

# April 2009 Newsletter

## April 28th—Chapter Meeting

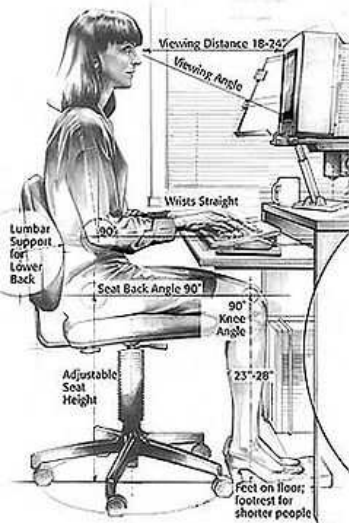
By Dana Ledbetter

### The Benefits of Office Ergonomics

This month's program will be presented by Steven L. Johnson, Ph.D., P.E., Professor in Industrial Engineering at the University of Arkansas. Dr. Johnson will be speaking on the Benefits of Office Ergonomics. Dr. Johnson's teaching and research interests include human factors engineering / ergonomics, quality control, and statistics. He joined the I.E. faculty in 1982.



Steven L. Johnson, Ph.D., P.E.



The Razorback Chapter of the International Association of Administrative Professionals® will hold its monthly meeting on Tuesday, April 28, 2009, at 11:30 am, in the AT&T Conference Room at the Engineering Research Center, 700 Research Center Blvd., Fayetteville.

Join us for this brown bag lunch and bring someone in your office to join you. For more

information contact: Linda Dizney CAP or Dawn Fisher CAP, Co-Program Chairs at 575-5459 or 575-4804.

## 2008-2009 Chapter Officers

Sandy Hancock CPS - President  
shancock@uark.edu

Tamara Ellenbecker - President-Elect  
tellenbe@uark.edu

Linda Dizney CAP - Vice-President  
ldizney@uark.edu

Sharon Harvey - Secretary  
sharvey@nwti.edu

Dana Ledbetter - Treasurer  
dledbett@uark.edu

Visit us at

<http://www.iaap-razorback.org/>



International Association of  
Administrative Professionals®  
Razorback Chapter

## Strategic Planning Meeting with Division Officers

On April 30<sup>th</sup> the Razorback Chapter will be joining the Benton County Chapter in welcoming our Division officers who will be presenting a program that emphasizes the development of a chapter strategic plan and succession planning.

This presentation will help enable our Division meet one more of the criteria for becoming a Division of Excellence!

The meeting will be held at the Global Campus in the Arkansas World Trade Center Building in Rogers. Please send your RSVP to Tamara Ellenbecker at tellenbe@uark.edu before April 22<sup>nd</sup>. Watch for more information as it becomes available.

### Mission Statement:

The mission of the Razorback Chapter of International Association of Administrative Professionals is to become a recognized professional association in the Northwest Arkansas area promoting education, training, and networking for administrative professionals.

## April Birthdays

Carrie Sparks—April 13  
Sandy Hancock CPS—April 14

We do not have all birthdays and are still waiting to hear from everyone. If you have not been contacted, please send an email to Dana Ledbetter (danal@uark.edu) with your birth date.

## Chapter Question of the Month...

IAAP Headquarters is located in:

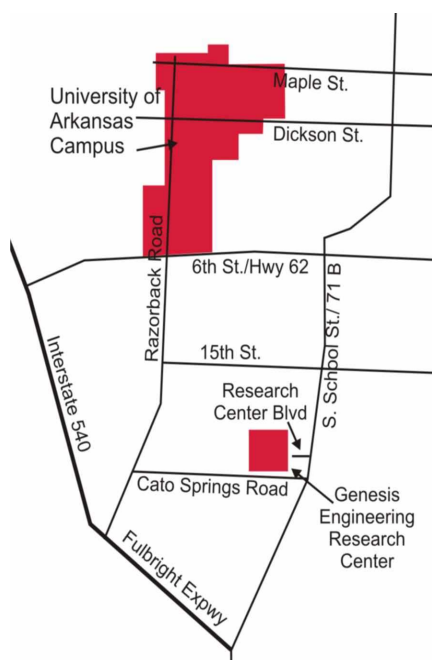
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Be sure to attend the Chapter Meeting this month on the 28th we will have answer slips for your answer. All those with the correct answer will receive a button. At the Chapter Annual meeting we will have a prize for the member with the most correct answers.

*Good luck!*

## Do you know how to get to the Engineering Research Center?

We have had several people ask about the location of the Engineering Research Center. Since it is difficult to explain, we decided to publish a map for the Genesis / Engineering Research Center.



## A Message from Razorback Chapter President

It's hard to believe the year is almost over. It is now April and two more months and the IAAP year will be done. At the first of the year, it seems like it is so far into the future but then you turn around and it is almost done. Whew!

The Administrative Professionals event to be held April 22<sup>nd</sup> is shaping up to be a spectacular event. This is one of the highlights of the year for the two chapters – Benton County and Razorback. A lot of planning goes into this event and the committees from both chapters are to be commended for all their hard work.

May will bring the first Spring Trunk Sale. We will meet at Harps (corner of Garland and North/Wedington streets) May 16<sup>th</sup>. Items will need to be pre-priced and proceeds will go toward the Chapter Scholarship. More details will be forthcoming regarding the Trunk Sale as well as the criteria for the Chapter Scholarship shortly.

*Sandy Hancock CPS*

## 2009 Excellence In Action Administrative Professionals Conference

By Shelly Walters



The Benton County and Razorback chapters of the International Association of Administrative Professionals (IAAP) are hosting the 2009 Excellence in Action Administrative Professionals Conference on April 22, 2009.



The event will be held at the Holiday Inn Convention Center in Springdale, Arkansas. M. Susan Chambers, Executive Vice President, Global People Division for Wal-Mart Stores, Inc., will deliver the keynote address "10 Words to Grow By", basic principles that have guided her professional journey from administrative assistant to leading human resources for the world's largest retailer.

Shannon Petree, Senior Buyer, Wal-Mart Stores, Inc. and Stephen Gahagans, Chief of University of Arkansas Police Department will also present sessions during the conference.

Conference registration is \$40 for IAAP members (\$50 for non-members) and the registration deadline is April 15th. Over 200 administrative professionals are expected for the conference. Please call Shelly Walters at 479.502.2044 or email [swalters@experiencefayetteville.com](mailto:swalters@experiencefayetteville.com) for more information.

# Monday Motivators from Joan Burge

## A personal tune-up for peak career performance



**H**ello and happy Monday! If you're feeling more energized than usual these days, that's because it's spring. As humans, we're hard-wired to feel the boost that comes with warmer temperatures and fresh, new beginnings everywhere! Even in the cities, there are blooming flowers and baby birds. Life bustles - and we can't avoid responding.



To me, spring is a wonderful reminder that I am not just a "mind" that thinks and focuses on work. I am also a body - of which my mind is a part. Humans are, in a way, a marvelous machine. You can feed your mind with all kinds of great information to benefit your career. But if you don't feed your body with food (fuel) and exercise (tune-ups), then the machine begins to gum up or break down.

To remain a Star at work, here are some "personal tune-up" tips to put into practice daily for peak career performance:

**Eat breakfast.** You've heard it's the most important meal of the day - and that's right. Without fuel, you'll crash, no matter how many cups of coffee you drink.

**Walk once a day.** Walking is the no-cost, easy way to keep your energy up and lose weight at the same time. Best of all, you don't have to break a sweat or go to the gym! Just put on your tennis shoes at break time and go. Speaking of which...

**Take short breaks throughout the day.** Even if you're busy, step away for a few moments. You'll return to your work refreshed and better able to focus.

**Get plenty of sleep.** Recent studies show that women, especially, are sleep deprived - which, over time, will reduce your effectiveness and career potential.

**Tackle stress.** What causes you to worry? What's weighing you down? Write a list, and try tackling the items one at a time.

Have a great week!

### About Joan Burge:

Joan Burge is one of North America's foremost authorities on workplace excellence and administrative effectiveness, and the CEO and founder of Office Dynamics - a premier training and development provider since 1990. Her programs and "Star Performance" philosophy have been embraced and endorsed by some of the world's leading businesses and organizations. Learn more at [OfficeDynamics.com](http://OfficeDynamics.com), or call 800-STAR-139.

## CPS/CAP Review Group...

Did you know Professional certification is available through IAAP - achieving certification through IAAP is the internationally recognized standard of excellence. IAAP offers the Certified Professional Secretary (CPS) rating and Certified Administrative Professional (CAP) programs.

Topic areas for IAAP certification programs include office systems and technology, office administration, communications, business finance, legal issues, management, and advanced organizational management.

If you are interested in taking the exam or joining a review group contact:

Jean Mitchell CAP at  
jem03@uark.edu

New groups are forming throughout the year.

By obtaining your professional certification you are taking another step on the ladder to being a Member of Excellence.

## Workplace Friendships Increase Productivity...

Socializing with your co-workers can be fun and may even benefit on-the-job performance, according to recent survey results released by Accountemps.

Fifty-seven percent of executives polled said that office productivity improves when co-workers are friends outside the office. Nearly two-thirds (63 percent) of employees surveyed agreed.

But managers and employees aren't as aligned when it comes to just how beneficial it is to have buddies on the job: Twenty-two percent of employees said befriending co-workers has a "very positive" impact on productivity while only 2 percent of managers felt as strongly.

*The Office Professional*

## March 24th — Chapter Meeting By Tamara Ellenbecker Online Office Networking

The March 24th Razorback Chapter Meeting was held at the Pat Walker Senior Center for Health on the campus of Washington Regional. The Chapter hosted our Division Officers for the evening.

Marsha Bryan CAP Arkansas-Oklahoma Division President updated the group on what the Division has been doing. She covered the upcoming 2009 Annual A-O Division Meeting to be held at the Cherokee Casino in Tulsa, Oklahoma June 12-14. Some of the featured topics will be: Using Digital Images by Gini Courter of Triad Consulting and Bullying in the Workplace by Jennifer Kissingmore from Oklahoma University.

The board is checking into the possibility of Recertification Points being awarded for this conference. She encouraged people to go ahead and make their room reservations now and that the registration packet will be ready in the next couple of weeks. She assured us that the Division was trying to keep the registration reasonable due to the economy.

The A-O Division Officers will also be back on April 30<sup>th</sup> for a Strategic Planning meeting that will be open to all members. The venue for this meeting is Global Campus in the Arkansas World Trade Center Building Rogers, AR. This meeting will focus on planning for succession within the Division and is another step on the ladder to becoming a Division of Excellence. Be sure to RSVP to Tamara Ellenbecker at [tellenbe@uark.edu](mailto:tellenbe@uark.edu).

Dawn Fisher CAP introduced the speaker for the evening, Denise Brooks of Alexis Information Systems. Denise spoke on the opportunities for Online Networking in the Workplace with an emphasis on what to do and what not to do. How they can help and hurt you in the workplace. Some of the online sources she discussed were LinkedIn, Blogspot, MySpace, Facebook, Couch Surfing, Twitter and Friendster.

Denise strongly recommended with any of these applications that you monitor closely your privacy settings. There are many things that you might allow a friend to see that you would not want a perfect stranger to see. Her example was of a person who was invited to a wedding. This person was happy to be invited to the wedding until she saw on the Facebook page of a mutual friend there was going to be a bachelorette party and she was not invited. She was a little offended and didn't feel like she was as good a friend if she was not invited to the bachelorette party. So you must be careful how you leave your settings, especially if you don't want to offend anyone.

One of the unplanned object lessons was how to use an internet air card. Due to the building not having internet service we used an air card for our internet. Some of our attendees had never heard of the air card and it was a special learning

Continued from page 4...

opportunity. Denise was a wonderful speaker and we definitely could have gone all night.

Shelly Walters spoke on the upcoming Administrative Professional Day festivities. The Benton County and Razorback chapters of the International Association of Administrative Professionals (IAAP) are hosting the 2009 Excellence in Action Administrative Professionals Conference on April 22, 2009. The event will be held at the Holiday Inn Convention Center in Springdale, Arkansas. M. Susan Chambers, Executive Vice President, Global People Division for Wal-Mart Stores, Inc., will deliver the keynote address “10 Words to Grow By”, basic principles that have guided her professional journey from administrative assistant to leading human resources for the world’s largest retailer. Shannon Petree, Senior Buyer, Wal-Mart Stores, Inc. and Stephen Gahagans, Chief of University of Arkansas Police Department will present sessions during the conference. Conference registration is \$50 (\$40 for IAAP members) and the registration deadline is April 15. Over 200 administrative professionals are expected for the conference. Please call Shelly Walters at 479.502.2044 or email [swalters@experiencefayetteville.com](mailto:swalters@experiencefayetteville.com) for more information.

Door Prizes were awarded and there was a contest for the member who brought the most guests. Debbie Blume and Dawn Fisher tied for this prize by bringing one guest each. In a “draw off” Debbie won the prize of the lovely flower arrangement provided by our sponsor Friday’s Flowers and Gifts.

A special Thank You to our sponsors: Friday’s Flowers and Gifts of Fayetteville, enve salon, Springdale Vision Clinic, Dillard’s, J. William Fulbright College of Arts and Sciences and Washington Regional.

## Welcome New Member...

We have a new member, Sjah Short, Administrative Assistant I in the Office of Admissions. Also, Michelle Depperschmidt, Secretary I in Facilities Management, was able to reinstate her membership after being away for a year. We are happy to welcome them into our group.

## Trunk Sale May 16<sup>th</sup>

May 16th is the date for our “Trunk Sale” fundraiser. The idea of a “Trunk Sale” was a welcome choice among many of our members. This is an innovative idea in which you load all the stuff you want to get rid of into the trunk of your car. Drive to the location and we have a sale. Our location is at Harps (corner of Garland and North/Wedington streets).

It is recommended you pre-price all of the items. At the end of the sale no one person is left to clean up. We just close the trunks and go home. All the proceeds will go to the Scholarship fund.

As we learned from Cynthia Douthit in our January meeting, “New Year, New You”, it’s never too late to start to “de-clutter”.



## Better Presentations...

### Free PowerPoint effectiveness assessment

If you frequently design PowerPoint presentations for yourself or your manager, do you know the most annoying PowerPoint habits?

Dave Paradi, co-author of Guide to PowerPoint, recently published survey results which showed that the following factors are most annoying to audiences:

- Speakers reading slides to the audience—67.4 percent
- Slides containing full sentences instead of bullet points—45.4 percent
- Using text so small the audience can't read it—45.0 percent

Paradi offers a free online PowerPoint assessment that you can use to evaluate how effectively you are using this important presentation tool. Visit [thinkoutsidetheslide.com](http://thinkoutsidetheslide.com) and click “Effectiveness Assessment” under “Learning Resources for Presenters” at the top of the home page.

The Office Professional

# EVENTS

Administrative Professional Day Seminar Hosted by Benton County and Razorback Chapters  
*April 22nd, 2009*

Strategic Planning Meeting With Division Officers  
 Global Campus in the Arkansas World Trade Center Building  
 Rogers, AR  
*April 30th, 2009*

CPS/CAP Examinations  
*May 1, 2009*

Scholarship Benefit Trunk Sale  
 Harps Parking Lot corner of Wedington and Garland  
*May 16, 2009*

2009 A-O Division Annual Meeting  
 Cherokee Resort & Casino  
 Catoosa, OK  
*June 12-14, 2009*

**Future Dates and Locations:**

2009 IAAP International Convention & Education Forum  
 Minneapolis, Minnesota  
*July 26-29 Minneapolis*



Theme for 2008 and 2009 as announced by the International Board at the International Meeting in New Orleans, Louisiana.



**Barb Horton CAP**  
 IAAP International President

Visit the International website at:  
<http://www.iaap-hq.org>

Visit the A-O Division website at:  
<http://www.iaap-ao.org>



## Calendar of Meetings

### BOARD MEETINGS

DATE	TIME
April 7	11:30 a.m.
May 5	11:30 a.m.
June 2	11:30 a.m.

Board Meeting Location:  
 Engineering Research Center,  
 Joffe Conference Room

### CHAPTER MEETINGS

DATE	TIME	TOPIC	LOCATION
April 28	11:30 a.m.	Office Ergonomics	ENRC
May 26	11:30 a.m.	Managing Multiple Projects	ENRC
June 23	5:30 p.m.	Annual Meeting	TBD

Chapter Meeting Location: ENRC—Engineering Research Center, AT&T Room  
 Unless otherwise noted.