

AUGUST 2011 NEWSLETTER

August 2011 Razorback Chapter Meeting Strategic Planning Tuesday, August 23 11:30 a.m. Engineering Research Center

The Razorback Chapter Board of Directors is revamping the Chapter's strategic plan. In order for the Chapter to move forward, the Board feels that a new strategic plan needs to be created and implemented.

The first step in this process is to understand what a strategic plan is and how to implement it. Since the Chapter belongs to its members, it is imperative that the members be involved in the strategic planning process. This presentation hopes to inform those present at the August Chapter meeting what a strategic plan is and glean input from its members in attendance after a brief presentation on the benefits and organization of a strategic plan.

Delegate's Report 2011 EFAM Business Sessions—Montreal, Canada July 24-27 By Tamara Ellenbecker

The 66th annual meeting of the 2011 EDUCATION FORUM AND ANNUAL MEETING of the International Association of Administrative Professionals[®] was held July, 24- 27, 2011 in Montreal, Canada. Tamara Ellenbecker represented the Razorback Chapter as Delegate. Following is a synopsis of those sessions:

Sunday, July 24, 2011 Sunday morning started with the Parliamentary Briefing at 8:00 a.m. for delegates and those wanting to learn a little more about parliamentary procedure. Attending the Parliamentary Briefing is a key component of serving as delegate. Not only is information regarding what to do, but also, what not to do and how to do what you want to do. It is usually a lot of fun, as our Parliamentarian, Jeff Neurauter is very entertaining.

We opened the business session with the traditional parade of the nations flags and the introduction of the International Board and our Executive Director. President Mary Ramsey-Drow called the meeting to order and the registration/credentials were read. As of Sunday morning at 8:30 there were 1,018 registered attendees and 228 of those were first time attendees.

We listened to some candidate speeches, and then we heard the State of the Association address by International President Mary Ramsey-Drow, CPS/CAP. She spoke about the review of International changes; the action teams that they have been working on this year and gave us a review a review of member inurement. I wasn't sure what the meaning of "inurement" so, I looked it up: Simply stated, this means that non-profit organizations cannot distribute profits to those who control it. The nondistribution constraint is the fundamental distinction between *non-profit* organizations from *for-profit* organizations.

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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.

2011-2012 Chapter Officers

Bernardine Vanderlip - President
vanderli@uark.edu

Debbie Blume, CAP - President-Elect
dblume@uark.edu

Marilyn Smith - Vice President
mjsmith@uark.edu

April Martin - Secretary
ammarti@uark.edu

Sandy Hancock, CPS - Treasurer
shancock@uark.edu

Visit us at
<http://www.iaap-razorback.org/>



August Birthdays

Dana Williams—8/15

Stephanie McGuire—8/22

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 Stephanie McGuire (jnshome@pgtc.com) with your birthdate.

Word Of The Month



retrocede

Meaning: to go back; recede; to cede back (as a territory)

Example: A congressman introduced a bill to *retrocede* the land to its original owner, but it was defeated.

Delegate's Report (*continued from pg 1*)

President Ramsey-Drow's message also included the challenges that IAAP faced this year and that information is also included in my delegates report.

I attended the Southwest Caucus on Sunday afternoon where several awards were handed out. Fun facts: 405 members in our district earned the Member of Excellence award and 57 chapters in our district earned Chapter of Excellence – including our own Southwest Division!

Monday, July 25, 2011 Monday morning started early with the voting polls opening at 8:00 a.m. for the first ballot. The Great Lakes District delegates were the only ones that had a second ballot at 10:00 a.m. The parliamentarian always encourages us to wait, not to barn-storm the polls right at 8:00, but to try and stagger the times. As a result I was able to breeze in vote, and be off to Office Expo in a matter of minutes. The Expo is always a blast. The latest in office supplies and many other interesting items are on show, you also can register for numerous door prizes. They actually gave away an I-pad this year!

I attended the Leadership Luncheon, sponsored by Avery; our keynote speaker was Bob Abrahmes. His topic, "Lead, Follow, or Get Out of the Canoe." Bob introduced us to his adventure as he and nine others embarked on a trek across the Canadian Wilderness in a nine foot birch bark canoe. During the trip they were tracing the actual trail of the settlers of the Canadian Wilderness. The group had to live as they did in the 1800s with no modern amenities and they had to do it on camera. This was a documentary. He equated a lot of the experiences to what we encounter in the workplace and drew many interesting parallels. He was fascinating.

When the afternoon business session reconvened, there was some discussion on the proposed International and RTF Bylaw amendments, but nothing significant. Following are the voting results:

- IAAP Bylaws Amendment #1 failed in the end, after first being amended to change the words "15 members" to "10 professional members" and to change the date of January 1, 2012 to July 1, 2012. Another amendment carried to add the words "merited" after professional. In a little more than 30 minutes, the entire amendment was defeated.
- IAAP Bylaws Amendments #2, #3, #4, #5, and #6 passed without being amended. I did ask for a point of clarification on #4 as to whether or not notice would be given to the chapters when the international board waives the processing fee for reinstated members. The answer was yes.
- IAAP Bylaws Amendment #7 was amended to strike the words "no more than two" and insert the words "only one" as it pertains to a division nomination of division members at large for international office. The amended amendment passed.
- IAAP Bylaws Amendment #8 was amended to change the words "any" to "all" and "failed to present" to "presented," but that motion failed. The amendment was not adopted. Connie Weddell, Tulsa Chapter President; spoke to this proposed amendment on behalf of Tulsa Chapter. She did a fantastic job.
- IAAP Bylaws Amendments #9, #10, and #11 passed without being amended.
- A new IAAP Bylaws Amendment #12 was added to give the RTF Trustees the ability to propose amendments to the IAAP and RTF Bylaws. It passed.
- RTF Bylaws Amendments #1 through #5 all passed without being amended.

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Recap of July's Chapter Meeting

By Debbie Blume, CAP

What do you think about when you hear "Invest In Yourself"? Ultimately it refers to ways to learn in order to better yourself or your situation. It can be a personal goal or professional development. IAAP offers a variety of opportunities to expand your knowledge and confidence – through networking you may learn tips from others and develop confidence in groups or through making presentations. We explored tips from Joan Burge's book, "Become An Inner Circle Assistant" which included:

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Monday Motivators From Joan Burge

Be Even More Successful: Three Little Words That Make The Difference



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, or call 800-STAR-139.

One of the benefits of being in my line of work is learning little-known, proven workplace-effectiveness techniques that boost success - and then sharing them with you!

For example, did you know that changing just a few of the everyday words you use while conducting business can actually enhance people's positive impressions of you? Here are three quick and highly effectiveness linguistic tips you can start using today:

1. "Do" or "can" instead of "try." When you're a pro at what you do, you understand the importance of managing expectations among the people you support and work with in the office. That's why so many of us use the word "try" (as in, "I will try to have that report finished Tuesday") to buffer our schedules and communicate parameters on tasks and projects. Problem: "Try" has a somewhat wimpy connotation, as if you're unsure - even when you aren't, of course! Solution: Replace with variations of the words "do" or "can" instead - and focus on what is definite: "I'll do a preliminary outline by Tuesday for review," or "I will complete a preliminary outline Tuesday."

2. "Believe" instead of "think" or "feel." If you're a careful listener, you'll often hear people say something like, "I *think/feel* the best course of action is...." Communication experts agree that replacing "think/feel" with "believe" expresses even more assertiveness and self-confidence to management, colleagues and clients: "I *believe* you're right." Bonus fact: To communicate even more directly and succinctly, practice dropping the use of "I believe," and stick with the statement itself: "You're right."

3. "And" instead of "but." Here's one of my favorites! See if you can tell the difference between these two statements: "I know you've missed the deadline, *but*..." vs. "I know you've missed the deadline, *and*...." The first sets up a negative "but," which precedes bad news - and since people know this, they tend to get defensive or tune out whatever follows, regardless of its legitimacy. Conversely, the second statement acknowledges the bad news, yet skillfully avoids the sense that a shoe is about to fall. Result? The "and" says, "We can work on a solution, which is more important than the blame right now" - and people are far more likely to listen, meaning communication improves.

Successful professionals focus on what I call the "language of the positive." There are many, many more examples of this than those I've provided. Can you think of any additional ways to change commonly used words or phrases so co-workers and clients respond even better? I encourage you to delve deep and test new ways to communicate verbally.

Free Podcasts To Help Your Career

Be sure to check the IAAP website for free podcasts. Get topics to help you in the workplace. They don't take a huge bite out of your work-day. Here are the latest:

IBM: A Leader In Global Admin Development

As IBM celebrates its 100th anniversary, hear from Sandra Holness, IBM Country Leader for Global Administration, about leadership initiatives that involve admins in strategic planning, learning opportunities, and creating innovations.

Resumes That Get Results

Rob Hosking, Executive Director of OfficeTeam, a key business partner of IAAP, talks about resumes and how they have changed over the years and what it takes to get your information noticed and remembered by a prospective employer. OfficeTeam and Insights are sponsoring a session at the 2011 EFAM on using a colorful approach to working relationships using a special assessment tool.

Admins Play 'Let's make A Deal'

More admins are taking over the role of purchasing, negotiating with vendors, and tracking contracts and service agreements. Leanne Mackenzie tells how to get great deals, what's negotiable, what can be leveraged, how to overcome an impasse, and more.

Authenticity: The Art Of Being Yourself

Mike Robbins talks on the value of being authentic and how to overcome the fear of "being yourself" and why you shouldn't avoid conflict in the workplace - while recognizing the unique role admins can play.

WELCOME

We have a new member!

Shari Witherspoon, Administrative Specialist III, University of Arkansas, Department of Health, Human Performance and Recreation

What's In It For Me Webinar Available

If you know someone who may be interested in IAAP but would like to know more before joining, they can now view a recorded version of the What's In It For Me? Why IAAP is Perfect for You webinar on the IAAP website.

Prospective members will discover what's in it for them and how IAAP can help them become career-minded administrative professionals.

Spa Items Needed

Our chapter will be putting together a spa basket for the Education Forum which will benefit RTF. If you would like to donate, please bring your items to the August 23 chapter meeting.

Become Involved... Inspired... Encouraged.

Become an IAAP Member of Excellence this year!

As we start a new fiscal year, it's time to renew our commitment to excellence. The program is easy – you only need to attain a minimum of 8 of 11 criterion during the course of the year. Criterion and tracking sheets are available online.

Your challenge is to sign up today and strive to receive that Member of Excellence recognition at year's end!

Q: Why should you become a Member of Excellence?

A: The Member of Excellence program will:

1. Raise your value as a career-minded administrative professional,
2. Provide opportunities to learn alongside your peers and colleagues,
3. Provide educational opportunities that will help develop a foundation for growth within your career,
4. Give you confidence, and
5. Provide you with leadership opportunities and skills including decision-making, organization and planning, public speaking, project management and fiscal responsibility.

Q: What are the program principles?

A: The program principles are:

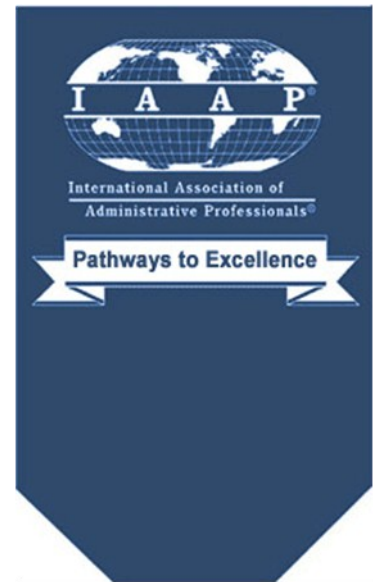
- Certification
- Commitment
- Communication
- Education and Training
- Fiscal Responsibility
- Leadership Development and Roles:
- Marketing/Research/Community Outreach
- Programs and Participation
- Recruitment and Retention
- Strategic Planning

Q: Where can I find more information?

A: The 2011-2012 Pathways to Excellence Program information is now available. You can download it directly from the Pathways to Excellence library (document ID 4588). Remember to log in at <http://community.iaap-hq.org> first. You can also go to <http://pathways.iaap-hq.org>, click 2010-2011 Pathways Info, and then click the link you want.

Q. What is the next step?

A: Go to the website noted above and download the member of excellence form. Print it, sign it and mail it to Razorback Chapter President Bernardine Vanderlip.



Delegate's Report (continued from pg 2)

- For the election of international officers and those positions that were challenged:
 - Karlana Rannals, CPS/CAP was elected as President-Elect
 - Judith A. Yannarelli, CPS/CAP was elected as Vice President
 - Antoinette Smith, CPS/CAP was elected Secretary
 - Wendy S. Melby, CPS/CAP was elected as Treasurer
 - Lina Veglia was elected Canada District Director
 - Tammy Pierce, CPS/CAP was elected Great Lakes District Director (after a second ballot)
 - Doris Goode, CPS/CAP was elected Southeast District Director
 - Leanne M. Fisher, GradCert Bus, JP - Affiliate Representative
 - Jean Bohinski, CAP and Patricia Row were elected as RTF Trustees

We were invited to attend the 2012 EFAM in Grapevine July 22-25 at the Gaylord Texan Resort, but no hotel prices were quoted.

The final registration count was 1,067.

Thank you for allowing me to serve as your delegate, it was a privilege and an honor. I look forward to the 2012 EFAM in Grapevine, Texas and on a side note, if you volunteer to work the event, your registration is half price.

Recap Of July's Meeting (continued from pg 2)

1. Think like an entrepreneur. You are the president of you. Take responsibility and be accountable for your work environment. Be a catalyst in making good things happen.
2. Think teams. See beyond you and your manager as a team. Share your successes with others and ask others to share theirs – this will make your department stronger and more effective.
3. Be a problem solver. Take ownership and think of several solutions and outcomes.
4. Take risks. This can be scary but unless you push your limits you will never know your true potential.
5. Seek feedback. We all have blind spots – we think we may know our strengths and weaknesses but we all see each other differently. Seek feedback and once you have discussed it work on a plan for improvement.

Also at this chapter meeting, we talked a bit about identifying our assets (strengths, skills, attitudes) and liabilities (areas for growth, skills to be learned and attitudes that need to be embraced.) It provides the foundation to developing a plan for professional development. Set goals and a series of steps to attain goals.

We learned a new vocabulary word you should embrace: Kaizen (continual learning). Other opportunities for kaizen include free webinars (through Office Dynamics, IAAP, American Society of Administrative Professionals and others on the web), blogs, Human Resource Department training, networking, listening and marketing yourself. An important concept is to know that retraining is as important – brush up on old skills and learn new shortcuts or techniques.

Hand-in-hand with professional development comes opportunities for excellence. The chapter encourages each member to strive for the Member of Excellence achievement offered through International Headquarters and the Arkansas-Oklahoma Division. Information will be shared soon as to the changes for this year's program. It's easy and quick and will provide you with a sense of accomplishment at the end of the year that you may share with your supervisor!

The chapter members used the foundation of this presentation to discuss their desires for educational programming. Great ideas were discussed and will be incorporated into the coming month's chapter programs.

Remember: When you enhance your skills, you excel. That excellence will provide you with a very valuable asset-confidence.

New Day/Time For Chapter Board Meetings

Beginning July 1, Razorback Chapter Board Meetings will be held on the **first Wednesday of each month at 11:30 a.m.** at the Janelle Y. Hembree Alumni House in the Rutledge conference room in Fayetteville, AR. Board meetings are open to all members in the chapter and we invite you to attend!



Chapter Question Of The Month

Each month, we'll pose a question to the membership regarding IAAP. The exercise is designed to peak the members' curiosity, or drive members to investigate the answers through the website. Members will answer the question at the monthly meetings, be rewarded with a collector pin and at the end of the year, be recognized for their knowledge.

This month's question is:

Who is the Razorback Chapter's Division Board Contact?

Questions? Suggestions?
Contact Sandy Hancock, CPS at:
shancock@uark.edu

Silent Auction Items

This month our silent auction item will be a small blue weave basket, blue scented candle and a surprise item. Approximate value \$12 to \$14.

Beginning bid will be \$5.00.

The RTF silent auction item will be three (3) small collector tins.

Beginning bid \$3.00.

Join us at this month's chapter meeting to bid on these exciting items!

Tip Of The Month: How To Prevent LinkedIn From Using You In Its Advertising

You might have missed a little news story last week: LinkedIn has started using your personal information in advertising. That's right — it's entirely possible that your unintentional endorsement can appear online to sell something for a LinkedIn advertiser.

This is a change to LinkedIn's settings and policies, and it kind of arrived in the dark of night with little fanfare or warning. This is not entirely unlike a similar move by Facebook several months ago. But perhaps I expected a little more from LinkedIn, given its business focus and audience. Here are the details, directly from LinkedIn:

LinkedIn may sometimes pair an advertiser's message with social content from LinkedIn's network in order to make the ad more relevant. When LinkedIn members recommend people and services, follow companies, or take other actions, their name/photo may show up in related ads shown to you. Conversely, when you take these actions on LinkedIn, your name/photo may show up in related ads shown to LinkedIn members. By providing social context, we make it easy for our members to learn about products and services that the LinkedIn network is interacting with.

Now, while this message specifically suggests that your picture can be used in the ads, [LinkedIn recently blogged that your picture won't be used](#), which was a response to users who objected to the advertising move. That's fine, as far as it goes, but according to LinkedIn's own settings checkbox, they still reserve the right to do so anyway. Not interested in having your profile and possibly even your photo integrated into advertising? You can turn this feature off. Here's what to do:

1. On LinkedIn, click your account name and choose *Settings*.
2. Click the *Account* tab.
3. Click *Manage Social Advertising*.

Clear the checkbox for *LinkedIn may use my name, photo in social advertising* and click *Save*.

From www.bnet.com

Razorback Chapter President's Corner

I came across an article recently titled "I Used to Be So Organized: Help For Reclaiming Order and Peace" that had me stop and consider things both in my personal and work life. I have been feeling very disorganized. We are trying to finish a "do it yourself" remodeling job at our house and school is back in session or will be in some cases. For those that work here at the University, I know we are all feeling the effect.

"Starting projects are fun, and usually involves a burst of energy. Then, that energy wanes as the finish line approaches. Instead of pushing to complete the task or assignment or project with excellence, most tend to settle for good enough. Settling for "good enough" consistently brings mediocrity. "

If you find yourself in a spot like this then take a moment to read the rest of the article at the link provided below and evaluate yourself.

Link: <http://www.oneplace.com/ministries/proverbs-31-ministries/read/devotionals/encouragement-for-today-devotionals-for-women/why-you-should-hang-up-your-robe-2505.html>

Bernardine Vanderlip

EVENTS

Educational Forums:

2012: Grapevine, Texas, July 22-25, Gaylord Texan Resort

2013: Anaheim, Calif., July 28-31, Anaheim Convention Center

2014: Milwaukee, Wis., July 27-30, Milwaukee Convention Center



Theme for 2011-2012.

Mary Ramsey-Drow, CPS/CAP
IAAP International President

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

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

Calendar of Meetings

BOARD MEETINGS

DATE	TIME
September 7	11:30 a.m.
October 5	11:30 a.m.
November 2	11:30 a.m.
December 7	11:30 a.m.

Board Meeting Location:
Janelle Y. Hembree Alumni
House, Rutledge Conference
Room

CHAPTER MEETINGS

DATE	TIME	TOPIC	LOCATION
August 23	11:30 a.m.	Strategic Planning	ERC
September 27	11:30 a.m.	Social Media	TBA
October 25	TBA	TBA	TBA
November 16	11:00 a.m.	Stepping Outside Your Boundaries	TBA
December 13	5:30 p.m.	Faith In Action	TBA
January 24	11:30 a.m.	Resume Building	TBA
February 28	11:30 a.m.	Data Sharing/Google Docs	TBA
March 27	5:30 p.m.	Leap To Remarkable	TBA
April 17	11:30 a.m.	Lifestyles/Volunteerism	TBA

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