



A LETTER FROM YOUR IAAP WILL ROGERS CHAPTER PRESIDENT



WRC Members:

We are moving on to a New Year! I'm just not sure what happened to the last one!

I was unable to attend the December Chapter meeting but I did send my items for the troops. I know that the Blue Star Mothers work very hard and bring so much happiness. I just can't imagine being in a foreign country, without my family at Christmas.

Some of our members participated in 'Game Night' at the home of Thelma Israel on December 4th with chili to warm our souls, a delicious spice caramel cake and Tripoly. Thanks Thelma for opening your home to us! I'm telling you right now ladies; don't play poker with Janet Shook!! Those of you who have not yet been able to attend are missing out on some really good times!

Our 'Cookies & Carols' event was a big hit! Hosted by Brenda Hix in her beautifully decorated home. We feasted on a wonderful dinner, played Christmas games, ate and traded cookies. (Thank you Cynthia for being our Game Show Host!) We all went home with a box full of cookies, Christmas in our hearts and renewed friendships. You just can't get any better than that!!

Cynthia Bradley CPS and Janet Shook CPS are diligently working on our seminar scheduled for Saturday, April 24th during Administrative Professional's Week. They will be holding planning meetings and are still in need of volunteers. Contact Cynthia to see what she has on her plate that you can help her with. We need EVERYBODY to pitch in to make this a success! Participation brings satisfaction to the heart.

I look forward to learning more about 'Generational Differences' at our January meeting. I have heard Jeff Wilkie speak previously and he does a great job. I'm sure you won't be disappointed. I hope to see each of our members in attendance.

Don't forget to support our Chapter fundraisers. We need to be able to fund the APW Seminar in April. We are still working with Rada Cutlery and the Gourmet Cupboard and will continue with these fundraisers into the New Year.

As we step into a new year, I sincerely hope we can commit to strengthen our relationships, help each other when in need and provide that much needed encouragement that we don't always get.

Together, we can make this year truly Special !

Terrie Scott CPS, CWCA
President, Will Rogers Chapter, IAAP

JANUARY MEETING INFORMATION

WHAT:
IAAP Monthly Meeting

WHEN:
January 12, 2010
5:15 Networking
5:45 Dinner
6:30 Program



WHERE:
The Hyatt Place
7037 S. Zurich Ave., Tulsa, OK

TOPIC:
Generational Differences in the Workplace

SPEAKER:
Jeff Wilkie, Jeff Wilkie Consulting

COST:
\$16.00 US Dollars per Person

RSVP:
Go to 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.

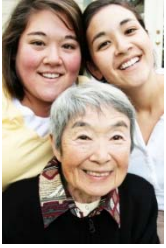
Call or email Janet Shook, CPS with questions. P: 918-488-6443; email: janet.shook@zenergyok.com

CALENDAR

- | | |
|-----------------------|--|
| Jan. 22, 2010 | Game Night –
Bowlapalooz @
Andy B's! |
| Feb. 9, 2010 | Will Rogers Chapter
Monthly Meeting
"Communications" |
| Feb. 19, 2010 | Fiesta Game Night @
Staci Landers 6 pm |
| Mar 9, 2010 | Will Rogers Chapter
Monthly Meeting
Topic TBD |
| April 13, 2010 | Will Rogers Chapter
Monthly Meeting
"Body Language" |
| April 24, 2010 | APW Conference |
| May 31, 2010 | Excellence Program
Documentation Due |

Mark your calendar!
You won't want to miss any of these!

JANUARY SPEAKER / TOPIC INFORMATION



Generational Differences

Presented by:
Jeff Wilkie, Jeff Wilkie Consulting

There is a serious problem in the workplace, and it has nothing to do with downsizing, global competition, pointy-haired bosses, stress or greed. Instead, it is the problem of distinct generations — the Veterans, the Baby Boomers, Gen X and Gen Y — working together and often colliding as their paths cross. Individuals with different values, different ideas, different ways of getting things done and different ways of communicating in the workplace have always existed. Come join Jeff Wilkie, formerly the Director of Human Resources for the City of Tulsa for an interactive presentation as he discusses these four styles and the distinct communicating strategies for working harmoniously together!



GREAT NEWS!!

Please join us in congratulating

Rachel Kingsley

&

Crystal Brannon

on obtaining their

CPS certification!

Way to go girls, we are proud of you!

LOOKING BACK & LOOKING FORWARD



We are pleased to announce Will Rogers Chapter membership experienced growth this past year. We are pleased with the increase and the fine qualities of all our members! We have an extremely good group who share knowledge and support each other.

Let's make a New Year's resolution to continue to grow in 2010! It can be as easy as bringing a friend with you to the monthly Chapter meeting and letting them see what our group is all about. *You are challenged to bring a minimum of 2 people to visit this year and get at least 1 person to join.* If all commit to this challenge, we can double our size by this same time next year.

REFERRAL DIRECTORY

By Cynthia Bradley CPS



Some of you might be wondering what happened to the referral directory that I was working on. Well, to be honest, I lost the information while transferring it from one computer to another. You can imagine my frustration and my attempts to try to recover it. Barring a miracle, I will need to start again.

I am asking those of you who would like to list yourself or someone else in the referral directory to send the information listed below to me @ cyn.d.bradley@gmail.com right away.

Persons Name	Recommended By
Business Name	Comments
Service Provided	
Location (address / contact phone / contact email)	

This will be my first WRC project for the new year. Thanks!

CPS/CAP STUDY QUIZ

By Brenda Hix

1. **When an employee follows a directive because he or she is concerned about being fired, the employee is responding to the leader's**
 - A) Referent power
 - B) Expert power
 - C) Coercive power
 - D) Reward power

2. **Collier Corporation plans to break into the international market within the year. This would be a/an**
 - A) Short-term goal
 - B) Long-term goal
 - C) Tactical goal
 - D) Intermediate goal

3. **McDonald is a paraplegic and must use a wheelchair. In seeking employment, the law that requires potential employers to provide "reasonable accommodation" is the**
 - A) Age Discrimination in Employment Act
 - B) Americans with Disabilities Act
 - C) Vocational Rehabilitation Act
 - D) Civil Rights Act

4. **The first step in progressive discipline that involves documentation is a/an**
 - A) Formal warning
 - B) Suspension
 - C) Informal warning
 - D) Informal discussion

5. **In double-entry bookkeeping, a debit refers to an/a**
 - A) Increase in a liability account
 - B) Entry recorded on the right side of an account
 - C) Decrease in an asset account
 - D) Entry recorded on the left side of an account

6. **Which one of the following is the equation for owners' equity?**
 - A) Total Assets + Total Liabilities
 - B) Contributed Capital + Total Assets
 - C) Total Assets – Total Liabilities
 - D) Contributed Capital – Total Assets

7. **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

8. **Which type of database is common for a client/server network?**
 - A) Centralized database
 - B) Hierarchical database
 - C) Network database
 - D) Object-oriented database

9. **When using a word processing program, preset default values include**
 - A) Headers
 - B) Page numbers
 - C) Page orientation
 - D) Justification

10. **The functional requirements for a business professional's desktop computer configuration is determined through**
 - A) Analysis
 - B) Internal audits
 - C) Systems design
 - D) Troubleshooting

CPS / CAP CERTIFICATIONS AND CLASSES

Submitted by Janet Shook CPS

Certification: CPS/CAP Performance Reports for the November, 2009 exams are scheduled to be mailed from Kansas City, Missouri, on December 22, 2009. Allow at least 7-10 days after the mailing date for receipt of Performance Report. If the mailing is delayed, IAAP headquarters will post a notice on the IAAP website by December 22nd, giving the revised expected mailing date. Crystal Brannon and Rachel Kingsley, the WRC members wish you success in this professional endeavor!

Recertification: Available on the IAAP website is the current Recertification Application Packet for anyone who attained the CPS or CAP rating in November or December, 2004. This also applies to anyone who last recertified in November or December, 2004. The deadlines for receipt of the packets and fees are the last business day of November and December, 2009, respectively. A spreadsheet is available on the IAAP website to assist you in tracking your recertification points as you earn them. (This would be a good practice for all of our CPS/CAP holders to track their points as they are earned.) The spreadsheet is located on the main website under Professional Development > Certification > Recertification. You must include the spreadsheet when submitting your completed Recertification Packet. Contacts for questions on Certification or Recertification are: Certification Department at 816-891-6600 x2248, 2225, or 2227; or email your questions to certification@iaap-hq.org. Of course, Brenda Hix, Janet Shook, Cynthia Bradley, Samantha Mayfield, and Terrie Scott, may be able to answer any questions, as well.

Will Rogers Chapter - CPS/CAP Classes: We will begin our first class in January, 2009, for CPS/CAP. Anyone interested should contact Brenda Hix for details before the end of December, 2009, so that class time and study location can be finalized no later than December 31, 2009. We will be offering these classes periodically. If anyone is interested, please contact Brenda Hix at brenda.hix@zenergyok.com or 918-488-6466, and let your desire be known so that we can work within your timeframe.

WRC LENDING LIBRARY

Remember, to check out a book, contact Brenda Hix (Brenda.hix@zenergyok.com).



QUOTE OF THE DAY

Do you know the difference between education and experience? Education is when you read the fine print; experience is what you get when you don't.

Pete Seeger



ARKANSAS VS. OKLAHOMA



Did you know a challenge has been issued? Which state will be able to claim bragging rights for the greatest percentage of participation in the Division's Member of Excellence Program? Arkansas or Oklahoma? Are you going to let the Razorbacks win? No? Then we need *all* to participate!

CPS/CAP STUDY QUIZ ANSWERS



Question 1. C
Question 2. A
Question 3. B
Question 4. C
Question 5. D

Question 6. C
Question 7. A
Question 8. A
Question 9. C
Question 10. A

SHERWOOD FOREST FARMS FUND RAISER

By Brenda Dietzfeld

Well, Christmas is behind us. Have you taken down your tree, lights and how about that wreath on the door? If you ordered one of the wreaths, garlands, or centerpieces from our fundraiser, I hope yours is still smelling fresh like mine is.

For our first try at this, we didn't do too bad. Our total sales were \$977. The invoice from Sherwood Forest Farms is for \$798.50.....giving us a net income of \$178.50!

Thanks to everyone who participated, by either taking orders, passing out the information, or ordering a wreath for yourself.

Way to go WRC! Now that we know how nice these pieces are, we will be sure to plan ahead for 2010 and order supplies early enough to really get out there and try to get more orders.



GOURMET CUPBOARD FUNDRAISER



We are ready to go! See Staci Landers at the January meeting to get setup to participate in The Gourmet Cupboard Fundraiser!

We will sell dips, soup mixes, sweets, diabetic items, rubs/marinades and much more! Each is handmade using only the finest gourmet ingredients at just the right proportions - you simply add one or two other ingredients (sour cream, cream cheese, water, etc) and WOW you've got it going on! Products are all individually handmade in southeast Texas and most contain no preservatives, MSG or chemicals. (If you were at the December meeting you had a chance to sample a few and they were yummy! Thanks Staci!)

**THIS FUNDRAISER WILL PROFIT
WRC 50% OR MORE!**

More information about available products can be found at :

www.thegourmetcupboard.com.

We need the funds for the upcoming conference -- **let's make this a GREAT Fundraiser for WRC!!!!!!**

COMMUNICATION SKILLS FOR LEADERS – DELIVERING A CLEAR AND CONSISTENT MESSAGE

(Third Edition by Bert Decker)

A short book review by Judy London

This book is short but interesting and an easy read. It contains worksheets and activities. If you complete / do these, by the end of the book you will know if you are a better – or worse – communicator than you thought.

Some of the things it talks about are common sense. Some are things you do automatically but don't realize how important they are. The rest will be helpful hints on what you could do different that might help you become a better communicator.

A speaker – rather in front of an audience or one-on-one -- must be credible and believed. They are always selling something – either their self, their idea and / or their product.

Basic communication includes many factors including those listed below.

Appearance / Visual – how we present our self from clothes to facial expressions and gestures to posture and movement (connect with audience - hold eye contact with each person for 5 – 15 seconds)

Voice / Verbal / Vocal – message, delivery, listening and response (think of what questions you would have in their shoes and then answer them)

Vocabulary – Present your facts in a manner your audience will understand – not beneath or above them -- beware of jargon, be sincere, don't exaggerate (increase your vocabulary by learning 1 new word a day)

Take time to read this book, it won't take long and you'll be glad you did.

BLUE STAR MOTHERS REPORT

Notes by Judy London

We all enjoyed the presentation by Barbara Porter, Blue Star Mothers of America, Inc. She told us the first Chapter of this organization was started by the need of family members to connect with their loved ones who were serving in our armed forces. The families banded together providing support for both the families on the home front and the soldiers in the fields.

The Oklahoma Chapter 1, which Barbara started and is still a member of, has been credited with being one of the busiest and most active groups throughout the United States. They not only obtain donations and raise funds to support our troops for their Chapter but teach other Chapters how to do the same.

Barbara indicated it is very hard for soldiers, especially the newly enlisted, to be away from family and friends over the holidays. It's one of the hardest times on them and they feel all alone. The Freedom Boxes that are assembled from donations of such things as toothpaste, toilet paper, lip balm and more, give the soldiers a sense that someone cares and is thinking of them. It's a connection they need to survive.

If the separation is hard on the soldier you know it is just as hard on the family they leave behind. Months, sometimes years, pass and children grow up or are born in their absence. It's difficult for the spouse left behind as they carry the full load of the responsibility and must learn to make hard decisions on their own. Don't get me wrong, it is just as hard on the soldier as he/she would rather be home dealing with every day life and seeing his/her family grow than where they are. They can even become jealous because they feel they are missing so much of their children's lives. They come back with memories of things they don't feel like they can talk about but can find no way to forget (combat they've been in, trauma they've seen, killings they had to do). Upon return, children born in their absence may not recognize them as a parent. Babies have grown into toddlers and toddlers into young adults. Suicide and divorce are very common as people change and adjusting is hard. Counseling is often required when a soldier returns home to acclimate them to life as it is now – not as it was when they left.

She advised us they are looking for a way to provide ongoing support for children of soldiers (similar to the Big Brother, Big Sister program) but to date nothing is in place.

A lot of Chapters were formed during War War II. Therefore, membership has been dwindling and the organization is now trying to rebuild – get all the support they can. These veterans and those from Viet Nam were mistreated upon return home. Instead of treating them like heroes they were treated like scum – spit on, called names (ie, baby killers, etc.) and more. What a shame after all they suffered protecting our rights.

Barbara shared pieces of a moving email from the "OK Boys" (**copy attached**). Any soldier that has an Oklahoma connection can be added to the list to receive Freedom Boxes as long as a "APO" address is provided. The connection can be a brother, sister, aunt or uncle – it does not have to be a parent.

Barbara thanked all the members for bringing donations for the Freedom Boxes with them and ensured them the donations would be put to good use. She laughed when she told us they would be especially grateful for the toilet paper. That when soldiers are deployed they are provided only 8 squares of toilet paper per day. Imagine that women she said – 8 SQUARES FOR A FULL DAY – not working for me here in the states. Not working for them in the fields.

She advised us that 1500 – 2000 Freedom Boxes are shipped just during the Christmas season. That's a lot of donations and a lot of hard work by volunteers. Each box shipped cost in postage alone \$11.95. Anyone can volunteer to help build the boxes. If you can donate one hour a year or one hour a month or more (please more) she encouraged us to participate. They meet every Saturday on the **??? Floor** of the Sun Building at 9th and Detroit in Tulsa.

Christmas Ornament Exchange

The ever talented Cynthia Bradley CPS, President Elect, provided an enchanting game to enable the group to exchange the ornaments brought to the meeting. Everyone had a good time and took home with them not only a ornament but a fun memory. Special thanks for handling this (and the meeting) Cynthia!

HAPPY BIRTHDAYS



Terrie Scott

IAAP MEMBERSHIP ANNIVERSARIES



Joni K. Davis

Tammy Hendricks

Judy London

WELCOME NEW MEMBERS

None reported.

JUST FOR FUN SAYINGS

A day without sunshine is like night.

He who laughs last thinks slowest.

Change is inevitable except from vending machines.

When everything is coming your way, you are in the wrong lane.



HELPFUL WEBSITES

www.coldwatercreek.com – shop the outlet and get great deals

www.marco.com – for commercial goods such as pens, bags, etc. with co. logo

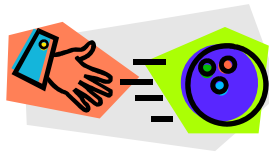
www.snapfish.com – for scrapbooks, special events, books, etc. – fun for everyone



COOKIES AND CAROLS – WHAT A HIT!



The December get together was at Brenda Hix’s home which was beautifully decorated. She provided a wonderful dinner for all participants (thank you Brenda for the hospitality, it was much enjoyed!). Cynthia Bradley CPS brought with her not only cookies to trade but games to torment us with through the night (just kidding!). First you had to guess which Christmas character you were (Rudolph, Scrooge, etc.) then you had to rack your brain to see if you could remember Christmas carols with specific words in them (snow, mistletoe and many more). Now that doesn’t sound hard but once Cynthia started the countdown (10 .. 9 .. 8) it was game over! I’m just say’in – if you are missing the opportunity to participate in these get togethers you are missing a lot of fun and a chance to get to know your fellow Chapter members. We all loved the time shared, the games, the food and the fun! Thanks to all that took part!



2010 BOWLAPALOOZI!
By Cynthia Bradley CPS

Let's "roll" in the new year at the alley!

- WHAT:** Bowling at Andy B's Alley (formerly Riverlanes)
- WHERE:** 8711 S. Lewis, Tulsa, OK
- WHEN:** Friday, January 22, 2010
6:30 pm

I will reserve the "VIB" (Very Important Bowlers) lanes, which are brand new and very nice, and the cost to bowl is \$34.99 per hour, per lane, which averages to be \$7 per hour, per bowler with 5 bowlers on a lane. This is much cheaper than the \$4.59 per game rate on the regular lanes since we'll get in at least a couple of games an hour.

We can all order a pizza together or order from the grill separately.

You say you don't bowl? That's okay, come and be our cheering section! We'll have a lot of laughs and a great time of fellowship! So come by and say hello, have some food and hang out with us for a little while. Let us bowl you over with laughter!! ☺ It won't cost you a thing!!

Andy B's is a smoke-free environment.

BOWLERS – Please RSVP to me via email (cyn.d.bradley@gmail.com) by noon Monday, January 18.



FIESTA GAME NIGHT

Fri., Feb. 19, 2010
6 pm

Hosted by Staci Landers
7206 E. 90th Place
Tulsa, OK 74133
Home: 872-1552
Email: staci.landiers@yahoo.com

Staci will provide the paper goods, ice and Margaritas!

Bring a deck of cards, some dice or other games and some FIESTA FOOD (nachos, 7 layer dip, queso, bean dip, chips, etc.) and come ready to have a great time!

RSVP to Staci at slanders@samson.com by February 15th.



FRIGHT NIGHT -- I MEAN GIRLS NIGHT OUT -- I MEAN -- FUN NIGHT HOSTS ARE NEEDED!

Monthly hosts are needed for the remainder of the year. You do not have to host a game night at your home (although they sure are fun!) – you can volunteer to coordinate an event such as the January bowling event ! Be creative – schedule a Skate (or ice skating) Night (oh my, that might actually be a fright night – ha!), dinner & a movie (Alvin and the Chipmucks is playing!), games at the office (after hours of course!), a day at the museum (watch out for the dinosaur!) or aquarium (be a little fishy) – or -- a meet and greet at the coffee house in BA – anything! The idea can be totally unique – it can be simple – or it can be fancy – it is all up to you. The idea is just to get together and have some fun!

Anyone interested please contact Cynthia Bradley CPS at cyn.d.bradley@gmail.com.



RECIPE SHARING

Inspired by the Cookies & Carols Event!



CHOCOLATE CHIP COOKIES (Submitted by Beth Wheeler)

2 ¼ cup flour	1 teaspoon soda
1 cup margarine	½ cup sugar
¾ cup packed brown sugar	1 teaspoon vanilla
1 package instant vanilla pudding	2 eggs
2 cups chocolate chips	

Mix flour and soda. Combine margarine, sugars, vanilla and pudding in large mixing bowl. Beat until smooth and creamy. Beat in eggs. Gradually add flour mixture then stir in chips (batter will be stiff) drop by rounded teaspoonfuls about 2 inches apart on ungreased cookie sheet. Bake at 375 of 8 to 10 minutes.

You could use different puddings, for the ones I brought to the party I used pumpkin spice pudding for one batch and coconut cream pudding for the other batch, I also added coconut flakes. For chocolate, chocolate chip cookies use chocolate pudding. I have also used white chocolate pudding, banana pudding and mint pudding with mint chocolate chips, or how about butterscotch pudding with butterscotch chips. Talk about YUMMY.

A side note here, back a few years my mother decided to make me the cookie maker in the family right after my 2 year-old cousin (he is 26 now) liked my cookies over hers. She would ask him if he wanted a cookie, he would ask who made them if it was me he would say yes, if it was her he would say no. Mine were a lot softer than hers. If you take your cookies out a couple of minutes earlier than said they will be softer. He liked the soft cookies better. Dad and I thought this was funny, Mom however did not. I still smile at this every time I make cookies.

BERRY ALE (Submitted by Cynthia Bradley CPS)

Cranberry juice

Raspberry Ginger Ale (Seagram's and this is a seasonal item, so stock up early)

Mix equal parts (or to your liking) pour over ice and enjoy! This is a great wine substitute with your turkey dinner and the kids love it!

If you want to be really fancy, float some raspberries in the glasses!

(If you cannot find the raspberry ginger ale, try Torani Raspberry Syrup [you can get at Java Dave's] and use plain ginger ale, then tweak the mixture to your liking.)

This is a great wine substitute to serve with your Holiday turkey dinner – and the kids love it! ENJOY!

Recipes from Brenda Hix

CROCK POSOLE (DOUBLED RECIPE FOR GATHERING & PUT IN LARGE CROCK POT)

Ingredients:

2 - 14 ½ ounces cans golden hominy, drained
1 - 4 oz. can chopped green chili peppers, untrained
1 medium onion, chopped (½ cup)
2 cloves garlic, minced
1 pound chicken breasts, skinless, cut into 1 inch pieces
1 - 14 ½ oz. can tomatoes, undrained and cut up
2 - 14 ½ oz. cans reduced-sodium chicken broth
1 teaspoon dried oregano, crushed
½ teaspoon ground cumin
2 Tablespoons snipped fresh cilantro
Fat-free dairy sour cream (optional)

Directions:

Place hominy, chili peppers, onion, garlic, chicken, tomatoes, chicken broth, oregano, and cumin in a 3 ½, 4 or 5 quart crockery cooker. Cover and cook on low setting for 5 to 6 hours or on high setting for 2 ½ to 3 hours. Stir in cilantro (optional or sprinkle on in your bowl). Garnish with sour cream, if desired. Makes 8 to 10 servings.

Nutrition: Calories 132, Total Fat (g)3, Saturated Fat (g) 1.

SPICY CRACKERS

1 Box saltine crackers
1 ½ cups Canola Oil (must be canola oil)
1 envelope Ranch DIP Mix (should be dip mix-not dressing)
0-2 Tablespoons Red Pepper Flakes (depending on how spicy you like it)

Take a very large mixing bowl. Mix together the Canola Oil, Ranch Dip mix and Red pepper flakes thoroughly with a whisk. Slowly add crackers, with a large spoon turn the crackers over and over in the oil, being careful not to break the crackers. Once coated well, let sit (about 45 minutes) stir again, let sit. All oil should be absorbed into the crackers, if not just stir some more. Use the whole box of crackers. Store in airtight container or baggie - if you have any left! ☺ (No baking of crackers, just coat and let sit.)

JALAPENO CORNBREAD

3 cups yellow cornmeal
3 eggs, beaten
1 large onion, chopped
1 ½ cup grated Cheddar cheese
1 can hot green chilies, chopped
1 ½ cups milk
½ cup cooking oil
1 tsp. baking powder

Mix well and bake at 400 degrees for about 40-45 minutes.

We all love new recipes! If you have a good recipe and don't mind sharing it, please forward a copy to jlondon@GPAglobal.org.