAAP Web Community.

To log in to the new Web Community, go to <http://community.iaap-hq.org> and click “Login” in the upper right corner. If you have not yet created a log in, you can do so by clicking the “Need a login?” link next to the blank where you would normally put your username; this will bring you to a step-by-step process of create your username and password. You’ll need your member ID number for this, so if you do not yet have it, you’ll need to contact the [membership department](#).

If you do already have a username and password, simply enter them here and you’ll be redirected back to the community home page, logged in and ready to go. From here, where you go is all up to you; we encourage you to first build up your profile information and once that’s complete, begin to explore the other parts of the site. You can find a much more in-depth userguide to the new Web Community at this address: <http://www.iaap-hq.org/MPdocs/webcommunityuserguide.pdf>

Welcome to IAAP. We’re so glad you’re here.



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