

# MAIA MESSENGER



**TOWARDS TOMORROW**  
THE AMERICAN BUSINESS WOMEN'S ASSOCIATION

**ABWA's Mission Statement**  
The mission of the American Business Women's Association is to bring together businesswomen of diverse occupations and to provide opportunities for them to help themselves and others grow personally and professionally through leadership, education, networking support, and national recognition.

## FROM THE BOARD

Greetings Maia Members,

With our pandemic challenges, we have all witnessed how to grow, change, and adapt to the future.

Throughout this past chapter year, as we journeyed on how to discover our vision for the chapter the executive board appreciates hearing and listening from you on how we can make things better.

Thank You for nominating me as your Top Ten Nominee. Congratulations to our 2022-2023 Women of the Year-Vicky Vincent and our Protégé Award Recipients; Suzy Stein and Sheryl Redding-Humphrey. They are all innovative and passionate about making Maia Chapter the best that it can be.

A celebration for all is to be held at the Eastern Michigan Council Women of Year, Top Ten, and Protégé Award event which will take place sometime in the fall.

Please Welcome our Newest members to Maia Chapter: Imm-Kee Lang, Claudia Morales, and Sharita Bell. Did you know our goal is to recruit 9 new members to Maia Chapter?

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### *From the Board continued...*

We have a way to go to meet our targeted goal. How can you help? Make a new commitment to growing Maia chapter and ABWA by sponsoring a member during this year's spring membership recruitment campaign which began on March 1<sup>st</sup> and ends on May 31<sup>st</sup>. You don't want to miss out on the fabulous gift of appreciation for sponsoring a new member.

Save the Date for this year's DVP Luncheon to honor our District V Vice President Gail Frahm - July 15<sup>th</sup>, Informal Meet and Greet, and July 16<sup>th</sup>, Luncheon at Kensington Hotel in Ann Arbor.

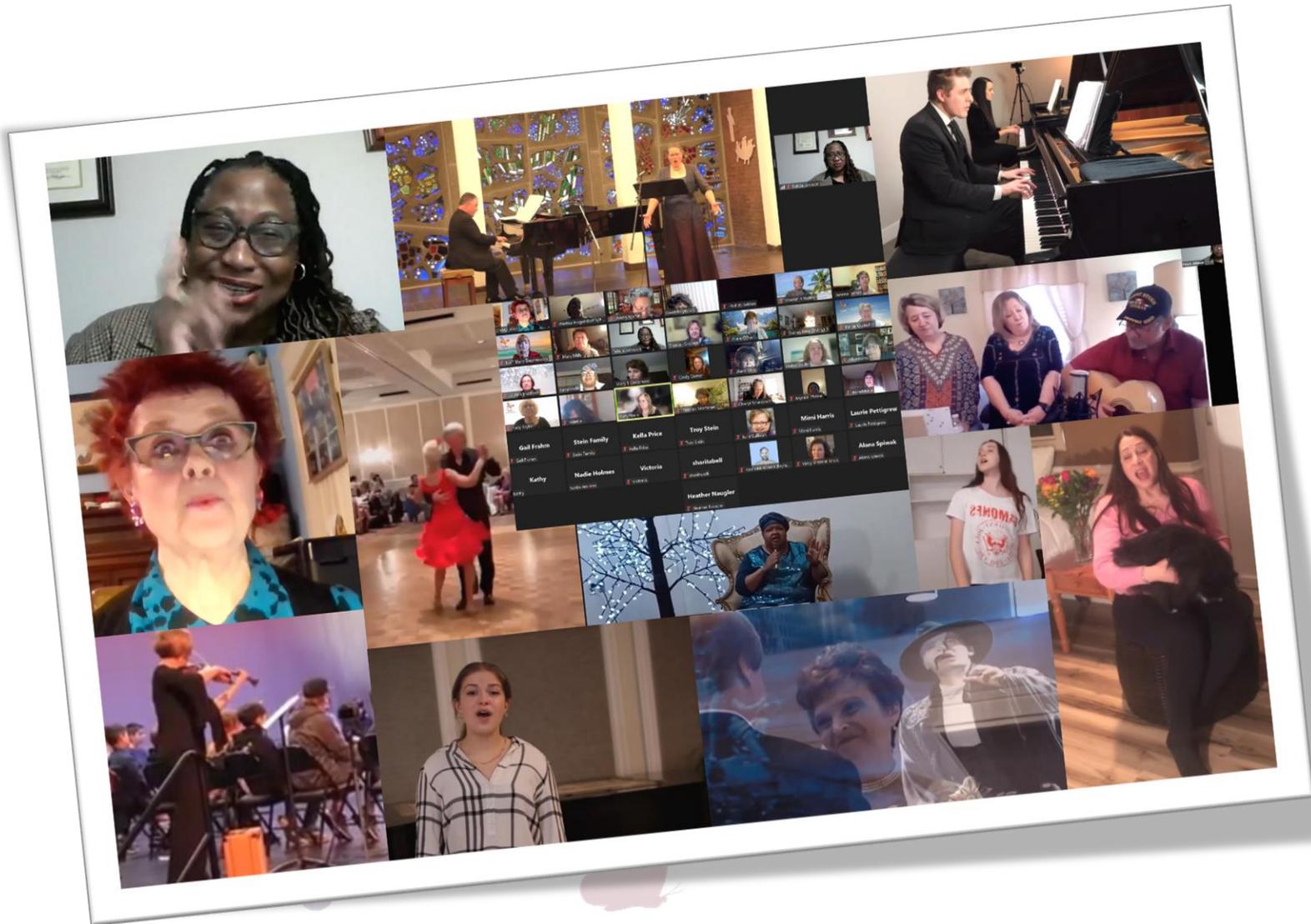
This is a great opportunity to meet some of the members of the National Board and ABWA members from District V. More details on page 14 in this newsletter.

Get Ready to Pack your Bag - ABWA National is hosting the 73<sup>rd</sup> National Women's Leadership Conference - in person - from Sept. 8<sup>th</sup> thru Sept. 10<sup>th</sup> in the beautiful foothills of the Rocky Mountains in Westminster, Colorado. Read detailed information regarding the conference and more in the Achieve newsletter that was e-mailed to all members.

*Sharon Walker*  
Vice-President



## Talent Showcase Fundraiser - February 1, 2022



What an evening of great entertainment! It was truly amazing to see all the performances by Maia Chapter members, their families and friends, and members from ABWA chapters across the nation!

Felicia Johnson did a great job as Master of Ceremonies guiding through the program with stand-up comedy by Cheryl Blair, filling the breaks between the performances.

Time just flew by. As an added bonus, we were able to raise over \$1900 for Maia Chapter's Educational Scholarship Fund.

The event was a great success thanks to all who contributed to the event and joined us to enjoy it. Special shout-out to Suzy for taking care of all technical details and being our producer!

# From the Regional Conferences 2022....

## Sharon Walker's Report:

Thank You for sponsoring me to attend the Central Regional Conference

My Conference Report will reflect on How to Exceed Customer Expectations in a Post-Covid World presented by Ted Janusz

### There are 4 types of Customer Service Behavioral Styles:

1. Analytical- Perfectionist, primarily likes detail and working with processes or technology, rather than people.
2. Amicable- Friendly, calm, loyal, likes to get along with people, hates conflict, gets attached to people and things, doesn't "rock the boat":
3. Administrator- Inpatient, bottom-line oriented, type A personality: blunt, desires results, let nothing stand in his/her way?
4. Associator- Dramatic, a "talker," likes to talk about favorite subject-self, visionary, big-picture oriented, not organized not into details

Complete the overview of the 16 personality types by visiting [www.personalityperfect.com](http://www.personalityperfect.com)

### Workplace Values among the 4 Generations in the Workforce:

1. Mature- (Before 1946) - Recognition, willingness to sacrifice, hierarchy, resistance to change
2. Baby Boomers (1946-1964)- Dedication, face time, team orientation, focused on personal health and wellness



3. Generation X- (1975-1980) Work/Life balance, autonomy; flexibility, informality, diversity, globally orientated
4. Generation Y/Millennial (1981-2000)0 Feedback, recognition, fulfillment, advanced technology, fun, and open-mindedness.

### Communication Styles

1. Visual- Interacts with the world by creating mental pictures. They use verbs such as look, see, picture, and imagine.
2. Auditory- Prefer to discuss and listen to recorded information and music. When responding, their eyes will go off to the side. Will often repeat out loud in their mind's ear, the question or statement made. They use verbs such as hear, listen, debate, and talk
3. Kinesthetic- Doers, Demonstrative, and prefer movement in their interactions. When responding their eyes will go down to get in touch with their emotions. They use action-oriented verbs such as feel, touch, run hold, and move

Why is customer service so important? If the service fails; your customer wails, expressing pain to others. If the service soars, your customer roars, loudly and proudly. If employees aren't happy, how can you expect them to provide great Customer service? Customers don't buy Products- they buy what they get from the product.

## Outstanding Customer Service

Of the customers who register a complaint, between 54 and 70 percent will do business again with the organization if the complaint is resolved. The figure jumps to a staggering 95 percent if the customer feels that the complaint was resolved quickly.

## The Disney Way

L- Listen

E- Empathize

A-Apologize

D- Do Something

This book was recommended: "Lean In"- Women, Work and the Will to Lead by Sheryl Sandberg.

Sheryl Sandberg is a chief operating officer at Facebook, overseeing the firm's business operations. Before Facebook, Sheryl was vice president of Global Online Sales and Operations at Google, chief of staff for the United States Treasury Department under President Clinton, a management consultant with McKinsey & Company, and an economist with the World Bank.

Thanks Again!

## **Mary Ceccanese's Report:**

MEMBERSHIP RECRUITMENT: Ambassador Steering Committee Project - At the Regional Conference this year, attendees were given the opportunity to listen to a presentation delivered during lunch on membership recruitment. ABWA's amazing Ambassadors (members who have held a National Office or received the honor of being recognized as a Top Ten) prepared a PowerPoint presentation to help all leagues with increasing their membership.

Referring to ABWA's mission - ... [to bring together business women of diverse occupations and to provide opportunities for them to help themselves](#)

and others grow personally and professionally through leadership, education, networking support and national recognition - they presented many opportunities for **leadership**.

A few of them included the following:

- Develop strong leaders and gain business knowledge in a working environment
- Opportunities to apply your business skills and gain experiential learning at the local and regional level
- Mentorship available by current and past leaders
- Executive Board and business meetings provide learning on how to create agendas, organize and manage meetings.

More than 18,000 women have received **scholarships** since 1953. In 2021 alone, 98 women were awarded one of our scholarships: National, Impact, Business Skills Tuition Reimbursement, and Outright Grants. This is one of the most notable benefits to belonging to ABWA.

**Professional development** is offered through speakers at our monthly meetings, a huge warehouse of lifelong learning opportunities (many free online courses), webinars, council meetings, and regional and national conferences (partnering with North Central University, the University of Kansas School of Business, and Franklin Covey). ABWA offers **recognition** at both the local and national levels with celebrations for Women of the Year, Top Ten, Protégé, Inner Circle, as well as anniversaries and league-defined festivities.

Finally, there is **networking** with Career Connections through the ABWA website, posting positions available in your company or look for a new position, in addition to conferences and fun!

Whatever stage a woman is at in her life, there is a need that can be filled by joining ABWA. As social creatures, we possess a necessity to connect with others and ABWA provides that opportunity. Meeting women from around the country, bonds are formed and a sisterhood created. Share your story as to why you joined ABWA and share the benefits with someone you may be talking to highlighting the areas that might be of most interest to them.

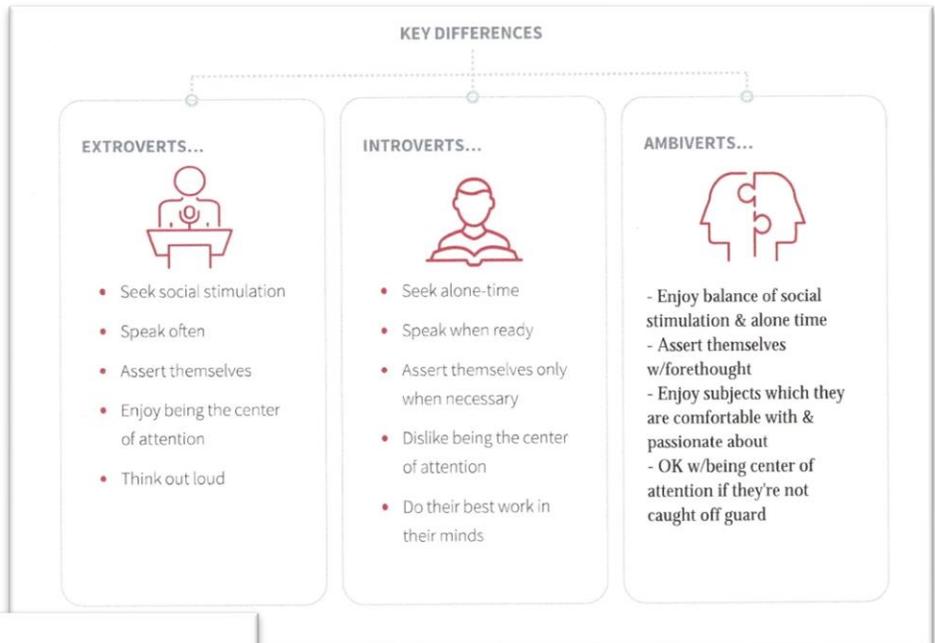
Recruiting keeps ABWA growing and offers chances to connect with a diverse group of women from around the country in a safe space that is encouraging, supportive, and lifegiving.

## Janene Ternes' Report:

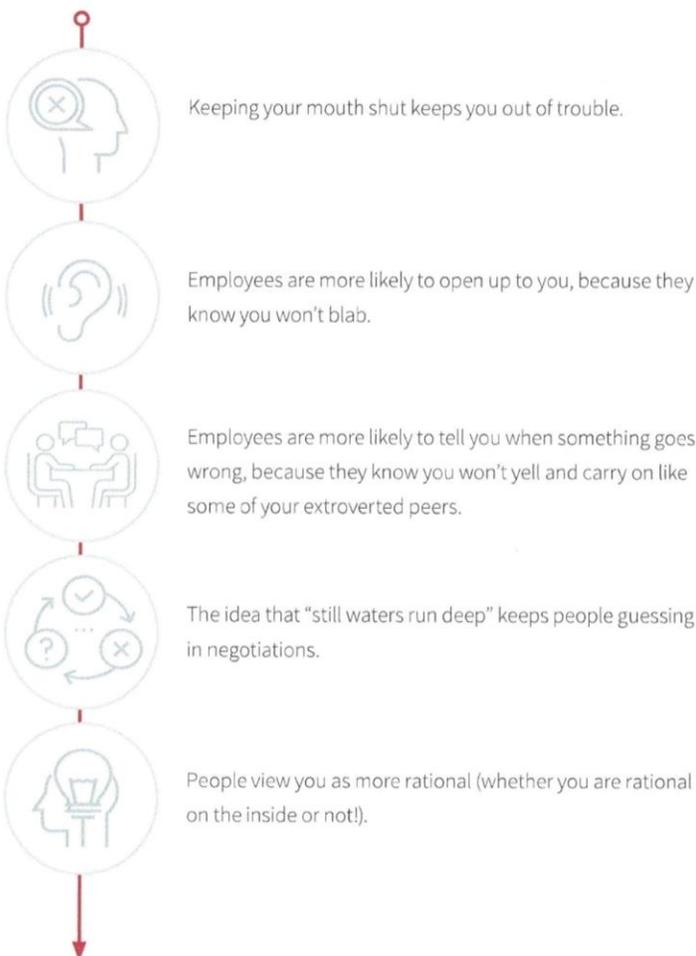
I want to share with you a great presentation I attended at the ABWA Regional Conference and that I hope will help you if you are an introvert or you work with introverts.

### *An Introvert's Guide to Great Leadership*

First, they explained the **key differences** between Extrovert, Introvert and Ambivert leaders. Where do you see yourself on this chart?



### Use Your Quiet Nature to Your Advantage



Introvert leaders bring certain **advantages** to the workplace. If you are an introvert, or work with some introverts, do you agree with these advantages?

Common leadership **challenges** for introverts include overcoming others' misconceptions because they are quiet, being around and interacting with people all day, working in a loud or busy environment with no escape, keeping an open-door policy when you'd really rather not be interrupted, having to maintain an outwardly energetic, engaged demeanor, making small talk to build rapport and goodwill, and being forced to have appropriate spur-of-the-moment reactions.

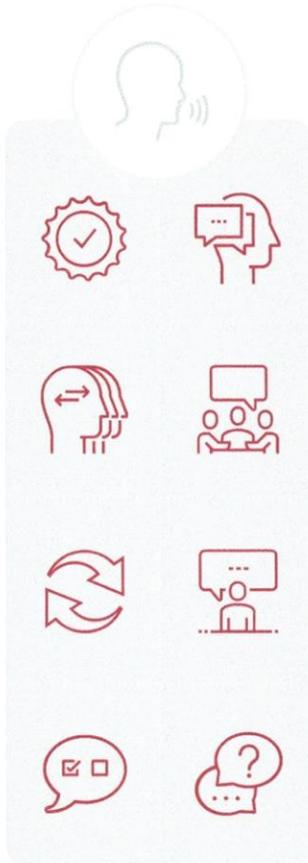
## Get Your Voice Heard

Have a message that's worth hearing. Don't lose credibility with half-formed ideas.

Consider the listener's point of view. How is what you are saying relevant to the person you're talking to?

Repeat the gist of your message using different words and even different media.

Tell the person up front how many points you have. That way if you are cut off, you can remind them that you have another point you need to discuss first.



Consider your thoughts from all perspectives, and anticipate possible objections and questions.

Speak up! Speak more loudly, directly and clearly than you really want to.

Start sentences with the person's name to get their attention first.

Ask questions to control the conversation.

And often the introvert has to work harder to get their voice heard. This chart provides some great tips on **successful communication** for introverts.

Whether you are an Introvert, Extrovert, or Ambivert leader, there are many ways that we can exude confidence and authority so that we are seen as a Take-Charge Leader.

## Be Seen as a Take-Charge Leader

### Exude confidence and authority

1. Smile!
2. Keep your hands out of your pockets and out in the open.
3. Don't fidget.
4. Pick your head up and look straight ahead when you're walking.
5. Keep your posture upright, shoulders back — don't slouch.
6. Move with purpose, not like you are afraid of bugging someone.
7. Shake hands firmly while making eye contact.
8. Look as put together as possible.
9. Keep arms uncrossed.



CONFIDENCE



AUTHORITY

1. Keep your head level.
2. Make eye contact.
3. Avoid weak speech habits:
  - Fillers
  - Upspeak
  - Too many questions
4. Don't shift your weight or position too much.
5. Gesture and use facial expressions to convey your messages.
6. Increase your volume.
7. Enunciate more clearly.
8. Modulate your voice.
9. Vary your speed.

## Maia Social Events

A couple of our members assisted with a clothing drive for [Dress for Success](#) on Sunday, May 1<sup>st</sup>.

*Team Sharon,  
Just a note of thanks for reaching out to your colleagues, and ABWA members to assist with our Talbot donations. We appreciate your continued support during our time of limited staff. You have always been right there no matter what. Have a Blessed and safe Mother's Day!*

*Cathleen/Pat  
Dress for Success Michigan*



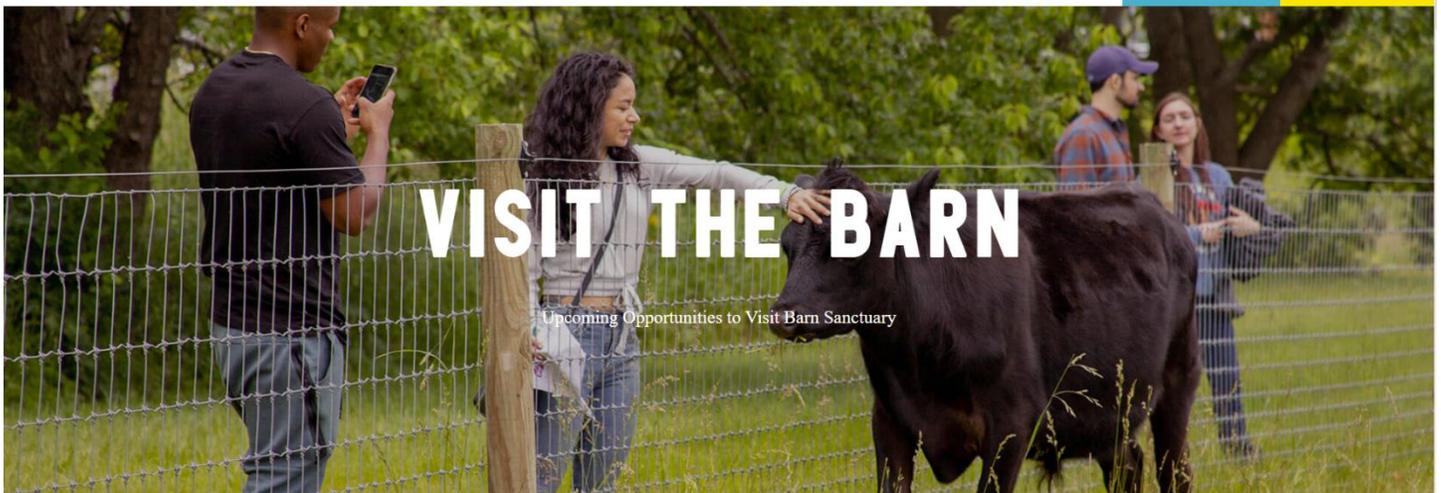
## Upcoming...

### June 18 – Cookies at Crumbl in Ann Arbor & Barn Sanctuary in Chelsea

12:30/1:00 pm meet at Crumbl - 215 N Maple in Ann Arbor

1:30 pm departure to Barn Sanctuary - 20179 McKernan Dr in Chelsea

2:00 pm barn tour – Please get your tickets (\$20) in advance! Click [HERE](#) or go to [www.barnsanctuary.org/visit-the-barn](http://www.barnsanctuary.org/visit-the-barn)


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## Women Together 2022 – A Wonderful Evening of Connection

by Suzy Stein

Women Together 2022: Choosing Connection in Today's World took place virtually on Thursday, April 21. This event was once again a fundraiser for the ABWA-Maia Chapter Educational Scholarship Fund, as well as the campaign of Mary Ceccanese for ABWA District V Vice President. We had two exceptional guest presenters, as well as a special chat with Maia Chapter member Mary Ceccanese and our MC for the evening, Sandy Schrah.

We first heard from [Julie Burch](#), internationally renowned speaker and author, and former ABWA National President. Julie's topic was communicating through conflict, a very appropriate topic for these turbulent times. As someone who has pretty much

avoided conflict in my life, I was eager to hear what she had to share, and I was pleasantly surprised! Julie helped us reimagine conflict in our lives. We discussed how conflict can lead us to have meaningful discussion, open up about different perspectives, and help people feel heard. Julie explained how, "Conflict itself is neutral. It's what you do with it that makes a difference." She described two kinds of conflict resolution—internal and external. Internal resolution is we ourselves "getting over it." External resolution is discussing and working through conflict with others. She posed the question, "What burdens are we carrying because of internal conflict, and not letting go?" This really got me

thinking about how I can take steps to resolve conflict in my own life.

Following Julie's presentation, **Mary Ceccanese and Sandy Schrah** demonstrated a communication role-play, in which Mary demonstrated active listening and other communication skills. They gave us all the opportunity to give feedback and make observations. It was illuminating to hear the different perspectives and insights regarding active listening.

Our next guest presenter was **Amy Giddon**. She is the founder of a start-up called Daily Haloha, and has created an app of the same name, with a goal to rekindle empathy. Amy's topic for the evening was: What's in your Social Wellness Stack? She explained that we all need connection, regardless of our social style. Not everyone's looking for connection in the same way, but we all have periods of feeling disconnected. Amy delved into the topic of loneliness, or the gap between the connections we want and the connections we have. I have definitely felt that gap before, and this made so much sense.

Amy then introduced her social wellness stack, and explained how connection is multi-layered. She pointed out that it can be challenging to present our authentic selves to the world, but it is essential in order to create connection with others. She shared ten social wellness tips, which I found very useful. My favorite was to "find transcendent moments," like experiencing nature or deep connection. Then she closed with this quote from Ram Dass: "We're all just walking each other home." I loved when chapter members and guests shared their favorite ways to stay connected with friends, family and community. The time flew by as we connected with each other over the topic of connection. As an added bonus, we were able to raise over \$1400 for the ABWA-Maia Chapter Educational Scholarship Fund and Mary Ceccanese's campaign for ABWA District V Vice President. It was a deeply enriching and enjoyable two hours, and the event was a great success. Thanks go out to all who contributed, including our guest speakers Julie Burch and Amy Giddon, Master of Ceremonies Sandy Schrah, Mary Ceccanese and other contributing chapter members.



### Julie Burch: Connecting Through Conflict

If you have ever avoided saying what needed to be said because you hate conflict-- or regretted saying something in the heat of the moment, you are not alone! ...

[Read more on our website](#)



Witness the power of positive connections through a connection demonstration between **Mary Ceccanese** and event emcee **Sandy Schrah**. Reflect, comment and get involved in the discussion!



### Amy Giddon: What's in Your Social Wellness Stack?

If there's one thing we all share as humans - it's the need to feel connected, to BELONG. Yet, loneliness and disconnection have been on the rise...

[Read more on our website](#)

## WELCOME NEW MEMBERS!



My name is **Sharita Bell**. I was born and raised in Ann Arbor, Michigan. I currently work at Michigan Medicine as an administrative assistant in the department of Nephrology. I enjoy shopping, baking, and cooking. I have a six-year-old child, Wynter. I love animals. I currently have a dog (Miki), a cat (Midnight), and about 20 fish. I joined ABWA after attending a few monthly meetings. After listening to the presenters speak, I feel like ABWA will help me grow my skill set and push me to be a better version of myself.



Hello ABWA Maia Chapter Friends, my name is **Claudia Morales** and I am looking forward to getting to know all of you! Here is a little bit about me in the meantime: I have been blessed with a large dose of enthusiasm for learning, helping to make people's lives better and staying organized, which has led me to succeed in a variety of roles. From

administration, research and project management, to food production and ministry, I have been able to learn, practice, and expand on servant leadership, process optimization, and the intelligent and efficient use of resources – all for the greater good.

Education-wise, I earned a bachelor's degree in Industrial Engineering from Universidad del Valle de Guatemala and upon graduating followed my passion for the creative world of cooking by attending the California Culinary Academy.

In this new chapter of my life, I am building upon my entrepreneurial spirit and culinary background, launching my own business – LFMH LLC – with a focus on developing, manufacturing and distributing delicious food products, such as Balam Sauces and Nutty



Biscotti. I am excited to be facing the challenges of entrepreneurship with creativity and working towards a prosperous triple bottom line: People, profit, and planet.

My husband and 2 teenagers and myself are happy to call the outskirts of Ann Arbor our home.



**Dominique Filostrat** is a long-distance member of Ann Arbor, Michigan's ABWA-Maia Chapter. She is an IT Consultant with a focus on cybersecurity and Microsoft System Administration. At the beginning of the pandemic, she taught herself the finer points of 3D printing and now makes numerous functional items for work and for fun! Her hobbies include gardening, and she enjoys long walks with her dogs in the majestic Pacific Northwest.

# CONGRATULATIONS!

**Maia Chapter's Top Ten:  
SHARON WALKER**



**Maia Chapter's Woman of the Year:  
VICKY VINCENT**



**Maia Chapter's Protege:  
SUZY STEIN**



**Maia Chapter's Protege:  
SHERYL REDDING-HUMPHREY**

## Upcoming Events

**May** Chapter Meeting – HYBRID/Zoom & In-Person - May 17, 2022

→ Register here: <https://www.abwa-maia.org/events>

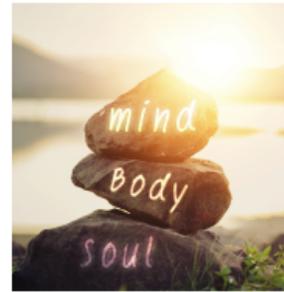
**Maia Chapter of ABWA Presents:**

### Mind, Body, Spirit & Fun

Tuesday, May 17, 2022

This is a LIVE HYBRID event  
that will provide solid, immediately usable information!

We will focus on re-energizing ourselves  
in order to keep going when we *have* to keep on going.



Please register at:  
<http://abwa-maia.org/events>

\$6 to Attend In Person Includes Dinner  
Free to attend via Zoom

**The Mission of the American Business Women's Association** is to bring together businesswomen of diverse occupations and to provide opportunities for them to help themselves and others grow personally and professionally through leadership, education, networking support, and national recognition.

**Changing Women's Lives...  
One Woman at a Time**

For more information about our Chapter, contact Sharon Walker [walkers@umich.edu](mailto:walkers@umich.edu) or visit our website at [www.abwa-maia.org](http://www.abwa-maia.org)



6:00pm – Dinner/Networking In Person  
6:45pm - Welcome/Introductions/Zoom  
7:00 pm – Program  
7:30 pm – Business meeting  
7:45 pm – Roundtable  
7:55 pm – Closing

We look forward to seeing you!  
We hope you will attend and bring a friend or associate.



**June** Chapter Meeting – Zoom – June 21, 2022

**July** Annual Picnic in the Park – In-Person – July 19, 2022

**Join the fun on Sunday, June 26  
from 2 - 4 pm for a  
Tea and Dessert Auction!**

Enjoy lots of delicious tea, lemonade, and  
appetizers, and plan to take home an  
amazing dessert from the auction.

Get in the spirit by participating in an optional hat  
contest if you wish.

**Bring your favorite tea cup and saucer.**  
(If you don't have one, we will provide you with one.)

**We'd love it if you would also bring a dessert to  
donate to the auction.**

**Cost is \$20**

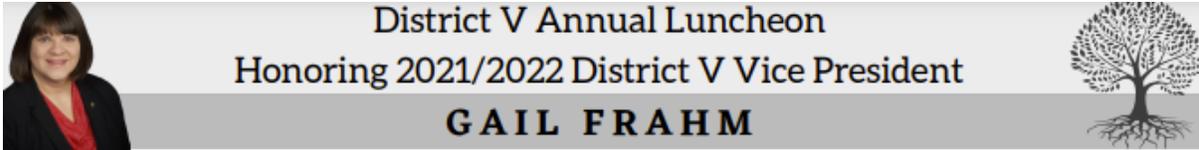
This event is being sponsored by Maia Chapter to  
benefit the  
campaign of Mary Ceccanese, approved candidate  
for District V Vice President.

Location:  
Chapel Hill Condominium Association Clubhouse  
3350 Green Road, Ann Arbor, MI 48105.

# Upcoming Events

District V Annual Luncheon Honoring 2021/2022 District V Vice President GAIL FRAHM hosted by the Eastern Michigan Council and Cardinal Crossroads Council on Saturday, July 16, 2022

➔ Register here [www.abwa-emc.org/dvp-luncheon](http://www.abwa-emc.org/dvp-luncheon)



Event Sponsored by Eastern Michigan Council & Cardinal Crossroads Council  
 Show your support for Gail by wearing her favorite colors: BLACK, WHITE, & SILVER

### REGISTRATION & AGENDA

Saturday, July 16, 2022

Location (Friday & Saturday):  
 The Kensington Hotel  
 3500 S State Street, Ann Arbor, MI 48108

Saturday Luncheon Schedule

- 8:00AM Registration
- 8:15AM Breakfast Buffet
- 9:15AM Welcome & Introductions
- 9:30AM Educational Speaker
- 12:15PM Lunch Buffet
- 1:30PM DVP Honors Event

Registration Costs & Deadlines

Early Registration (Cash, Check, or PayPal\*): June 18, 2022 / \$45.00  
 Late Registration (PayPal\* only): June 19 - July 15, 2022 / \$50.00  
 Register & Pay Online via PayPal\*: [www.abwa-emc.org/dvp-luncheon](http://www.abwa-emc.org/dvp-luncheon)  
 \*Fees will be added to all PayPal payments.

Friday, July 15, 2022

5:00 - 6:00PM Informal Meet & Greet  
 6:00PM Dinner in Ann Arbor  
 (Sign up for dinner: [www.abwa-emc.org/dvp-luncheon](http://www.abwa-emc.org/dvp-luncheon))

Hotel Reservations

Must reserve before June 18, 2022  
 Phone: (734) 761-2929; mention booking for ABWA DVP  
 Online Booking Group Attendee Code: 2207ABWADV  
 Room Rates: \$129/night - up to 4 people



Event also includes  
 Networking, Silent  
 Auction, Envelope Pull,  
 Recognition &  
 Contributions, as well as  
 awarding 2 NWLC Early  
 Registrations (up to \$500  
 each) for the 2022  
 Conference!

FOR INFORMATION OR QUESTIONS,  
 PLEASE CONTACT OUR EVENT CO-CHAIRS

Cheryl Schmandt (Cardinal Crossroads Council)  
 Phone: (260) 417-9061  
 Email: [cschmandt123199@gmail.com](mailto:cschmandt123199@gmail.com)  
 Mary Shindell (Eastern Michigan Council)  
 Phone: (734) 996-3963  
 Email: [maryshindelabwa@gmail.com](mailto:maryshindelabwa@gmail.com)

### DVP EVENT REGISTRATION FORM

Use this form for cash or check payments only. Complete 1 form per person.

NAME: \_\_\_\_\_ EMAIL: \_\_\_\_\_

STREET ADDRESS: \_\_\_\_\_ TOTAL ENCLOSED: \$ \_\_\_\_\_

CITY, STATE, & ZIP CODE: \_\_\_\_\_

PHONE: \_\_\_\_\_ NATIONAL REC.: \_\_\_\_\_  
Examples: NBOD, DVP, Top 10, & years served for each

CHAPTER/EXPRESS NETWORK/GUEST: \_\_\_\_\_

#### SELECT A LUNCH OPTION

Additional Questions (check box if true):

- I will attend the Informal Meet & Greet on Friday night in person (no virtual option).
- I will sign up and eat dinner with a group on Friday night in Ann Arbor (pay your own way).

Lunch will be a plated meal. Attendees have the choice of the following wrap or salads. Check ONE:

- Grilled Chicken Caprese Wrap  
(Fresh Mozzarella, heirloom tomatoes, micro greens & pomegranate reduction)  
 Comes with house salad, bread & butter basket, and coffee & tea service.
- Chicken Caesar Salad  
(Blackened Chicken, romaine, house made dressing, focaccia crouton, shaved parmesan)  
 Comes with bread & butter basket, and coffee & tea service.
- Michigan Chicken Cherry Salad (Gluten Free)  
(Grilled Chicken, spring mix, bleu cheese, Michigan dried cherries, red onions & candied walnuts)  
 Comes with bread & butter basket, and coffee & tea service.

Make check payable to ABWA  
 & mail w/completed form  
 to the EMC Financial Officer:

Heather Naugler  
 P.O. Box 609  
 Goodrich, MI 48435

Lunch can be made vegetarian by omitting the chicken. If vegetarian or other option is required, please list restrictions & allergies below.

List any Dietary Restrictions/Allergies (Examples: vegetarian, gluten free, dairy free, vegan, etc.)

## Upcoming Events

Register for the **2022 NATIONAL WOMEN'S LEADERSHIP CONFERENCE SEPTEMBER 8-10, 2022**, Conference Registration Fee: \$589

Go to [www.ABWA.org](http://www.ABWA.org) and log into your account, click on **Upcoming Events** to find more information and register online, or download the latest Achieve Newsletter in Community Connections for the registration form.

ABWA • TOGETHER TOWARDS TOMORROW! • ABWA

*Coming Home to ABWA!*

AMERICAN BUSINESS WOMEN'S ASSOCIATION  
NATIONAL WOMEN'S  
LEADERSHIP CONFERENCE  
September 8-10, 2022 *live!*  
in Westminster, Colorado

**ABWA**  
AMERICAN BUSINESS WOMEN'S ASSOCIATION

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## Maia Chapter

Maia Chapter meets the 3rd Tuesday every month, 6:15 pm EST. Visit [www.abwa-maia.org](http://www.abwa-maia.org) or follow us on social media to find out if we meet virtually or in person (Original Cottage Inn, Ann Arbor, Michigan)



### ABWA Set of Core Values

- Giving Membership a voice
- Treat People with dignity (See Proud Code of Conduct)
- Lifelong Learning
- Focus on Creating Value for Members
- Achievement
- Visionary Leadership
- Focus on the future
- Manage by Fact
- Manage for innovation

### ABWA's Proud Code of Conduct

- All members will serve as goodwill ambassadors for the American Business Women's Association.
- Members will not allow their personal beliefs and convictions to interfere with the representation of ABWA's mission.
- Members will always treat their member colleagues, guests, vendors and sponsors with honesty, respect, fairness, integrity, responsibility, kindness, and in good faith.
- Members will maintain compliance with ABWA National, Chapter and Express Network Bylaws.
- Members will not use their personal power to advance their personal interests.
- Members will strive for excellence in their professions by maintaining and enhancing their own business knowledge and skills, and by encouraging the professional development of other members.

### Contact Us

ABWA Maia Chapter

Ann Arbor, Michigan

[ABWAMAiaChapter@gmail.com](mailto:ABWAMAiaChapter@gmail.com)

[www.abwa-maia.org](http://www.abwa-maia.org)

#### WE ARE

Changing Women's Lives...

#### Executive Team

President:

**Janene Ternes**

Vice President:

**Sharon Walker**

Secretary:

**Vicky Lee Vincent**

Treasurer:

**Wiebke Hagendorf-**

**Schroeter**

#### Committee Chairs

Education

**Gwendolyn Guy**

Fundraising

**Mary Shindell & Suzy Stein**

Membership

**Sheryl Humphrey & Holly**

**Weshalek**

Newsletter

**Tammy Knapp/Wiebke**

**Hagendorf-Schroeter**

Professional Development

**Mary Ceccanese**

Publicity

**Laurie Pettigrew**