

December 2008 Newsletter

Cultivating an Attitude of Gratitude December Chapter Evening Meeting

By Dawn Fisher

What makes an effective administrative professional? Certainly knowledge and technical skills are part of what we contribute to our workplace. But also important are the “soft skills”: responding appropriately and supportively to our clients and coworkers, contributing creative solutions to every day tasks and challenges in the workplace, and being a positive presence. We all strive to be our best at work, at home, and with friends.



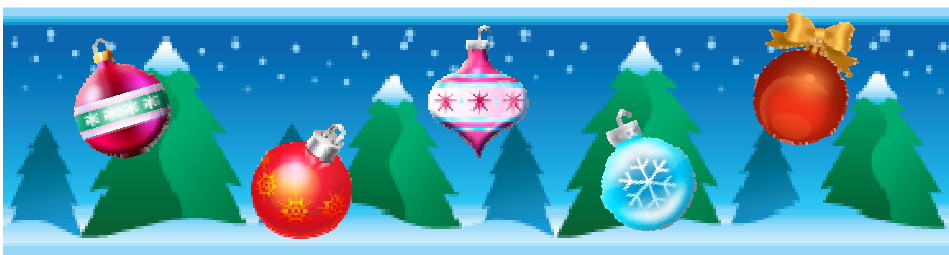
Dawn Fisher

Join us December 18th, 5:30 at the AT& T Conference Room. Engineering Research Center, for a conversation regarding the benefits of cultivating an attitude of gratitude, which enhances our sense of well-being: it defends, sharpens, calms, strengthens, and heals. Special treat is a video, “It’s In Every One of Us”, by Wernher Krutein and music by David Pomeranz, which blends images of our global family and reminds us of our common humanity.

Dawn Fisher is a member of IAAP, and a lifelong learner. One of her commitments in the workplace is “to do what I love and to love what I do.” Her daily goals include responding creatively to and joyfully accepting change, planned and unplanned; perceiving its opportunities; and living in appreciation for the gift of each moment.

Also...

We will be having our annual Ornament Exchange. Plan to bring an inexpensive ornament gift wrapped or in a gift bag with you and we will draw names to exchange. This is always a fun and enjoyable time as we see the cute, the creative, the beautiful and the strange ornaments we come up with.



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.razorbackiaap.org>



International Association of
Administrative Professionals®
Razorback Chapter

December Birthdays

Janet Jones—December 13
Kathie Biondi—December 18
Susan Huskey—December 18
Darlene J. Beeler—December 26

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.

A Very Special Thank You!

To Dean Cynthia Nance of the School of Law, University of Arkansas.

When asked about donating something to be used as door prizes for our Chapter Meetings, Dean Nance was very gracious. We have received some very nice door prizes for our upcoming meetings.

Thank You!

Have you logged onto the IAAP Website?

If your unsure, or if you don't know what we are talking about. Be sure to attend the December 18th Chapter meeting. AT& T Conference Room, Engineering Research Center at 5:30 p.m.

Mary Herrington will be showing us the many advantages to having a login. We will also have computers available for you to get your personal login established. Come and join us, see what you've been missing!

A Message from Razorback Chapter President

December is a busy month for IAAP as well as in our personal lives. As a board, we are striving to meet the criteria for a Chapter of Excellence. The Chapter survey is one of the criteria and I encourage each member to respond to the survey that was sent out yesterday. We need your feedback to better serve the membership.

Faith in Action is our annual service project. I would like to ask each member who attends to bring something for Faith in Action. If you are unable to attend the Chapter meeting and would like to donate, please contact Janet Moulden (jmoulden@wregional.com).

December is our annual ornament exchange. Please plan on attending and bring an ornament to exchange. It is also a potluck this year. Please let me know what you are planning on bringing.



Sandy Hancock CPS

Our Chapter

By Tamara Ellenbecker

Fall has brought us new members. We are happy to welcome them into the Chapter and we are excited about the potential they bring. John Alaniz, Honors College (returning member) recruited by Linda Dizney is our latest. Mary Herrington, recruited by Kim Ferguson has jumped in with both feet so to say by taking the lead on bringing our website on-line with the IAAP web community. Other members we have welcomed this Fall have been, Janet Jones of Registrar's Office, recruited by Jean Mitchell and Amanda Ledbetter, Registrar's Office recruited by Dana Ledbetter.



Mary Herrington



John Alaniz

Coming Soon...

Member Dawn Fisher is working on a new Membership Directory. With this Directory we are including pictures of our members. This way we can put the names and faces together. Dawn has been taking pictures at the Chapter meetings. If you cannot attend the meeting we encourage you to submit a picture to Dawn. Her email address is: dfisher@uark.edu. Thank you for taking the time to help Dawn with this project. We are eager to see the finished product.



Sharon Harvey presents Janet Jones with her membership pin

Monday Motivators from Joan Burge

'Tis the Season to Advance Your Career



Can you feel the excitement of the holiday season? Did you know the holidays can be the perfect time to boost your career? Between gift giving and office parties, there are plenty of opportunities to get people to remember who you are and where your career interests lie. Here are a few potential opportunities.

Office party: More than three-quarters of companies will hold holiday parties this year. Attend, but remember a few things: watch alcohol consumption, don't talk shop the entire time and don't over or under-dress.

Cards: Sending holiday cards is a great way to acknowledge those who've helped your career in the past year and to reconnect with business associates. If you're uncertain about religious affiliations, think about sending cards that eliminate any religious references.

Gifts: A little caution here. Determine who you want to give a gift to (clients, co-workers, managers, outside business associates). Make sure they are allowed to receive gifts. (Some federal positions are banned from accepting gifts from groups or individuals that could have a conflict of interest.) Then use your best judgment on getting an appropriate gift that serves as a token of appreciation.

Bonus: Annual Check-Up

Add this annual check-up to your routine to make sure you're not neglecting the health of your career. As one year ends and you are embarking on a new one, this is a good time to reflect. Ask yourself these key questions:

1. Am I achieving my job objectives?
2. Have my career objectives changed?
3. Am I doing what I'm good at and enjoying doing?
4. Are my skills up-to-date for this job and organization?

Wishing you a wonderful Holiday Season!

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.

In the News: What About My Miles?

From Office Arrow

Ok, so maybe gas prices are leveling off. But, airlines are still charging an arm and a leg. Because we've been so focused on the tiny little fees they've been imposing, most of us have failed to notice the diminishing value of our frequent flier miles. MSNBC.com posted a video of a report on how frequent flier programs are being hit hard among the airlines' fee increases. The issue is simple: the frequent flier programs are remaining the same while it costs more and more to travel. The same amount that used to take a U.S. citizen to Hawaii now gets them to Arizona; a vacation few find appealing.

So how can we possibly get the most use of our miles?

With no end in sight to the nickel and diming the airlines seem to be doing, they've added a few extra benefits to their programs. Of course, not all programs are the same so you'll have to check with your specific airline, but here are a few tips for getting more from your frequent flier program:

- **Upgrades.** Some airlines are charging more for upgrades now so you'll have to determine whether it's worth it for you. But, sitting in a roomier seat can really make the difference on a long flight.
- **Fly your family.** Since you can't get to Hawaii, how about flying your sister down from Nebraska? You can't transfer miles to someone else, but you can purchase a ticket for them. It's a great way to keep in touch when you can't get where you really want to go.
- **Hotels.** Maybe your romantic vacation to Spain has been postponed but you can definitely have a nice weekend retreat to a nearby 5 star hotel. Get yourself a massage, order room service and a nice bottle of champagne. As long as you charge it to

Continued in side bar page 4

your room, you can use your miles to pay for it.

- **Lounge it up.** If you're like me, you've gazed into the airport lounges as you walk through the terminal to your gate thinking, "Man, that looks cool." Now's your chance to live it up. Use your miles to purchase a lounge membership. Use it for that long layover you have in Atlanta or just to unwind after an intense day of meetings.
- **Rental car.** So you're tired of cruising around town in your beat up Chevy pickup. Give the poor thing some rest and use your miles on a brand new Benz. Ok, so it won't be yours forever, but hitting the open road in that bad boy for the day or even the weekend could be lots of fun.

There's no doubt that airlines have pretty much put the kibosh on using your frequent flier program for...well, flying. But, that doesn't mean your miles should go to waste. Do a little research about your program and see what you can do with yours. You've spent several thousands of dollars to get those miles and they should do what they were intended to do - reward you.

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.

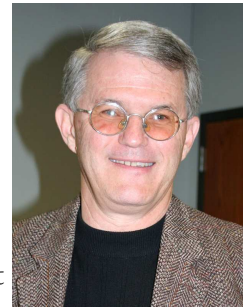
If you are interested in taking the exam or joining a review group contact:

Jean Mitchell CAP at
jem03@uark.edu

“Ho! Ho! Help: Stress Management for the Holidays”

By Sharon Harvey

Stress Management for the Holidays was our topic for the November chapter meeting. Our presenter was Mike Huddleston with Arkansas Employee Assistance Program. He gave us 10 Keys for Creating a Healthy Holiday. He covered our expectations whether they are Realistic or Unrealistic or are you just Not sure. Are your expectations real because that's the way it always has been done, or because that's how everyone does it or because that's what is expected. What is our perception? Is it reasonable or harmful?



John Huddleston

I thought this was a very beneficial presentation and was presented so a person could you could assess yourself and help you plan and evaluate the holidays for you and your family so that they will be more enjoyable. The following is brief listing of the 10 keys and an application to use to help you evaluate any changes you need to apply.

- * **Key #1** – Let go of unrealistic expectations.
Application: One thing I would like to have happen this holiday season that probably will not _____.
- * **Key #2** – Acknowledge and express feelings honestly: Give yourself permission to feel common feelings.
Application: One thing I feel today as the holidays are approaching is _____.
- * **Key #3** – If you're an isolator keep busy.
Application: One friend of group I could get together with is _____.
- * **Key #4** – Re-evaluate your traditions.
Application: One "tradition" I may need to give up is _____.
- * **Key #5** – Don't expect extended family problems to disappear because it's the holiday season.
Application: One positive family member I will spend time with is _____.
- * **Key #6** – Prepare for extra intensity. Take quiet time to be rejuvenated. Eliminate stressful or unnecessary activities and chores.
Application: One activity I can abandon is _____.
- * **Key #7** – Don't forget to nurture yourself.
Application: One thing I will do for myself is _____.
- * **Key #8** – Struggles with loneliness or loss...
Volunteer – helping others takes focus off our own pain.
Application: One activity I will do for _____ is _____.
- * **Key #9** – Be careful about over indulging – use moderation
Application: One way I will exercise is to _____ for _____ minutes each day.
- * **Key #10** – Remind yourself of the true meaning of the holidays.
Application: I will remind myself of the importance of _____ this year.

Leading with Gratitude

Through our life it's important to know,
The people and events that have helped us grow.
These events have challenged us, sometimes taken us to task,
And to get through them, of leadership, we have often been asked.

They maybe simple, or entirely complex,
They maybe fleeting, or a lifetime of events.
Whatever the case there's a gift to be had,
Whether we view the situation as terrific or bad.

For being called to lead is a gift in itself,
We can lead through the challenge or put it on the back shelf.
Authenticity, courage, engagement and play,
These are things that can help us everyday.
Gratitude, conviction, honesty and trust,
These are more of the qualities, an absolute must.

For in leadership, the situations and people that challenge us most,
Are the one's that bring the greatest gifts, and ask us to get close -
"Close" to our awareness, strengths, heart and courage,
"Close" to hanging in there and "staying" even when discouraged.
And gratitude is that special gift that helps us step up to the test,
Lead with gratitude, appreciate the challenge, and give "it's hard" a rest.

The power is in thanking the challenge for coming into your life,
- and then finding the learning.

And you can rest assured, that whatever the case,
it will be more powerful then churning.

Thank the people who are in your life, for all the gifts they bring,
No matter who they are to you, gratitude will make both spirits sing.

Be it a colleague or a confidante, a brother or a sister,
a parent or an in-law, a friend or a great listener,
a team mate or a direct report, a mentor or a "boss",
When you lead with gratitude, you will never be at a loss.

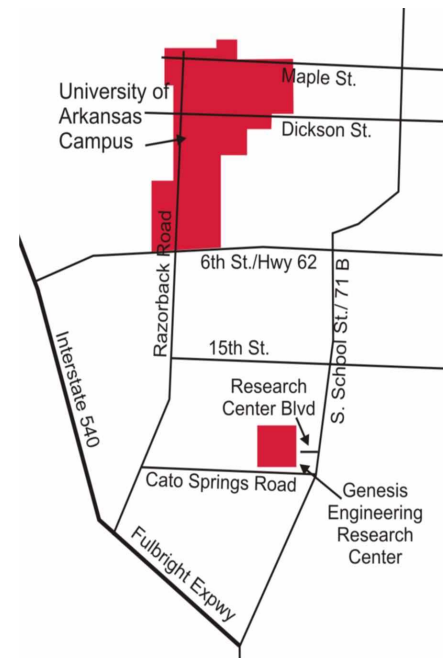
So when the going gets tough, work your stuff,
Discover what's true for you.
And when in doubt, step on out,
and lead with gratitude.

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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.



EVENTS

Spring Professional Education
Conference in Nashville
*Gaylord Opryland Resort,
Nashville, TN
March 9-11, 2009*

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

Future Dates and Locations:

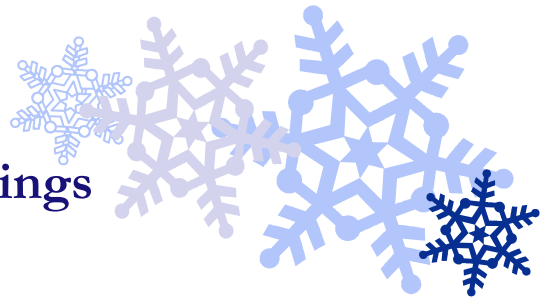
2009 IAAP International Convention
& Education Forum
*Minneapolis, Minnesota
July 26-29 Minneapolis
Convention Center*



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



Calendar of Meetings



BOARD MEETINGS

DATE	TIME
December 2	11:30 a.m.
January 6	11:30 a.m.
February 3	11:30 a.m.
March 3	11:30 a.m.
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
December 18	5:30 p.m.	<i>Cultivating an Attitude of Gratitude And Annual Ornament Exchange</i>	ENRC
January 27	11:30 a.m.	<i>New Year, New You</i>	ENRC
February 24	11:30 a.m.	<i>Conflict Resolution</i>	ENRC
March 24	5:30 p.m.	<i>Office Etiquette</i>	WRMC Farmhouse
April 28	11:30 a.m.	<i>Office Ergonomics</i>	ENRC
May 26	11:30 a.m.	<i>Managing Multiple Projects</i>	ENRC
June 23	5:30 p.m.	<i>Annual Meeting</i>	TBD

Chapter Meeting Location: ENRC—Engineering Research Center, AT&T Room