



August 2011

HAWKEYE CHAPTER, DES MOINES, IOWA



MEETING NOTICE

Inside

August Social

Program: Social—No meeting this month

Come join us as we socialize and have social time with family and friends

On August 10th from 5:30 - 7:30 p.m.

At Okoboji Grill on SE 14th

This is not limited to just members.

Please RSVP to Jeanne Griffen (fuzzmobile29@hotmail.com) by noon on

Friday August 5th!

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BOARD MEETING NOTICE

Board Meeting

801 Grand Ave

August 3, 2011

Conference Room G-1108

12:00 PM - 1:00 PM

Dial-in information will be provided with the Agenda.

IAAP MISSION STATEMENT:

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

Contact Sarah Bantz if you are unable to attend at 515-681-6469 or sarahb1965@hotmail.com.

Any member is welcome to attend the board meetings. Please let Sarah know if you are interested in attending.

President's Message



As I write this month's President's message, I am reflecting to how things change and how important it is to keep your skills up, because at a moment's notice, things could change. We look at change as a bad thing, but really, change is good for the soul.

I was reading my weekly "Monday Motivators" published by Joan Burge, and she talked about "The Principle of Path: How to Get from Where You are to Where you Want to be". I can relate due to the fact that I have just changed my career path, and I am very excited to explore something new and different. Don't get me wrong the career in law that I have had, has gotten me to a great place, but I don't feel I can achieve higher, and so the time has come for me to branch out and re-invent myself if you will. Joan explains what principle's you need, and I have included those below.

These "principles" will help anyone in any situation as long as you choose to understand and use these to the best you can.

- Direction-not intention-determines our destination.
- You and I will win or lose in life by the paths we choose.
- When you get lost in life, you don't waste minutes or hours. You can waste an entire season of your life.
- Emotions cloud our ability to see things as they actually are.
- Position does not equal ability.
- Wise people listen and prosper. Fools don't, and don't.
- Lean hard into the counsel and advice of those who are farther down the road.
- We never outgrow the need for the objectivity an outsider can bring.
- What gets our attention determines our direction, and ultimately our destination.
- NOT A DAY TO WASTE

So, now that you know The Principle's of Path, will you be able to relate to these principles to get where you want to be???? I sure hope so.

Patti, Sherry, Pam and I are excited to be going to EFAM in Montreal, and all of us will come back with lots of great information to share. The delegate and alternate reports will be in the September newsletter for your reading pleasure.

August is also State Fair time, and if you get out and enjoy the fair, have a great time. I usually try and get out once or twice, and I find that I don't "eat" my way around the fair, I love to people watch. This to me is a lot more fun and I don't gain weight that way.

Safe and happy August to everyone!

Sarah Bantz
2011-2012 President

The Career Advantage

If you're looking for ways to help you get ahead in the workplace, stop here. We at IAAP offer two professional ratings for office professionals. The Certified Administrative Professional (CAP) and Organizational Management (OM) ratings are the industry recognized standards of proficiency.

You'll improve your professional qualifications, increase your skills and knowledge and raise your self-esteem by taking and passing the exams. You may also obtain college credit and, according the latest survey from OfficeTeam, get up to a 7 percent increase in salary.

The CAP exam is based on the premise that an administrative professional should have basic knowledge of communication, organization and planning, information distribution, records management, physical and information resources, document production, financial functions and human resources. The OM (Organizational Management) exam consists of organizational planning, advanced communication, advanced administration and team skills. Employers also expect their admin to be thoroughly familiar with current techniques in office practice and procedures and aware of developments in office systems and technology.

Why wait? Do something for yourself and your career today. Get certified!

To sign up for the November 2011 exam, deadline is August 15, 2011.

If questions, contact Sherry Young at sherry.m.young@wellsfargo.com, Debbie Scheel at dscheel@nationwide.com or certification@iaap-hq.org

Watch for upcoming changes effective November 2011.



Volunteer Opportunities

Watch for volunteer opportunities coming up at the Fort Des Moines Museum. We need 75 hours this year to maintain our contract, and this is certainly something that we have accomplished. July 2012, our contract with the Fort Des Moines Museum will be up for renewal. We will be discussing the renewal in the coming months. Your feedback and volunteer hours are important with this relationship.

“How to listen to what is said and left unsaid” by Dr Zimmerman

**"No man ever listened himself out of a job."
Calvin Coolidge, U.S. President**

Coolidge was right. Many people have lost their jobs, their customers, their best friends or even lost their marriage partners because of some things they have said. But very few people ... if any ... have lost any of those things because they listened too well.

The problem seems to come from too many people spouting off without taking enough time to listen ... to really listen ... first. And even though we may have been taught at home or taught in Sunday School to "Be swift to listen and slow to speak," many of us are guilty of just the opposite. We are swift to speak and slow to listen. It's a BIG MISTAKE and a major contributor to communication breakdowns and relationship problems.

To make matters worse, most people THINK they are better listeners than they really are. So they don't bother to improve their listening skills. Another BIG MISTAKE.

However, if you're one of the more enlightened ones, if you recognize the fact that you could and should improve your listening skills ... because it will pay off on the job as well as at home ... here are a few ways to do exactly that.

1. Put yourself in the other person's shoes. Learn to "see" things from his perspective.

All too often we become frustrated with someone's lack of cooperation or with someone's negative attitude. So we get ticked off or lecture them on how they "should" behave ... all of which may be unnecessary or even counterproductive ... if we just took time to "see" things or "listen" to things from his perspective.

Such was the case with Garrett and his 5-year-old son Brad in a story told by Dr. Denis Waitley in "The Seeds of Greatness." As they walked through the store that had everything on sale and was filled with wall-to-wall shoppers, Garrett asked, "What is it now?" as his 5-year-old let loose another string of unintelligible cries and wails. Brad just pouted as he held on to his father's hand while they walked through the store.

Garrett had promised to take Brad to a movie if he behaved well in the store. But ever since they'd arrived, all Brad had done was whine and cling, making it impossible for Garrett to find what he wanted. "I don't think you're holding up your end of the bargain, buddy," said Garrett. "We had a deal. Remember?"

Brad nodded sullenly. And then Garrett noticed Brad's shoelaces were undone; so he kneeled down to tie them. Brad sniffled and grasped the sleeve of his father's sweatshirt, holding on for security.

While Garrett was still on his knees, he noticed the chaos around them: Shoppers nudged and pushed one another in an effort to get through the aisles; an hysterical mother called out for a lost child; a display of boxed items suddenly tumbled to the floor because a distracted customer wheeled a cart into it. And Garrett kept getting hit in the shoulders or head with purses and bags as people brushed past him.

From that vantage point, Garrett realized how unfriendly these surroundings would appear to a young child. He felt bad for not having been more sympathetic to his son's plight and realized that Brad had been a champ in trying to brave his way through it.

"Hey, what do you say we get out of here and do this shopping another time?"

"Are you sure, Daddy?" Brad looked up at his father, trying to gauge why the plan was changing.

Garrett picked up his son and placed him on his shoulders. "Yup. Positive. Let's go see that movie."

The lesson should be clear. To be a better listener, start by putting yourself in the other person's shoes. "See" things from his perspective. Your quick, harsh judgments will dissipate and your willingness to listen and understand will increase dramatically.

Once you've made that mental shift ...

2. Display encouraging, respectful attending behaviors

In other words, you need to convey a receptive attitude and create a positive climate so the speaker feels more comfortable in communicating openly and directly. You do this by sharing a few non-threatening, slightly supportive verbal responses as the speaker is sharing. You say such things as: "That's interesting ... Uh-huh ... Oh really ... Wow ... I see ... and ... Yes, I can relate to that." Nonverbally, you exhibit excellent attending behaviors when you do such things as maintain an open posture, good eye contact, lean forward, and remove distractions from the conversational environment.

All of these attending behaviors encourage the talker to open up and talk, but they also put you in "position" to listen and only listen. It's a highly effective skill to utilize.

3. Use probing questions to deepen your listening comprehension.

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In other words, there may be times you really do want to listen, but you simply do not have enough information to make sense out of what the other person is saying. So probe. Ask questions to gather new or additional data about the speaker and the message he or she is attempting to communicate.

All you have to do is ask an open question or two focused on the area of needed information or confusion. You could ask questions like: "Could you clarify your precious comment about ... What did you mean by ... Say more about ... and ... Why do you feel ...?"

That's what Tyler's fourth-grade teacher needed to do when When Tyler blurted out an expletive in class. The teacher couldn't believe her ears, and said,

"In the hallway right now, young man. Where on earth did you learn that kind of word?"

"My dad says it all the time," Tyler said. "Well, that's not a word you or your father should be using," the teacher scolded. "Do you even know what it means?"

"Yes," Tyler said proudly. "It means the car won't start."

A lot of the teacher's frustration could have been avoided if she had listened and probed before she judged and scolded.

4. Paraphrase what you hear when you listen.

More often than not, we simply assume we understand what somebody else is saying. No checking. No questions. Just pure old-fashioned assumption and arrogance ... that because we heard it we understand it. Nothing could be further than the truth. The research indicates that about half-the-time we DO NOT understand exactly what was said or meant.

We need to remember the old ditty that says: "You believe you understand what you think I said, but, I am not sure you realize that what you heard is not what I meant." So true.

To avoid this kind of communication breakdown, you've got to paraphrase what you heard to see if it indeed matches the speaker's intention. Check it out by saying such things as: "What I heard you say was ... You believe that ... To make sure we're together on this point, you think ... and ... Your position is ...". And once you've given your paraphrase, watch for confirmation, modification, or correction from the speaker.

I suppose that's what one mother and her little girl should have done before the little girl went to school. While taking a routine vandalism report at an elementary school, a policeman was interrupted by a little girl about six years old. Looking up and down at his uniform, she asked, "Are you a cop?"

"Yes," the policeman answered and continued writing his report. "My mother said if I ever needed help I should ask the police. Is that right?"

"Yes, that's right," I told her. "well, then," she said, as she extended her foot toward the policeman. "Would you please tie my shoe?"

5. Listen to the feelings that may or may not be expressed.

Almost always the speaker is feeling something, but she may not be expressing her feelings. She's only sharing thoughts, ideas, and opinions, when in reality, what is not being said may be more important.

However, those feelings may never come out if the speaker feels like his feelings are being judged. And quite often a speaker will feel exactly that when they hear someone say, "You shouldn't feel that way ... Just cheer up ... You're just feeling sorry for yourself ... and ... When I was your age, I never felt ..."

To encourage another person to share her feelings, those feelings must be listened to ... in other words acknowledged, legitimized, and supported. As a listener, summarize, in a non-threatening manner, the emotions or feelings you perceive the speaker is discussing or experiencing. Try such comments as: "It sounds like you felt ... From what you said, you seem to be feeling ... I think I can understand your feeling of ... Are you feeling _____ about ...?".

The best leaders, the best parents, and the best friends are invariably good listeners ... even great listeners. And the good news is all of the skill they possess you can learn. Start with these five tips.

Action:

Which of the 5 listening tips would be most important for you to focus on ... to really improve? And then outline 3 ways you are going to make that improvement.

Make every day your payoff day!

Written by a 90 year old—Submitted by Lori Carlson

- 1. Life isn't fair, but it's still good.*
- 2. When in doubt, just take the next small step.*
- 3. Life is too short to waste time hating anyone.*
- 4. Your job won't take care of you when you are sick. Friends & parents will. Stay in touch.*
- 6. You don't have to win every argument. Agree to disagree.*
- 7. Cry with someone. It's more healing than crying alone.*
- 8. It's OK to get angry with God. He can take it.*
- 9. Save for retirement starting with your first paycheck.*
- 10. When it comes to chocolate, resistance is futile.*
- 11. Make peace with your past so it won't screw up the present.*
- 12. It's OK to let your children see you cry.*
- 13. Don't compare your life to others. You have no idea what their journey is all about.*
- 14. If a relationship has to be a secret, you shouldn't be in it.*
- 15. Everything can change in the blink of an eye. But don't worry; God never blinks.*
- 16. Take a deep breath. It calms the mind.*
- 17. Get rid of anything that isn't useful, beautiful or joyful.*
- 18. Whatever doesn't kill you really does make you stronger.*
- 19. It's never too late to have a happy childhood. But the second one is up to you and no one else.*
- 20. When it comes to going after what you love in life, don't take no for an answer.*
- 21. Burn the candles, use the nice sheets, wear the fancy lingerie. Don't save it for a special occasion. Today is special.*
- 22. Over prepare, then go with the flow.*
- 23. Be eccentric now. Don't wait for old age to wear purple.*
- 24. The most important sex organ is the brain.*
- 25. No one is in charge of your happiness but you.*
- 26. Frame every so-called disaster with these words 'In five years, will this matter?'*
- 27. Always choose life.*
- 28. Forgive everyone everything.*
- 29. What other people think of you is none of your business.*
- 30. Time heals almost everything. Give time time.*

Continued on next page

CALENDAR OF PROGRAMS

Hawkeye Chapter 2011– 2012

Program Committee Chair: Michelle Dekker

August, 10, 2011	Social -
September, 14, 2011	Your Work Style in Color—Susie Artis, OfficeTeam
October 12, 2011	Domestic Violence Awareness – Children & Families of Iowa
November 9, 2011	David Thalacker — New Office Technologies Recertification points pending
December	Social
January	TBD
February	Sarah Bantz - To be determined
March	TBD
April	TBD
May	TBD
June	Installation of Officers

Continued from previous page.....

- 31. *However good or bad a situation is, it will change.*
- 32. *Don't take yourself so seriously. No one else does.*
- 33. *Believe in miracles.*
- 34. *God loves you because of who God is, not because of anything you did or didn't do.*
- 35. *Don't audit life. Show up and make the most of it now.*
- 36. *Growing old beats the alternative -- dying young.*
- 37. *Your children get only one childhood.*
- 38. *All that truly matters in the end is that you loved.*
- 39. *Get outside every day. Miracles are waiting everywhere.*
- 40. *If we all threw our problems in a pile and saw everyone else's, we'd grab ours back.*
- 41. *Envy is a waste of time. You already have all you need.*
- 42. *The best is yet to come...*
- 43. *No matter how you feel, get up, dress up and show up.*
- 44. *Yield.*
- 45. *Life isn't tied with a bow, but it's still a gift."*

AUGUST BIRTHDAY WISHES



Patti Hawxby	08/01
Patty Godfrey	08/06
Mary Jane Pittman, CPS/CAP	08/09
Judy Dunblazer	08/11
Paula Poli	08/13
Marilee Verstraete	08/16
Marge Ramsey	08/19
Tammy Witzke, CPS/CAP	08/28
Michelle Dekker	08/29
Jeanne Griffen, CPS/CAP	08/31

AUGUST CHAPTER ANNIVERSARIES

Barbara Burnight	1980
Sarah Bantz	1998



MARK YOUR CALENDARS 2011 - 2012

- November 4-5, 2011 Certification Exams
- April 23-27, 2012 Administrative Professionals Week
- June 1-3, 2012 IA-NE Division Meeting - Omaha, NE

This is a monthly newsletter publication of the Hawkeye Chapter of IAAP. Submissions are due by the **20th** of the month to newsletter editor Sarah Bantz at sarahb1965@hotmail.com

2011-12 Hawkeye Chapter Officers				
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