



Will Rogers Chapter
October 2009
Newsletter



A LETTER FROM YOUR IAAP WILL ROGERS CHAPTER PRESIDENT

WRC Members:

Our October meeting will be our annual Executive Night. We are meeting at the beautiful McBirney Mansion and Gerry Tabio (husband of our own A-O Division Vice President, Sandy) will speak to us about "What Business Are You Really In?" In addition, the Mansion has graciously offered to provide complimentary valet service for this meeting. Please remember to tell your Executives and let's also remember to thank the Mansion staff and Diane Riley. Although valet service will be provided, I'm sure that the valet drivers would not turn down a tip if offered!

Cynthia Bradley CPS and Janet Shook CPS are diligently working on our seminar scheduled for Saturday, April 24th during Administrative Professional's Week. We have interviewed speakers and it promises to be a day full of education and networking. There is still a need for volunteers. Additional information will be provided as location / speakers are set into place.

WRC supported the Susan G. Komen Race for the Cure on Saturday, September 19th as one of our Chapters charitable events this year. We were disappointed with the turnout from Chapter members but gave what support we could.

Chapter members participated in the grape harvest at the Stone Bluff Cellars on Saturday, September 26th. This was so much fun! I never knew that harvesting grapes would be so easy. Although we could have made a lot of money for the Chapter with more participants, we still made a significant amount to put toward Chapter funds. It's my understanding that there was a couple who attended the harvest with their two young daughters. Due to the economy, hard luck & hard times, the family had run out of grocery money. I was later told that this family, working together, made \$212. To me, this example just screams 'family'. What a great lesson these parents taught their children & the family time spent together is invaluable. These children will learn that you cannot expect everything handed to you. The moral of the story? If you want to eat, you've got to work!

The sad portion of the above two reports is that the WRC was represented at the Race for the Cure by only FOUR of our members and the Grape Harvest also enjoyed participation from only FOUR members. The Will Rogers Chapter currently has FORTY THREE members. We had Less than 1% of our membership participate in each event.

Rachel Kingsley and Staci Landers worked very hard to insure that everything would be easy and organized for members who just didn't show up. What do we need to change to stimulate participation? How do we get others involved? How can we get YOU involved?

Again, Will Rogers Chapter has 43 members. We cannot continue to expect a handful of members to carry the rest. If we remember our theme for this year – there IS power in Commitment. Remember the moral.

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

DATE TO REMEMBER

WHAT:

IAAP Monthly Meeting –
"Executive Night"

WHEN:

October 13, 2009
5:15 pm

WHERE:

McBirney Mansion
1414 So. Galvenston
Tulsa, OK
(1 Block Off Riverside)

TOPIC:

"What Business Are You
Really in?"

SPEAKER:

Gerardo Tabio, President and
Founder Creative Resources

COST:

\$18.00 US Dollars per Person

RSVP:

Janet Shook, CPS
918-488-6443
janet.shook@zenergyok.com
or

Go to: www.iaap-willrogers.org

1. Select "Meetings/Events"
2. Select "Submit
Reservation Here"
3. Complete form & hit
SUBMIT button.

OTHER:

1. Complimentary Valet
Parking
2. As this is "Executive
Night", **remember to
invite your Manager,
Supervisor, Boss or
Mentor to attend the
meeting with you!**

ALSO REMEMBER

October 16 is Boss' Day



**STONE BLUFF CELLARS
GRAPE HARVEST FUNDRAISER /
IAAP PARTICIPATION**

By Staci Landers

The day we went to harvest was beautiful and we all enjoyed the sunshine and camaraderie! I must say though, I believe we all now have a much deeper appreciation for a bottle of wine.

Although we all worked hard, I have to be truthful and tell you that Terri and Jim "worked smart" which we all know is better. They brought their own wagon to use as they filled the lugs (crates). (Each lug when full weighs approximately 35 pounds. Of course, they didn't seem that heavy in the beginning but as the day passed each load felt heavier and heavier.)

The money raised onsite is shown below.

- 18 lugs - Terri and Jim – *WOW!*
- 13 lugs – Janet – *YOU GO GIRL!*
- 13 lugs – Staci (me) – *YAHOO!*
- 11 lugs - Eden – *AWESOME!*
- 55 lugs – Total @ \$4/each = \$220!**

Some of us were able to spend more time picking grapes than others, however, ALL donated their time and labor which was much appreciated! Many thanks to all listed above for representing our Chapter onsite!

Add the \$220 raised onsite to the dollars to be collected from the "**Silent Stompers**" (which I estimate will bring in another \$100 or so) **and we almost reach my goal of \$400!** How exciting is that?!!

A big thanks to the Silent Stompers! Your support was also much appreciated and generated additional revenue for this event!

Once money is collected and tallied, I will let you know how much money this event raised. (Anyone that didn't have the chance to sign up as a Silent Stomper but wants to make a donation still can - just slip me the cash at our September meeting!)

Bob and Sandy (Owners of Stone Bluff Cellars) advise they were grateful for our help and encourage us to participate again next year. I thought it was a great experience myself and would love to do it again!

RESUME PROFILING: A BETTER OBJECTIVE



Ask the Coach by Marshall Brown, CPCC, President, Marshall Brown & Associates, Washington published in AssociationTRENDS

Q. Some people say I should have an objective at the top of my resume. Others have said "no." What do you think?

Assuming you already are working and not looking at your first entry-level position, I suggest that you DO NOT use an objective. Look at it this way: Why else would you be applying for the position if it wasn't your "objective" to get it?

Instead, I suggest using a "summary of qualifications," or a profile or overview. It doesn't matter what you call it, as long as it contains an overview of the experience you bring to the table. Make it a quick snapshot of your strengths, expertise and skills -- your "10 second pitch," but in writing instead of verbal. Trust me, I talk to enough hiring managers to know that if you don't engage them early on in your resume, they most likely won't read further.

Take the time to tailor your summary to the job description so that managers see how your skills translate to the position they are looking to fill. Don't assume they will do that. You have to do the work for them!

The skills profile

Here are 2 example of what I mean:

"Senior level assn executive with demonstrated experience in staff management, membership and strategic planning. Strengths include financial management, working with diverse populations and communications. Expertise in: (list, in 2 columns, 6-8 bullets of skills here)."

Or maybe:

"Membership professional with experience in customer service, database management and staff leadership. Detail-oriented, effective verbal and written communication skills and committed to moving an organization forward. Strengths include: (again, list 6-8 bullets)."

Now, doesn't this engage you, especially if those are the skills for which Mr. or Ms. HR Manager is looking? Have a list of skills stored on your computer to, based on the job description, cut and paste as needed. You might even want to use some of the buzz words from the job description in the summary. Very easy to do.

Remember, this is a summary of your skills and strengths, not a place to go into a lot of detail about your experience. Don't make it a job description. Make it more of a "this is an overview of what I bring to the table, and how I can help you solve your problem."



SUSAN G. KOMEN RACE FOR A CURE®. **IAAP PARTICIPATION**

By Rachel Kingsley



This summer, our chapter joined the Tulsa Affiliate of the Susan G. Komen Race for the Cure®. On Saturday, 19 September 2009, Team "IAAP-Will Rogers Walkers – Admins for a Cure" walked and ran to join the fight to end breast cancer along with approximately 12,000 other men, women and children with the same goal.

Race day weather was perfect, the sun shone brightly without being too hot as we joined our friends and family and strangers for a common goal. News Channel 6, KOTV, was on location as well as in their helicopter overhead recording the event. One of several wonderful speakers was Mrs. Leanne Taylor, a breast cancer survivor, gave encouraging words of hope. Everyone present was encouraged and empowered that they were making a difference. During the three (3) different walks and runs, many people stood near the finish line clapping and cheering praises to all participants. During the 1 mile fun run/walk, it was very uplifting to see and hear all the people cheering just for us. Women who were survivors of this horrible disease were honored with pink survivor shirts in order to stand out in the crowd...and they did. Each survivor was applauded with pure joy for their achievement.



The team of eight (8) included Team Captain Rachel Kingsley, Terrie Scott, CPS, WCA, Cynthia Bradley, CPS, Brenda Dietzfeld, Joni Davis, Shelly Haire, Missy Burchette, and Alexandra Kingsley. The team goal was to raise \$1,500.00, to date our team has raised 74% of that goal totally \$1,112.00.



Many local companies were present showing their support for the cause, such as Channel 6, Academy, Cancer Treatment Centers of America, Tulsa People, 98.5 and 92.9 radio stations, McDonald's, UPS, MidFirst Bank, Williams, and many, many more. These charitable companies offered free key chains, totes, emery boards, bottled water, yogurt, coffee, coupons for products, flashlights and so much more. It was like a small midway at the state fair, but free. Please visit <http://race.rftulsa.org> to see all the company sponsors.

In today's society everyone knows someone who has been touched by breast cancer. Whether it's a friend or relative, someone in your circle has battled breast cancer. A diagnosis of breast cancer affects more than just the patient. When someone we love is diagnosed, we all are affected. Families work doubly hard to keep homes running smoothly while the patient travels the road of breast cancer treatment. Please join us next year as a walker or a runner or even a sleep walker.





**CENSOR YOUR FACEBOOK PAGE?
AN EMPLOYER MIGHT BE WATCHING**
(taken from LiveCareer Newsletter)

While there are many benefits to keeping a public social networking page, those looking for a new job may want to scale down their risqué photographs.

Facebook and Twitter can help job seekers network and join similarly-minded online communities, but a new CareerBuilder survey reveals that employers are also scanning online profiles to get a real sense of potential candidates.

The June 2009 survey asked over 2,600 hiring managers about their online research practices and in this group, 53 percent disregarded a candidate because he or she posted inappropriate photographs or details on their page.

A total of 35 percent responded that they found unsavory online content about a job seeker, and this information lead them to choose someone else for the job.

In other words, un-tag those party pictures because 44 percent of hiring managers discovered images of interviewees drinking or doing drugs online.

However, on a positive note, those who present themselves well online are likely to be rewarded. Around 50 percent of respondents said that a positive profile gave them a better insight into a candidate's personality and how he or she would fit with the company.

HELP WANTED!

By Cynthia Bradley



The APW Conference Committee needs volunteers to help with all aspects of the Administrative Professionals Conference that the Will Rogers Chapter is hosting in April, 2010.

In order to make this event happen and raise money for the Chapter, we need "all hands on deck", so to speak.

Please send an email to me, President Elect, at cyn.d.bradley@gmail.com if you are interested in helping (please include your afterhours telephone number). I will be calling everyone to set up a special meeting soon to begin "staging" the conference process.

If you have any questions about this, please feel free to email me, or call me after hours at 406-3525. Thank you!



ROSTER UPDATES

Change email address for Cynthia Bradley to: cyn.d.bradley@gmail.com.

ABOUT OUR OCTOBER SPEAKER

Gerry Tabio is the President and Founder of Creative Resources, whose obsession is to teach their client companies how to create demand with their ideas. Over the last twenty years, Creative Resources has developed its own creative process designed to come up with cool, custom and effective marketing ideas for advertising clients.



Since its inception in 1990, Creative Resources has trained and consulted with some of the largest and most respected media companies in and outside of radio, including CBS, Emmis, Clear Channel, The BBC, Turner Broadcasting, NBC Television, Monster Worldwide, and America Online.

Gerry is an avid and long-time supporter of IAAP. He believes as a professional association it enhances the success of career-minded administrative professionals as it provides opportunities for personal and professional growth through its educational, community building and leadership development programs. Personally, he contributes each year to the Retirement Trust Foundation. As an employer, he financially supports IAAP, paying 100% of all expenses incurred by his employee, Sandra Tabio, member of Tulsa Chapter, currently serving as the Arkansas-Oklahoma Division Treasurer.

QUOTE



“ People are like sticks of dynamite;
the power's on the inside
but nothing happens until the fuse gets lit.”

(I don't know the author but I like this one!)



TIDBITS

(Submitted by Cynthia Bradley)

Flap your jaws...with gum, that is.
And make it peppermint.

Studies have found that chewing peppermint gum stimulates the same part of the brain that wakes you up in the morning.

~Susannah Seton

FUNDRAISERS – COMING SOON!!!!

Get Ready, Get Set & Plan to Participate!



GOURMET CUPBOARD FUNDRAISER

By Staci Landers

The WRC will be conducting a fundraiser with **The Gourmet Cupboard** which offers dips, soup mixes, sweets, diabetic items, rubs/marinades, fun child category and much more! These items also make great gifts! And it is at the perfect time of the year with the holidays coming up.

This fundraiser will profit WRC 50% or more, WOW!! More information will be available at the Oct. 13th Chapter Meeting, along with some **samples**.

If you would like more information before then, visit the Gourmet Cupboard's website for more information at:

www.thegourmetcupboard.com.

Let's make this a GREAT Fundraiser for WRC!!!!!!

ARE YOU READY TO START DECORATING FOR CHRISTMAS?

By Brenda Dietzfeld



I know, I know, we have to do Halloween and Thanksgiving first. But, if you want to have a beautiful, fragrant wreath, door swag or garland, we have to plan ahead.

A sample and all sales materials will be available at our October 13 meeting.

Go to www.sherwoodforestfarms.com, click on Products tab and look under the Individual Direct Delivery Gift Items to see what we will be selling for a Chapter fundraiser. These items will be direct shipped. The only thing you have to do is sell them, collect payment and congratulate your customer on making a great purchase.

Our timeline is to have all orders turned in by Nov. 10.

See me for more details.

RADA CULTLERY FUNDRAISER

Another fundraiser is on the horizon. Shelly Haire will be the coordinator and is asking for your support and participation. The fundraiser will be held in conjunction with RADA Cutlery. For those of you who aren't familiar with this vendor their products are of remarkably high quality and have a lifetime guarantee. RADA Cutlery has been in business for 60 years. Their products are widely recognized as being the best cutlery value for the dollar.

More information pertaining to this upcoming fundraiser will be supplied at a later date. However, for those of you wanting to preview the products in advance, go to www.radamfg.com and click on the "products" link located on the left side of the page.



HAPPY OCTOBER BIRTHDAYS!

Donnis Allen
Crystal Brannon
Virginia Hite
Margo Hutton
Janet Shook, CPS



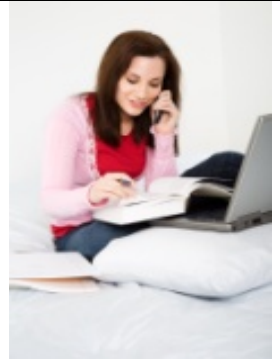
IAAP MEMBERSHIP ANNIVERSARIES

Jan Britt	2 Years
Missy Burchette	2 Years
Virginia Hite	2 Years
Sandy Hoge	2 Years
Beth Wheeler	1 Year



CPS/CAP STUDY QUIZ

By Brenda Hix



1. Determining where a record should be filed is known as:
 - A. coding
 - B. cross-referencing
 - C. indexing
 - D. sorting
2. First step in establishing an effective records management system is to:
 - A. conduct inventory of all the organization's records
 - B. appoint an employee to oversee the system
 - C. determine if company's records are subject to any federal or state statutes
 - D. get written statement of support from top management
3. Files containing information needed by a company's day-to-day business are files that are:
 - A. active
 - B. archival
 - C. mobile
 - D. official
4. Which file is placed first in a numeric classification system using terminal digit ordering:
 - A. 02-71-18
 - B. 01-17-21
 - C. 02-81-17
 - D. 01-87-21
5. To be classified as a record worth keeping, paperwork must:
 - A. be used a minimum of two times per year
 - B. contain factual information
 - C. have value to the organization
 - D. meet the Revised Rule 25 of ARMA
6. Procedures to be followed in case of fire, flood, earthquake or power outage are known as:
 - A. healing plan
 - B. safety plan
 - C. preservation plan
 - D. disaster recovery plan
7. Best shredder to destroy sensitive material is:
 - A. strip-cut
 - B. industrial strength cut
 - C. crosscut
 - D. spaghetti cut
8. The introductory section of an oral presentation should
 - A. capture audience's attention & preview main ideas
 - B. give major points & discuss courses of action
 - C. preview main ideas & compare differing views
 - D. capture audience's attention & list all of the speaker's ideas
9. The process of taking important ideas from a document & presenting an overview of the report recorded
 - A. plagiarizing
 - B. abstracting
 - C. quoting
 - D. annotating
10. What words do the initials "WYSIWYG" stand for?
See the answer page if you do not know the answer to this question.



A friend sent me this .. makes you think ...
Remind me to tell you my "perception" story someday .. ha ha ha!
Submitted by: Judy London

PERCEPTION

Washington, DC Metro Station on a cold January morning in 2007. The man with a violin played six Bach pieces for about 45 minutes. During that time approx. 2 thousand people went through the station, most of them on their way to work. After 3 minutes a middle aged man noticed there was a musician playing. He slowed his pace and stopped for a few seconds and then hurried to meet his schedule.

4 minutes later:

the violinist received his first dollar: a woman threw the money in the hat and, without stopping, continued to walk.

6 minutes:

A young man leaned against the wall to listen to him, then looked at his watch and started to walk again.

10 minutes:

A 3-year old boy stopped but his mother tugged him along hurriedly. The kid stopped to look at the violinist again, but the mother pushed hard and the child continued to walk, turning his head all the time. This action was repeated by several other children. Every parent, without exception, forced their children to move on quickly.

45 minutes:

The musician played continuously. Only 6 people stopped and listened for a short while. About 20 gave money but continued to walk at their normal pace. The man collected a total of \$32.

1 hour:

He finished playing and silence took over. No one noticed. No one applauded, nor was there any recognition.

No one knew this, but the violinist was Joshua Bell, one of the greatest musicians in the world. He played one of the most intricate pieces ever written, with a violin worth \$3.5 million dollars. Two days before Joshua Bell sold out a theater in Boston where the seats averaged \$100.

This is a true story. Joshua Bell playing incognito in the metro station was organized by the Washington Post as part of a social experiment about **perception, taste and people's priorities**. The questions raised: in a common place environment at an inappropriate hour, do we perceive beauty? Do we stop to appreciate it? Do we recognize talent in an unexpected context?

One possible conclusion reached from this experiment could be this: If we do not have a moment to stop and listen to one of the best musicians in the world, playing some of the finest music ever written, with one of the most beautiful instruments ever made.... How many other things are we missing?

CPS/CAP STUDY QUIZ ANSWERS

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

Question 6. D
Question 7. C
Question 8. A
Question 9. B
Question 10. What You See Is What You Get

MONTHLY NEWSLETTER

If you receive information (articles, software shortcuts, etc.) you think would be of interest or benefit to other members of the Chapter please send a copy by email to Brenda Dietzfeld or Judy London.

Thank you to all who have contributed information to date! It is most appreciated!

2010 MEMBER OF EXCELLENCE PROGRAM

All applications and documentation for this award program must be turned in to the Division Board Contact no later than May 31, 2010.

That seems like a long time away but it will be upon us quicker than you think. If you have not obtained a copy of the documentation worksheet go to: www.iaap-ao.org and print it off today.

If you have any questions pertaining to this program or the criteria associated with it, please do not hesitate to contact Brenda Dietzfeld. She would be more than happy to assist you in getting started!

LENDING LIBRARY

Nothing new has been added to the library this past month.

This library is a resource for you, don't hesitate to use it. Remember, all you need to do to check out a book is contact Brenda Hix (Brenda.hix@zenergyok.com).

NEWS ALERT! NEW "RSVP" METHOD!

By JoAnn Fry

Will Rogers Chapter now has an automated "[RSVP Form](#)" via the Will Rogers Chapter website that members are being asked to fill out each month for meeting reservations.

All members and their guests are invited each month to attend a WRC monthly dinner/meeting and program.



"What is RSVP?"

The term R.S.V.P. comes from the French expression "*répondez s'il vous plaît*", meaning "please respond".

R.S.V.P. means the invited guest must tell the host whether or not they plan to attend. *It does not mean to respond only if you're coming, and it does not mean to respond only if you're not coming (the expression "regrets only" is reserved for that instance).* It means the host needs a definite headcount for the planned event, and needs it by the date specified on the invitation/announcement, which will be designated each month on the RSVP form. **(This is important when planning in order to have seating & food for the correct number of people).**

Three (3) easy steps are involved in turning in your reservation after you go to the Will Rogers website:

www.iaap-willrogers.org

- 1.) Go to "Meetings/Events"
- 2.) Go to "[Submit Reservation Here](#)"
- 3.) Fill out form & hit **SUBMIT** button.

IMPACT OF COLOUR

(Article Provided by Joni Davis)



PhD student Ravi Mehta and marketing professor Juliet Zhu of UBC have determined that the colour red has a marked impact on cognitive performance and can boost test scores by as much as 30 per cent. People pay close attention to details when they see something in red, perhaps because western societies use the colour to denote danger (think of fire alarms, stop signs, etc.). The colour blue, on the other hand, puts people into a dreamy state and inspires creativity. If you are working on something that requires great concentration, consider using red as a marker. If you need to contact your inner muse, try blue to get creative.



THRIVE IN A DIFFICULT WORK ENVIRONMENT

By Michele Marrinan, Monster Contributing Writer / Newsletter

Julie Jaqua has found herself in a rare situation: She and her coworkers love going to work each day at GCI Group, a public relations agency in Los Angeles.

"The environment is warm and friendly, yet professional," she says. "Even as an intern, everyone treated me with tremendous respect. This creates such a wonderful environment that even with the stress and difficult tasks, I enjoy my work and learn new skills."

Most of us are not as lucky. But don't fear. We can all survive, thrive and stay healthy in the office even without a friendly, supportive work environment. Here's how.

Forget About Fate

Don't leave anything in your career to chance. Put together a profile of your ideal career and employer. Andrea Kay, a career consultant and executive coach in Cincinnati, recommends including your ideal corporate structure, management styles, industry and corporate values.

Speak Up

Don't wait for your employer to initiate discussions about job performance and expectations. "Check in regularly," Kay says. "Find out how you're doing and if your manager's expectations are the same ones you're working on."

Foster Relationships

The better you get along with coworkers, the easier your job will be and the better you'll perform. "It's much easier to work with folks if you get along," says Lisa O'Neill, a public relations account executive at Trinity Communications in Boston. Make an effort to put aside personal differences for the sake of your working relationship.

Give Credit

Give coworkers and subordinates credit for their contributions. Dick Lyles, author of *Winning Ways: Four Secrets for Getting Great Results by Working Well with People*, says that competition with coworkers can be fatal. "Embrace this attitude: I win only if you win, and we all win together," he says.

Keep Learning

A static knowledge base quickly becomes outdated and worthless. "Be sure you're in a job where you're going to keep learning," says Anne Pauker, president of The Pauker Consulting Group, a human resources consultancy in Princeton Junction, New Jersey.

Find a Mentor

There's no substitute for the wisdom of others. Pair up with someone who has the skills and insight you need. "That's not necessarily an all-perfect or influential person," says Pauker. "It's someone who can help you learn what you need to get ahead."

Balance Yourself

Living and breathing your job is a surefire path to failure. You'll burn out quickly if you don't maintain a healthy balance between your work and personal lives. Be clear with your boss about your personal obligations, and don't let work take precedence over them.

Have Fun

Organize after-hours activities for you and your coworkers. The chance to interact on a nonwork level can strengthen your working relationships. Some companies, like GCI, have social committees that plan events each quarter. Jaqua says that jazz concerts, dinner or special events are great ways to relieve work-related stress at GCI.

Control the Damage

Most of us will fail at some point in our careers. Some of us will get fired. Don't despair, says Kay. Be honest about your share of the blame and take away a few lessons. "Create a list of lessons that you may have learned from the situation," she says.

Pursue Your Passion

If you love what you do, you'll do it well. "If I don't feel passionate about something, I don't have time to do it," says Pauker. "That's the filter I use." Be just as selective; choose a career and a job that you know will be personally fulfilling.



TEN HELPFUL THINGS TO SAY TO YOUR BOSS

(Article Submitted by Brenda Hix)

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1. ***“Did you hear about...?”***
Bosses need information and value people who share it. Because managers make decisions and deal with lots of people, they need to stay up-to-date with both business developments and changes in the political climate.
2. ***“Here’s something I really appreciate about you.”***
Managers get lots of complaints, but very few compliments. Unless you work for Attila the Hun, your boss probably has some positive qualities, so express sincere appreciation from time to time. The key word is “sincere” – being appreciative is not the same as sucking up.
3. ***“What are your most important goals this year?”***
Although people are usually clear about their own work goals, they often don’t know much about their manager’s objectives. If you know what your boss is working towards, then you can spot opportunities to be helpful.
4. ***“I’d like to talk about priorities.”***
A boss is someone who can help you prioritize. When you’re swamped with work, consider getting your manager’s view of the highest priority tasks. Even if you’re not stressed out, it’s still good to know what’s important to your boss.
5. ***“I’ve got an idea!”***
Most managers like to hear new ideas and approaches. Unless your boss is completely wedded to the same old way of doing things, share your thoughts about how to improve operations, customer service, or the work environment.
6. ***“How am I doing? What could I improve?”***
Many bosses practice “psychic management” – that is, they have opinions about employee performance, but fail to share those thoughts. Initiating an occasional feedback discussion will let you know what your manager is thinking.
7. ***“We might have a potential problem.”***
Because they’re closer to the work, employees often spot impending trouble before managers do. Giving your boss a heads up about potential pitfalls and problems will make you a highly valued employee.
8. ***“I’d like your opinion.”***
Even if you don’t really need your manager’s opinion, you might consider asking for it. Many bosses like to share their ideas and perspectives and enjoy brainstorming discussions.
9. ***“I’ve got some bad news.”***
Never, never withhold negative news from your boss. If you try to suppress it, you’ll only be in bigger trouble when it finally comes out. Always try to present some possible solutions along with the problem.
10. ***“Want to go to lunch?”***
Having lunch with your manager gives you a chance to talk about something beside work and get to know each other a little better. It’s a well-known fact that sharing a meal tends to promote positive feelings.

WORKING ON WORK/LIFE BALANCE



(from PennEnergy Jobs Newsletter - September 10, 2009 Edition -- Career Ignition Blog ..)

There is a lot of talk about trying to strike a healthy balance between work and our personal lives, but it seems that everyone I speak to is working double time to get the work done. Is this just a short term work arrangement that has resulted from the corporations tightening their belts in this economic crunch or is this an alarming trend for the long term?

I really hope that longer and longer work hours are not the plan for the unforeseeable future. Let's face it, U.S. workers have, for decades, given their all and then some to their work, and for what? The economic downturn has shed light on how many of you have been rewarded for your hard work and dedication.

Maybe a silver lining to all of the layoffs that have occurred this year is that this experience could return a sense of balance back to work and personal life. I do not know if that will happen, but it is certainly wishful thinking. When the economy picks back up, all of the people who have been laid off, who have had a good deal of time to think about the importance of a personal life, will go back to work. It will be up to those re-entering the workforce to insist on equality between work and life.

Our UK counterparts have a much better perspective on work/life balance than we do. For starters, they start with a greater number of vacation days than we do. They also use every last one of those days for get-away holiday time. They take pleasure in their work, but also in their personal life and seem more refreshed for doing so.

The reality of the work/life balance dilemma is that the buck stops with each and every one of us. We must consciously make the effort to reinvest in our personal lives. So tonight leave your laptop off and do something for yourself!

NONVERBAL COMMUNICATIONS: ESCAPE THE PITFALLS



By Carole Martin, Contributing Writer / MONSTER Newsletter

It begins even before you say your first word in an interview. As the interviewer walks toward you to shake hands, an opinion is already being formed. And as you sit waiting to spew out your answers to questions you've prepared for, you are already being judged by your appearance, posture, smile or your nervous look.

Look back at speakers or teachers you've listened to. Which ones stand out as memorable? The ones who were more animated and entertaining, or the ones who just gave out information? This is not to say you have to entertain the interviewer -- no jokes required -- but it does mean the conversation should be animated and interactive. If you say you are excited about the prospect of working for this company but don't show any enthusiasm, your message will probably fall flat. So smile, gesture once in a while, show some energy and breathe life into the interview experience.

And don't underestimate the value of a smile. In addition to the enthusiasm it expresses to the interviewer, smiling often makes you feel better about yourself.

Nonverbal Messages:

- **The Handshake:** It's your first encounter with the interviewer. She holds out her hand and receives a limp, damp hand in return -- not a very good beginning. Your handshake should be firm -- not bone-crushing -- and your hand should be dry and warm. Try running cold water on your hands when you first arrive at the interview site. Run warm water if your hands tend to be cold. The insides of your wrists are especially sensitive to temperature control.
- **Your Posture:** Stand and sit erect. We're not talking ramrod posture, but show some energy and enthusiasm. A slouching posture looks tired and uncaring. Check yourself out in a mirror or on videotape.
- **Eye Contact:** Look the interviewer in the eye. You don't want to stare at her like you're trying to look into her soul, but be sure to make sure your eyes meet frequently. Avoid constantly looking around the room while you are talking, because that can convey nervousness or a lack of confidence with what is being discussed.
- **Your Hands:** Gesturing or talking with your hands is very natural, but keep it in moderation. Getting carried away with hand gestures can be distracting. Also, avoid touching your mouth while talking. Watch yourself in a mirror while talking on the phone. Chances are you are probably using some of the same gestures in an interview.
- **Don't Fidget:** There is nothing worse than people playing with their hair, clicking pen tops, tapping feet or unconsciously touching parts of the body.

Preparing what you have to say is important, but practicing how you will say it is imperative. The nonverbal message can speak louder than the verbal message you're sending.