



Will Rogers Chapter
March 2010
Newsletter



WRC Members:

This year seems to be coming at us fast. At least the holiday rush is over and we can settle back into our routines. Hopefully, your routine includes attendance at Chapter meetings. So far this term, the Will Rogers Chapter has offered its certified members recertification points for five meetings and anticipates another three points before term end. This means certified members can build recertification points toward their needed totals. But what does this mean to members who have not yet become certified? It means that the programs presented were deemed worthy of recertification points by our International Headquarters office of certification. That has to say something good about the programs/speakers we are presenting for the membership. Eight points this term – wonder if that’s a record?



Some of our members participated in ‘Game Night’ at the home of Staci Landers on February 19th with a wonderful buffet of Mexican treats and fun games. Those of you who have not yet been able to attend are missing out on some Really Good Times!!

Our March speaker will be Kevin Kennemer with The People Group. Kevin will talk to us about “Positive People Practices”. I’m thinking that our new “MMIA” plan “Members Missing In Action” would fit right in with these positive practices. (Thank you Cynthia) and I hope to see each of you there!

The APW Committee, co-chaired by Cynthia Bradley CPS and Janet Shook CPS, is working hard to provide a seminar (FREE of charge) for our members on April 24th. They have lined up some excellent speakers, a fashion and makeup show during a FREE lunch followed by a vendor / job fair. WOW! If you want to get involved, just ask any Board member when the next planning meeting will be held, we’d love to have your help and input.

April Chapter meeting is “Member Recruitment” so please bring anyone you think might benefit from the education, networking and other wonderful things IAAP has to offer. Our speaker will address body language. He is contracted to read body language in prospective jurors and advise on jury panel choices. Maybe body language is more important than we thought !!

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 for the next few months.

Economically, times are tough and likely to get tougher. Let’s remember to support our fellow members and help where we can. Personal involvement enhances the value of your membership.

Together, we can make things happen.

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

**MARCH MEETING
INFORMATION**

WHAT:
IAAP Monthly Meeting

WHEN:
March 9, 2010
5:15 Networking
5:45 Dinner
6:30 Program



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

TOPIC:
The Power of Positive People Practices

SPEAKER:
Kevin Kennemer
President
The People Group

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

**2010 CALENDAR – MARCH
DATES TO REMEMBER**

- Mar 14** Daylight Savings Time Begins / Spring Forward 1 Hour
- Mar 17** St. Patrick’s Day
- Mar 20** Spring Begins!
- Mar 30** Will Rogers Chapter Board Meeting



SPEAKER OF THE MONTH

KEVIN KENNEMER



Kevin Kennemer is president of **The People Group**, a people practice firm committed to improving business performance by facilitating the creation of great work environments where employees are treated with trust and respect. With twenty years experience in his profession, Kennemer founded The People Group to help employers create a competitive advantage through positive people practices. Organizations are catching the vision that becoming an employer of choice will be a necessity in the competition for the best talent.

Kennemer formerly served as workplace consultant and people practice champion in the position of Chief Human Resource Officer for SemGroup, an international energy company that rose from obscurity to #5 on Forbes list of largest privately held companies in the United States.

As a workplace consultant, Kennemer collaborated with SemGroup's original owners and served to make possible the creation of the company's famous work environment that fueled the company's growth. Kevin also oversaw the people components of all 40 plus acquisitions, including international business ventures in Canada, Mexico, U.K. and Switzerland. Creating a great work environment where employees are valued and treated with trust and respect was a hallmark of his tenure at the energy firm. Kevin assisted with the SemGroup startup and remained involved through the end of 2007. Kevin was previously the director of human resources for Thrifty Car Rental's corporate headquarter's, where he served there for twelve years. Kennemer holds a bachelor's degree in Business Management from Oral Roberts University and a Masters Degree in Organizational Management from the University of Phoenix.

Kevin is a certified senior professional in human resource management (SPHR), a member of the Society for Human Resource Management and World at Work, the premier organization for compensation, benefits and work/life professionals. As a member of the board of directors for Tulsa CASA, Inc., Kevin assists the agency in speaking for the rights of abused and neglected children. He also serves as a board member for the Oklahoma Business Ethics Consortium's Tulsa Chapter, a non-profit group raising awareness for ethical standards and integrity in the workplace.

TOPIC -- THE POWER OF POSITIVE PEOPLE PRACTICES

There is untapped energy waiting to be released inside the organizations that plug into the benefits of positive people practices. The best and most talented people want to work for employee-friendly companies. In addition, these organizations outperform their competition and provide greater returns to shareholders.

COMING SOON – APRIL SPEAKER

Joseph H. Paulk
DRC, Inc. / Litigation Consultants

Joe brings a unique range of experience — successful trial lawyer, resourceful mediator, energetic law school instructor, national author and lecturer — to all his endeavors. Be ready to sit up and listen as Joe explains what he means when he says “communication goes much further than the spoken word”. Body language baby .. are you sending the right message? You won't want to miss this night so mark your calendars now!



CPS/CAP – QUESTIONS

1. **Creating a new record involves**
 - A) Redesigning an existing record
 - B) Establishing the value of the record
 - C) Justifying the need for the new record
 - D) Retaining the record for a specified period of time

2. **Which of the following would be considered a conventional format for a record?**
 - A) Microform
 - B) E-Mail message
 - C) Compact Disc
 - D) Magnetic Disk

3. **When a document is borrowed from the files, a record needs to be kept showing the**
 - A) Name of the person who issued the document
 - B) Name of someone who is requesting the document
 - C) Date on which the document was borrowed
 - D) Tracking of the document

4. **The first filing unit in a personal name is the**
 - A) First name or initial
 - B) Surname
 - C) Middle name or initial
 - D) Title

5. **The listener's ability to understand the message is affected most by**
 - A) Nonverbal messages sent by the listener to the speaker
 - B) The speaker's ability to clearly enunciate words
 - C) The attention being paid to the speaker
 - D) The development of the message to be sent

6. **The words or symbols selected to convey the message can be**
 - A) Verbal – spoken words
 - B) Nonverbal – gestures, facial expressions
 - C) A combination of verbal-nonverbal communication
 - D) Encoded in more than one way

7. **The biggest challenge in taking a telephone message for a co-worker is to**
 - A) Write down an accurate and complete message
 - B) Remember to ask the caller if he or she would like to leave a message
 - C) Find out the best time for a return call
 - D) Reassure the caller that you will deliver the message

8. **The information in a Web site reference needs to be evaluated in terms of the**
 - A) Number of pages or paragraphs of material included at the Web site
 - B) Subjectivity of the information presented
 - C) Technical language used throughout the material
 - D) Specific audience to which the Web site is aimed

9. *The file folders by the lateral file need to be sorted and arranged alphabetically. The phrase by the lateral file is **al/an***
 - A) Infinitive phrase
 - B) Gerund phrase
 - C) Prepositional phrase
 - D) Participle phrase

10. **Which one of the following statements correctly uses capitalization?**
 - A) Sarah Edmonds is the new judge for our district.
 - B) The new Judge, Sarah Edmonds, will take Office officially on January 15.
 - C) The DeKalb County district court will begin its next session in january.
 - D) The Judge identified for the next appointment is Sarah Edmonds.

WRC LENDING LIBRARY



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

REFERRAL DIRECTORY



To make the Referral Directory a useful tool, we need your input.

Please send listings to: Cynthia Bradley CPS @ cyn.d.bradley@gmail.com.

Remember, she needs: Company Name, Contact Person, Mailing Address, Phone Number & Email along with who is recommending the company and what their services are.



CHANGES? PLEASE SUBMIT!

Any proposed Division Bylaws or Standing Rules and Procedures amendments must be submitted and voted on at the 2010 Arkansas-Oklahoma Division Annual Meeting. Therefore, it is requested that anyone that has a change they would like to propose submit it in writing to Terrie Scott no later than March 19, 2010. Thank you.

INTERESTING QUOTE

The life of many a person could probably be changed if someone would only make him feel important. -Dale Carnegie

CPS/CAP – ANSWERS

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

MEMBER QUESTIONS

If you have questions about the policy and procedures used at any meeting or questions about functions, speakers (or more), please feel free to talk to a board member at any time

IT'S NOT WHAT YOU CAN DO FOR US BUT WHAT WE CAN DO FOR YOU ..

A special event is being planned for Chapter Members and we certainly hope you plan to attend! Save the date!

WHAT: Administrative Professional Week (APW) Conference -- "Polish Your Professionalism"

WHEN: Saturday, April 24, 2010

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

COST: FREE TO WILL ROGER IAAP CHAPTER MEMBERS!!!!

More details to follow in next month's newsletter.



HAPPY BIRTHDAYS

Missy Burchette
Shelly Haire

IAAP MEMBERSHIP ANNIVERSARIES



Donnis Allen, Shanda Brown, Shelly Haire, Rachel Kingsley, Stacy Landers, Kris Landes, Eden Moore, Rose Ray, Amie Schlosberg, Terrie Scott, Allison Terrill

WELCOME NEW MEMBERS

None reported.

REMOVE FROM DISTRIBUTION LISTS

Crystal Brannon has requested to be taken off all IAAP Distribution Lists. Please adhere to her wishes.



AFTER HOURS FUN

Look what I found – fun times!

(Who's missing in the picture below? Hmmm)



COMMUNICATIONS NEWSFLASH

It is recommended that any information to be communicated to the whole Chapter be submitted for inclusion in the newsletter instead of sent separately in an email unless it just can't be helped as it is time sensitive (cancellation of a meeting, etc.). All information to be included should be sent to Brenda Dietzfield or Judy London by the 3rd week of the month (upcoming meetings, after hour activities, etc.). We've had several people mention that multiple communications are eating up their mailboxes and time. Your cooperation, pre-planning and assistance in this would be most appreciated.

CHANGE OF MEETING DATE!!

The APW Conference Planning Committee will meet March 11 at 6:30 pm at the Irwin Law Firm (9175 S. Yale Ave., Suite 280, Tulsa). The meeting planned for March 15 has been cancelled.

Contact Cynthia Bradley CPS if you plan to attend or if you have questions about the committee.

FUTURE DATES TO REMEMBER



- April 13** Will Rogers Chapter Monthly Meeting "Body Language" Presentation by Joseph Paulk, DRC Inc. / Litigation Consultants -- Also Chapter Membership Recruitment Meeting
- April 15** Tax Day
- April 24** APW Conference
- May 31** Excellence Program Documentation Due

SUGAR IN SOFT DRINKS

A typical non-diet 12 ounce soft drink contains the equivalent of about 10 teaspoons of sugar - or about 140 calories. This by itself represents the maximum daily intake of added sugars recommended by the USDA. A plus 40 ounce "supersize" non-diet soft drink contains about 400 calories. A medium size orange has around 80 calories. About 55 comes from sugars but it also contains 7 grams of fiber, a gram of protein, a large dose of vitamin C and some vitamin A, iron and calcium.

For more details contact The Chiropractic Wellness Connection at (636)-978-0970 or www.wellnessconnection-ofallon.com.

Reprinted from the IAAP Newsletter ...

Who is your Office MVP?

Is there a person in your workplace who is the team player that gives extra, that works harder, smarter and helps the company shine? That's your office Most Valuable Person, and we'd like to honor them. In celebration of Administrative Professionals Week, The International Association of Administrative Professionals invites the public to nominate their Office MVP. The winner will receive two tickets to the July 17 Red Sox game and also one registration to this year's Education Forum and Annual Meeting, airfare for one (up to \$300) and one hotel room for five nights. Find out more at www.administrativeprofessionalsweek.org.

Take the IAAP Workplace Survey

For those of you that missed this announcement in **Connections**, we're conducting a survey and would like your opinion on the economy, the job hunt, working for your boss and social networking. There are 11 questions. The survey will take only a few minutes to complete. [Please give us your anonymous opinion on the IAAP Workplace Survey.](#)

CPS STUDY GROUP

The study group for the November 2010 CPS Exam will start meeting soon. Studies will begin with the Office Administration book. This will be the first of three books used by the study group. As more details become available they will be shared.

As they say in the Olympics – go for the Gold girls! Anyone who invests the time to participate in the study group rather they sit for the exam or not should be commended for going the extra mile to be the best they can be! You are #1 in my book!

Interested in participating in this study group? Visit with Janet Shook CPS.

MISCELLANEOUS THOUGHTS (sent to me by a friend)

Nothing sucks more than that moment during an argument when you realize you're wrong.

I totally take back all those times I didn't want to nap when I was younger.

There is great need for a "sarcasm" font.

How are you supposed to fold a fitted sheet?

MapQuest really needs to start their directions on #5. I'm pretty sure I know how to get out of my neighborhood.

You never know when it will strike, but there comes a moment at work when you know you just aren't going to do anything productive for the rest of the day.

Bad decisions make good stories.

I'm always slightly terrified when I exit out of Word and it asks me if I want to save any changes to my ten-page research paper that I swear I did not make any changes to.

"Do not machine wash or tumble dry" means I will never wash this -- ever..

I hate when I just miss a call by the last ring (Hello? Hello? Dang it!), but when I immediately call back, it rings nine times and goes to voicemail. What'd you do after I didn't answer? Drop the phone and run away?

I hate leaving my house confident and looking good and then not seeing anyone of importance the entire day. What a waste.

My 4-year old asked me in the car the other day "What would happen if you ran over a ninja?" How the heck do I respond to that?

I think part of a best friend's job should be to immediately clear your computer history if you die.

JOB OPPORTUNITY

JOB TITLE: Accounts Receivable Representative
REPORTS TO: Director of Accounting

SHIFT: 1ST Shift

SUMMARY:

Assigned under the general supervision of the Director of Accounting, is responsible for customer account maintenance, sending invoices to customers, and providing accounting support to the finance department.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Communicate with Customer Service regarding credit limits and release of orders.
- Apply funds received to customer accounts and resolve open account issues satisfactorily.
- Print and review invoices then present to customers for payment.
- Print, review and distribute accounts receivable reports.
- Contact customers to resolve account issues and timeliness of payments.
- Support the accounting department as directed by management to include receptionist.
- Other duties as assigned.

SUPERVISORY RESPONSIBILITIES: NONE

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

Essential:

- Cash Collections and Application.
- Must learn computer cash application procedures.
- Successfully perform duties with modest direction or guidance; can be self-directed.
- Microsoft Office Products including Word, Outlook and Excel proficiency (basic to intermediate level).
- Proficient using a 10-key adding machine.

Desired:

- Experience with a fully integrated ERP/MRP software package.

LANGUAGE SKILLS:

Communicate with customer representatives to collect payments and resolve account issues. Communicate within the organization regarding cash and accounts receivable issues.

CONTACTS:

Position interacts with internal and external customers in relation to accounts receivable

MATHEMATICAL/FINANCIAL SKILLS:

Ability to handle basic math calculations including percentages.

REASONING ABILITY:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to problem solve.

CERTIFICATE, LICENSES, REGISTRATIONS: N/A

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Full time regular position that works Monday through Friday, generally 8 hours per day, with minimal overtime.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Works 100% of time in climate controlled office environment.

FORWARD RESUME: smorgan@nationalsteak.com