

Dolphin Tales

Galveston County Chapter Dolphin Tales Newsletter

February 2010

Officer's Corner

Hello Chapter Members,

Alright, Already! (Not proper English, but I have heard it all my life). I am a born and raised Texas girl and I am ready for SPRING! I am looking for sunshine and less rain, how about you?

One week away! The Seminar, www.iaap-txgalv.org is something you don't want to miss. I have heard people that have been to a program given by Bob Scott say they will attend his programs repeatedly because he is such a fantastic speaker, and if given the opportunity, he shouldn't be missed. The education you will receive from him as well as the other two wonderful programs planned is priceless. Communication and planning meetings are both important topics for all administrative professionals! And, of course, great networking! Come learn, have fun, and support your Chapter. Pam Stout CPS/CAP and the committee have worked hard and you are in for a very informative and fun day!

Sunday was a great day too! Rhonda Driver CPS/CAP, Webmaster, had a very informative program for not only our new members, but great training for us long time members too. Renee Percy CPS/CAP gave us great information about the Mentor/Mentee Program. We will hear more on this at our May meeting when she will get this program started in our Chapter.

Keep saving your travel size products that we will deliver to help women at the Crisis Center and hold on to those "good things" you no longer need or want. A date will soon be set for our garage sale fund raiser. Bobbie Guyton CPS/CAP, is a fantastic Ways and Means Chair and she has more great ideas coming.

Another big event coming up for us will be an On-line Auction that Rhonda is already working on. We would do great to have some package deals from places and interesting gift items to bid on. Start thinking of ideas you can offer for this on-line auction. I bought some Christmas gifts from the auction another Chapter held last fall and it was fun and easy shopping! It also felt good that I was helping fellow IAAP members.

Our Avery application was sent in. Dale, with Avery Dennison, is our program at next week's meeting, so come see all the new products and take samples home with you.

I am continuing to work on our Chapter of Excellence and my Member of Excellence award, www.iaap-txla.org. I hope all of you are working on your own award. Help our Chapter have the most members of any Chapter earning this Member of Excellence Award this year! And, wish with me, for Spring to come! Best of everything to all of you!

Janine

Written by: Janine Cmaidalka CPS/CAP, Chapter President



Janine Cmaidalka
CPS/CAP
GCC President

Inside this issue:

Officer's Corner	1
GCC IAAP Seminar—March 6	2
Breaking Through The Winter Doldrums	3
Important Dates	4
Congratulations from February GCC IAAP meeting	4
Savvy Assistants Speak Strong	5
Birthdays and Anniversaries	6
US Census—Advice from BBB	6
Sponsors	7

Need Recertification Points? We have them....

**There is still time to sign up and attend Galveston County's
March 6, 2010 Seminar**

and earn
7 recertification points!

Three Great Speakers at one low Price of \$119!

***Houston Hobby Marriott Hotel
9100 Gulf Freeway
Houston, TX 77017***

Guest room special rate available

Registration & Continental Breakfast

7:45 a.m. to 8:30 a.m.

Seminar (lunch included)

8:30 a.m. to 4 p.m.

<http://community.iaap-hq.org/IAAPHQ/GalvestonCounty/MeetingsEvents/GCCSeminar2010/Default.aspx>

The Dance of the Generations

Bob Scott, Senior HR Consultant UTMB

For the first time in American history, there are four distinct generations in the work-place; the Traditional Generation, Baby Boomers, Generation X and Generation Y (or Nexters). Through defining events, each generation has developed a unique "filter" through which they hear and process information. Bob will give a unique, humorous and energetic look at how we can bridge the generation gap in the work place.

Top Ten Secrets to Planning an Extraordinary Meeting

Nancy Nachman, The Meeting Concierge

There are so many details that go into planning a meeting from logistics (how many cups of coffee will be consumed at the morning break vs. the afternoon break?) to strategic (what is the message you want your guests to go home with?). Planning a meeting is like baking a cake; leave out one ingredient and your meeting may not rise to the level of success you intended. Here are ten secrets to planning an extraordinary meeting from the announcement of the meeting until your guests depart.

Listening Like a Leader—the Lost Art of Communications

Karen McCullough, Branding Expert

Get inspired and enthused about better communications! Have a lot of fun while seeing the value of engaged listening and understand the importance of the four parts of the communication loop realizing that a breakdown at any point can cause communication failure. There will be lots of interactions—networking and relationship building—along with fun



Retirement News!

Congratulations are in order for Joann MacTavish! She will be retiring from the League City Fire Department and will be moving to their new retirement home in Town Bluff, TX in east Texas just east of Woodville. Joann has been a member of our Chapter since February 2004. She has served our chapter in many capacities and will be greatly missed by our chapter. Joanne, we are very happy for you and know you will enjoy your life of leisure—hopefully you'll occasionally think about us and let us know how you are doing .

Soon to Retire News!

A message from Lynn Wyatt Maida

As everyone knows Johnie & I are retiring in the near future. We are selling most everything we have collected in the last 40 years. If you would like to see the items, go to <http://maidaretirementsale.blogspot.com>. If you want to be on a list to receive update news, just post a comment on the blog. We have Christmas dishes, china, and crystal still to post. Thanks, Johnie & Lynn Wyatt Maida.

Note from Lee Ann—To open Lynn's blog place your curser over the link and pres CTRL then click

Breaking Through the Winter Doldrums

Submitted by : Janine Cmaidalka

As much as 25% of the population experiences "winter doldrums: Try these simple tips for a break from winter.

1. **Be physically active.** Get off the couch and away from the TV. Eat away from your desk. Exercise with a friend (group exercise boosts happiness). You'll be accountable to each other and gain more energy. Go sledding, skiing or skating. If you don't like the cold, swim laps at the local pool or do hot yoga.
2. **Keep in touch.** Pick up the phone and spend a few minutes catching up with someone. Send a "Thinking of You" note, or surprise them with a gift basket.
3. **Learn something.** Take a class in a favorite or new hobby, rent DVD's or courses on tape for commutes, create art, do handwork such as knitting or sewing, work with wood, throw clay, tie flies, take photos. Get a certification for a specialty in your industry.
4. **Freshen up.** Clear away clutter. Add a perky houseplant to your line of sight. Swap out photos for new ones in cheery frames at your desk. Pare down the number of items in your briefcase. Make plans with friends.
5. **Add light.** Open up the blinds and curtains. Get outside (even if only briefly) to breathe in fresh air. Turn on a variety of lamps.
6. **Embrace winter.** Take advantage of the slower pace winter can bring. Write in a journal, begin a reading goal, attend a concert or sporting event, see a play. Sip cocoa. Make a long-range career plan. Sit by a crackling fire. Take a snow day.

Even though it may seem to, **winter doesn't last forever!** Dreary days will eventually give way to spring-like symptoms and doldrums will be a distant memory. Changing your routine and your outlook can speed this process right along and keep your spirits high despite wintry weather!

Up Coming Events & Save the Date

Up Coming Events

◦ Monthly Chapter Meetings

March 4, 2010

5:30 pm to 8:00 pm

Kelly's Restaurant, Texas City

April 1, 2010

5:30 pm to 8:00 pm

Kelly's Restaurant, Texas City

May 6 2010

5:30 pm to 8:00 pm

Nominations of Chapter Officers

Kelly's Restaurant, Texas City

May 6, 2010

5:30 pm to 8:00 pm

Kelly's Restaurant, Texas City

Election of Chapter Officers

Save the Date

Chapter Seminar

- **March 6, 2010**

Marriott Hotel near Hobby Airport

- **May 2010**

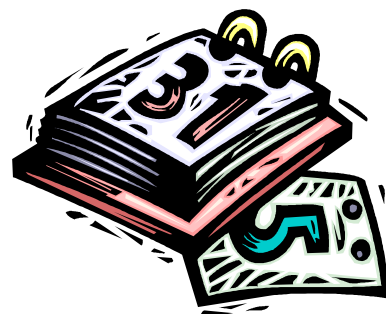
T/L Division Meeting

Amarillo, TX

- **April 20, 2010**

APW Breakfast _ Woodlands Area Chapter

Woodlands Water Way



Congratulations from February 2010 GCC Meeting

Good of the Order:

New Member—Brenda Slawson

Annette's daughter Brandy is expecting.

Name Tag Contest Winner:

Brenda Slawson

Recognize Excellence Among Us:

Joyce Crow (pinned by Rikki Killebrew)



Announcements:

Lisa Romero has a new grandson born February 22, 2010. Andrew Michael Grimm weighed in at 8 lbs 11.5 oz . Congratulations Lisa!

Congratulations to our GCC member Cathy French - her daughter, Kelly Marie Meeker passed her Indiana State Boards exam and is now a Registered Nurse. Cathy, please extend our congratulations to your daughter!

Savvy Assistants Speak Strong

Key Conversations for Administrative Assistants

Submitted by Lee Ann Hendley

Your job is bigger than you think

If you're an administrative assistant, you know it's your job to provide support, make your boss look good, and help him or her meet objectives. If you're an administrative assistant, you also know your manager sets the direction and your role is to help him or her succeed. If you place your own agenda over your manager's agenda, you won't keep your job long. That doesn't mean you should remain passively silent while others tell you what to do and how to do it. Ideally, your relationship with your manager is a collaborative one, organized around your manager's and your organization's directives. It's a relationship where you take charge of your role without taking over, you take the initiative without taking control, and when you need help, support, or resources to effectively implement your job, you initiate the important conversations that ensure your success and the success of your partnership with your managers. Here are a few conversations savvy assistants initiate.

Responsibility / authority conversation

AAs are too often given responsibility without the authority they need to get results. That means to get cooperation, they have to refer back to the boss. That delays action and decreases effectiveness. If you have this problem, initiate a responsibility/authority conversation with your manager. Ask your boss to let people know that you speak on his or her behalf and he or she expects everyone to cooperate with you as if you were them. I offer PowerPhrases for this conversation in my *Speak Strong, Smart, and Sweet* keynote

for assistants, and you can find some of those PowerPhrases in the PowerPoint for that [presentation here](#).

Job description conversation

Some AAs get extra points if they guess what their job is. Few assistants have clear job descriptions to guide their daily priorities. When you have an accurate job description, it empowers you to set boundaries that keep you on track with your true priorities. If you don't have an accurate job description, initiate a job description conversation. If your manager does not have the time to create your job description, write your own and present it for his or her input and approval. That makes it simple for your boss since it's easier to edit than create – plus that way your description is more likely to be to your liking. I offer PowerPhrases for this conversation in my *Speak Strong, Smart, and Sweet* keynote for assistants, and you can find some of those PowerPhrases in the PowerPoint for that [presentation here](#).

Work relationship

Does a meeting with your boss mean running fast while they head to the restroom? Does your manager forget to give you assignments until the last minute? Does your manager think blaming you for his or her mistakes is an acceptable practice? If you have challenges in your work relationship with your manager, initiate the work-relationship conversation with him or her. Talk about your ideal role. Clarify how you update each other. Detail expectations and assumptions. Establish agreements about how to manage your relationship with each other. I offer PowerPhrases for this conversation in my *SpeakStrong, Smart and Sweet* keynote for assistants,

and you can find some of those PowerPhrases in the PowerPoint for that [presentation here](#).

New horizons

Your job is bigger than you know. If you haven't tested the boundaries of your job, you're playing too small. Speak Strong to take charge of your support role. Start by initiating conversations to set the foundation for a smooth-functioning relationship. Those conversations are just the beginning for savvy assistants who Speak Strong. But they are a very powerful beginning. They set the foundation for a collaborative manager/assistant relationship that gets results. Initiate those conversations – and create new horizons for yourself that you might not have known were possible.



Meryl Runion and *Speak Strong (SpeakStrong)* provides Power Phrases (PowerPhrases) and other tools to help you improve communication skills at work and at home. You can read more about her at www.speakstrong.com.

Meryl is the author of six books on communication that have sold over a quarter million copies worldwide, including *Speak Strong, PowerPhrases!*, *How to Use PowerPhrases*, *Perfect Phrases for Managers and Supervisors*, and *How to Say It: Performance Reviews*. You can reach her at 719-684-2633, or by email: [E-mail Meryl](mailto:E-mail_Meryl). You can also follow Meryl on Twitter: <http://twitter.com/merylrunion>



The US Census Is Coming—Be Careful!

Submitted by: Rhonda Driver

The first phase of the US Census is underway. Workers will soon be knocking on your doors to verify address information. Eventually, 140,000 Census workers will count every person in the U.S and will gather information about every person living at each address, including their name, age, gender, race, and other relevant data.

However, how do we tell the difference between a US Census Worker and a con artist?

The Better Business Bureau (BBB) offers the following advice:

- A valid Census worker must have a badge, carry a hand held device, a Census Bureau canvas bag, and a "Confidentiality Notice"
- You are only obligated to verify your address and tell how many people live at your address no matter what other information they ask you for.
- Ask them to read your address to you first, and then verify if correct.
- Do NOT provide your Social Security number or any financial information (credit cards, bank accounts etc)
- The BBB is not using "ACORN Workers" for this census. No Acorn Worker should approach you for information by identifying they are with the Census Bureau.
- The BBB will not contact you via e-mail. Be on the lookout for e-mail scams impersonating the Census.
- Never click on any link or open email attachments supposedly from the US Census.
- Census workers do NOT solicit donations.
- Anyone asking for this information is not with the US Census.

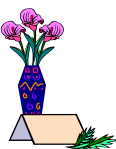
*Everyone should be counted—
just be careful!*



JAAP Anniversaries

Janine Cmaidalka	Feb 1999
Joann MacTavish	Feb 2004
Janet Kidd	Feb 2005
Irene Weedman	Feb 2009

Lisa Romero	Mar 2003
Theresa Ramirez	Mar 2004
Cheryl Aftoler	Mar 2005
Bobbie Guyton	Mar 2006



JAAP Birthdays

February 2010

Lynn Wyatt Maida (24th)

March 2010

Joann MacTavish (1st)

Georgina Eastman (24th)





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