



The Key Page Sara-Keys Chapter Newsletter

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International Association of Administrative Professionals

November 2009

President's Corner

By: Sandy Nall CPS/CAP

WOW! What an awesome meeting and program we had October 20. Our very own Jutta Tolbert CPS/CAP presented a program on CPR. She was entertaining and informative and VERY knowledgeable giving all of us life-saving information. Giant KUDOS to Jutta ... WOOOOO HOOOOO!!!!

We had very few members present, but had lively discussions regarding the Fashion Show scheduled for May 1 (are you saving the date?) including sharing the event with other chapters in the area. There was a conference call that got started on the wrong foot but finally got straightened out. I am supposed to be receiving a transcript of that call soon. As soon as I get it, I will be sharing the information with Pam Gleason CPS/CAP, our APW Committee Chair, and the board.

The November FLAN is being held on November 14 in Orlando. The cost is FREE and it will have opportunities for networking plus lots of time for idea-sharing. I will not

be able to go to this event as I have a conflict, BUT I encourage as many of you to attend to do so. These FLANs are a great way to get new ideas about a variety of topics.

Until next time ...

Sandy

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Speaker Summary from Cape Coral Workshop

Submitted by Sandy Korfanta CPS

"Huh." "Yea." "Hum." Is this how you communicate and / or listen to your family or co-workers? I want to challenge you to mentally think how many times during the course of a day will your verbal communications include a "huh," or "yea," or "hum."

I must confess I didn't have enough fingers and toes to keep track. So with running out of digits, maybe Carol Simonds, System Director Leadership Development Lee Memorial Health System could teach this old dog to "Listen Up."

Ms. Simonds was our first speaker at the Cape Coral Chapter Fall Workshop on Saturday, October 10, 2009 that would provide the group *Listening Skills for Sailing to Success!* To communicate successfully requires active listening, and if there is no listening, communication interaction deteriorates.

Our first challenge was to decipher "what does it mean to communicate?" Tough to answer, we all think we know how to communicate, we have been communicating since the day we were born in one way or another. But stop and really think about "to communicate" is the basis of hearing, understanding, and responding. Summing up "to communicate" is to create a shared understanding.

Who out there knows what the "W.I.I.F.M" acronym means? I didn't know either. It means "what's in it for me." My first thought, how could this be part of a communication process? In reality using this technique would reduce repeating, increase knowledge and compassion, build relationships and respect, and validation to speaker and listener.

Ms. Simonds has several behavioral indicators for weak listening skills. Which one of the following do you exhibit?

- Looking away rather than at the speaker.
- Impatience with others who may be less articulate/upset.
- Focusing on what to say rather than on what is being said.
- Interrupting or cutting off the speaker.
- Grandstanding or over-explaining his/her point of view.
- Attending to the content without acknowledging the context.

- Prematurely expressing a negative or critical response to the ideas of others.
- Dividing attention rather than scheduling another time to give full attention.
- Showing disrespect or undervaluing the message.
- Unsuccessful at drawing out important information.
- Failing to convey a genuine desire to understand speaker's point of view.

At one time or another I can exhibit one or two weaknesses in any given conversation throughout the day. No need to fret, help is on the way with behavioral indicators for good listening skills from Ms. Simonds.

- Encourage other to express their point of view.
- Avoid interrupting or cutting people off.
- Remain open-minded.
- Actively paraphrase in order to convey understanding and seek confirmation.
- Demonstrate caring.
- Avoid distractions that disrupt or interfere.
- Use appropriate non-verbal behavior.
- Ask questions to express interest and solicit more information.
- Read between the lines.

Now re-read the last bullet phrase - *Read between the lines*. How many times have we not only heard this phrase, let alone subconsciously used this in a communication conversation.

Ms. Simonds' conclusion to this phrase includes:

- The VERBAL element is the words – but not necessarily the whole message.
- The VISUAL element is what people see – primarily facial expressions and body language.
- The VOCAL element is the sound of the voice: intonation, pace and projection.

With all the subconscious verbal, visual, and vocal listening bomb-barding the brain, how can one know for sure their communication is coming through loud and clear? One word ... paraphrasing. Using your own words, re-state what you heard from the speaker. If there is an area of confusion, the speaker will then realize where clarifying is needed.

The value of paraphrasing, according to Ms. Simonds, consists of:

- Clarifies what the speaker said.
- Demonstrates that listener is listening.
- Helpful when speaker gives complex information.
- Helps differentiate facts and feelings.
- Helpful when speaker rambles.

Using this technique, Ms Simonds has proven strategies:

- Give others time to sort out their thoughts and feelings.
- Be slow to draw conclusions as this typically short-circuits your ability to listen accurately.
- Work hard to understand the feelings behind the message.
- Be patient and ask probing questions.
- Be careful about offering advice/solutions before you clearly understand the problem.
- Reduce distraction.
- Take another perspective
- Use non-verbals to confirm understanding.
- Increase your comprehension
- Ask questions to express interest.
- Seek opportunities to practice.

And possibly the most important ...

- Recognize it may take multiple interactions to truly “create a shared understanding.”

Ms. Simonds concluded the session with these questions to apply what has been learned.

- What specifically will you do to become a more effective listener?
- What specific benefit do you expect?

- When will you begin?

Team Building at Cape Coral Fall Workshop held in October 2009.

Submitted by Pat Whitesel CAP

The Cape Coral Chapter had a full day of presentations and most notably was Paula Avery's entitled: Team Building with Pirate Paula. Yes...she was dressed like a pirate and started off showing us a scene from the movie “Pirates of the Caribbean.” At that point in the story, the pirates were feeling defeated and overwhelmed prior to a major battle. The female lead was listening to the crew's discussion of their fears and frustration. She immediately climbed to a high point on the ship and rallied them together with an inspiring speech. Once finished, the crew was committed to fighting together and ready for the next battle. Paula wanted us to recognize that their leader was not only a woman but had the capability of pulling her “team” back into focus and ready to work together again.

C's for Team Building

- Clear expectations
- Context
- Commitment
- Competence
- Charter
- Control
- Collaboration
- Communication
- Creative Innovation
- Consequences

The next part of her program was to have us take part in a “Color Your Brain” exercise. The process helped us answer several questions. Are you generally more of a “facts” person or a “feeling” person? Do you like “structure” more than “free-form”? Are you more “logical” or more “intuitive”?

Your thinking preferences will often determine what instructional activities work best for you. The “thinking brain” (also called “cerebrum”

or “neo-cortex”) is divided into two sides or “hemispheres.” Some activities use the thinking processes of both hemispheres equally.

Left Brain

Lecture using statistics, case studies, Research

Right Brain

Lecture using stories, metaphors, analogies

Left Brain

Small group discussions about reliability of facts

Right Brain

Small group discussions about possible uses for facts

Left Brain

Group game with logical, correct answers

Right Brain

Group game with multiple correct answers

Left Brain

Written note-taking worksheets

Right Brain

Pictorial note-taking worksheets

Left Brain

Learner-created information in sentence/paragraph forms

Right Brain

Learner-created information in poetry, story, song, art forms.

You first need to determine your style of thinking and handling a task and recognize that others may process that same information differently. Participating in a team or building a team and working towards a goal has as much to do with the task as it will with how each team member communicates their understanding.

Our final exercise was to take aluminum foil, straws and sugar packets and work together in groups to make a sailboat. The resulting sailboats were on display in the front of the room. We learned that even though we had the same goal, there were many different thoughts and designs used to complete the task.

The Gift of Membership

From IAAP

Do you have a special co-worker or friend who is also an administrative professional? If you'd like to do something special for him or her we have the perfect idea: the Gift of Membership. It's a great way to introduce your friends and co-workers to IAAP. Maybe it's a way to help that admin that just got laid off, or as a special gift for your son or daughter who is now a part of the profession.

It's easy to give the Gift of Membership. You can either mail/fax in the Gift of Membership form or call Headquarters with your information, including payment, and the name and contact information of the recipient. After the membership department gets the information, they will send out an e-mail informing the recipient of his or her Gift of Membership. It only takes a few minutes but gives a gift that lasts an entire year.

You can access the sign-up forms here: <http://www.iaap-hq.org/join/gift.html>

Don't let another day go by. Give the perfect gift, the Gift of Membership.

Best regards,
Joy R. Johnston
Senior Manager,
Membership and Distribution



The following jobs are available in our area:

The following positions were found on Monster.com:

FCCI Insurance Group
6300 University Parkway
Sarasota, FL 34240
Contact: Apply online at www.fcci-group.com
Position: Medical Administration Support Technician
Salary Range: None provided

Center for Sight
2601 South Tamiami Trail
Sarasota, FL 34239
Contact: Apply online at www.centerforsight.net
Position: Front Office Supervisor
Salary Range: Not provided

Cooper Industries
Contact: Apply online at <https://cooperindustries.tms.hrdepartment.com/cgi-bin/a/highlightjob.cgi?jobid=1497&lcid=en-US>
Position: Scheduling Coordinator
Salary Range: Not provided

If you know of anyone looking for employment, please pass this information along. If you know of any openings, please email Donna Chipman CPS/CAP with the information at Chipman430@yahoo.com

November Chapter Meeting

Date: November 17, 2009

Time: Networking at 6:00 p.m.
Dinner at 6:30 PM
Program at 7 PM

Location: Holiday Inn – Lakewood Ranch
6321 Lake Osprey Drive
Sarasota, FL 34240
Phone: 941-782-4400 for directions

Program: “Turning Whiners into Winners,” presented by Linda Dillon of the Division Speaker’s Bureau
(One Recertification Point will be awarded)

Cost: \$15.00 per person

RSVP by noon on Thursday, 10/15 to Rhonda Miller CAP at rhmillier@scgov.net



Meeting Recap

During the October 20, 2009, Chapter meeting, President Sandy Nall proudly displayed the chapter’s new banner which recognizes Sara-Keys as an IAAP Chapter of Excellence for 2008-09. She again reinforced that each member should review the Member of Excellence Criteria and track their progress throughout the year.

Vice-President Kim Stafford expressed thanks for the donations of candy and food items for SPARCC. Sandy Korfanta distributed the

Professional Education Conference (PEC)

March 8-10, 2010

Grand Sierra Resort & Casino in Reno, Nevada. **Projected early bird registration fees:** \$525 for IAAP members; \$615 for nonmembers.

Room rates are from \$89 to \$119 plus tax & fees per night.

<http://www.iaap-hq.org/events/pec>

Annual Educational Seminar

Hosted by the Palm Beaches Chapter

April 10, 2010

Program to include speakers, networking, door prizes, and breakfast

(More information to follow in the spring)

2009-2010

58th Florida Division Annual Meeting

(FDAM)

Host Chapters: Bartow and Lakeland

Friday, June 25th – Sunday, June 27th

Lakeland, Florida

First Coast Chapter

5-day Bahamas Cruise

May 10-15, 2010

<http://www.yourcruiseagents.com/rw/group/IAAP+2010>

Quotes

Let us remember that, as much has been given us, much will be expected from us, and that true homage comes from the heart as well as from the lips, and shows itself in deeds.

~Theodore Roosevelt

"Enter into his gates with thanksgiving, and into his courts with praise; be thankful unto him, and bless his name. For the Lord is good..."

Psalm 100:4, 5a



'Safety Matters'

Presented by Jutta Tolbert, CPS/CAP

A well-stocked first aid kit is a handy thing to have

keep a first aid kit in your home and in your car

carry a first aid kit with you or know where you can find one

find out the location of first aid kits where you work

You can buy a first aid kit, or you can make your own. Put a kit together for specific activities, such as:

hiking

camping or

boating

Make sure your first aid kit has all the items you may need in an emergency. Remember to include:

any personal items such as medications

emergency phone numbers

other items your health-care provider may suggest

Check the kit regularly:

make sure the flashlight batteries work

check expiration dates and

replace any used or out-of-date

contents

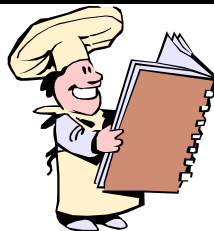
To put together your own first aid kit, the following items are recommended:

- ✓ Oral thermometer (non-mercury/non-glass)
- ✓ Scissors
- ✓ Tweezers
- ✓ First aid instruction booklet – better yet, take a First Aid class!
- ✓ 1 'space' blanket
- ✓ 1 breathing barrier available through the Red Cross or any pharmacy
- ✓ 1 instant cold compress
- ✓ 1 roll of 1-inch wide adhesive cloth tape

- ✓ 1 3-inch roller bandage
- ✓ 1 4-inch roller bandage
- ✓ 2 5x9-inch absorbent compress dressings
- ✓ 2 triangular bandages
- ✓ 2 aspirin packets (81 mg each)
- ✓ 2 pair gloves; preferably non-latex type
- ✓ 2 packets hydrocortisone ointment
- ✓ 5 antibiotic ointment packets (approximately 1 gram)
- ✓ 5 antiseptic wipe packets
- ✓ 5 3x3-inch sterile gauze pads
- ✓ 5 4x4-inch sterile gauze pads
- ✓ 25 assorted size band-aids

Jutta is a part-time "Health & Preparedness Instructor" for the Southwest Florida Chapter of the American Red Cross. She teaches certification classes for Workplace or Community Adult CPR with AED, Infant & Child CPR, First Aid, Babysitter's Training, CPR/AED for the Professional Rescuer. Classes are at the Red Cross Chapter House, workplaces, or community locations.

For more information, visit www.flwestcoastredcross.org.



Recipe Corner

Pumpkin Pie Cocktail (from Allrecipes.com)

- | | |
|-----------------------------|--------------------------------|
| 2 scoops vanilla ice cream | 1/4 teaspoon pumpkin pie spice |
| 1/2 cup crushed ice | 2 tablespoons whipped topping |
| 1 tablespoon canned pumpkin | 1 pinch pumpkin pie spice |
| 1 fluid ounce half-and-half | |
| 1 fluid ounce spiced rum | |

Combine the ice cream, ice, pumpkin, half-and-half, rum, and 1/4 teaspoon pumpkin pie spice in

a blender; blend until smooth. Pour into a serving glass; top with whipped topping, sprinkle with pinch of pumpkin pie spice.



Savory Corn Spoon Bread (from Kraft Recipes)

- 2 cups hot milk
- 3 Tbsp. butter or margarine, cut into pieces
- 2 cups STOVE TOP Cornbread Stuffing Mix in the Canister
- 1 cup frozen corn, thawed
- 2 eggs, beaten
- 1 green onion, chopped
- 2 tsp. sugar

Heat oven to 350°F. Add milk to butter in 1-1/2-qt. casserole; stir until butter is melted. Stir in remaining ingredients.

BAKE 45 min. or until knife inserted in center comes out clean.

If anyone would like to share their favorite recipe, please email to Donna Chipman at Chipman430@yahoo.com

2009-2010 Officers

PRESIDENT
Sandra Nall CPS/CAP 379-3307
bluewildcat1@verizon.net

VICE PRESIDENT
Kim Stafford CAP 861-0923
kstaffor@scgov.net

RECORDING SECRETARY
Pat Whitesel CAP 309-5189
pwhitesel@gmail.com

CORRESPONDING SECRETARY
Rhonda Miller CAP 861-5481
rhmillier@scgov.net

TREASURER
Sandy Korfanta CPS 861-0751
skorfant@scgov.net

Committee Chairs

Administrative Professionals Week
Pamela Gleason CPS/CAP
pgleason@sar.usf.edu

Bylaws and Standing Rules
Myrtle Owings CPS/CAP
m.owings@verizon.net

Certification
Pat Whitesel CAP
pwhitesel@gmail.com

Community Service
Rhonda Miller CAP
rhmillier@scgov.net

Education and Program/Seminar
Kim Stafford CAP
kstaffor@scgov.net

Membership
Doris DeMaria CAP
ddemaria@scgov.net

Newsletter
Donna Chipman CPS/CAP
Chipman430@yahoo.com

Publicity
Rick Musior, Jr. CAP
rmusior@scgov.net

Retirement Trust Foundation
Bernadette Azai CPS/CAP
bernadette.azai@pbsg.com

Ways and Means/Scholarship
Sandy Korfanta CPS
skorfant@scgov.net

Website
Sue Garland
sue-garland@hotmail.com

Vision

To inspire and equip all office professionals to attain excellence.

Purpose

To provide education and training, and set standards of excellence recognized by the business community on a global perspective.

Chapter's Mission

To be the acknowledged, recognized leader of office professionals and to enhance their individual and collective value, image, competence and influence.

Articles Submission

To contribute articles, ideas, quotes and anything to share with members, please submit them to the Newsletter Chairman, Donna Chipman CPS/CAP at Chipman430@yahoo.com