



BULLETIN BOARD

March 2011 – Volume 62, Issue 3

www.iaap-nashville.org



March President's Corner By Debbie Green CPS/CAP

“You only lose energy when life becomes dull in your mind. Your mind gets bored and therefore tired of doing nothing. Get interested in something! Get out of yourself. Be somebody! Do something. The more you lose yourself in something bigger than yourself, the more energy you will have.” Norman Vincent Peale

The above saying is so true! It seems human nature is generally self-centered. We are so busy worrying about things we have no control of that we miss out on doing things to enhance our lives. The hardest lesson to learn is not to become bogged down on things we have little or no control of; we cannot change what will be in the future or worry about what's to come. We have the tendency to “sweat the small stuff” instead of letting go of the small stuff. **Life is going to happen whether we like it or not.**

After working so many years with family and students, I have learned not to worry about things that will not matter on down the road. I know since I have semi-retired, my energy level drops if I do not stay busy. This is so true of most people.

Have you noticed that some people live to retire, but do not have a game plan for after retirement? They sit around the house all day and worry about everything instead of doing something with their lives. Retired people with activities and interests will live longer than those that do not enjoy their retirement and staying active.

I love walking into places and being met by an elderly greeter or going to somewhere and seeing an elderly person doing volunteer work. These people are not letting their minds become idle. They are doing something to stay active. My uncle learned to type at 82, but he didn't stop there. He went out and bought a computer so he could take computer courses. My Dad went to the office every day until he was 83, then he stayed active until he passed away.

As with anything in life, *the more you do the more rewards you receive.* I am proud of our chapter have being active in community activities, fund-raising efforts, and attending seminars and conferences.

At the **TN Division Educational Seminar on March 12**, the **Nashville Chapter** had the **most attendees**. On **March 26**, we will be doing *Suit Up for Success with Safe Haven*. Our **Leadership Training is April 2**, and **APW is April 27**. I hope everyone will attend these events.

We will have a *New Orientation* on **May 10** for all new members that were not at last year's orientation. **June 3- 5** is the **TN Division Annual Meeting in Gatlinburg**. We are a busy chapter. Save these events on your calendar now. Again, the Nashville Chapter IAAP is the best!

MAKE YOUR MARK IN 2011



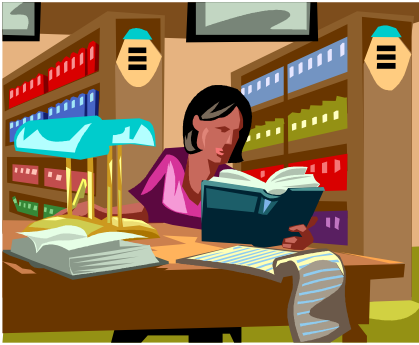
Daylight Savings Time

MARCH 12th



MARCH 17TH

CHAPTER LIBRARY



Below is the current listing of all books in our chapter library. To check out a book, let one of the board members know which book you would like to borrow. It will be brought to the next chapter meeting. Books can be borrowed for one month at a time.

Leadership, Office Skills

1. The 21 Irrefutable Laws of Leadership
2. Complete Idiot's Guide to Etiquette
3. Little Book of Etiquette – Tips on Socially Correct Dining
4. Time Power, Brian Tracy
5. Undress Your Stress
6. How to Gain the Professional Edge
7. The Lazy Leader's Guide to Outrageous Results
8. Handling Difficult People and Situations – Lead People Through Adversity (Crisp Fifty-Minute Series)
9. Communication Skills for Leaders (Crisp Fifty-Minute Series)
10. Secrets of Seasoned Professionals – They Learned the Hard Way So You Don't Have To
11. The Inspirational Leader
12. Chasing Porcupines – How to Lead Prickly People

Motivational

1. A Peacock in the Land of Penguins (creating opportunities)
2. Baby Steps to Success, Vince Lombardi
3. Every Monday Matters
4. Execution – The Discipline of Letting Things Go

5. Put Your Whole Self In, Kelly A. Tyler
6. Who Needs A Runway? Take Off Where You Are! Vernice Armour
7. This Ain't No Practice Life – Michael J. Burt
8. Crusin' Through Life at 35 MPH – Six Strategies to Keep Your Internal Engine Running Smoothly
9. 100 Ways to Motivate Others
10. The Women's Book of Confidence – Meditations for Strength & Inspiration

Study Materials – CPS/CAP Exams

1. CPS Management Review Manual
2. Effective Human Resources in Organizations (good book for CAP exam)
3. Electronic Office – Office Administration Text (excellent source for CPS exam)
4. Office 2007 (written for Vista)
5. Paradigm Reference Manual
6. Procedures for the Office Professional
7. Professional's Secretary's Handbook
8. Robert's Rules for Dummies
9. Bytes & Bites – Office 07

Management/Business CPS Management & CAP Exams

1. Management Information Systems, 2nd Ed.
2. Fundamentals of Operations Management, 4th Ed
3. Compensation Management in a Knowledge-Based World, 10th Ed.
4. Accounting
5. Principles of Marketing
6. Business Statistics
7. International Business
8. Strategic Management, 9th Ed
9. Financial Management, 9th Ed

Biography

1. Teaching the Pig to Dance, Fred Thompson
2. Quiet Strength, Tony Dungy
3. Extraordinary People, Ordinary People; Condolezza Rice
4. Spoken from the Heart, Laura Bush

CD's, DVD's

1. Rory's Super Set – Make a Difference, Rory Aplanalp
2. Zero to Breakthrough, Vernice "FlyGirl" Armour



Bulletin Board Ads Needed!

We are still collecting ads for the Bulletin Board!

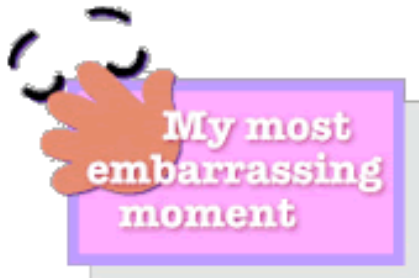
Ad forms will be at the meeting on the registration desk and each table.



MARCH BIRTHDAYS

Carolyn Lashley CPS/CAP	4
Kristie Lanus	7
Jan Harrison CPS	18
Birdia Byars	19
Darlene Danielson CPS/CAP	21
Renee Meoche CPS	22
Donna Morgan	25
Paula Bulter CPS	26

IS MY FACE RED?



Overcoming Embarrassments At Work

Whether it's a foot-in-the-mouth faux pas, wardrobe malfunction, glaring error or dumb mistake, we've all had embarrassing experiences at work. Although such moments can be humbling, it is possible to bounce back, overcome the incident and gracefully move on.

Following are some [real-life workplace bloopers](#), recounted by executives interviewed by OfficeTeam, as well as advice for overcoming these types of slipups.

Recovering from a Slip of the Tongue

"I answered the phone using the wrong company name."

"I called my boss 'my love' by complete accident." ❤️

It's not uncommon to trip over your own tongue. When it happens, correct yourself, apologize and laugh it off. Dwelling on the gaffe will only make matters worse.

Avoid such blunders in the first place by slowing down, focusing on the subject at hand and taking a few moments to organize your thoughts. If you feel rushed or nervous, a deep breath or two will help you regain your composure.

Getting Past a Clothing Calamity

"My trousers tore in front of my team members." 👖

"I conducted a training session with my zipper down." 🧔

When issues arise with clothing, remain calm and discreetly fix the problem. If others have noticed, a quick joke or light-hearted comment could help diffuse any awkwardness.

To prevent wardrobe malfunctions, check your work attire for stains and tears before leaving the house. But also realize that a clothing calamity — such as spilled coffee on your blouse — can sometimes occur despite your best efforts.

Making Amends When a Mistake Involves Others

"I spilled coffee all over my boss."



"I sent an offer letter to the wrong candidate." 📧

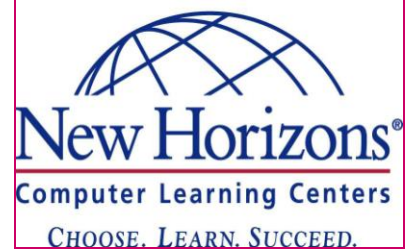
When a mistake upsets or offends a colleague, client or customer, it's essential that you immediately own up to your gaffe. Do not minimize or make light of it; simply apologize and offer to correct the situation, if possible. You may even want to follow up with those involved to explain the steps you'll take to avoid a similar mistake in the future.

To prevent such situations in general, don't multitask or rush. People are more prone to mistakes when they're distracted, preoccupied or acting in haste.

OfficeTeam is the world's leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has more than 320 locations worldwide, and offers online job search services at www.officeteam.com.



MARCH SPEAKER



SLOAN ASHWORTH

**Topic: Microsoft Office Suite
How Can it Help You?**



New Member Orientation

Tuesday – May 10th



**Suit Up for Success -
March 26, 2011**





May you have the hindsight to know where you've been, the foresight to know where you're going, And the insight to know when you've gone too far.

TN DIVISION EVENT DATES

March 12, 2011

Educational Seminar –
Hendersonville, TN



June 4 – 6, 2011
Annual Meeting –
Edgewater Hotel,
Gatlinburg, TN

Ads in Bulletin Board



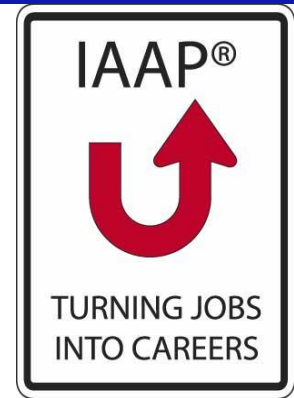
The form for obtaining ads for our chapter newsletter is on the **last page**. Starting now, we will be selling ads for Bulletin Board to start running **January 1, 2011**.

During November and December, the chapter will have an ad selling contest. The member selling the **MOST** ads will receive a **\$50** gift certificate of their choice from your president.

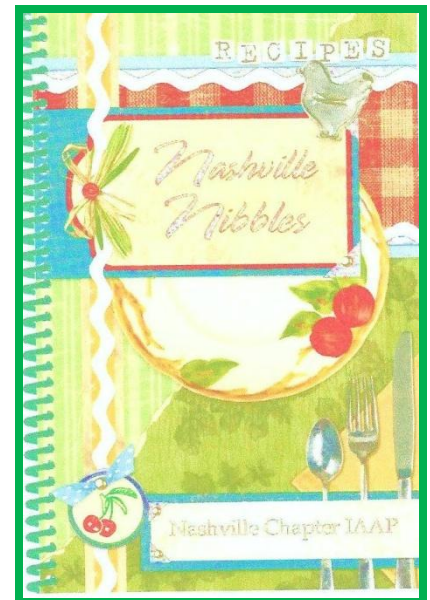
One year ads will run from January through December. We have two ways to pay – check, cash. **Contact Kit McCrary.**

When selling ads, you may want to show the person a copy of the Bulletin Board to let them see where their ad is going to be placed. Ads can be for a personal business (*Pampered Chef, Avon, Mary Kay, etc.*) or a company (*TN Board of Regents, Richards & Richards, etc.*).

If you have any questions, let a board member know and they will be happy to answer your questions. So everyone start selling ads and **WIN** that gift certificate.



Chapter Leadership Training - April 2



**RESERVE YOUR
COPY TODAY**

Nashville Nibbles

Cookbook

ON SALE

APRIL



2011 ANNUAL MEETING UPDATE

Eric Benson—of “Eric Benson Speaks—Smile More and Stress Less”

The *2011 Tennessee Division Annual Meeting Committee* is pleased to announce that Eric Benson will be presenting our afternoon seminar on Friday, June 3, 2011, beginning at 12:30 p.m. Mr. Benson’s seminar is entitled “Building R.E.A.L. Teams—*Solid, Supportive Teams that Get the Job Done....*” Mr. Benson will share many ideas on team building with us, including what it takes to build a R.E.A.L.

team, the 5 Ps of team building, and then how to put all we learned together.

The following is more information on Eric Benson:

In 1994, Eric Benson started a business to help people develop *Result-Oriented Relationships* in order that they could be more successful in their Team Building and Customer Satisfaction efforts. As a Seminar Leader, Workshop Facilitator, and One-on-One Coach, Eric has worked with clients to design programs that help create *Relationships between Team Members and with Customers that are capable of producing the desired Results.*

After years of working with and studying Teams in action, Eric is convinced that Organizational Development must start with Individual Development. Eric is now concentrating all of his efforts on helping individuals “*Achieve Life-Work Balance by Extinguishing Burnout & Succeeding with Happiness!*” Through presentations at meetings, conferences, and workshops, he is helping people realize “*Their Full Potential for Inner Peace & Higher Performance.*”

Eric’s high-energy and first-rate people skills combine to engage people and create an interactive learning environment to accelerate growth and development. His commitment to converting the theoretical into the practical enables people with varying levels of education and experience to grasp the material and immediately apply it to their real-world situations.

Some of Eric’s direct professional experience includes four years spent with a start-up company developing its sales and marketing strategies, product mix, tracking systems, and employee training programs. He also spent five years as a management engineer where he combined approaches in organizational development with industrial

engineering techniques to enhance productivity on both an individual and organizational level.

Eric's formal education includes a B.S. in Industrial Technology, an A.A.S. in Personnel Administration, and coursework in Leadership and Communication as well as Productivity Enhancement and Measurement Techniques. His professional development continues through his association and participation in the National Speakers Association of East Tennessee and Pellissippi Toastmasters as well as his pursuit of advanced degrees in the psychology of human potential.

Yes, Eric is one of our own—residing in Knoxville.

Registration materials will be emailed to chapter presidents very soon. Please continue to promote our annual meeting to every member—it is going to be outstanding. Also, remember to make your reservation with the Edgewater *at the Aquarium* Hotel and Conference Center as soon as that information is provided by 2011 Division Annual Meeting Director Judy Lovely, CPS/CAP.

You don't want to miss this annual meeting.

We'll really be flush with "Gems of Opportunity" at the 2011 Annual Meeting in Gatlinburg! Hope to see everyone then—June 3-5, 2011!

Jean Ann Norris CPS/CAP
2011 Annual Meeting Seminar Chairman





Nashville Chapter
2010 - 2011

EXECUTIVE BOARD

President	Debbie Green CPS/CAP
President – Elect	Marsha Gupton CPS
Vice President	Kit McCrary CPS
Secretary	Elaine McDowall CPS
Treasurer	Kim Barney CPS
Director	Florine McCandless CPS
Parliamentary Advisor	Margie Norris CPS

**DRAFTED MINUTES OF THE MONTHLY MEETING
NASHVILLE CHAPTER
INTERNATIONAL ASSOCIATION OF ADMINISTRATIVE PROFESSIONALS**

February 15, 2011

Call to Order

The February meeting of the Nashville Chapter, IAAP, was held at Gaylord Springs Golf Links. President Green, CPS/ CAP called the meeting to order at 6:00 p.m. and stated that Velma Littlejohn was to serve as Parliamentary Advisor in the absence of Marjorie Norris, CPS.

Introduction of Officers (Nashville Chapter and Tennessee Division)

The following chapter officers were recognized:

Gladys Carr, CPS – Tennessee Division Treasurer
Debbie Green, CPS / CAP - President
Marsha Gupton, CPS – President-elect
Kit McCrary, CPS – Vice-President
Kimberly Barney, CPS – Treasurer
Florine McCandless, CPS - Director
Elaine McDowall, CPS / CAP – Secretary
Marjorie Norris, CPS – Parliamentary Advisor (absent)

President Green announced that the chapter celebrated its 58th birthday on this date. She also instructed members to turn in Member of the Year ballots to Florine McCandless, CPS, 2010 Member of the Year.

Introduction of Guests

Kit McCrary, CPS introduced the guests as follows:

- Martha Eva Gupton, guest of Marsha Gupton, CPS
- Patsy Writesman, chapter program speaker

Beth Paton, CPS was recognized for being a new member and for also having attained the CPS designation. Katherine Hall was recognized for recently joining the chapter.

Invocation

Kit McCrary, CPS gave the invocation.

Business Session

A quorum was established with 28 members present.

Approval of Minutes

The November 2010, December 2010, and January 2011 minutes were distributed via bulletin boards. The group of minutes were approved as published.

Officer Reports

TN Division Treasurer

- Gladys Carr, CPS gave an update on the Tennessee Division.
 - The Tennessee Division Strategic Plan has been updated and will be forwarded to chapter presidents for distribution to chapter members.
 - The division educational seminar will be held on March 12, 2011, and Debbie Green, CPS / CAP is chairing the seminar.
 - A PayPal account has been created for payments to be made for events via credit card. Members were instructed not to put credit card information on brochure response pages.
 - The division annual meeting will be held during the first weekend in June 2011.

President

- President Green reported that the Avery Dennison Chapter Achievement Award was mailed on January 28, 2011, to headquarters and received on February 1, 2011. The main award carries a monetary amount of \$3,000.
- The chapter earned \$2524.35 this year working the Titans games. President Green recognized those members who worked games. Dana Frazier and Elisa McDole, CPS / CAP were recognized for also having recruited family members to work the games as well which provided the chapter much-needed assistance in filling slots.
- The TN Division Educational Seminar will be held on Saturday, March 12, 2011 at the Hyatt Place in Hendersonville. David Humes (happiness workshop) and Ernie Ricketts (gender and generational issues) will be the speakers. Five recertification points have been requested. The brochure was distributed to chapter members via email on February 14, 2011.
- Collections are still occurring for Box Tops for Avery Dennison's \$2000 prize, Trauma Bears for Metro Police and Fire, Bottle Caps for Cancer, and can tabs and toiletry items for Ronald McDonald House.
- If any members have not received a name badge and need one, please see Kimberly Barney, CPS tonight before leaving the meeting.

President-elect

- The chapter leadership training session will be held on April 2, 2011, at United Steelworker's office building (Linda Hood's place of employment).
- The session timeframe is 8:30 a.m. – 12:00 p.m., and the costs are \$15 for members, \$20 for non-members, and \$10 for student chapter members. A continental breakfast will be provided.
- Geneva Lannom will speak on "Conflict Management" at no cost to the chapter, and she will facilitate a panel discussion on chapter leadership topics. Two and one-half recertification points will be awarded.

Vice-President

- No report

Secretary

- Secretary McDowall, CPS / CAP read an email shared by Velma Littlejohn that she received from Mary Tyler.

Treasurer

- Treasurer Barney, CPS presented the reports for November 2010, December 2010, January 2011, and February 2011. The reports will be filed for audit.
- As recommended by Gladys Carr, CPS, Tennessee Division Treasurer, special committee amounts will no longer be reflected in the reports.

Director

- No report

Executive Board Report

- The Executive Board recommends the purchase of the accounting software program Quicken for Home and Business and an external hard drive for the current treasurer and all incoming treasurers to use and store all treasurer's records.
 - Paulette Painter, CPS asked for the cost of the equipment. The software program and hard drive will total approximately \$163.00.
 - The chapter voted in favor of purchasing the software and external hard drive for the treasurer's records.
- The chapter leadership training scheduled for April 2, 2011, was approved.
- The February 2011 chapter program was approved.
- The board approved Yvonne Sawyer, CPS / CAP as Chair and Paulette Painter, CPS as Co-Chair of the Nominations Committee.
- The board recommends approval of the financial review for 2009-2010.
 - President Green, CPS / CAP read the financial review report letter. There was no discussion. The chapter approved the financial review.
- The board recommends a 50% discount for anyone joining the chapter at APW on April 27, 2011. (President Green stated that the chapter gained four new members at last year's APW event.) The chapter approved the 50% discount off of the chapter dues for anyone joining the chapter at the APW event.

Committee Reports

- APW (Yvonne Sanders, CPS / CAP)
 - Yvonne Sanders, CPS/CAP met with the Executive Advisory Board on January 20, 2011, to present the committee's plans for the seminar. They will assist the chapter with this event.
 - Coach Michael Burt's presentation is titled "Can Success Really Be Simple?"
 - Early registration fee is \$45. Attendees can bring their executives for a cost of \$35.
 - Volunteers will be needed to assist on the day of the event.
 - A "save the date" flyer has been created.
- Suit Up for Success (Rebecca Wogan, CPS)

- Suit Up for Success will be held at 9:00 a.m. on March 26, 2011, at Safe Haven. This is a shelter serving the whole family. Rebecca requested that members bring their clothing donations to the March chapter meeting.
- TN Division Annual Meeting 2012 (Paulette Painter, CPS)
 - Paulette Painter, CPS presented the plans for the 2012 TN Division Annual Meeting to be held May 31 – June 3, 2012, at the Marriott in Chattanooga, TN.
 - The room rate is \$129 plus tax, and 85% of the reservation block will need to be filled in order to keep the special rate.
 - Registration fee is \$140.
 - The Nashville Chapter is responsible for the banquet and the exhibit portions of the meeting. Any members who wish to volunteer for this committee should contact Paulette. Goody bag items and silent auction items are needed.
 - There is a follow up meeting on May 7, 2011, at which time the budget must be prepared and approved by the division board.
 - Vendors (professional and lifestyle) and corporate sponsorships are needed. There is a \$25 fee for chapters wishing to have a vendor table.
- Member of the Year (Florine McCandless, CPS)
 - Florine McCandless, CPS reminded members to turn in their ballots for Member of the Year by the end of the meeting.

New Business

- Nominations Committee
 - Yvonne Sawyer, CPS / CAP and Paulette Painter, CPS were approved by the board to serve as Chair and Co-Chair, respectively.
 - Chapter members nominated to serve as committee members were Linda Hood, CPS, (nominated by Elaine McDowall, CPS / CAP), Velma Littlejohn (nominated by Kit McCrary, CPS), and Elaine McDowall, CPS / CAP (nominated by Kimberly Barney, CPS). The chapter approved these individuals as committee members.
 - The committee will prepare a slate of candidates that will be presented for election by the membership at the May Chapter Meeting. Any members wishing to run for a particular office should contact a committee member.

Program

Patsy Writesman presented a program on “Project Management for Administrative Professionals.” One recertification point was awarded for this program.

March 1	March Board Meeting
March 12	TN Division Educational Seminar
March 15	March Chapter Meeting
March 26	Suit Up for Success
April 2	Chapter Leadership Program
April 5	April Board Meeting
April 19	April Chapter Meeting
April 27	Administrative Professional Week Event

May 3 May Board Meeting
May 17 May Chapter Meeting
June 7 June Board Meeting
June 21 June Chapter Meeting

Adjournment

There being no further business to come before the chapter, the February meeting was adjourned at 8:25 P.M.

Secretary

President

Date

Date

**Nashville Chapter
International Association of Administrative Professionals
Treasurer's Report**

February 2011

Checking Account:	Beginning Balance (1/31/11)	\$8,256.61
	Income	\$1,693.63
	Disbursements	1,555.34
		138.29
	Ending Balance (2/28/11)	8,394.90
 Reserve (at Regions Bank)		
	CD	6,500.00
	Money Market Account	2,762.38
Money Market:	Beginning Balance (1/31/11)	2,760.06
	Interest from MM	.11
	Transfer to Checking	
	Transferred Interest from CD	2.21
	Ending Balance (2/28/11)	2,762.38
 Total Assets on Hand (2/28/11)		 <u>\$17,657.28</u>

Kimberly Barney, CPS
Treasurer
2/28/11



COLLECTIONS

1. Plastic Bottle CAPS - Jobs for Tennessee Graduates for cancer treatments.



2. Can Tabs – for Ronald McDonald House



3. Box Tops for Education – AV and Computer Equipment for Schools
Deadline: April 2011.



4. Women's suits for Suit Up For Success
Deadline: March 26, 2011.



Contact: Kimberly Barney, CPS

kjcbarney@yahoo.com



irby & Associates



Bob Kirby, CSA

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Helping People Help Themselves

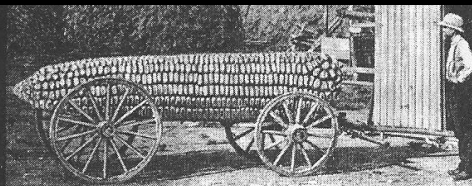
**Regents Online Continuing Education Training
TN Board of Regents Colleges**



**Debbie Green CPS/CAP
Online CPS/CAP Instructor
CPS Instructor NSTCC**

Phone: 615-889-6908
Cell: 615-948-6082
Fax: 615-889-6908
E-mail:
djwestl@bellsouth.net

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MON-FRI 10:30AM-8PM • SUN 10:30AM-2PM

Nashville Chapter IAAP Bulletin Board Ad Form

The Nashville Chapter IAAP is accepting ads to be placed in our chapter newsletter which is sent to our members, student chapter members, potential members, and our Executive Advisory Board plus is on the IAAP International Website and our chapter website. The circulation is approximately 150 people plus the website circulation (over 66,000 IAAP members).

Ads may be placed by the month or by the year. Below is the pricing for the ads.

Ad Rates	One Issue	Twelve Issues
Full-page	\$50	\$300
Half-page	\$30	\$150
Quarter-page	\$20	\$ 75
Business Card	\$ 5	\$ 25

Name _____

Name of Business _____

Address _____

Phone No. _____

Fax _____

E-mail _____

Amount of Payment: Check _____ Cash

Please attach ad in the format to be scanned.

Thank you for your business!