



**PASSION &  
PURPOSE**  
WILL ROGERS CHAPTER

**The Chronicle**

**June & July 2010**

**Judy London - Editor**

## **A MESSAGE FROM YOUR 2010-2011 PRESIDENT**

To my fellow Will Rogers Chapter members,

First, I want to thank you for giving me the opportunity to serve you as your Chapter President this year. Second, I want to congratulate Terrie, the Officers, Directors, Committee Chairs, and every member who worked so hard during the 2009-10 term and helped our chapter achieve the Division Chapter of Excellence Award. Way to go WRC!

I'm amazed at how much so few are able to achieve with teamwork and hard work – even in the midst of these challenging times. Receiving the Div. COE award is a wonderful reminder that we should not overlook the progress we've made, nor underestimate the progress that is still unfolding in our chapter.

We have a promising year ahead, one that looks forward to our continued progress and growth. And, if we will **THINK PASSIONATELY** and **ACT PURPOSEFULLY**, our continued success is sure.

The mission (or passion) of IAAP is: "To enhance the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development." Notice that there are 3 distinct passions of IAAP that are mentioned in our mission: **EDUCATION, COMMUNITY BUILDING, and LEADERSHIP DEVELOPMENT.**

Our Will Rogers Chapter exists to provide its members with opportunities in each of these areas. You and I have abundant opportunities to think passionately and act with purpose and on purpose individually and collectively to fulfill the IAAP mission this year. Some of the ways we can grow personally, grow our chapter, and accomplish our goals through our Will Rogers IAAP membership are to:

- Attend all of our quality educational programs offered monthly and earn recertification points for your CPS/CAP rating
- Attend the WRC APW Conference in April, 2011
- Pursue CPS/CAP rating and attend our chapter's FREE study group
- Attend every dynamic A-O Division meeting this term. (According to Judith Yannarelli, CPS/CAP, NE Regional Director, our A-O Division Annual Meeting 2010 was the BEST she had ever attended in the whole IAAP organization! So, you don't miss out – make plans to attend future division meetings, you'll be glad you did!)
- Make a positive difference in our community by supporting the Susan G. Komen Battle Against Breast Cancer, providing donations of food and other much needed items to the Blue Star Mothers Program for deployed troops, and sending valentine greetings to local veterans through our very own Valentines for Veterans Program
- Mentor someone and be mentored.
- Participate on committees and gain practical experience and leadership skills

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## **JULY INFORMATION**

### **WHAT:**

IAAP Will Rogers Chapter  
Annual Social - Boxed dinners will be served.

### **WHEN:**

July 13, 2010

### **WHERE:**

Linnaeus Gardens  
1376 E. 24 Place, Tulsa  
(Located behind Garden Center in SE  
Corner of Woodward Park)  
Feel free to bring lawn chairs.

### **COST:**

\$16.00 US Dollars per Person

### **RSVP:**

Go to [www.iaap-willrogers.org](http://www.iaap-willrogers.org) and  
1.) Click on "Meetings/Events" tab  
2.) Click on "Submit Reservation Here"  
3.) Complete RSVP information  
4.) Click on SUBMIT button.

Call or email Janet Shook, CPS with questions. P: 918-488-6443; email: [janet.shook@zenergyok.com](mailto:janet.shook@zenergyok.com)

As the market place continues to change, we admin pros will be asked to do more with less and to grow into more demanding roles, thus the need for us to be continually learning and developing as leaders will increase. With the assistance of IAAP and the Will Rogers Chapter, we can and will rise to these occasions. But, in order to do so, we must take action and take advantage of all this is offered to us as members.

Therefore, I encourage all of you to think passionately about your administrative professional careers and your IAAP WRC membership this year. Think about what you love about your career and about WRC IAAP. Stir up your passions. Then, take action! Do things on purpose! Remind yourself and others that our purpose as admins and as WRC IAAP members is important. Connect and stay involved. Come to every monthly educational program. Attend board meetings and be a voice and make a difference in the chapter. Make every effort to attend A-O Division meetings. Make it your goal to attend EFAM – start saving and go – it will be worth your time and money. Volunteer for a committee. Pursue the CPS/CAP ratings. Participate in the IAAP online forums. Write a blog. Write an article for the newsletter. Get to know members from other chapters on the Int'l website via email. Challenge yourself and your fellow members to achieve more. Set personal and professional goals for yourself and take steps each month to achieve them. Find a mentor and be a mentor – partner with a fellow WRC member for encouragement and accountability as you pursue your goals.

Your IAAP membership is evidence that you are passionate about your careers and as administrative professionals and about personal and professional development. Therefore, it stands to reason that you already have the passion you need to continually drive you to progress into being more and achieving more. It also stands to reason that if you will commit to act with purpose and on purpose, you have immeasurable potential to not only succeed, but to stand out and excel as an administrative professional, and to enjoy the rewards of a meaningful life that impacts others positively.

Let's all make this year our year of Passion and Purpose!

Passionately and Purposefully yours,  
Cynthia Bradley, CPS



### September Stone Bluff Cellars Harvest Fundraiser

Contact Cynthia Bradley, CPS  
at 406-3525 or via email at  
[cyn.d.bradley@gmail.com](mailto:cyn.d.bradley@gmail.com) for  
details and to sign up to pick  
grapes, or to pledge your  
support as a silent stomper.  
Thanks for helping with this  
“fun”draiser!

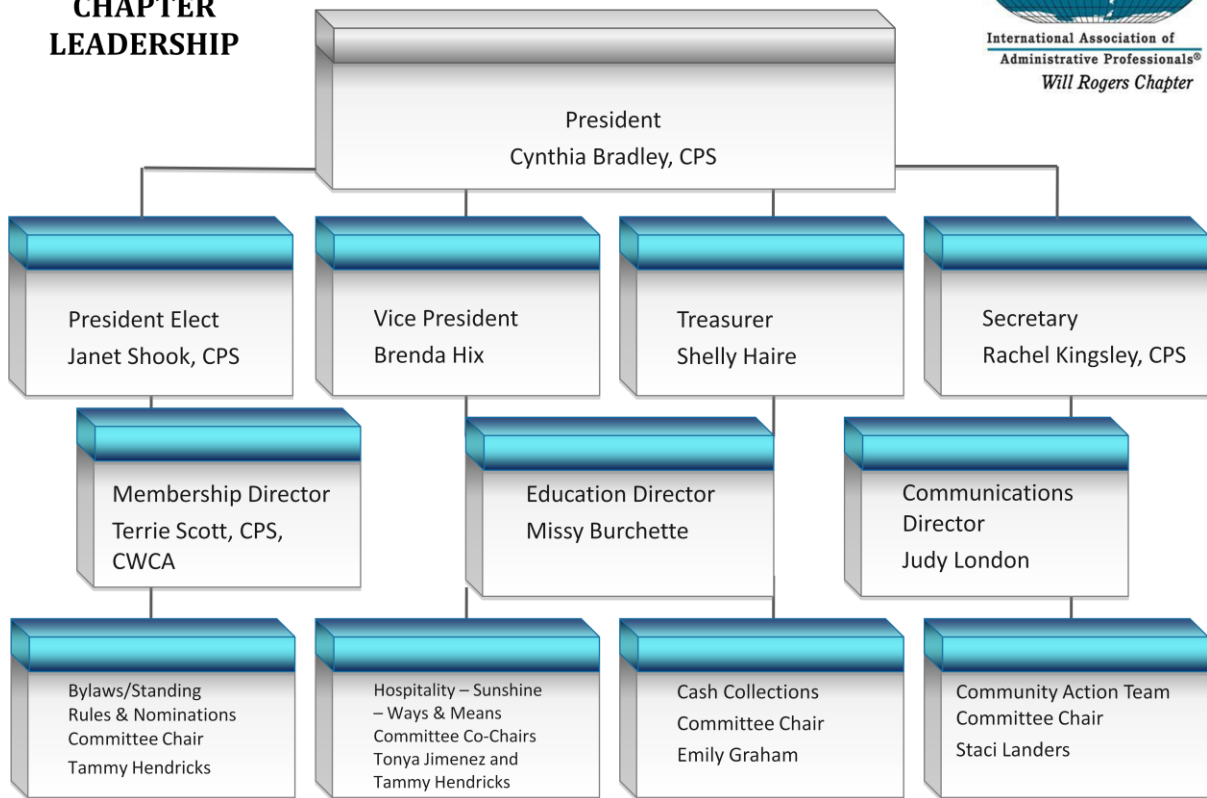
## The Will Rogers Chapter was named the **DIVISION CHAPTER OF EXCELLENCE !!!!!**

What an honor and not something that would have been possible without each and every one of you! Thank you for all your hard work and dedication this past year - **YOU** made this award happen!

Congratulations,  
Terrie Scott, CPS/CWCA



**2010-2011  
WILL ROGERS  
CHAPTER  
LEADERSHIP**



**AVERY GREAT RESULTS CHAPTER AND DIVISION ACHIEVEMENT AWARDS**



301 applications were submitted for these awards in 2009 – 2010. Our chapter, unfortunately, did not win. However, our participation earned us a consolation prize. This prize consists of a donation in the name of the Will Rogers Chapter to the IAAP Research and Education Foundation.

**BRAINSTORMING**

A brainstorming meeting was conducted June 19. The ideas gathered will be developed further via board meetings and special development meetings. Watch for the news.

**CLASSIFIED (JOB POSTING)**

Send administrative assistant job postings to Judy London ([jlondon@GPAglobal.org](mailto:jlondon@GPAglobal.org)) for inclusion in the newsletter. (If you aren't the correct person, let your Human Resources person know of this no cost opportunity for your company!)



**HELPFUL WEBSITES**

[www.inogolo.com](http://www.inogolo.com) – will show you how to correctly pronounce someone's name. Send website addresses you find helpful and frequently use in your job/ life to [jlondon@GPAglobal.org](mailto:jlondon@GPAglobal.org) for inclusion in future newsletters!

## CPS/CAP STUDY QUIZ

Brenda Hix

1. **To increase productivity throughout the organization, all business professionals should have access to the**
  - A) Executive support system (ESS)
  - B) Knowledge work system (KWS)
  - C) Office system (OS)
  - D) Transaction processing system (TPS)
  
2. **Typical information on an intranet includes**
  - A) Advertising and search engines
  - B) Budgets, corporate policies, and upcoming events
  - C) Product information and shopping baskets
  - D) Purchase orders, distribution tracking, and electronic payments
  
3. **What security measure is an organization using when sent messages are coded and the recipient must have an authorized key to read the message?**
  - A) Access control
  - B) Digital certificate
  - C) Encryption
  - D) Secure electronic transaction (SET)
  
4. **The number of signatures for a four-panel fold is**
  - A) Two
  - B) Four
  - C) Six
  - D) Eight
  
5. **The credit box on a periodical listing the editor, writers, illustrators, and other contributors is called the**
  - A) Banner
  - B) Masthead
  - C) Printer spread
  - D) Typography
  
6. **A small decorative stroke added to the end of the letter's main stroke is called a/an**
  - A) Em dash
  - B) Font
  - C) Sans serif
  - D) Serif
  
7. **A low-volume copier is also called a/an**
  - A) Convenience copier
  - B) Digital copier
  - C) Information distributor
  - D) Page printer
  
8. **C++ is a programming language where the modules (source code) must be translated into machine code (object code) by a**
  - A) Compiler
  - B) Interpreter
  - C) Manipulation language
  - D) System programmer
  
9. **A database for storing Web site pages containing text, sound, video, and graphics is called a**
  - A) Hypermedia database
  - B) Network database
  - C) Object-oriented database
  - D) Warehouse
  
10. **An example of a worksheet formula is SUM (B29:M29). B29 is the**
  - A) Active cell
  - B) Cell reference
  - C) Row reference
  - D) Workbook reference**

## CHAPTER BY-LAWS AND STANDING RULES

It's always good at the beginning of each term year to refresh our memories about the current by-laws and To do this, go to <http://www.iaap-willrogers.org/IAAPHQ/WillRogers/Home/Default.aspx> and review. Questions? Ask Tammy Hendricks, Bylaws and Standing Rules Chair and Parliamentary Board Advisor for clarification.

## CHANGING FONTS TO SAVE INK .. Patty Murray (Reprint)

A Wisconsin university has found a new way to cut costs with e-mail — by changing the font. The University of Wisconsin, Green Bay has switched the default font on its e-mail system from Arial to Century Gothic. The university says the change sounds minor, but it will save money on printer ink when students print out e-mails in the new font.

## CPS/CAP STUDY QUIZ ANSWERS

Question 1.	C	Question 6.	D
Question 2.	B	Question 7.	A
Question 3.	C	Question 8.	A
Question 4.	A	Question 9.	A
Question 5.	B	Question 10.	B

## RECIPE SHARING



### Aunt Mary's Baked Potato Soup (from Judy London)

- 2-1/2 lbs. baby red potatoes, quartered
- 3 celery sticks
- 1 qt. water
- 1 qt. milk
- 1 tsp. pepper
- 3/4 c. flour
- 1/4 tsp. parsley
- 1/2 lb. bacon, raw diced
- 1 jumbo onion yellow, diced
- 1/4 c. chicken stock
- 1 tsp. salt
- 1 stick real butter
- 1 c. whipping cream

Boil potatoes 10 minutes. Saute bacon, onion, celery over medium heat until tender. Drain. Add to pot. Add milk, water, chicken base, salt, pepper. Heat over medium heat, do not boil. Melt butter and add flour to make a roux. Mix well, allow to bubble 1 minute. Add to soup slowly. Continue stirring until thick and creamy. Stir in parsley, potatoes and cream. Serve while hot. Garnish with a little green onions and cheese if desired.

## **UPCOMING BOARD MEETINGS**

Board Meetings are held monthly, or as needed, to conduct the business of the chapter. And, unless otherwise stated, Board Meetings are open to all chapter members.

OFFICERS, DIRECTORS and COMMITTEE CHAIRS are urged to attend.

The following meetings will be held at the Peggy V. Helmerich Library, located at 5131 E. 91st Street (91st and Yale).

**The room at the library will be opened for us at 5:30 P.M. for those bringing dinner along in order to eat before the meeting begins.** Outside food and drinks, except for alcoholic drinks and drinks with red dye, are okay to bring into the library.

**All meetings will conclude no later than 7:45 P.M. per library closing requirements.**

**MONDAY, July 26th 5:45 P.M.**

**PEGGY V. HELMERICH LIBRARY – 91ST & YALE**

1st official Board Meeting for the 2010-2011 term year. Agenda items should be submitted to Cynthia no later than Friday, July 16th. Items for discussion will include: any "old business" carried over from the previous Board and preparation of initial draft of 2010-2011 budget.

**TUESDAY, August 31st 5:45 P.M.**

**PEGGY V. HELMERICH LIBRARY – 91ST & YALE**

Agenda items should be submitted to Cynthia no later than Friday, August 20th. Items for discussion will include: finalize the 2010-2011 budget.

**TUESDAY, September 28th 5:45 P.M.**

**PEGGY V. HELMERICH LIBRARY – 91ST & YALE**

Agenda items should be submitted to Cynthia no later than Friday, September 17th.

**TUESDAY, October 26th 5:45 P.M.**

**PEGGY V. HELMERICH LIBRARY – 91ST & YALE**

Agenda items should be submitted to Cynthia no later than Friday, October 15th.

**TUESDAY, November 30th 5:45 P.M.**

**PEGGY V. HELMERICH LIBRARY – 91ST & YALE**

Agenda items should be submitted to Cynthia no later than Friday, November 19th.

## **HOW DEEP ARE YOUR ROOTS?**

How could I possibly tell my husband that it's too hot outside to pull weeds out of the flowerbed when he just spent three hours mowing the lawn?



Grabbing my bright yellow garden gloves and favorite red pale, I stepped to the back yard to begin my yard work. I noticed some weeds pulled up easily and had a tiny root system and I wondered how they stood up straight against the recent wind and rain. Other plantings forced me to use more effort to pull them up. The root system stretched deep into the soil and once loose, I could see how each root had clumps of dirt clinging to the tiny tendrils.

As I worked, I began to think about my professional business 'roots' of 34 years and counting. One would think after 34 years of doing a job, I would be an expert. Each job, project and manager in my career has had different expectations. Microcomputers, smart phones and 24/7 internet access continue to challenge my knowledge and feed my desire to utilize technology to its best advantage.

My desire is to be the best administrative assistant that I can be. I contribute to the bottom line of my company by analyzing projects and applying technology and experience. I NEED the help of my fellow workers to give me another perspective. My roots grow deep in administration, but I still need other IAAP members to encourage me and guide me. Give me a chance to grow and our efforts will be greater than just mine or just yours. Stay with Will Rogers Chapter, we need you.

"What dear?" I ask. "Am I going to do the front beds too?" Yikes.

Missy Burchette  
Director of Education  
Will Rogers Chapter, IAAP

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Did you know?

In 1969 a U.S. Department of Defense project called ARPANET evolved into the World Wide Web (WWW). IAAP Office Systems and Technology, Fifth Addition

## **FINDING A JOB - - KEEPING A JOB**

Posted By: Susan Fenner PhD, IAAP Staff, Kansas City MO - on eGroups: General IAAP Discussion and Newsletter Editors with permission to reprint

Finding a job and keeping a job are two sides of the same coin. To be successful, it requires the same approach. Here are eight must-dos.

- 1. Know your worth.** Top notch individuals know their areas of strength and where they need to bolster their skills. Your deficits may not be obvious to you, but they are to everyone around you. Take an honest appraisal and work on any identified weakness.
- 2. Sell yourself.** Positioning your assets is just as important after you've landed a job as it is during the interview stage. No one pays attention to your achievements as closely as you do. Note them and share them with your exec. Don't wait for others to recognize your potential...or you'll be waiting a long time.
- 3. Document your contributions.** It's not enough to say that you are great or that your work is making an impact. Prove it. File letters of commendation, note savings or sales you've made for the company, do periodic updates to your supervisor that highlight your value –added work.
- 4. Look the part.** Everyone knows to dress for the interview. But many of us fail to maintain a professional image after we have the job. Don't fool yourself – image is important. You'll never be considered for more responsibility if you don't act and look the upgraded role.
- 5. Be gracious.** Everyone watches his/her language and responses when they are looking for a job. But how many of us “let go” and revert back to inappropriate behaviors when we start to feel comfortable in the workplace. The persona you displayed as a job seeker is the same one you need to show every day once you are on the job. This requires patience, empathy, biting your tongue at times, and letting small slights pass without comment. More people are fired because they can't get along than they are for not having the skills to do the job. Skills can be taught, but a bad attitude and a lack of civility are almost impossible to change.
- 6. Be willing to compromise.** During the hiring negotiations, most candidates are open for give and take. However, once ingrained in a job, many workers dig in and refuse to adapt as processes, situations, and tactics evolve. This is just as big a deal breaker for the hired employee as it is for the candidate. In today's job market, a rigid approach is unacceptable. As things change, so must our responses to them. And in a volatile economy, everyone is required to adjust, take on more, increase productivity with fewer resources, and come up with new and innovative solutions. One-way Wally doesn't stand a chance.
- 7. Realize it's not all about you.** When applying for a job, you can't focus on what you've done in the past. You have to highlight what you can do in the future – for the new company. That's also true when you have the job. Your job isn't all about you; it's about the company, making profits, offering superior products and services, satisfying customers. If you lose sight of that, you can expect trouble.
- 8. Demonstrate that you are a team player.** In today's business world, few of us have “a job”. Rather, we are responsible for job components. Companies are moving away from generalists who can do it all and instead, are looking for people who can add to the work team. Find a niche for yourself and keep honing your skills. Be prepared to expand your skills as new technologies become available and new work models come into play. Show that you can function on many different teams and be picked as the “most valuable player” on all of them.

Most of us know what to do to get noticed by a new employer and how to outshine the competition. But many of us fail to apply these same tenets once we have been hired. Treat every day as if you are applying for your job. Because, you really are!

# *Standards of Integrity*

## *International Association of Administrative Professionals (IAAP)*

**Preamble.** IAAP members, chapters, divisions, affiliates, International Board and Headquarters Staff will exhibit the highest standards of integrity through core values; ethical representation; and, transparent demonstration of financial stewardship.

Members around the world will focus their skills, energy and commitment to excellence in support of IAAP by conducting business responsibly and in a manner that reflects favorably to the Association.

These Standards will also encompass full support for the Confidentiality and Conflict of Interest Statement and the IAAP Code of Conduct, with keen awareness of compliance with the law and always working from a position of trust.

### **IAAP Core Values\*:**

**Integrity - We demonstrate this cornerstone of our profession through honesty, accountability and high ethical standards.** We will conduct our professional activities in a manner that will reflect well upon the profession.

**Respect - We create respect within our profession and association through listening, understanding and acknowledging member feedback.** We will encourage the diversity of views, with compassion and respect for the rights of others to hold values, attitudes, and opinions that may differ from our own.

**Adaptability - We ensure the success of our association by embracing positive change and by nurturing diversity, creativity and visionary thinking.** We will encourage others to operate outside of their comfort zones, facing ambiguity with a spirit of innovation and forward thinking.

**Communication - We cultivate and maintain excellence by remaining approachable at all levels, communicating openly and building strong relationships.** It is readily accepted that information given and assessed must be based on truth, fairness and accountability. We will obey the law, perform in good faith, and seek fair outcomes.

**Commitment - We are steadfast in our goals to develop learning opportunities for career-minded administrative professionals and to strengthen efficiency and effectiveness.** IAAP has a responsibility to the people it serves and shall not practice, condone, facilitate or collaborate in any form of discrimination on the basis of race, color, sex, sexual orientation, age, religion, language, disability or socioeconomic status.

\*The IAAP Core Values noted in bold type are those approved by the International Board of Directors on November 1, 2008.2

## Ethical Business Conduct for IAAP Members

### Trust

IAAP members shall:

Maintain truthfulness and honesty, not compromising either of these for advancement, honor or personal gain.

Encourage open communication, creativity and dedication.

Live and work by the highest ideals by establishing, practicing and promoting professional standards.

Share knowledge.

Be loyal to your employer and to the ideals of confidentiality, respecting and protecting privileged information.

Stimulate and maintain an environment of transparency.

### Behavior

IAAP members shall:

Establish procedures that promote ethical behavior and hold employees, members and others accountable for their conduct.

Recognize our behaviors and how we affect those around us.

Respect each other, our leaders and our members through our actions and the quality of our work.

Zealously guard against conflict of interest or its appearance.

Ensure that others receive credit for their work and contributions.

Take responsibility for our own errors.

Exemplify loyalty and conscientiousness.

Maintain dignity and poise under all circumstances.

**Ethical Business Conduct of Those Who Represent and Govern IAAP.** The International Board of Directors, Executive Director and Headquarters Staff shall act in the best interest of the association and not in their own interest or in that of another organization; and act as reasonable and prudent. They shall maintain the confidentiality of information entrusted to them from whatever source, except when disclosure is authorized or legally mandated. They shall not use confidential information for personal benefit or to benefit persons or entities outside the association. Any known or potential conflicts of interest shall be openly communicated before considering any business transactions on behalf of IAAP.

03.08.09

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# HAVE A GREAT SUMMER!

