



BRANSON TRI-LAKES BULLETIN

Growing Remarkable Connections

January 2012

Meeting Notice

Program: Human Resource Management – Hiring & Record Retention
Mr. Kevin Smith, CPA, College of the Ozarks

Date: January 3, 2012

Time: 11:30am check-in, 11:45am Program

Location: College of the Ozarks, Pearl Dining Center, Ozark Room

Menu: For this meeting you may “brown-bag” it and bring your own lunch...or you may purchase your lunch at the College for a nominal cost.

Cost: \$5.00 meeting fee/member, First-time Guests are free of charge, and Returning Non-Members: \$10 meeting fee. Guests are always Welcome!

Meeting Reservations: Please RSVP to Cheryl Marley at cmarley@cofo.edu to let her know that you are attending, so we will have enough handouts for everyone.

Inside This Edition...

- Board Member Articles
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- Chapter Chatter – New Member and CAP Exam
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From the Board

From the President.....

Happy New Year! Your BTL Board hopes that Christmas was very merry, and that you are looking forward to a great New Year full of opportunities and happiness.

As we move into the second half of the 2011/2012 IAAP fiscal year; we are reviewing the chapter strategic plan, welcoming and orienting new members, providing information to assist those interested in sitting for the CAP exam in May (**don't forget that the deadline to apply to sit for the May exam is February 15!**), completing the Avery Great Results application, and working to complete the Chapter of Excellence criteria.

Speaking of Chapter of Excellence, I hope that you are tracking how many of the Member of Excellence criteria that you have completed. You may just be surprised at how many criteria you can already check off the list. The criteria are listed in this edition of the *Bulletin*....go ahead, check it out!

We are continuing to collect Box Tops for Education. Please bring your box tops to each chapter meeting and turn them in to Debbie Lyon.

Watch for the chapter survey coming your way via Survey Monkey during the month of January.

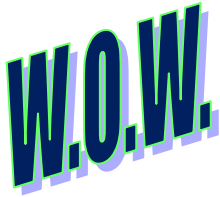
We are holding the **January and February meetings at 11:30am** in the Pearl Dining Center at College of the Ozarks. We thought it might be a good change to hold these two meetings during the daytime since it gets dark so quickly in the winter. Hope to see you there....and bring a guest or two!

Colleen Neill CAP-OM
2011/2012 President
Branson Tri-Lakes IAAP Chapter

Branson Tri-Lakes Chapter Job Board

One of the benefits which Branson Tri-Lakes (BTL) members can expect is quick notification of job opportunities. As we hear about these opportunities, we will be listing them in this section of the newsletter.

If you have a job opportunity which you would like to have listed in the newsletter, please send that information to colleenneill@yahoo.com and we will get that listed for you.



Words of Wisdom ---

There will be new WOW each month and they will be placed here. If you have something that you would like to see printed here, send it to Colleen at colleenneill@yahoo.com and we will get in the next edition.

“Every thought is a seed. If you plant crab apples, don’t count on harvesting Golden Delicious.”
Bill Meyer

“The human spirit is stronger than anything that can happen to it.”
C.C. Scott

“Encouragement is THE key to high self-esteem, high self-image, high attitude, higher productivity, and highest achievement. Every time someone is seeking to complete a task, complete a project, come close to a milestone, or compete for a victory, your encouragement may be the very words that put him or her over the top.”

Jeffrey Gitomer

Chapter Chatter – New Members and News of Note

This is where we will always list the names of our newest Chapter members and Chapter “News of Note” - so watch this section for names and information of your closest friends and associates/co-workers. And if you don’t find their names in this section of the newsletter...well, our question would be “How quickly can we get them here?!”

- Welcome to our newest chapter member, Nikki Wiltshire. Nikki was recruited by Debbie Lyon.
- The next certification exam will be held at Missouri State University the first weekend of May 2012. Contact Colleen Neill about the possibility of attending certification exam review classes to prepare to take the exam.

If you have some news you would like to share, please contact Colleen Neill at colleenneill@yahoo.com and she will get it in the next edition of the Bulletin.

The simple facts about New Year's resolutions

By Chuck Hansen

Every year around this time we resolve to change the way we live for the better. And every year, not long after this time, our resolve fails.

Why is it so hard to keep our New Year's resolutions?

To start with, as humans we are worse than the focus-challenged Dory the blue fish in "Finding Nemo": "I will exercise. I will exercise. I will exercise. I will... I will... What was it again? Hmm. Oh well. Maybe I'll eat a bag of potato chips and fall asleep on the couch."

As Samuel Johnson said, "People need to be reminded more often than they need to be instructed."

Tradition challenges us: Why wait until the dead of winter to resolve to exercise? Because it's tradition - even though it is also dark 18 hours a day and cold around the clock. Good luck with that.

That tradition also leads us to wait until after seven weeks of holiday-fueled binge-eating to resolve to lose weight. That's like digging a 10-foot hole, shipping off the excavated dirt, then jumping in and resolving to build a 20-foot hill.

Our culture challenges us: During the holidays, you can't swing a pair of ratty underwear without slapping up against a Victoria's Secret advertisement. Talk about unrealistic expectations. We have as much chance of looking like today's models-male or female-as we do of winning the Nextel Cup driving our minivan.

Like NASCAR stock cars, Victoria's Secret models have very few factory-original parts left on them. So while they may be fun to

watch, let's not expect the same performance from our own, unmodified chassis.

Technology challenges us: In 1845, in "Walden," Henry David Thoreau wrote about the new technology of the railroad and the effort required to build it, maintain it and then to keep up with the faster pace of life it created.

Thoreau said, "We do not ride on the railroad; it rides upon us," perfectly describing our relationship with "labor-saving" technologies.

With BlackBerries, cell phones and e-mail, we can work from anywhere - the family room, the soccer field, the beach, even the sickbed. About the only place we can't work from is the grave, but I've heard they are working on it. When making a living completely overtakes making a life, what chance do our best intentions have?

So what is the answer? It is this: **Simplify.**

Start by anchoring long-term goals in what you can control. Don't resolve "to get my teenager to love me." *That* is out of your control! Instead, resolve "to love my teenager no matter what." *That's* one you can control, and as a bonus, both goals become more possible with this approach.

Next, simplify your daily to-do list. Thoreau said, "Our lives are frittered away by detail... I say let your affairs be as two or three, not a hundred or a thousand." When you are feeling overwhelmed, make a list, identify the top two or three items, and then, as Dr. Jim Flammig at First Baptist Church used to say, "do the next thing."

And don't get down on yourself. Oliver Wendell Holmes, Thoreau's fellow transcendentalist, said, "The greatest thing in

the world is not so much where we stand as in which direction we are moving."

Finally, let yourself be inspired. God, the laws of the universe and your family and friends all want you to succeed, and if you follow your dreams they will help you along.

As Thoreau said, "...if one advances confidently in the direction of his dreams,

and endeavors to live the life which he has imagined, he will meet with a success unexpected in common hours... In proportion as he simplifies his life, the laws of the universe will appear less complex... If you have built castles in the air, your work need not be lost; that is where they should be. Now put the foundations under them."

Maybe this year, consider this resolution: **Simplify.**

Chuck Hansen is an associate member of the IAAP-Old Dominion Chapter, a motivational speaker, writer and humorist, and author of "Build Your Castles in the Air: Thoreau's Inspiring Advice for Success in Business (& Life) in the 21st Century." He can be reached at chuck@chuckhansen.com or www.chuckhansen.com.

Member of Excellence

A **Member of Excellence** will attain a minimum of 8 of the following 11 criteria:

1. **Hold a current IAAP Certification (i.e. CAP as prescribed by the new curriculum).**
2. Download the Member of Excellence Commitment form; sign and date the form.
3. Actively participate in the IAAP web community forum discussions or write an article (**minimum 200 words**), and have it published in an IAAP publication (chapter, division, or international level.) **Recommending another author's article does not qualify.**
4. Attend **at least one** professional educational workshop, seminar or conference (**at least 60 minutes in length**) and provide a short paragraph on how the training relates to your job or your role in IAAP. It can be an IAAP or non-IAAP workshop, seminar, or conference; however, it cannot be included in your calculations to meet the requirement of criterion #9.
5. Hold a degree, certificate or equivalent (a minimum of one year in length) from an accredited college or university or hold a Microsoft certification.
6. Pay membership dues on or before anniversary date. This criterion is a mandatory requirement. **This mandatory requirement will be waived in the case of new members joining IAAP in the current IAAP fiscal year who want to work towards becoming a Member of Excellence.**
7. Serve as a chapter, division, or international officer, committee chair, or committee member; or serve as an RTF Trustee; or serve on a student chapter advisory board or the school's advisory board for the office administration program.
8. Conduct a public presentation, program or training at least 60 minutes in length. (Note that the presentation does not need to qualify for recertification points).
9. Attend a minimum of eight (8) **IAAP** chapter, division or international sponsored meetings, programs or events (any combination.) **These meetings, programs, or events cannot include an event used to meet the requirement of criterion #4.**
10. Recruit at least one new member.
11. Integrate IAAP membership and involvement into annual performance plan or review.

Leadership Strengths – by Colleen Neill CAP-OM

Here is the second article based on information from Jeffrey Gitomer's *Little Book of Leadership* and it is about the Lost Secret of Leadership. I felt that this article would be an appropriate one for the New Year, and for the most part I am planning to quote Mr. Gitomer exactly quite a bit in this article so that I can deliver this most powerful message as he intended.

Mr. Gitomer states that if we are looking for some magic leadership formula...perhaps some wisdom handed down through the ages or a quote from someone that "ties it all together," that will tell us what the secret is....we are way off. According to Gitomer the secret is so simple it can be stated in just one word....*Encouragement*.

Gitomer says, "As a leader, you have the power to influence, and you make a choice to either influence negatively or positively." The same way you encouraged your one-year-old to walk is the same way you need to encourage your people to succeed, to achieve, and to win."

However there is a deeper secret that leaders often overlook. The author suggests that once we have encouraged and a goal has been reached, or some victory has been achieved we need to ***Celebrate It!*** And that is the secret that we forget all too often. Which is rather sad, I think, since we should take every opportunity to celebrate.

He continues to explain, "When your one-year-old took their first step, did you celebrate? If they weren't walking fast enough or early enough, did you threaten them with no allowance or no college if they weren't walking within two weeks? Or did you continue to encourage – continue to cheer them on until they finally took those first steps – and then celebrate with hugs, kisses, photographs, and phone calls to anyone or everyone who would listen?" OK – silly question – because we know the answer.....so here is a more serious question. Do you do any of that type of celebrating when a colleague reaches a milestone, or when **you** reach a milestone or a goal you have been working toward? If not, I am challenging you to start celebrating the victories that you and others in your life reach beginning right now.

So here are some words directly quoted from Jeffrey Gitomer's *Little Book of Leadership*:

"KEY POINT OF UNDERSTANDING: Every poor performance is an opportunity for encouragement. Every great performance is an opportunity to reward and celebrate."

"KEY ACTION TO TAKE: Take every member of your team aside this week. Talk to them about what's happening in their day to day world. Support them with an idea. Pat them on the shoulder and tell them they're doing a great job. Encourage them to keep hard at it. Tell them you support them and to please let you know if they need anything."

Encouragement.....that's the secret!!

Dates to Remember

Month	Event	Event Date, Time and Location	Newsletter/Chapter Meeting RSVP Deadline
January 2012	January chapter meeting January board meeting	1/3/12, 11:30am, CofO 1/25/12, 4:30pm, CofO	12/28/11 Newsletter 12/30/11 RSVP
February 2012	February chapter meeting February board meeting	2/7/12, 11:30am, CofO 2/22/12, 4:30pm, CofO	1/25/12 Newsletter 1/31/12 RSVP
March 2012	March chapter meeting March board meeting	3/6/12, 5:30pm, CofO 3/21/12, 4:30pm, CofO	2/28/12 Newsletter 2/29/12 RSVP
April 2012	April chapter meeting April board meeting	4/3/12, 5:30pm, CofO 4/18/12, 4:30pm, CofO	3/28/12 Newsletter 3/27/12 RSVP
May 2012	May chapter meeting May board meeting	5/8/12, 5:30pm, CofO 5/23/12, 4:30pm, CofO	4/28/12 Newsletter 4/27/12 RSVP
June 2012	June chapter meeting June board meeting	6/5/12, 5:30pm, CofO 6/20/12, 4:30pm, CofO	5/23/12 Newsletter 5/30/12 RSVP

Directory Updates

This is where we will always list the most recent changes and/or corrections to the quarterly membership listing which we receive and distribute. Please be sure to let Karla Jenkins know of any and all changes in your contact information and she will be sure to get it changed in our records so all of your BTL associates know exactly where to reach you. In addition to that, don't forget to go to www.iaap-hq.org and click on Member's Login. You can create a login and password and edit your profile at headquarters. That will ensure that your contact information is always updated at HQ. Please ask your board members if you have questions about updating your HQ profiles. Thanks so much for helping us keep our membership listing current.

Nikki Wiltshire, Skaggs Regional Medical Center, 251 Skaggs Blvd, Branson MO 65616 (417)335-7373

Computer Corner

Branson Tri-Lakes Board of Directors

Looking for information on the Web? Try these helpful websites. Watch this corner of the newsletter for additional websites in the future.

www.iaap-hq.org - visit this website to find out information about International meetings and educational events held throughout the year.

www.iaap-mo-div.org - visit this website to find information on the Missouri Division Annual Meeting hosted by the Great Circle Chapter, and other Division items of interest.

www.facebook.bransontri-lakes.com – don't forget to check out our new chapter Facebook page. Please take a minute to become a “fan” or to “like” our page. Also, don't forget that we would really like to hear back from you regarding the site...what works, what we need to change or add and what other information you would like to see posted there.

www.theworkbuzz.com – you will find great information about resumes, interviewing, networking, how to find a mentor and more.

Member Spotlight

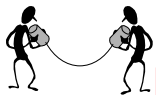
BTL members – this is the section where we would like to include a member spotlight each month.....and we will be contacting our members soon to ask for some information they might like to share. Please contact Colleen at colleenneill@yahoo.com for more information.

Community News

Branson Tri-Lakes Chapter is a good community partner, and our members are involved in many community events. Listed below are the upcoming community events/projects which BTL will be involved with so that you can mark your calendars. Watch for more information to come on these events/projects in future newsletters, e-mails and on our new website.

- Box Tops for Education
- Samaritan's Purse Operation Christmas Project
- Other Projects you would like to see BTL involved in? Please contact a Board member and let them know about it.

Please let us know what other community events you would like us to be involved with. We will be happy to check out the possibility of being involved with community events which our BTL members have an interest in.



KEEP CONNECTED! Your article can be included in the *Branson Tri-Lakes Bulletin!*

Please forward your articles for the next edition of the Branson Tri-Lakes Bulletin no later than **Wednesday of the last week of each month to Colleen Neill at colleenneill@yahoo.com and we will get it in the newsletter.**

Thanks for helping to make the *Branson Tri-Lakes Bulletin* an efficient communication tool for our members, our prospective members and our community.