



# February 2009 Newsletter

## Razorback Chapter Meeting February 24th—Engineering Research Center **Conflict Resolution** with Dana Collins

Join the Razorback Chapter on Tuesday, February 24<sup>th</sup> for our monthly meeting. We will host Dana Collins of the Employee Development Program, Department of Human Resources at the University of Arkansas.



Conflict Resolution is a presentation developed to introduce participants to the nature of conflict, some of the approaches to resolving conflict and the various outcomes of conflict resolution. Tips for increasing the success of a win-win resolution to a conflict situation will be described. This class will benefit anyone who wishes to resolve his or her own conflicts in a more productive manner as well as those who may need to intervene in conflict situations such as supervisors or coworkers.

Dana Collins is an instructor in the Employee Development Program of Human Resources, University of Arkansas. She has been teaching in higher education and providing training for employee development for 25 years. She holds two masters' degrees from the University of Arkansas - an MBA and M.Ed. in Counseling. She completed a 40-hour mediation certificate course in the summer of 2008 and received additional training in mediation in October 2008.

From the Editor: Dana is my personal favorite and most interesting speaker we have featured. I personally have attended several of her seminars and highly recommend attending. You will be glad you did.

## Razorback Chapter question of the month for February:

IAAP established the Certified Professional Secretary (CPS) program in \_\_\_\_\_ to set recognized standards of excellence in the profession. This month at our Chapter Meeting 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!***

### **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.

## 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<sup>®</sup>  
Razorback Chapter

## February Birthdays

Kathleen Davidson - February 9<sup>th</sup>  
Mary Gray - February 27<sup>th</sup>  
Marilyn Smith - February 22<sup>nd</sup>

*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.*

## March Chapter Meeting RSVP needed...

The Razorback Chapter Meeting for March 24th is going to be an evening meeting with the Washington Regional Foundation providing our meal. Please contact Bernadine Vanderlip—vanderli@uark.edu with your RSVP's for the March meeting. The RSVP deadline is March 16. You won't want to miss this meeting as our evening meetings are always a blast!

## Special 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 of the criteria for becoming a Division of Excellence and will help set our Division forward on the path to 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.

## A Message from Razorback Chapter President

**H**ave you ever seen so much ice!!! Beautiful but dangerous in more ways than one. On Thursday of that week my husband and I went to start lopping off branches down our driveway so it would at least look like there was a possibility of our escaping our waterless, non-working electric house. Later I told him we were really foolish, what if a tree limb had broken off on us as we were intent on our mission. We did hear several break off and some close by – too close for comfort at times. We didn't finish only got about a ¼ of the way. We still were unable to get out. At the end of the driveway a tree had fallen across the road onto a power line so we were stuck. Fortunately we have a very generous neighbor. He took out a couple of fence posts and allowed us to drive through his field. That was an adventure driving up and over the side of the road.



How many things do we take for granted until we don't have them anymore. Times like these you really can start to tell the difference between wants and needs. There are so many things that people want but does it really matter – do we need it to live or is it just a comfort? Yes my husband and I were cold and needed a shower but we were blessed because we had each other. We didn't go hungry; we had water (not running but water); yes, we were cold but so were others. I don't know how many stories I heard about the elderly who were on oxygen or needed breathing treatments and had no electricity. It made us appreciate what we have.

*Sandy Hancock CPS*

## Razorback Chapter Fundraiser “Trunk Sale”

**T**his spring the Razorback Chapter is planning a “Trunk Sale” fundraiser. As we learned from Cynthia Douthit in our last meeting, “New Year, New You”, it's never too late to start to “de-clutter”.

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. 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 chapter.

Be watching the newsletter for more information in the future or... be at the next meeting!



# Monday Motivators from Joan Burge

## Career Planning: Myths and Realities



Last week, I was teaching other trainers part of my Star Achievement Series program. There is one section we covered on career decisions and planning. I have a piece in the workbook that I'd like to share with you that is quite appropriate (from Matthew Bender Times). As you read the myth and reality for each, determine which one is your belief. If you lean toward the myths, it's time to change your thinking as we are operating in an entirely different business world.

**Myth:** Career satisfaction depends on finding the perfect job.

**Reality:** There's no such thing; some jobs are more fitted to your personality than others, but all jobs involve some degree of compromise and trade-off.

**Myth:** Getting ahead is the result of hard work.

**Reality:** That's just the beginning. You also have to get people to notice your performance, position yourself carefully, and show team spirit.

**Myth:** It's the employer's responsibility to provide fulfilling work and the chance to grow.

**Reality:** It's up to you to seek out challenges and to take charge of your career direction.

**Myth:** If I just get that degree, promotion and raises are mine.

**Reality:** Degrees don't ensure success; they just improve your chances. More important than diplomas are performance and reputation.

**Myth:** Career success invariably means moving up the corporate ladder.

**Reality:** It can mean moving sideways, too, to a position that's closer to your own interests and skills.

**Myth:** Career planning and change are only for the young.

**Reality:** Career planning is a lifelong process, especially now when the typical person can expect to labor in 3 - 5 different fields over the length of his or her career.

I'd like to encourage you to especially focus on making yourself visible this week. Let others see your great talents, step out, and shine! Good luck.

Joan Burge

### 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

A new review group started January 12th, but it's not too late to get in touch with Jean to sit for the exam. By obtaining your professional certification you are taking another step on the ladder to being a Member of Excellence.

## Slow down, clam up sound smarter...

If an executive stops and asks you a question, don't make the big mistake of spitting out your words in a harried rush, figuring that you only have a few minutes to impress the brass.

"Speed makes what you say seem unimportant, if you're heard at all," says executive coach Debra Benton. It's better to express your point calmly and clearly, and then clam up. That way, you let the executive direct the conversation.

Also, don't assume that you must dump mounds of data on someone who merely seeks one fact. You'll test the patience of those who have no time.

To guarantee that your reply doesn't bury other details, answer with a short phrase such as "Yes," "No" or "I'll find out." Then follow up your response.

Another tactic: Before volunteering details, ask the other person whether he or she wants to hear more. Examples: "I can elaborate on that if you'd like," or, "Would you like some examples?" That allows people to prod you. If they say "Yes," you can bet they'll be more attentive.

From: *Administrative Professional* a National Institute of Business Management Publication

## Recap of January's Delayed Meeting

### New Year, New You

with Cynthia Douthit

By Tamara Ellenbecker

January's meeting was cancelled due to our lovely weather at the end of the month. But that did not deter us. We met early in the month of February with Cynthia Douthit for our "January Meeting" with the subject "New Year, New You."

Cynthia challenged us to start our new year by clearing the clutter from our lives. Clutter can be more than just objects. It can be obligations you do not feel you can continue to commit to, many times these can make us feel bad and we should be able to say "I cannot continue to do this."

But de-cluttering doesn't just stop there. We can de-clutter our offices and homes. Everyone has a room or drawer they hope no one ever sees. The place we push the items we do not wish to deal with at that moment. These areas can exist for many years and even though we feel we have "closed the door" on them, they are there ever present in the back of our minds. By de-cluttering and cleaning we open the doors in our lives to a better life.

Cynthia had many suggestions for de-cluttering. Like starting in one room. In one corner, clean from top to bottom. When you come across something that needs to go to another room, have a basket there to put it in. This will keep you focused on one room at a time.

If one room is too large of a project for you, start with one surface. The dining room table comes to mind for me. It becomes the dumping ground for everything from car keys to the last trip to Wal-mart. Just clearing the dining room table can be a start.

The most important thing though is to realize that as you de-clutter you are making a decision in your life to become a better and more organize "you" and this is key in making our lives more enjoyable and prosperous.



*Cynthia Douthit*

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## Administrative Professionals Week Commemorative Pin

Each year, the Host Committee for the annual IAAP International Convention and Education Forum offers a special Administrative Professionals Week commemorative lapel pin for sale as a fundraiser to offset expenses involved in hosting our international convention.

The lapel pins are \$5 each. Wearing this pin during Administrative Professionals Week is an excellent "conversation starter" and a great way to support your profession and association.

The Razorback Chapter will be accepting orders until the deadline of March 1, 2009. To order your pin, contact Tamara Ellenbecker at [tellenbe@uar.edu](mailto:tellenbe@uar.edu) or 575-3157. We will send our complete order in together to save on shipping costs.



# EVENTS

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

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

CPS/CAP Examinatons  
*May 1, 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*



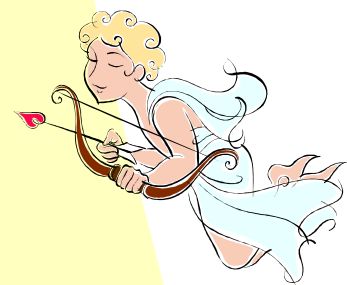
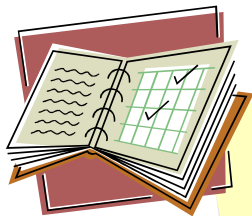
Theme for 2008 and 2009 as announced by the International Board  
at the International Meeting in New Orleans, Louisiana.



**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
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
February 24.....	11:30 a.m. ...	<i>Conflict Resolution</i> .....	ENRC
March 24.....	5:30 p.m. ....	<i>Office Online Networking</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  
Unless otherwise noted.