

Dolphin Tales

GALVESTON COUNTY CHAPTER

September 2011

OFFICER'S CORNER

What Drives You to do What You Do?



Written by Brenda Slawson, CPS/CAP
Vice President

Labor day in September is set aside each year to honor workers but this year another day in September was set aside to honor and remember those who were lost 10 years ago on 9/11. As most Americans, on the 10 year anniversary of 9/11, I found myself watching and reading peoples stories of that horrible day. They were stories of the loss of innocent people who simply got up and went to work that day, in an attempt to make a living. Stories of firemen and police officers that lost their lives doing the job they loved, helping people and trying to save lives. Family members' stories of spending tireless hours hunting and holding out hope that their loved ones would be found and of course the volunteers who gave

endless hours of their time to look for any possible survivor in the rubble.

Each and every one of these people who labored so tirelessly, had one thing in common, they had a goal. There are several definitions for labor but the one I like best is "to strive, as toward a goal; work hard". Each and every one of the people whose 9/11 story was told had a goal. Regardless of whether they were a busy executive climbing the ladder of success, an administrative assistant, a café worker, janitorial staff, or emergency service worker, they each woke that fateful day with a goal in mind to give a day's labor to support themselves and their families. The emergency personnel put their lives on the line to save lives, families and volunteers labored out of pure love and sacrificed their own well-being to help others. All had a goal, all labored, all had a reason for what they did that day.

We all recognize the labor we put into our careers but most of us devote a lot of time outside of our jobs to organizations such as IAAP, our church, our community and even for family functions. The same principles and goals we use each day in our careers can be applied to all we do. In this month when we recognize those who labor and those who were affected by 9/11, let us make sure we start each day with a goal in mind and not

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T-L Division News Corner

Email from Tina Wiggins, CPS/CAP

September 11, 2011

Dear Members:

As I am writing this, my heart is filled with sadness as I look back on that terrible day 10 years ago. It is also filled with gratitude for the brave men and women who rushed into those burning buildings to lead others to safety at the risk of their own lives and for those emergency workers who today still put their lives at risk to keep us safe. Additionally, I think of our soldiers overseas who are also fighting to make sure that this never, ever, happens again. I am grateful for them too. I am also filled with hope for the future as freedom's message is being heard in the middle-east and many are beginning to stand up and fight for freedom on their own.

Take a minute today and show and tell your loved ones what they mean to you.

Please make a note of the training opportunities and upcoming deadlines. This includes webinars through IAAP HQ. Note these webinars will be posted to the HQ website if you can't attend at the designated time.

Also included in this newsletter is a listing of all COE deadlines and which division officer is responsible for tracking the fulfillment of the requirement. (Note: the deadline for requirement 7 has passed for the 2011-2012 fiscal year and that all of the requirements are mandatory.)

In the meantime make your week remarkable!

Regards,

Carla, Tina, Charlene, Bonnie & Emily

P.S Be sure and let me know about the training and networking opportunities offered by your chapter so that we can spread the word.

NEW THIS WEEK:

October 1, 2011 – Houston Leadership Training – Details finalized (see below)

The **Oct 1** Leadership Training to be held in Houston, TX. The session will be hosted by the ExxonMobil South Chapter at the ExxonMobil Upstream Technical Training Center, 3102 Buffalo Speedway. Registration and breakfast begin at 8:15 a.m., program at 9:00 a.m.. Registration Cost: \$35.00. The division is awaiting word on this, but we expect to award up to two recertification points.

ADDITIONAL LEADERSHIP TRAINING DATES:

September 24, 2011

The Texas-Louisiana Division and the NOLA Chapter invites you to **Make the Leap to Re-**

Newsletter Committee: Karla Villeneuve, CPS/CAP kvilleneuve@standardparking.com, Mary Contreras, CPS Mcontreras@leaguecity.com and Rhonda Driver, CPS/CAP rhonda.driver@nasa.gov. The Galveston County Chapter Newsletter "Dolphin Tales" is a monthly publication. The deadline for submission of materials is the following Monday after the monthly chapter meeting each month.



T-L Division News Corner (continued)

markable as you learn what to do now that *You're in Charge* and how to *Develop Your Leadership Skills*. Registration and breakfast 8:15 a.m. Program begins at 9. Two Recertification points will be awarded. Click on the following link for more information and to register. <http://www.iaap-nola.org/NOLA/MeetingsEvents>.

October 29, 2011

Austin, TX hosted by the Capital Chapter – Mark your calendars and plan to attend. More details to follow – we are in the final planning stages of this event – we will keep you posted!



SPECIAL EVENTS:

Inter-City Council of Houston – Area IAAP Hosts CPS/CAP Recognition Banquet – October 15—The Inter-City Council of Houston-Area IAAP Chapters will host a celebration for those who passed the CPS and/or the CAP examination in November 2010 or May 2011, and those who recertified in the past year. Featured speaker is Beth Casteel, Production Controller at ExxonMobil Production Company. The banquet will be held at the Crowne Plaza River Oaks from 6:30 – 10:00 p.m. Click on the link to register. <https://www.wepay.com/tickets/view/139787>

Inter-City Council of Houston – Area IAAP Plans APW Breakfast – April 21, 2012—SAVE THE DATE – April 21, 2012! Galveston County Chapter is hosting the ICC APW Breakfast on April 21, 2012. Details are being worked now and we can guarantee you will be “Making a Remarkable Leap” if you attend. Please put this on your calendar now and stay tuned for additional information coming soon!”

EDUCATIONAL OPPORTUNITIES

Medical Center Chapter Seminar – September 29, 2011 - Houston, TX—The Medical Center Chapter will sponsor a fall seminar “Making Emotional Intelligence and Writing Work for You” on Thursday, September 29, 2011, from 9am-4pm at Reliant Center, Houston, TX. Presented by Jim Randolph with SkillPath. Students will learn: How to create an emotionally intelligent work environment and will develop editing skills that will eliminate costly and embarrassing mistakes when writing. Please visit the Medical Center website <http://medctr.iaap-hq.org/IAAPHQ/MedicalCenter> or contact Melissa Menchaca mk_menchaca@yahoo.com for more information.

CAP CERTIFICATION REVIEW COURSES:

Houston Area:

CAP-OM course taught by Leading Learning Living, beginning September 24 and ending October 29. Classes are held on Saturday mornings from 9 a.m. to 12 p.m. Please click on the following link for more information www.leadinglearningliving.org



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labor mindlessly thru the day, the week, the month. Take some time to plan your day and make the most of the time each of us has been given.

Dana Backe was honored with her first baby shower on Saturday August 27, 2011 for her son, Cannon Jace, due to arrive on 11-11-11. It was hosted by her mother, Rikki Killebrew, her mother-in-law, Gale Backe and Gale's sister Susie Butler. The event was held at the home of Brandon and Dana Backe. It was well attended by both families and long time friends of Gale. As most expectant mothers do, Dana received a lot of very cute outfits as well as some of the more necessary items a new mother needs for her precious newborn. I was very grateful to see Dana's reaction to the air purifier which I purchased from her registry. She actually hugged it!

Submitted by Rikki Killebrew

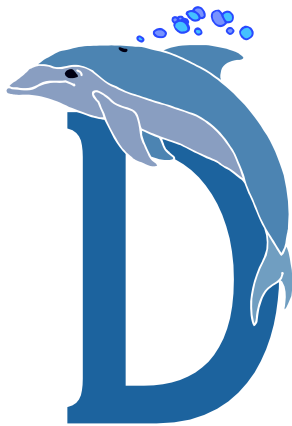


Did You Know

According to a recent survey done by Office Team: One in Five workers knows someone who lied on their resume. If you would like to read this interesting article follow the link:

IAAPHQ.org

Calendar of Events



July 7, 2011	Leading at the Speed of Trust Jennifer Huey, Franklin Covey
July 24—27, 2011	International Education Forum & Annual Meeting Montreal, Canada
August 4, 2011	Got Paper Monica Jones, Esselte Corporation
August 15, 2011	Registration Deadline for November 2011 Exams
September 1, 2011	There's An App For That! Applications for Smart Phones & Readers to Help Us Work More Efficiently Janice Marie Simon, MA, CPO®, MD Anderson
October 1, 2011	T-L Leadership Training in Houston
October 6, 2011	I Can Name That in OneNote! Rhonda Driver, CPS/CAP, GCC President
November 3, 2011	Avery—Business Techniques That Increases Productivity Dale Osberg, Avery Dennison
November 4—5, 2011	November 2011 CAP Exams
December 6, 2011	GCC Holiday Party—Red River BBQ in League City 6:00—8:30 p.m.
January 5, 2012	What Does It Take To Get Along? Brandlyn Minter, Division Director, Office Team
February 2, 2012	The Land of Ah? Kelly Henson, GCC Program Chair
February 6, 2012	GCC Annual Seminar— Life's a Beach! Let's Build Sandcastles! <i>Details to follow!</i>
February 15, 2012	Registration Deadline for May 2012 Exams
March 1, 2012	PowerPoint 2007—From Start to Finish Tina Wiggins, CPS/CAP—T-L Division President-Elect
April 5, 2012	Business Etiquette: The New Rules of Communication in a Digital Age Layla Alsayed, GCC Member & Office Team Manager 2012—2013 Chapter Officer Nominations
April 21, 2012	ICC APW Breakfast Hosted by Galveston County Chapter, Details to follow
May 3, 2012	Program Pending Speaker Pending 2012—2013 Chapter Officer Elections
May 4 & 5, 2012	May 2012 CAP & CAP-OM Exams
May 18—20, 2012	T-L Division Annual Meeting—South Shore Harbor Hosted by the League City Chapter
June 7, 2012	Program on Public Speaking—Title TBD Ann McHenry, CPS/CAP 2012—2013 Chapter Officer Installation

Last Tuesday of Each Month—GCCIAAP Board Meeting @ 6:00 p.m.

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Committee Reports / Info

Arrangements

- ◇ Meetings are the first Thursday of each month at Kelley's Restaurant in La Marque, Texas. Networking / Dinner begins at 5:45 p.m. until 6:30 p.m. Program begins at 6:30 p.m. Business meeting begins at 7:30 p.m.

Bylaws & Standing Rules

- ◇ By-laws committee have scheduled meeting to go over the chapter's by-laws.

Certification & Education

- ◇ We have purchased the new study material and will start a study group when members are ready. Anyone interested in studying for the new CAP or CAP-OM exams please contact Karla Villeneuve, CPS/CAP.
- ◇ We are in the process of getting information to do a MOS Certification exam study group for 2011—2012. If you are interested let Karla know.

Programs

- ◇ Almost through with filling up our calendar. In search of speakers—any ideas please let Kelly Henson know.

RTF

- ◇ Please donate your change to the piggy.

Seminar

- ◇ Our annual chapter seminar is scheduled for February 6, 2012 and the theme is Life's a Beach! Let's Build Sandcastles!

Ways and Means

- ◇ Requesting your ideas.

Website

- ◇ Work in process—will start training soon.

Visit our Chapter Website at:

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

Become a Fan on our Facebook Page:

<http://www.iaaacebook.com/pages/IAAP-Galveston-County-Chapter/317661456133>

How Nice Are You?

By Peggy Morrow

When was the last time you really took stock of yourself and your interpersonal skills? Employees often complain to me about "other people" and how they need to change annoying habits or work characteristics. What about you? Are you sure you are doing everything to create a harmonious workplace? Here are a few points to check.

"...THE LAST TIME YOU TOOK STOCK OF YOURSELF AND YOUR INTERPERSONAL SKILLS?..."

1. Refrain from gossip. Don't criticize others behind their backs or pass along information that may not be true. You want to stay informed of happenings in the company of course, but passing along personal information about a co-worker is never a good idea.

2. Be enthusiastic and positive. It just takes one grumpy person to drag down the morale of the entire office or work environment. Sometimes you are going to have to "fake it 'til you make it," but remember that positive people attract others; negative people repel others.

3. Always keep your word. Do everything you say you will, when you said you would. A co-worker's performance often depends on getting the right information at the right time from you. You are part of a chain of service that makes your organization successful or not.

4. Carry your fair share of the load and help others with theirs when you can. Do the job you were hired to do - and then some. Yes, we are all running lean in today's business environment, but that is why it is so important that you do your job completely and not slack off on any of your duties.

5. Never make a co-worker look bad. Yes, they may not be doing their job, but complaining about them to other employees is not the way to handle it. Arrange to discuss the situation with them (if possible) and ask for the behavior change you want. This is closely related to the first point (see number one).

"...DON'T CRITICIZE OTHERS BEHIND THEIR BACKS OR PASS ALONG INFORMATION THAT MAY NOT BE TRUE..."

And be sure you are consistent in all that you do. You can't just do it when you are having a good day or feel like it. A person with effective interpersonal skills does it every time.

I present programs on many aspects of interpersonal skills. If you would like a list of them, contact me at www.peggymorrow.com or peggy@peggymorrow.com.

Peggy Morrow, CSP, is a professional speaker, seminar leader and author of the recently-released book, "Customer Service: How To Do It Right!" To have her work with your group call (281) 280-8190 or email peggy@peggymorrow.com.

IAAP September Anniversaries

Pamela Stout CPS/CAP—1998

Kelly Henson—2007

Lori Helton—2010

IAAP September Birthdays

Kelly Henson—September 9th

Kristi Keel—September 25th



CONGRATULATIONS FOR RECERTIFYING:

Deborah Grounds-Sanders, CPS/CAP

May 2011

&

Cathy French, CPS/CAP

July 2011



Annette Barham, CPS/CAP

Janine Cmaidalka, CPS/CAP

Rhonda Driver, CPS/CAP

Georgina Eastmond, CPS/CAP

Cathy French, CPS/CAP

Deborah Grounds-Sanders, CPS/CAP

Janet Kidd, CPS/CAP

Renee Percy, CPS/CAP

Pam Stout, CPS/CAP

Karla Villeneuve, CPS/CAP



Thank you to our sponsor!

Congratulations to the above for your achievement!

Galveston County Chapter 2011-2012 Board of Directors

President, Rhonda Driver, CPS/CAP

President-Elect, Janet Kidd, CPS/CAP

Vice President, Brenda Slawson, CPS/CAP

Secretary, Lisa Romero

Treasurer, Georgina Eastmond, CPS/CAP

Past President, Annette Barham, CPS/CAP

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