

### **Chapter Meeting: Changing Places, Changing Faces**

By Sue Pittel CPS

At the August Chapter Meeting, Whitney Sieck, Division Manager of Office Team, addressed adapting to change and succeeding in an evolving work environment, with key strategies for embracing workplace shifts and advancing your career.

Since ExxonMobil is a global company, the remarks Ms. Sieck made on that topic were timely. For example, when presenting or receiving a business card

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### Save These Dates!

#### ExxonMobil North Chapter Meetings:

**Wednesday, September 15:** Chapter Meeting - Recognize Results: Drive Success Through Employee Recognition: The integral role employee recognition plays in increasing productivity and improving a company's bottom line presented by Samantha Stewart with OfficeTeam.

#### Upcoming Events:

- **Thursday, September 30: The Medical Center Chapter IAAP** will hold a fall seminar from 8:30 AM until 4:30 PM at the Holiday Inn Houston South Loop. Find a registration for m attached.
- **Saturday, October 2: T-L Division Leadership Training in Houston:** A Workshop for Today's Administrative Professional, Crowne Plaza Houston North Greenspoint, will offer a half-day session plus 3.5 recertification points. A registration form is attached.
- **October 17-20, 2010: IAAP Fall Conference**, Louisville, KY. For more information go to [www.iaap-hq.org](http://www.iaap-hq.org).
- **Monday, February 7, 2010: Galveston County Chapter Annual Seminar**, Galveston Hilton.

**PASSION & PURPOSE**  
EXXONMOBIL NORTH CHAPTER

**Chapter IAAP anniversaries - August**

**Congratulations to one and all!**

<b>Jeannie Curtis</b>	<b>3 years</b>
<b>Diana Guardiola</b>	<b>1 year</b>
<b>Sandy Guilbeau</b>	<b>3 years</b>
<b>Susan Kleb</b>	<b>3 years</b>
<b>Bianca Knighton CPS</b>	<b>2 years</b>
<b>Cathy Lindley</b>	<b>2 years</b>
<b>Mary Mead CPS</b>	<b>3 years</b>
<b>Catherine Mills</b>	<b>3 years</b>
<b>Sunday Pederson</b>	<b>3 years</b>
<b>Linda Pope</b>	<b>3 years</b>

**Chapter IAAP anniversaries - July**

**Congratulations to everyone!**

<b>Donna Begue CPS</b>	<b>1 year</b>
<b>Patty Inzana CPS</b>	<b>3 years</b>
<b>Esther McCarty CPS</b>	<b>3 years</b>
<b>Sharon Mautz</b>	<b>3 years</b>
<b>Jill M. Neal</b>	<b>1 year</b>
<b>Lisa Pierce CPS/CAP</b>	<b>2 years</b>
<b>Robbie Scott</b>	<b>3 years</b>
<b>Lori Vaughan</b>	<b>3 years</b>



**Changing Places, Changing Faces**  
*(Continued)*

in an Asian culture, remember to hold the card so that the person receiving it can easily read the card. If possible, use both hands to present your business card. It shows respect toward your host. At the same time, receive the other person's card with the same respect. At least pretend to read the card, and carefully place it in your business card case. Never, ever write on the card.

Also, in Asian cultures, remember that white is a color of mourning. Never send white flowers or wear primarily white clothing. Red is a color of good health, wealth and happiness, so red is a good color flowers. Ms. Sieck added that working with people of different cultural backgrounds is an opportunity to shine.

If you are uncertain about customs in a particular culture, go to the TravelEtiquette website which is a topic in *OfficePro Express* this month. The website features customs and etiquette for most countries, including Papua New Guinea (PNG). An important thing to remember is that the country still has many aboriginal tribes, and it is expected that you bow if you meet a tribal chief.



Keep in mind that PNG still has head hunters, too, who will not be offering you a job. It is best not to stray from the largest town.

*(Continued next column)*

**Changing Places, Changing Faces**  
*(Continued)*

Ms. Sieck wrapped up her presentation with a segment on age diversity, emphasizing that working with colleagues from different generations is an opportunity to learn new perspectives, but can lead to workplace challenges.

Surprisingly, Generation Y workers are concerned about financial security, job stability, and career satisfaction. They are focused on the future and worried about funding retirement. In fact, health insurance and retirement programs rank among the top three benefits that they seek when choosing a place to work.

When working on teams comprised of people of several different generations, stimulate interaction, be flexible and appreciate the differences. Identify common ground and tap into experience.

In brief, embrace change. It is not a matter of "I'll embrace change. You go first." Welcome new responsibilities, accept some uncertainty, and actively develop skills needed to advance. Be open to the unfamiliar and stay flexible. Always bow to a tribal chief, but never accept his invitation to lunch in PNG.

*One of the greatest victories you can gain over someone is to beat him at politeness.*

*Josh Billings*



Donations Requested for Our Community Service Project



(L) Sandra Scott CPS/CAP

FYI: Sandra Scott CPS/CAP has volunteered to serve as ExxonMobil North Chapter's Community Service Chairman.

Our Community Service Chairman and her committee are soliciting donations to create gift baskets for a fund raiser for Aldine Youth. The Aldine Youth first Annual Golf Tournament is on September 21, 2010. Below is a list of items they would like for their gift baskets. Please look around your house and see if you have any of the items they can use. If not, monetary donations are also graciously accepted.

Please send your donations and/or items to Sandra Scott CPS/CAP at: CORP-GP8-528. Feel free to call Sandra at 281-654-5775 if you have additional questions. Sandra needs to have gift items and contributions in hand by no later than September 15.

Ways and Means Chairman Reports on IAAP Bingo

Ways and Means Chairman Bonitta Saulsberry is very pleased to report that our chapter's IAAP Bingo got off to a terrific start. Congratulations to Abbie Barbley CPS/CAP for being the winner of the first round of IAAP Bingo.

We collected \$90.00 selling all 45 bingo cards, and Bonnie is thinking of making more cards for next time. One card sells for \$3.00 and two cards go for \$5.00. Our pot winnings were \$45.00 for the chapter and \$45.00 for Abbie. Bonnie handed Abbie, who is our Treasurer, \$35.00 in cash and a check for \$10.00.

In addition to Bonitta Saulsberry, other Ways and Means Committee members are Pamela Crump, Lillie Fisher, and Cathy Schauffler.

Congratulations to Bonnie and her team for coming up with this simple, yet effective, way of helping to fund our treasury. Be sure to bring checks or cash to the next chapter meeting. Bonnie will be waiting for you with Bingo cards in hand. Besides, you may be a Bingo winner and split the take with the chapter.

Where else can you attend a professional meeting, have a delicious lunch, and play Bingo? The Program Committee Co-chairmen are offering recertification points at many meetings, as well. See you at the September meeting!

- |                        |                    |
|------------------------|--------------------|
| Golf balls             | Divot repair tools |
| Practice golf balls    | Water bottles      |
| Golf ball markers      | Themed items –     |
| Golf towel (grommeted) | frame, mug         |
| Sun screen             | Shoe wipes         |
| Tees                   | Putting cup        |
| Caps                   | Ball retriever     |
| Gorilla grip towels    | Neck band cooler   |



## New Member Orientation Webinars

New member orientation webinars will be held the third Wednesday of each month. Following are just a few of the items that will be covered:

- networking via the IAAP web community
- understanding the structure of IAAP
- benefits of joining a local chapter
- educational opportunities available
- leadership opportunities available

If you are a new member and haven't received your invitation, or if you are a seasoned member who feels like a new member, you can send an e-mail to [membership@iaap-hq.org](mailto:membership@iaap-hq.org), to receive the invitation link for the webinar on **September 15**.

## From the editor:



Our August chapter meeting on managing change was most timely. In fact, we have several changes in the making or that have recently occurred. One is that we have created a new committee for community service chaired by **Sandra Scott CPS/CAP**. Our Ways and Means Chairman **Bonitta Saulsberry** has jumped in with great new and old ideas for raising money. Chapter **V.P. Lain Brown** suggested that we get IAAP piggy banks to remind members to save for EFAM. You might win one!



Coming up in October, IAAP's Fall Conference in Louisville, KY, (previously the Certification Conference) is focused on the core characteristics of a champion to help us thrive in today's competitive and changing work environment. Some of those characteristics are mentioned in the article in this bulletin titled *What Employee Skills Do Employers Want Most?*

Additionally, we are participating in Avery's Box Tops for Education effort. You can clip these coupons, and our chapter will submit them to a local participating K-8 school. Avery is offering two \$2,000 educational grants to chapters that turn in the most box tops to a local school. They are also offering a \$500 educational grant to the runners up. **President Mona Elias CPS/CAP** recommended at the first planning meeting that we offer a grant to a woman in need, so this will be a great help in accomplishing our goal. Participate! Educate! Change!

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## Grammar Squirrel



The words disinterested and uninterested seem suspiciously similar, but they do, in fact, mean different things. Disinterested means "neutral or objective in judgment"; uninterested means "bored."

### Examples:

"We asked Germaine's opinion, since he was a disinterested party."

"Germaine seemed completely uninterested in anything that went on at the meeting."

### **Avery Box Tops for Education**

Avery Dennison has identified an easy way for us to support our local communities by participating in Box Tops for Education® , a successful school-based fund-raising program that has helped America's K-8 schools earn more than \$300 million over the past 13 years and over \$50 million dollars last year alone.

Over 1,000 Avery products are part of Box Tops for Education®. These coupons can also be found on many everyday household products. You can clip these coupons and submit them to a local participating K-8 school. Each box top coupon carries over a value of ten cents.

Avery is offering a \$2,000 educational grant for the chapter with less than 40 members and \$2,000 grant for chapter with more than 40 members that turn in the most box tops to their local school. They are also offering a \$500 educational grant to the runners up. Avery wants to help make a difference in children's education and is excited to be the first office and school products manufacturer to participate as a partnering brand with General Mills in Box Tops for Education. For more information on Box Tops for Education®, please visit [www.boxtopsforeducation.com](http://www.boxtopsforeducation.com) or [www.avery.com/btfe](http://www.avery.com/btfe).



### **Leadership Training Sessions Slated for this Fall**

Start making plans now to attend the leadership training sessions that the T-L Division will have this year. San Antonio's training will be September 11, New Orleans will be September 25, and Houston's will be October 2. The price will still be \$45 this year.

The Division will be offering 3 1/2 educational recertification points this year for their leadership training in San Antonio, New Orleans and in Houston. See the attached flyer for registration.

Now available is the ability to pay on-line for the leadership training. There will be approximately a \$5.00 additional charges for using this service, but the Division is excited to be offering this new source for payment since members are requesting this as their companies would like to pay with credit card. Copy and paste the link below to pay for the leadership training in advance by credit card.

<http://txladivleadershiptraining.eventbrite.com/>



## **What Employee Skills Do Employers Want Most?**

Kelly Services News

All employees need specific skills to succeed in the workplace. Acquiring skills takes time, education, and dedication. Therefore, it's important to focus on learning and perfecting the skills employers want most.

Knowing what skills and abilities employers want most gives you the best roadmap to career success. Here are the key skills that most employers state they want when evaluating prospective and current employees.

### **Most Desired Employee Skills**

These skills are in no particular order of importance, and they are those that apply to most positions in all industries. Keep in mind that some industry-specific technical skills are also required for many positions.

**Multi-tasking skills, including flexibility and adaptability:** Modern organizations are constantly evolving entities. Business cycles, both up and down, are short and dramatic. Employers want employees who can multi-task effectively and are flexible enough to accept interchangeable tasks.



**Communication skills:** While effective communication remains critically important in every workplace setting, this ability has declined over the past two decades. Along with oral (verbal) ability, listening and written skills are equally important. Recent graduates often display serious shortcomings in business communication ability. Many believe the heavy use of e-mail and texting can impair the proper communication skills that are taught in educational settings.

**Interpersonal skills:** This category is huge and could occupy its own separate article. At a minimum, employers want staff to relate well with co-workers. Those employees with the ability to inspire others and mediate workplace conflicts are in even higher demand. These skills, when combined with the personal traits of honesty, reliability, and consistency, label you as an extremely valuable employee.

**Computer skills:** No longer a bonus skill that sets some employees apart from the multitudes, computer and technical ability is a “must have” for all staff. While word processing, spreadsheet, and e-mail remain the top priorities, those employees that master additional hardware issues and software options become even more valuable to employers.

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**Analytical and research skills:** Once the purview of technical staff, analytical ability is a top employer priority for all employees. The disturbing grip of the recession of 2007 to 2009 enhanced the importance of analyzing issues, researching problems, and implementing solutions. These are skills that all employers want, regardless of other job responsibilities.

**Planning and organizational skills:** While planning, organizing, and strategizing remain top priorities for management staff, employers look for this ability in all current employees and potential new hires. Depending on the duties of certain employees, these skills can sometimes be difficult to recognize.

**Creativity and problem solving skills:** While these skills may come naturally to some, they can be learned and are held in high regard. Valuable employees solve problems before involving management, which is a wonderful time-saver. Displaying creativity will help you stand out at the workplace, as this skill tends to be more public than some other abilities.

**Collaborative skills:** Because tasks and projects are typically assigned to groups, the ability to be a team player is in high demand. The better your team skills, the more opportunities for raises and promotions will magically appear for you. Management often assumes that good team players become superior team leaders.

**Leadership skills:** Always in demand, leadership skills are often the most important criteria for promotion to management. While take charge ability alone is insufficient, combining leadership skill with some or all of the other employer wish list talents can ensure serious consideration of your desire to join the management fraternity.

**Make a list** of your strengths and weaknesses in these areas. Display your strengths whenever possible, and remember to note these skills during your performance review. Make a commitment to improve those priority skills that may fall into your weakness category. Promise yourself to take whatever action necessary to move weak skills into the strength category.



## **What are IAAP's Core Values?**

**Integrity:** We demonstrate this cornerstone of our profession through honesty, accountability and high ethical standards.

**Respect:** We create respect within our profession and association through listening, understanding and acknowledging member feedback.

**Adaptability:** We ensure the success of our association by embracing positive change and by nurturing diversity, creativity and visionary thinking.

**Communication:** We cultivate and maintain excellence by remaining approachable at all levels, communicating openly and building strong relationships.

**Commitment:** We are steadfast in our goals to develop learning opportunities for career-minded administrative professionals and to strengthen efficiency and effectiveness.

### **Our Mission**

Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development.

### **Learn, Grow, Network**



Members and non-members who attend IAAP events are energized when they go back to their offices. Besides learning from the industry's best teachers, authors and speakers, our members network with each other, learning from the triumphs and trials of other office professionals. If you haven't attended IAAP's International Education Forum and Annual Meeting or one of our conferences, put that on your list of things to do.

The three key phrases of IAAP's mission statement are **education, community building, and leadership development**. IAAP has a long history of meeting these goals at the following events – the spring Professional Education Conference, the International Education Forum & Annual Meeting, and the fall Certification Conference.

If you've been thinking about joining IAAP, we invite you to join our chapter. Once you join, be sure to participate. Involvement is the way to make the most of your membership. In fact, most ExxonMobil managers allow administrative professionals to charge membership dues to their PCards, since we are a corporate chapter. Our chapter meetings are held once a month during lunchtime, and we have great programs planned. Visit a meeting, talk to your manager, and join IAAP today!

**2010-2011  
ExxonMobil North Chapter  
IAAP Officers**

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**President**

Mona Elias CPS/CAP

**Vice President**

Lain Brown

**Secretary**

Debbie Bartelsmeyer

**Treasurer**

Abbie Barbley CPS/CAP

**Directors**

Sherry Grantham

Sue Pittel CPS

Visit the IAAP website at [www.iaap-hq.org](http://www.iaap-hq.org)

*The Light* is a monthly  
publication of the ExxonMobil North  
Chapter IAAP

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***The Light* Committee:**

Debbie Bartelsmeyer, Secretary /  
Board Contact  
Sue Pittel CPS, Director / Editor

Please send comments or  
suggestions to Sue Pittel at  
[sue.c.pittel@exxonmobil.com](mailto:sue.c.pittel@exxonmobil.com).

**2010-2011 IAAP  
Texas-Louisiana Division Officers**

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**President**

Michelle Spradley CPS/CAP

**President-Elect**

Carla Flowers CPS/CAP

**Vice President**

Frances McAnear CPS/CAP

**Secretary**

Tina Wiggins CPS/CAP

**Treasurer**

Bonnie House CPS/CAP

**2009 – 2010 IAAP  
International Officers**

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**President Elect**

Tamara Goodall CPS/CAP

**Vice President**

Karlenna Rannals CPS/CAP

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Carolyn Prather CPS

Judith Yannarelli CPS/CAP

**EFAM 2011**  
**Montreal, Canada - July 24-27**

We look forward to seeing you in Montreal and to help you get there,  
 we recommend diligent use of the

## EFAM Piggy Bank

# Four Bucks A Day !!

*(all funds in Canadian dollars)*

end of EFAM 2010  
 22-Jul-10

to the

beginning of EFAM 2011  
 24-Jul-11

**4 bucks a day**

x

**367 days**

=

**\$ 1,468.00**

Hotel	(\$199/ night for 5 nights)	\$	995.00	<i>(shared - \$497.50)</i>
Meals	(@ \$30 / day)	\$	150.00	
Registration Fee	(early bird)	\$	495.00	

**Plus Airfare**

*(prices from Expedia.ca as at July 10, 2010)*

New York	\$	408.00
Chicago	\$	598.00
Miami	\$	348.00
Des Moines	\$	700.00
Houston	\$	587.00
San Francisco	\$	475.00
Seattle	\$	786.00

Cost of YOUR EFAM

**\$ COVERED**



**COST: \$6.00 ea**

# 2011 Texas-Louisiana Division Inc.


## "IAAP Bingo"



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

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

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

**RULES:** Bingo is open to all active members of the Texas-Louisiana (T-L) Division during the period of July 1, 2010 through April 30, 2011. 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. If you have additional questions, contact Vice President Carla Flowers CPS/CAP at cflowers@denco.org. **Entries must be mailed to Frances McAnear CPS/CAP at 4818 Cairnsean, Houston, TX 77084 and postmarked by April 30, 2011.** The winner will be drawn at the May 2011 Annual Meeting and Education Forum in Houston, TX, from validated entries postmarked by April 30, 2011. Free spaces: 

B	I	N	G	O
Sit for the CPS or CAP exam or recertify	Serve as a chapter officer; chair or be a member of a chapter or division committee	Sign the online Member of Excellence Commitment Form	Make a presentation to an outside organization regarding IAAP	Host 1 potential new member at a chapter meeting
Attend International EFAM in Boston	Attend seminar that offers 2 recertification points other than Division Annual Meeting or International	Attend 3 chapter meetings	Chapter invites a Division Board member to speak at chapter meeting	
Chapter conducts a CMOTY event or other Member Recognition Award or submits a DMOTY application	Chapter submits Avery Chapter Achievement Award application		Register for the 2011 T-L Division Annual Meeting	Chapter conducts an Educational Seminar or plans an APW Event in April 2011
	Your chapter turns in the first, second and third quarter report on time to their board contact	Earned Member of Excellence Award for previous year	Recruit ONE new member	Chapter publishes a 4+ page newsletter 2 or more times a year or member submits an article
Chapter holds an Executive Event or your Executive attends a chapter meeting	Chapter has a Mentoring Program for new members or sponsors a New Chapter	Attend a Division sponsored Leadership Training Session	Attend seminar that offers 2 Recertification points other than International or Division Annual Meeting	Donate \$ toward Retirement Trust Foundation



**The Medical Center Chapter  
International Association of Administrative Professionals  
Presents**

**“The Administrative Professional Conference”**

**Thursday, September 30, 2010**

8:30 a.m. – 4:30 p.m.

Holiday Inn - South Loop/Reliant Park/Medical Center

8111 Kirby Drive at LaConcha

Houston, TX 77054

Phone: 713.790.1900



**Registration Form**

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City/State/Zip: \_\_\_\_\_  
Telephone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_  
Email Address: \_\_\_\_\_  
IAAP Member #: \_\_\_\_\_

**Registration**

**includes:**

Course materials  
Breakfast  
Lunch  
Parking  
6 Recertification  
Points

**\$139 Early Bird Fee** postmarked by September 2

**\$149 Fee** postmarked after September 2

<http://medctr.iaap-hq.org/IAAPHO/MedicalCenter>

**For accounting purposes IAAP MCC EIN# 44-0367954**

*You are responsible for payment of your reservation if you do not cancel prior to September 23. We do not accept post-dated checks or payment on-site.*

***Mail registration form & check payable to: Medical Center Chapter IAAP***

***Attn: Bertha Rodriguez, CPS***

***2601 Bellefontaine St. A104***

***Houston, TX 77025***

***Credit Card payments can only be made and accepted through PayPal (MUST email form to Bertha Rodriguez, CPS at [bertha-rodriquez@att.net](mailto:bertha-rodriquez@att.net) or mail to her at the address above to be officially registered)***

**8:30 a.m. registration & breakfast / 9:00 a.m. Seminar**

**\*\*\*DEADLINE FOR REGISTRATION / CANCELLATION: SEPTEMBER 23\*\*\***

## **ANNOUNCING**

An intensive 1/2-day leadership training presented by the Texas-Louisiana Division Inc. of the International Association of Administrative Professionals.

A Workshop for Today's Administrative Professional...



**Saturday, September 11, 2010 – San Antonio, TX  
Doubletree – San Antonio Airport**

**Saturday, September 25, 2010 – New Orleans, LA  
Crowne Plaza New Orleans Airport**

**Saturday, October 2, 2010 – Houston, TX  
Crowne Plaza Houston North Greenspoint,  
425 N. Sam Houston Parkway East**

Now that 2010 has arrived, are you ready to handle the challenges in your career? The need to acquire new knowledge is essential for all administrative professionals to maximize his or her career potential. This program is designed to upgrade current career strategy and prepare us for continued growth as a leader in the future. This year's training will include succession planning, how to maneuver in the web community and officer duties. We will also be discussing the new requirements for Pathways to Excellence.

**Learn from the best on this topic...**

**Let the Division Board show you how to enhance your knowledge...**

**Learn to grow and advance your career!**

You'll develop powerful skills to help you move ahead in an organization that creates new opportunities to increase your knowledge; become a more marketable professional; and excel your career as you work with IAAP association volunteers as they learn to excel in today's business world.

**Don't be confused as to the direction your career will take in the future.**

**See inside for complete details about this fascinating morning of learning.**

Only **\$45** per person for International Association of Administrative Professionals (IAAP) Members

**IAAP EVENTS**

**SAVE  
THE  
DATE**

**Mark your calendar** for these upcoming IAAP events. Visit the events section of the IAAP website ([www.iaap-hq.org](http://www.iaap-hq.org)) for more information.



**Save the Date!**

**Monday, February 7, 2011**

**Galveston County Chapter  
Annual Seminar**

**At the Beautiful  
Galveston Hilton  
5400 Seawall Blvd  
Galveston TX 77551**

*More Information coming soon!*

