

# PULSE

October 2008

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## MESSAGE FROM THE PRESIDENT

Hello, Chapter!

Now that things are getting a little back to normal, let's focus on the future and what's going on. The Executives' Evening (EE) committee has been hard at work organizing EE and it will be here before you know it. EE is on October 27<sup>th</sup> and will be held at [Trevisio's](#) Restaurant. Trevisio's is centrally located in the Texas Medical Center. Please invite your executives or managers and we'll flip the bill for one of them. Registration is still \$32 per member. If you drive, the chapter will cover the cost of your parking. Our guest speaker this year is [Christine Donovan](#). Ms. Donovan will be presenting *Coaching for Excellence*. Coaching is based on a partnership that involves continual, open and honest communications. The workshop covers differences of management vs. leadership; the Coach's Toolbox of Skills; and coaching through change. All-in-all, it should be a great presentation.

As you know, or may not know, the board has agreed (unanimously) on a recruitment award. This award will be presented to the person who recruited the most individuals during each quarter of the IAAP fiscal year (Jul-Sep, Oct-Dec, Jan-Mar, Apr-Jun). If you're interested in what the award looks like, [click here](#). This award will be sand-etched with the Medical Center Logo on it. I'm so excited about this award and I hope you are too.

Our Ways and Means committee has been working diligently as well with our first major fundraiser for this year. Premier Jewelry does not only make beautiful jewelry, it comes with a warranty! What's up with that? A warranty on Jewelry – I'm a man, who knew? If your jewelry ever breaks or tarnishes, for just \$5 + tax, your new purchase will have a lifetime warranty. [LIFETIME!](#) Premier Jewelry accepts checks, cash, and CREDIT CARDS!! With Christmas right around the corner – go nuts! We can pay the credit card bill with the income tax return – LOL. That's almost like robbing from Peter to pay Paul. Orders will be turned in at the Chapter meeting on the 27<sup>th</sup> and we should have the loot by November 15<sup>th</sup>. I'll have Leslie mail the packages directly to the Ways and Means committee chair to be distributed at the November Chapter meeting.

The T-L Officer's Workshop has been rescheduled for November 8<sup>th</sup> at the [Crowne Plaza](#) on Smith Street downtown. If you're interested in attending, the flyer and registration are attached to the end of this issue of the PULSE.

BINGO is here again. Last year, I had a great time trying to accomplish all the requirements to get a single bingo, by the time I was finished, I had a complete cover all. So, I tuned it in as one sheet. Remember, each time you get a bingo, send it to Michelle Spradley, on separate sheets. I could have had 12 entries but, since I turned it in as one sheet, I only had one entry into the \$150 drawing. Read the fine print.

As always, I send you warm regards.

Ron

**Editor**  
**Letitia Ivey, CPS/CAP**  
 Chairman, Newsletter  
 Committee

**Board Contact**  
**Ron Bouchard, CPS/CAP**

**Review of Articles**  
**Robbie Moreno, CPS/CAP**

Please note that the names International Association of Administrative Professionals® (IAAP®), Administrative Professionals Week® (APW®), Certified Professional Secretary® (CPS®), and Certified Administrative Professional® (CAP®) are registered trademarks of the International Association of Administrative Professionals.

## Board Reports

### Membership

#### **NEW MEMBER INSTALLATIONS**

Welcome new members! New members will be installed at our October chapter meeting. Please contact Marie Barth CPS/CAP, and let her know whether you will be attending the October meeting so arrangements can be made for installation. You may contact Marie by e-mail at [marietheresebarth@yahoo.com](mailto:marietheresebarth@yahoo.com), work at 713-745-8550, cell at 713-248-2218 or home at 713-644-4231.

Please join us in welcoming Tina R. Dellahoussaye and Linda L. Irby, who joined our chapter in the month of July, Jill B. Hobbs, Marsha L. Ackman, and Ernestine B. Shepard, who joined our chapter in August, and Gwendolyn M. Brown, who joined in September.

Best regards to our chapter members who renewed their memberships in the months of July, August and September: Marie T. Barth CPS/CAP, Thradyna D. Beene, Claude R. Bouchard CPS/CAP, Doreen Brandenberger, Elizabeth Easy, Angela Elemeuwa CPS, Angela M. Hill, Bernadette S. Jackson, Linda H. Jones CPS/CAP, Melanie S. Moorshead, Jacqueline Y. Neal CPS/CAP, Bertha Rodriguez CPS, Annette P. Sanchez, Martha S. Trinkle, John W. Vreeland and July L. Weaver. What a team we are!

Remember to update your contact information with our International Headquarters at [membership@iaap-hq.org](mailto:membership@iaap-hq.org).

#### **Publicity - A "New Beginning"**

I would like to take a moment and introduce myself as the new Publicity Chairman for the Medical Center Chapter of the International Association of Administrative Professionals.

Through networking comes growth and being fairly new to the Medical Center I would like assistance in connecting with all TMC institutions to advertise our meetings and activities for our Chapter.

The Chapter already advertises with MDACC, UTHSC, TCH, Texas Medical Center News, the Houston Chronicle as well as many of the local community newspapers, magazines and the local television stations.

You may email the information to [jvreelan@mdanderson.org](mailto:jvreelan@mdanderson.org).

Watch for our ads in the near future and if possible send me a copy when you read them.

John Vreeland  
Publicity Chairman 2008-2009  
Medical Center Chapter  
International Association of Administrative Professionals

## Administrative Enrichment



# 20 Ways to Impress the Boss

*Be a Better Employee*

*Article submitted by: Angela Hill*

Whether you're vying for a promotion or just want to make a good impression, here are 20 ways to show you're dream team material:

1. **Know the mission.** Align yourself with your boss' and company's goals and values. Make your boss' priorities your priorities.
2. **Understand how you'll be evaluated.** Know precisely which skills, behaviors and accomplishments you will be judged on and rewarded. Focus on them like a laser.
3. **Be dependable.** Do what you say you're going to do. Better yet, under-promise and over-deliver.
4. **Project positive energy.** Don't be the one to whine or criticize the boss or company direction. Be a motivator: the person everyone wants to be around.
5. **Make your boss look good.** Finish your work on time and with a high level of professionalism. Bring your boss ideas that will help him and the department and offer to take charge and implement them.
6. **Own up.** Take responsibility for your mistakes by focusing on what you've learned rather than what you've done wrong. For example, "I think this project could have been better if we'd gotten the group's buy-in early on," or "Next time I would talk more with the end-users up-front..."
7. **Be organized.** Plan your next day before you leave work. Rank your tasks by urgency and importance and make a point of doing at least the top two items on your list.
8. **Be punctual.** Arriving for work or meetings on time (even early) shows you're enthusiastic, dependable and able to manage your life effectively.
9. **Be resourceful.** Don't run to the boss with every question you have or setback you encounter. Think things through first. If you must report a problem to the boss, develop possible solutions to present.
10. **Broaden your horizons.** Take advantage of company-sponsored training courses and volunteer for projects in areas outside your everyday expertise.
11. **Stay informed.** Keep abreast of industry and company trends by reading trade journals and attending professional association events.
12. **Be trendy.** Stay current with technological, legal and knowledge advances in your area. Upgrade your skills and learn new ones.
13. **Be courteous.** Show respect and loyalty to your boss and speak well of her to others. (At the very least don't bad mouth her to anyone.)
14. **Be flexible.** Change is inevitable. Companies need people who can adapt and go with the flow.
15. **Take care of your health.** When you're run-down, productivity and ambition suffer -- as does your image.
16. **Leave your personal life at the door.** Using your co-workers as therapists not only hurts productivity; it damages your credibility and can contaminate your work relationships (even if people seem sympathetic).
17. **Go beyond the call of duty.** Take on added challenges, put in extra hours, and never use the phrase, "That's not in my job description."
18. **Be a team player.** Show your boss and co-workers you have their best interests at heart by being empathetic and offering to help out when they need it.
19. **Take a break now and then.** A clear head and balanced life can give you energy and perspective.
20. **Look and act promotable.** Don't let anyone think you work because you have to.



**EXTRA, EXTRA! READ ALL ABOUT IT!**

## INTER-CITY COUNCIL

The Inter-City Council will host the CPS/CAP recognition banquet on Saturday, October 11<sup>th</sup>, at the [Crowne Plaza Hotel – North Houston](#). The registration fee is \$30 and the deadline is Wednesday, October 8<sup>th</sup>. Please see the flyer on page 8 for more details.

## TEXAS-LOUISIANA DIVISION

[The Texas-Louisiana Division](#) will host “Race to Excellence”, the 2008 officer training workshop on Saturday, November 8<sup>th</sup>, at the [Crowne Plaza Hotel – Downtown](#). The registration fee is \$45 and may be submitted by fax to 972-420-0709 or by mail to:

T-L Division Inc. IAAP  
c/o Carla Flowers CPS/CAP  
2111 Bolivar Street  
Denton, TX 76201

## FROM INTERNATIONAL HEADQUARTERS...

The IAAP 2008 Certification Conference will be held in Denver, Colorado, at the Grand Hyatt Denver, October 19<sup>th</sup> – 22<sup>nd</sup>. This year’s theme is “Cleaning up Your Work Environment.” Check out the conference link at <http://www.iaap-hq.org/Cert/Conf/Index.htm>.

# CALENDAR

CPS/CAP Certification Recognition Banquet Crowne Plaza Hotel – North Houston	Oct. 11, 2008
IAAP 2008 Certification Conference Denver, CO - Grand Hyatt Denver	Oct. 19 – 22, 2008
Clear Lake/NASA Area Chapter – “Go Green w/Avery” Reduce, Reuse, Recycle at Your Workplace	Oct. 20, 2008
<b>Medical Center Chapter</b> Executives’ Evening Trevisio Restaurant and Conference Center	Oct. 27, 2008
Houston Chapter IAAP -Professional Development Seminar “Excellence in Action” Crowne Plaza Houston - Downtown	Nov. 1, 2008
CPS/CAP Fall Exams (Application Deadline: 08-15-08)	Nov. 7 - 8, 2008
T-L Division Officer Training Workshop <a href="#">Crowne Plaza Houston</a> - Downtown	Nov. 8, 2008
<b>Dates to Remember - 2009</b>	
Professional Educational Conference, Nashville, TN, USA	March 9 – 11, 2009
Administrative Professionals Week	April 19 – 25, 2009
Administrative Professionals Day	April 22, 2009
CPS/CAP Spring Exams (Application Deadline: 02-15-09)	May 1 – 2, 2009
Texas-Louisiana Division Annual Meeting and Education Forum – <a href="#">Hilton Convention Center</a> Shreveport, LA	May 15 – 17, 2009
International Convention and Educational Forum, <a href="#">Minneapolis Convention Center</a> , Minneapolis, MN	July 26 – 29, 2009
International Conference and Educational Forum, <a href="#">Hynes Convention Center</a> , Boston, MA, USA	July 18-21, 2010

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INTERNATIONAL ASSOCIATION OF  
ADMINISTRATIVE PROFESSIONALS -  
MEDICAL CENTER CHAPTER  
FALL FUNDRAISER  
(JEWELRY EXPO)



**Who?** Medical Center Chapter members

**What?** Premier Fashion Jewelry Catalog Sales

**When?** Now through October 27, 2008

**When will order arrive?** November 12, 2008

Jewelry has a lifetime warranty – After the initial 60 days a \$5(+ tax) fee will cover any repairs or replacement of any item purchased through Premier.

**Payment methods: Cash/Check, Credit Card**

Please contact Yvette Bañuelos CPS, at [mybanuel@mdanderson.org](mailto:mybanuel@mdanderson.org) or 713-563-0742 to pick up your catalog and to take part in this worthwhile fundraiser.

# The Executive's Evening

## Committee Proudly Presents

### Christine Donovan

#### Meet Christine

Christine Donovan is an award-winning writer, speaker and trainer with more than 25 years leadership experience with some of the world's most prestigious organizations.

During 20+ years with the **Walt Disney Company**, she gained a diverse background in operations, marketing and human resources in myriad aspects of the service industry. As manager of training and cast communications for Disney University, she was responsible for delivering training and information to new and veteran "Cast Members" for Park and Resort openings as well as managing the day-to-day operation of ongoing Cast and management development. As part of the initial team which founded the **Disney Institute**, she helped design and deliver management and customer service training programs now sought by professionals all over the world.



As manager of the *Look of the Games* for the **Atlanta Olympics** organization, she guided the development of the visual theme and brand for the 1996 Centennial Olympics. Then it was on to Houston where she became manager of the Academy for Professional Development at the **UT Houston Health Science Center**, and led the design and implementation of training programs for faculty and staff. After four additional years facilitating executive development at the world-renowned **M. D. Anderson Cancer Center** in Houston, and two years as director of training and process improvement at the **Barona Valley Ranch Resort** in San Diego, CA, she founded **Christine Donovan & Associates**.

Today she assists individuals and organizations in perfecting customer service practices, maximizing leadership skills, and developing exceptional organizational cultures.

She holds a Bachelors Degree in Fine Arts from California State University at Fullerton, and is certified in:

- Myers-Briggs Type Indicator
- Achieve Global Training Programs
- Development Dimensions International (DDI)
- Certified Mediation in the state of Texas
- Covey's Principle-Centered Leadership

*The Inter-City Council of Houston-Area IAAP® Chapters  
invites you to a celebration for those  
who passed the CPS® or the CAP® examination  
in November 2007, in May 2008, and  
those who recertified in the past year.*

*Reschedule date: Saturday, October 11, 2008*

*Crowne Plaza Hotel North Houston  
425 North Sam Houston Pkwy E  
Houston, Texas*

*Check-in/Networking at 5:30 PM  
Dinner starts at 6:00 PM.*

*“Step Out with Confidence”  
Guest Speaker: Kimaka Willis  
Refining Redefining*

Registration – \$30 per person  
Registrations must be received by

Wednesday, October 8, 2008.



***Please contact if you have any questions:***

Lain Brown CPS, ExxonMobil-North Chapter IAAP, [lain.k.brown@exxonmobil.com](mailto:lain.k.brown@exxonmobil.com), 281-654-7267; Jill Carney CPS, Greenspoint Area Chapter IAAP, [jill.m.carney@exxonmobil.com](mailto:jill.m.carney@exxonmobil.com), 281-654-5934; Melissa Whitaker, PLS, CPS/CAP, Greenspoint Area Chapter IAAP, [melissa.whitaker@exxonmobil.com](mailto:melissa.whitaker@exxonmobil.com), 281-654-6452.

QuickTime™ and a  
TIFF (Uncompressed) decompressor  
are needed to see this picture.

## FALL 2008 COURSES

The School of Continuing Education: Extended Learning Division  
Certified Professional Secretary Review Courses (CPS)®

**Location:**

The Alief Campus  
13803 Bissonnet Street  
Houston, Texas 77002

CRN	CEU	COURSE	ROOM	DATE	DAY	TIME	TUITION
26815	POFT 2047	Office System & Tech	TBA	10/06/08 to 12/03/08	Mon/Wed	6:00p to 9:00p	\$228.00

**Location:**

“The Americana Building”  
811 Dallas Street  
Houston, Texas 77002  
**Free Parking 5<sup>th</sup> floor**  
**Courses held on 7<sup>th</sup> floor**

CRN	CEU	COURSE	ROOM	DATE	DAY	TIME	TUITION
26802	POFT 2046	Management	TBA	09/09/08 to 10/30/08	Tues/Thurs	6:00p to 9:00p	\$228.00
26803	POFT 2047	Office System & Tech	TBA	10/14/08 to 12/11/08	Tues/Thurs	6:00p to 9:00p	\$228.00

**Required Textbooks:**

CEU/CEC	TITLE	ISBN	PUBLISHER	COST
POFT 2047	Office System & Technology	0-13-114549-5	Prentice Hall	\$83.00
POFT 1092	Office Administration	0-13-114551-7	Prentice Hall	\$83.00
POFT 2046	Management 5th ed.	0-13-114550-9	Prentice Hall	\$83.00

For course information call: 713.718.8860 or 713.718.6309  
or e-mail: [leslie.smith@hccs.edu](mailto:leslie.smith@hccs.edu)

Next Exam Date: November 7<sup>th</sup> & 8<sup>th</sup>

Deadline for exam registration: August 15<sup>th</sup>

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

(visit web-site for testing dates and membership information.)

# 2009 Texas-Louisiana Division Inc. "Sharing IAAP \$150 Bingo"



Member: \_\_\_\_\_ Member ID: \_\_\_\_\_




Chapter Name or Division Member at Large: \_\_\_\_\_

Chapter President (if applicable): \_\_\_\_\_ Date Submitted \_\_\_\_\_

**RULES:** Bingo is open to active members of the Texas-Louisiana (T-L) Division only during the period of September 1, 2008 through April 30, 2009 (except for squares regarding International in New Orleans and 2008 Division Annual Meeting). Card is complete when a member achieves 5 squares across, up/down, or diagonally. To validate a square, members need to have a chapter president, the representative of the organization presented to, or a seminar event chair sign and date appropriate square. If you are a DMAL, your division board contact, the representative of the organization presented to, a chapter president, or a seminar event chair can sign the square. Or attach a copy of a certificate of attendance. For proof of purchasing a product of an IAAP Corporate sponsor, please attach a copy of the receipt. If you have additional questions, contact Vice President Michelle Spradley CPS/CAP at michelle.spradley@basf.com.

**Entries must be mailed to Michelle Spradley CPS/CAP at 9814 Dover Hill, LaPorte, TX 77571 and postmarked by**

**April 30, 2009.**  and  are "Free Spaces." The winner will be drawn at the May 2009 Annual Meeting and Education Forum in Shreveport, LA, from validated entries postmarked by April 30, 2009.

S	H	A	R	E
Chapter member or DMAL sign the online Member of Excellence Commitment Form	Attends 1 seminar that offers .2+ CEUs other than Division Annual Meeting or International	Chapter member or DMAL <u>sits</u> for or passes the CPS or CAP exam	Host 1 potential new member at 2 different chapter meetings	Chapter member or DMAL makes a presentation to outside organization regarding IAAP
Chapter member or DMAL attended International in New Orleans	Chapter invites a Division Board member to <u>speak</u> at chapter meeting	Chapter member or DMAL Recruits 1 new member	Purchase a product from one of the IAAP Corporate Sponsors	
Attends 1 program or seminar that offers CEU or Recertification credits other than International	Chapter submits Avery Chapter Achievement Award application		Chapter member or DMAL Recruits 1 new member	Chapter conducted an Educational Seminar or plans an APW Event in April 2009
	Chapter member or DMAL Recruits 1 new member	Chapter member or DMAL attends a chapter meeting	Member or DMAL has registered for the 2009 T-L Division Annual Meeting	Donate \$ toward Retirement Trust Foundation
Chapter member or DMAL attends a Division sponsored Officer Training Workshop	Chapter has a Mentoring Program for new members or sponsors a Student Chapter	Chapter member or DMAL attended the 2008 Division Annual Meeting	Chapter publishes a 4+page newsletter 2 or more times a year or member submits an article	Chapter conducts an CMOTY event or other Member Recognition Award

**Medical Center Chapter – IAAP  
2008-2009 Committee Chairperson and Board Contacts**

<b>Committee</b>	<b>Chairman</b>	<b>Board Contact</b>
Administrative Professionals Week®	<a href="#">Rose Rabb</a>	<a href="#">Melissa Martin</a>
Audit Committee	<a href="#">Anne McHenry CPS/CAP</a>	<a href="#">Marie Barth CPS/CAP</a>
Bylaws & Standing Rules	<a href="#">Anne McHenry CPS/CAP</a>	<a href="#">Robbie Moreno CAP</a>
CPS/CAP	<a href="#">Marie Barth CPS/CAP</a>	<a href="#">Marie Barth CPS/CAP</a>
Community Service	Sherry Reed Allison	<a href="#">Martha Trinkle</a>
Executives' Evening	<a href="#">Dorothy Crump</a>	<a href="#">Robbie Moreno CAP</a>
Program	<a href="#">Lynda Tucker</a>	<a href="#">Martha Trinkle</a>
Meeting Coordination	<a href="#">Yvonne Jones</a>	<a href="#">Esther Jimenez</a>
Membership	<a href="#">Marie Barth CPS/CAP</a>	<a href="#">Angela Hill</a>
Nominating		<a href="#">Angela Hill</a>
PULSE	<a href="#">Letitia Ivey CPS/CAP</a>	<a href="#">Ron Bouchard CPS/CAP</a>
Seminar	<a href="#">James Conklin</a>	<a href="#">Angela Elemeuwa CPS</a>
Jewelry Expo	<a href="#">Hilaria Martinez</a>	<a href="#">Esther Jimenez</a>
Tellers		<a href="#">Melissa Martin</a>
Ways and Means	<a href="#">Yvette Banuelos CPS</a>	<a href="#">Eric Gagneaux</a>
Webmaster	<a href="#">James Conklin</a>	<a href="#">Angela Elemeuwa CPS</a>
Publicity	<a href="#">John Vreeland</a>	<a href="#">Eric Gagneaux</a>

## Our Mission

THE MISSION OF THE INTERNATIONAL ASSOCIATION OF  
ADMINISTRATIVE PROFESSIONALS®  
IS TO BE THE ACKNOWLEDGED, RECOGNIZED LEADERS OF  
ADMINISTRATIVE PROFESSIONALS AND TO ENHANCE THEIR INDIVIDUAL AND  
COLLECTIVE VALUE, IMAGE, COMPETENCE, AND INFLUENCE.

### 2008-2009 International Board of Directors

President	Barb Horton, CAP
President Elect	Susan K. Shamali, CPS/CAP
Vice President	Mary A. Ramsay-Drow, CPS/ CAP
Secretary	Janine J. Riemersma, CPS/CAP
Treasurer	Karlena Rannals, CPS/CAP
Southwest Dist. Dir.	Antoinette Smith, CPS/CAP

### 2008-2009 Division Officers

President	Suzanne Dunbar, CPS/CAP, The Woodlands, TX
President Elect	Donna Shotwell, CPS/CAP, Houston, TX
Vice President	Michelle Spradley, CPS/CAP, LaPorte, TX
Treasurer	Carla Flowers, CPS/CAP, Denton, TX
Secretary	Traci McIntosh, CPS, Dallas, TX

### 2008-2009 Chapter Officers

President	Ron Bouchard, CPS/CAP
President Elect	Robbie Moreno, CPS/CAP
Vice President	Martha Trinkle
Treasurer	Eric Gagneaux
Secretary	Melissa Martin
Director	Angela Elemeuwa, CPS
Director	Angela Hill
Director	Esther Jimenez
Immediate Past Pres.	Marie T. Barth, CPS/CAP

### 2008-2009 Newsletter Committee

Letitia Ivey, CPS/CAP  
Ron Bouchard, CPS/CAP  
Robbie Moreno, CPS/CAP

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## Elaine's Florist

4796 Beechnut • Houston, Texas 77096 • [elaines@elainesflorist.com](mailto:elaines@elainesflorist.com)



**Source:** <http://www.elainesflorist.com/>