

T-L Division Meeting - Tool Time

Plan to attend the **59th Texas-Louisiana Division Annual Meeting and Education Forum** hosted by the Greenspoint Area Chapter IAAP in Houston, May 13-15, 2011! Both the Greenspoint Area Chapter and the T-L Division Board are working to make this an exciting event which will be at the Crowne Plaza Hotel - Greenspoint.

The Greenspoint Area Chapter chose the topic *“What’s in your Administrative Toolkit?”* which will examine many of the tools we use everyday. They have carefully chosen speakers who will address a wide variety of tools, from technology to how we view others in the workplace.

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Save These Dates!

ExxonMobil North Chapter Meetings:

- **Wednesday, March 16, 2011: ExxonMobil North Chapter Meeting** will feature a T-L Division presentation titled *Going Beyond Administrative Assistant* in GP5-838/840 at 11:00 AM.
- **Saturday, April 2, 2011: ExxonMobil North and South Chapters** are planning their annual IAAP University at the ExxonMobil Conference Center at Greenspoint from 7:30 AM until 2:00 PM.

Upcoming Events:

Administrative Professionals Week 2011: April 24-30

- **May 13-15, 2011: The T-L Division Meeting** will be hosted by the Greenspoint Area Chapter IAAP and the T-L Division officers at the Crowne Plaza – Greenspoint.
- **July 24-27, 2011: The IAAP Education Forum and Annual Meeting** is in Montreal, Quebec, at the Montreal Convention Center. Register online during the first week of April.

PASSION & PURPOSE
EXXONMOBIL NORTH CHAPTER

Meet Our New Members: Juanita N. Castro, ALS, CPS, and Kari G. Ogle

New Member Profile



*Juanita Castro,
ALS, CPS
ExxonMobil Corporation*

Juanita N. Castro, ALS, CPS, an Accredited Legal Secretary and Certified Professional Secretary, has been in the ExxonMobil Corporation Law Department since 2001. Juanita enjoys playing the piano for relaxation, baking and cake decorating, staying fit, and traveling internationally. She plans to learn French, a third language for her, and to skydive by the end of the year.

New Member Profile



*Kari Ogle
ExxonMobil Development
Company*

Before joining our chapter, **Kari G. Ogle** was a member of the South Pelican IAAP Chapter for two years where she chaired the IAAP Nominations Committee. Kari has worked at ExxonMobil as a member of the EMDC Sakhalin Project for four years, at URC for four years, and in EMDC Engineering for about 10 months. She enjoys reading, walking, biking, water activities, and politics.



EFAM: Montreal, Quebec, July 24-27, Montreal Convention Center

It's almost here! The IAAP Education Forum and Annual Meeting (EFAM) is in Montreal, Quebec, this year. Note that online registration for the 2011 EFAM will open the first week of April 2011. Early Bird full registration fees for IAAP members are anticipated to be in the range of \$495 to \$525.

Grab your passport and pack you bags for a terrific educational experience. The speakers are always outstanding. The venue is absolutely beautiful. Montreal has been described as two cities in one location – the old town and the modern Montreal. Canada, here we come!

T-L Division Meeting (Continued)

Among the fascinating experiences in store for us are *Cooking with the Chef*, where attendees will actually participate in cooking! For an additional charge, the chapter has plans for a wine tasting event, as well. These two delectable opportunities are planned for Thursday.

Registration forms and online payment capabilities are available at the T-L Division and the Greenspoint Area websites through IAAP. The Greenspoint Area Chapter last hosted the T-L Division Meeting in 2003, so they have lots of experience in planning and hosting exciting, fun-filled events where new ideas abound. Be sure to attend!

Grammar Squirrel



When you start a sentence with “I wish . . .” be sure to use “were” instead of “was” as you complete that thought. For example, “I wish I were invited to the office party” is correct; “I wish I was invited to the office party” is incorrect.



Visit the IAAP website at www.iaap-hq.org

From the editor:



Spring is a time for renewal. It is also a time to attend a wide variety of conferences, universities and seminars and to participate in opportunities for education and networking.

The IAAP Educational Forum and Annual Meeting will be in Montreal, Quebec, in July. It breaks my heart that I won't be able to attend. I know that those who will be there will feel completely enriched by the experience.

Closer to home, the Texas-Louisiana Division Meeting is right at our door at the Crowne Plaza Hotel North Houston – Greenspoint. Hosted by the Greenspoint Area Chapter IAAP, it should be an excellent return on investment. In fact, several of our T-L Division officers have spoken at our chapter meetings. Most recently, Tina Wiggins, CPS/CAP, dazzled us with the amazing tasks that *Microsoft Excel* can accomplish when handled by an expert. Please check the attachments to the bulletin for more information about the division meeting, May 13-15.

Remember that the ExxonMobil Chapters IAAP will hold a combined IAAP University at the ExxonMobil Greenspoint Conference Center on Saturday, April 2. In addition to two hard-worked T-L Division officers, we will have two additional speakers on the agenda. The theme is *The Effective Administrative Professional in the 21st Century*.

Chapter IAAP Anniversaries - February

Congratulations to one and all!

Mona Elias, CPS/CAP	5 years
Sue Pittel, CPS	4 years
Machelle Sanders	1 year
Courtney Tavares, CPS	1 year

Chapter IAAP Anniversaries - January

Congratulations everyone!

Gloria Cronan	6 years
Jackie Davidson	3 years
Karen DeStefano	1 year
Enola Harrington	3 years
Norma Simien	2 years

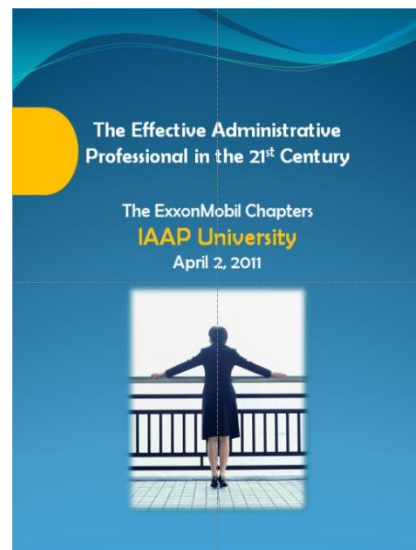
Don't Miss IAAP University in April

The ExxonMobil Chapters IAAP will hold a combined IAAP University on April 2 at the ExxonMobil Greenspoint Conference Center. The theme for this year's university is *The Effective Administrative Professional in the 21st Century*.

Enrollment has far exceeded expectations. Program Chairman **Patty Inzana, CPS**, has been busy coordinating a line-up of seven excellent speakers, door prizes and notebooks for participants.

Chapter Presidents **Mona Elias, CPS/CAP**, and **Cyndy Reagan** have talked often and worked together to make sure that both chapters are involved. "We are looking forward to an exciting university," Mona said.

If changes in the 21st Century are comparable to those in the 20th Century, we all need to be there! It does sound exciting.



BAMBI Changes Lives

The Santa Maria Hostel recently was featured in the Houston Chronicle for its BAMBI Program which cares for babies born to mothers in Texas jails. The Texas Department of Criminal Justice’s Baby and Mother Bonding Initiative is operated by the hostel. The program allows incarcerated mothers to have visits with their babies so they can bond with them and watch them grow. According to the Chronicle, the BAMBI Program has had a remarkable affect on the mothers. It has caused them to want to improve their lives so they can raise their babies after they are released.

Sandra Scott, CPS/CAP, our Community Service Chairman, is **collecting infant and baby items for the BAMBI Program on an ongoing basis**. Please remember to bring infant and baby items to the March 16 chapter meeting. Also, the Cuddles Program needs additional rockers for volunteers. Please see the sidebar(right) for more about the Cuddles Program.



Above: Sandra Scott, CPS/CAP

Reminder: Please bring infant and baby items to our March 16 chapter meeting to donate to the BAMBI Program.

Santa Maria Hostel Wants You!

Santa Maria Hostel has had a shelter for battered and abused women for 50 years, but in 1990 it started a substance abuse treatment center which is recognized as one of Texas’ best-managed centers for treatment and care of addicted women and their children. It is also the largest treatment center of its kind in Texas.

Santa Maria Hostel has a Cuddles Program for volunteers who want to rock babies in the BAMBI Program between parental visits. Volunteers go through a thorough background check, so be prepared. Please look at the Santa Maria website below for other ways you can volunteer.





http://www.santamariahospel.org/about_us/about_us.html

To-Do or Not To-Do: The Power Of A To-Do List

Based on an Article by Martha McCarty in *OfficePro* Magazine, “The Power of A To-Do List”

I’ve always liked To-Do lists. According to Kristin van Ogstrop in *Real Simple* magazine, “there is a psychology to making a list.” As ancient as the Ten Commandments, it gives us guidance.

to McCarty, “they lend a sense of certainty to uncertain times.” They help us focus.

Not all lists are created equal. To get the most out of your list:

I once wrote assignments on sticky notes that I stuck everywhere. My favorite manager, Laura, said in her always polite, quiet voice, “Sue, I know that you will do what I ask of you and that you will do it well; however, it would be a great comfort to me if you would use a notebook instead of sticky notes.” I saw her point. I switched to a notebook.

- **Use Action Verbs.** Use positive words such as enroll, learn, target, plan, save, or strategize. This will give you a concrete plan for action.
- **Be Exact.** “If you want to save \$200 this month, say so,” advises Dr. Philip E. Humbert. “Your brain can help accomplish almost anything, if it knows precisely what you are aiming for. Unclear signals overwhelm and confuse,” said Humbert.
- **Set Completion Dates.** “How long will this take? What gets measured gets done,” Humbert said. “A goal without mile-markers is a pipe-dream.”
- **Renew Promises.** Renew your list of goals daily. Revise if necessary. Keep your list accessible and easy to review.
- **Reap the Rewards.** Enthusiasm, hard work and courage are all part of reaching a goal. “And it’s something that can change your life, enhance your health or wealth and make you proud,” said Humbert. When you succeed, rejoice and reward yourself!

The main benefit I receive from making a list is that I am a visual learner who remembers what I write (most of the time). I feel like I have it. I took a secret pleasure in throwing away the sticky notes as I accomplished each goal or task, but they were just too ephemeral for Laura. They could be misplaced. A notebook is more difficult to lose.

In Martha McCarty’s article, she quotes Gregory McNamee on the Encyclopedia Britannica blog. “The benefits,” he said, “come from getting task commitments out of your brain and into a consistent location – namely, a list.” A consistent location does not include sticky notes.

Lessons Learned: Get the tasks out of your head and into a consistent location. Write it down. Be precise. Set completion dates. Review and revise your list often. Reward yourself when you accomplish your goals! **Never, never use sticky notes.** It looks bad.

One good thing about To-Do lists is that they can be big or small. They can cover a morning, a day or ten years. According

(Continued next column)

Administrative Professionals Week in April

Administrative Professionals Week is always the last full week in April. In 2011, **Administrative Professionals Week is April 24-30**, with Administrative Professionals Day on **Wednesday, April 27**. The theme for 2011 is: **This year, celebrate all office professionals.**

According to the IAAP-HQ Website, “we’re veering away from the traditional celebration of the day which is centered on administrative professionals. The recession has hit everyone in the office. Downsizing has forced all of us to pull together and work harder, not just the administrative professionals in the workplace. IAAP recognizes the hard work and sacrifice from everyone.”

Although the International Association of Administrative Professionals has honored office workers since 1952, IAAP announced in 2000 a name change for Professional Secretaries Week and Professional Secretaries Day. The names were changed to Administrative Professionals Week and Administrative Professionals Day to keep pace with changing job titles and expanding responsibilities of today’s administrative workforce. Today, it is one of the largest workplace observances outside of employee birthdays and major holidays, and it is celebrated worldwide.

(Continued next column)

Today, there are more than 4.1 million secretaries and administrative assistants working in the United States, according to U.S. Department of Labor statistics, and 8.9 million people working in various administrative support roles. More than 475,000 administrative professionals are employed in Canada. Millions more administrative professionals work in offices all over the world.

What is the best way to celebrate APW?

According to IAAP members, administrative support personnel prefer observances that recognize and provide opportunities for learning and growth. Employers can facilitate professional development for admins by supporting:

- Tuition reimbursement to attend college classes and work toward a degree;
- Membership and participation in professional organizations;
- Reimbursement for online training programs in technology, administrative, and management skills;
- Registration for appropriate conferences, seminars, and continuing education workshops;
- Attainment of professional certification. IAAP’s Certified Administrative Professional (CAP) or Certified Professional Secretary (CPS) programs are widely recognized standards of excellence;
- Supporting IAAP chapter events.

Celebrate All Office Professionals!

Community Service Report

Chairman **Sandra Scott, CPS/CAP**

- The **Santa Maria** Hostel's Bonita House has opportunities in the BAMB! Cuddles Program for volunteers to rock, feed, and cuddle babies. The times available are between 11:00 AM and 1:00 PM and between 3:00 PM and 5:00 PM. Sandra envisions the ExxonMobil North Chapter members participating **one day a month**. The Bonita House location is about 15 minutes from Greenspoint.
- **Collecting infant and baby items for Santa Maria is ongoing**. Please bring infant/baby items to each meeting.
- Now is the perfect time to clean your closet for **Spring Clothing Drive**. Bring gently used women's and children's clothing to the April and May chapter meetings.
- **Aldine Y.O.U.T.H. – Upcoming Anniversary** will be on April 25— Sandra would like to contribute gift baskets and a cash donation to the organization.
- **Box tops for Education – Vice President Lain Brown** is collecting box tops for a nearby school. This is also an **ongoing item**.

Federation of Houston Professional Women (FHPW)

Delegate **Gloria Cronan**

Make your reservation now to attend the Federation of Houston Professional Women's April Quarterly meeting on Monday, April 25, at the H.E.S.S. Club, 5430 Westheimer (between Chimney Rock and Yorktown). The meeting will begin at 5:30 PM with networking/social time, followed by dinner and a business meeting at 6:15 PM. The speaker will begin at 7:00 PM. The FHPW generally has outstanding speakers

Because our IAAP chapter is a member, the cost of dinner is \$30. If you would like to bring a guest, the cost for the guest's meal will be \$33. Reservations are handled on-line through Acteva. Payment can be made by credit card or by check through the Acteva System. To go to the reservations, copy this link and paste into your browser:

[[<http://www.acteva.com/booking.cfm?bevaid=214565>]]. For more information, contact Reservations Chairman Marla Regan at 281-682-0127.

Note: Gloria has had a problem keeping an alternate delegate. **Patty Inzana, CPS**, was selected by the FHPW Board as Recording Secretary, and **Sherry Grantham** was named Database Director for FHPW. **Sandra Scott, CPS/CAP**, will become our new alternate delegate. Best wishes to Sandra and to Gloria.

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**

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

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

***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.

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

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

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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



Admin Power

What's in
YOUR Toolkit?



Texas-Louisiana Division Annual Meeting May 13-15, 2011

Crowne Plaza Hotel Houston North - Greenspoint
425 North Sam Houston Parkway East
Houston, TX 77060



International Association of
Administrative Professionals®



Hosted by The Greenspoint Area Chapter

www.gaciaap.com

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Full Registration to 2011 T-L Division Annual Meeting

**Admin Power
What's in Your
Toolkit?**

2011 T-L Annual Meeting
Houston, Texas
May 13-15, 2011





**Texas - Louisiana Division
Raffle Tickets – Order Form**

Name: (First/Last)	
Address, City, State, Zip	
Telephone Number:	
Email Address:	
Chapter:	

DELL STREAK RAFFLE

_____ # of Tickets x \$10.00/ea = \$ _____

_____ # of Tickets @ 3 for \$25.00 = \$ _____

Winning Ticket will be drawn at the Annual Meeting in May.

Deadline to purchase tickets for the Dell Streak through the mail is May 1, 2011.

Tickets will be sold at the Annual Meeting.

ANNUAL MEETING REGISTRATION RAFFLE

_____ # of Tickets x \$10.00/ea = \$ _____

_____ # of Tickets @ 3 for \$25.00 = \$ _____

Winning Ticket will be drawn on February 6, 2011.

Deadline to purchase tickets for the Registration is January 31, 2011.

Return Completed Form and Payment to:

Bonnie House, CPS/CAP
T-L Division Treasurer
715 Avenue K
South Houston, TX 77587

Make Check Payable to: T-L Division IAAP

Treasurer Use Only

Date Received: _____

Check #: _____

Amount: \$ _____



Save the Date!

Please join West Houston Chapter IAAP for our Spring Seminar

Saturday, March 26, 2011, from 8:00 am to 1:00 pm

at

BP's Seminar Room

501 Westlake Park Blvd, Houston, TX 77079-2604

We look forward to seeing you!

*More information to follow
Recertification points pending*

