

January 2009 Newsletter

January 27th Meeting “New Year New You” With Cynthia Douthit

Have you heard it said that the state of your home is the state of your life? What state are you living in? The State of Clutter, the State of Piles, and the State of Denial consist of many counties that include the county of no-time for make-up, the county of 1975 hair style and the county of just being overwhelmed with life.

Is being overwhelmed with commitments and the needs of others leaving little time for “you”? Is clutter taking over your emotional and physical space leaving little room to move?

Do you have a room at home that everything gets dumped into and you close the door to hide it. Do you play the “seek” part of hide-and-go-seek at your desk at work? Are you struggling to just “keep up with life” from appointments, to laundry, to dishes, to organization, to cleaning, to meal planning, to self care?



Cynthia Douthit

Many times our self care takes back seat to all the other issues of life. Some of the topics we will touch on: Your list of to-dos, projects, goals and tasks you will get to “someday.” Are you in a “rut”, or have you “had the blues” too often in the past year?

“New Year New You” will give you the opportunity to think about and explore easier ways to have more time for you and get your life at work and home in some sort of balance.

Join us 11:30 a.m., January 27th in the Innovation Center Board Room at the Engineering Research Center University of Arkansas as Cynthia Douthit leads us to a “New Year New You”. (**Map to Engineering Research Center, Page 2**)



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.razorbackiaap.org>



**International Association of
Administrative Professionals®
Razorback Chapter**

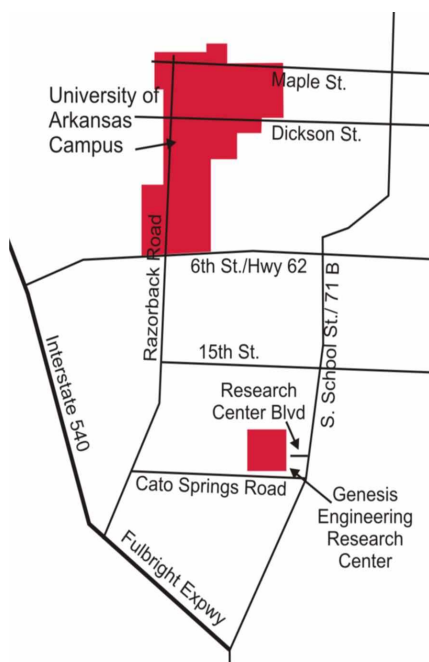
January Birthdays

Julia Crawford - January 6
Mary Herrington - January 12
Mindy Jackson - January 20
Ginger Daily - January 25

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.

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.



This month we are meeting in the Board Room of the Innovation Center.



A Message from Razorback Chapter President

It is hard to believe that the year is half over. Where did the time go? I'm writing this on a very cold, snowy morning. Yes – it is definitely January in Arkansas!

We had an almost 50% response rate on the survey that was sent out last month. If for some reason you were unable to take the survey and would like to respond, please let me know and I will gladly send a copy to you. You can send it back via snail mail so it can remain anonymous.

Very shortly, members will be receiving notification of the search for nominations of officers for the upcoming year. Participation from the membership is critical if we are going to keep the chapter going and not have burnout from people having to serve year after year after year because no one wants to step up and help lead the chapter. One of the questions on the survey was the possibility of the board implementing a leadership mentoring program. Of the 22 respondents, 55% said they are interested. Since the survey was totally anonymous, the only way the board is going to know who is interested is in those who contact the board to let them know they would like to part of the mentoring program. The mentoring program can start before serving as an officer or to those “brave enough” can be mentored as they serve. If being a chapter officer is too much, serving on a committee or as a committee chair is an option. If you would like to serve in this capacity, contact Tamara, President-Elect, and she will be more than willing to put you to work.

Remember the Razorback Chapter is only as successful as the members allow it to be.

Sandy Hancock CPS

Our Chapter

By Tamara Ellenbecker

New Chapter Directory

Member Dawn Fisher CAP has revealed the 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. The finished product will definitely be a great asset and networking tool.

On another note...

Dawn Fisher has passed her CAP exam so we Congratulate her on this big accomplishment!

Congratulations Dawn on another step to a Member of Excellence!

RAZORBACK CHAPTER Membership List December, 2008

Chapter Board		
President Sandra Hancock CPS University of Arkansas Mack Blackwell Rural Transportation Ctr. 4190 Bell Engineering Center Fayetteville, AR 72701 575-6120 shancock@uark.edu	2/90	
Vice President Linda K. Dizney CAP University of Arkansas Office of the Provost and VCAA 422 Administration Building Fayetteville, AR 72701 575-5459 ldizney@uark.edu	3/00	
Secretary Sharon Harvey 623 Madison 5555 Huntsville, AR 72740 751-8824 x109 sharvey@nwti.edu	6/83	

Chapter Feedback

Results of December Survey

By Chapter President Sandy Hancock CPS and Tamara Ellenbecker

The survey of our Chapter members that was conducted in December had 22 respondents. We had 45 members at that time which is a 49% response rate. As a result of this survey, the board is in the process of implementing changes that incorporate the responses of our members to the survey questions.

Based on the 22 respondents, 86% said that they do talk to others about IAAP and 76% said that brochures would be the ideal support material. From the response on these two questions, the board will have available at every chapter meeting, brochures for members to take with them to share with prospective members and their supervisors if they so desire.

Of the 22 respondents, 50% were interested in a Saturday meeting with a reputable speaker with 27% preferring an evening meeting. Based on this response, the board is looking into sponsoring either a chapter meeting or an educational workshop on a Saturday.

Interestingly enough, 86% of the respondents indicated that they receive some sort of support from their executive/company. No one skipped this question which shows that this is an important issue for our members. The board is interested in the possibility of showing appreciation to the members who did have the support of their executive/company of those who responded.

On the question of when would be the best time for meetings, Tuesday evenings was the winner for the best time with 50% of the respondents preferring. The other favorites were 11:30-12:30 on Thursdays at 36% time and 41% day. The board will research more in depth the time and day issue.

Some of the issues mentioned from respondents as the most important issues the Chapter faces are:

- Time of Meetings
- Providing quality education and professional development programs and need for suggestions on topics. Finding a common meeting time – helping members share the importance of attending meetings with their supervisors.
- Member involvement is key, getting more members engaged.
- It seems more and more that families are so busy,

and with downsizing some are afraid of losing their jobs. Often meetings are scheduled during the same times. Location is good but it would be nice to have catered lunches or at least drinks and snacks available. It is hard to get there on time if you stop for lunch.

- Retention of members and payment of dues.

The board is looking into ways to address these items and further information will be distributed at a later date.

Of the respondents 58% said the chapter was addressing its member's professional needs. 42% said that they feel the board is serving the best interest of the chapter. The board will look into why only 58% said yes to the question of addressing the needs and 42% said yes to the board serves your needs. Obviously this is about half of the 22 respondents which only represents less than a quarter of our membership.

According to the survey, the chapter can better serve its members by:

- Expanding image
- Better communications and notification of meetings
- More variety in meeting times
- More information about the association

The board will look into how to expand its image in the area. We have a new website committee who is working on the transition from the old to the new. The new website is more interactive and will come in line with the branding that International offers.

55% said they would be interested in a chapter leadership program. The board is working toward that goal and encourages interested members to contact a board member if they would like to be mentored. 35% of the respondents indicated that they have other commitments, time conflicts, and/or work and family constraints.

It is important to remember that this is only 50% of the total membership. The board is interested in your input and is trying to meet the needs of its members because the board are also members and what affects one affects all.

If you have any suggestions, comments, or constructive criticism please let us know. The board contact information is on the front of every newsletter.

Have you logged onto the Division Website?

If your unsure, or if you don't know what we are talking about. Follow this step-by-step guide to see what you've been missing!

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

In the upper right hand corner of the webpage is a sign-in box. If you are new to the site, you will have to set up your password. The website will recognize your email address as a member address.

Once you have officially logged on you will have access to many of the features that are not available to non-members.

You can even look up other chapters and see what they are up to.

Go ahead give it a try! What have you got to loose?

Recap of December's Chapter Meeting Creating an Attitude of Gratitude

By Dana Ledbetter

If you missed the December meeting of the Razorback Chapter IAAP, you missed a great evening of fellowship and fun. Dawn Fisher, who recently passed her CAP exam, gave an inspiring presentation titled "Having an Attitude of Gratitude" which was very appropriate for the season.



Dawn Fisher CAP

She reminded us of our many blessings such as having a job, friends we can count on and all the good things in our life that don't cost us anything. One of my favorites that she brought up, and one that I use a lot in my life, is "Fake it until you make it." My daughter was attending and she got a nice little chuckle out of this one as I am always telling her that I may be having a bad day but if I continue to smile or think positive about things instead of thinking of the negative, things will eventually turn around. Dawn then showed a moving video with great instrumental music. It showed us many faces from around the world and once again reminded us to enjoy life.

The second portion of our meeting was an ornament exchange. This is always entertaining to see the different ornaments that people find for exchanging. The variety was so immense it was good they are gift wrapped as I would have had a hard time choosing one! We also had a wonderful pot luck dinner that was great. It always amazes me that everyone can bring such different items yet they seem to go so well together.

President Sandy Hancock had a drawing for several prizes that were donated by different members and a few from Dean Cynthia Nance of the School of Law at the University of Arkansas.

If you missed December's meeting, I hope you plan to attend the meeting for January as we have a new contest you will not want to miss.

"Chapter" Question Of The Month?

That's right! We've taken an idea from the Division Web Site and we are using it for our Chapter. You didn't know about the "Division Question of the Month?"

Yes, if you log onto the Division Web page, on the left hand side under Local Members, click in the drop-down "Question of the Month." Then just follow the directions. Answer the question and earn a checkmark to assist in your quest to become an A-O Division Member of Excellence.

Now back to the "**Chapter** Question of the Month." We are starting this month and will publish a question in the Newsletter every month. But to answer the question and get credit, you have to come to the Chapter Meeting with your answer. For each correct answer you will receive a button. Then at the end of the year the person with the most correct answers will receive the grand prize.

This month's question...

Founded in _____ as the National Secretaries Association (NSA) to provide a professional network and educational resources for secretarial staff.

Be sure to bring your answer to the meeting on January 27th!

Monday Motivators from Joan Burge

Don't Feed the Dragon



Happy New Year Monday Motivators!

We have a lot to talk about today. I've been off for two weeks enjoying a long-deserved break. I bet many of you took extra time off as well. Good for us! Now we have to buckle down to work which is hard to do after the holidays. Yet we should feel rested, refreshed and excited about a new year.

I hope to motivate you today and for the weeks to come. Yes, 2009, is starting out as a year of challenge. We all know that the economic climate has caused turmoil, everything from employees being let go to people losing their homes. You know the story. All you have to do is glance at the morning paper. I say, let's put a stop to this negativity and stop feeding the dragon!

The media creates the cycle. In other words, various forms of media start communicating negative news which creates anxiety in people. It seems they love to play off the doom and gloom role. People say to themselves, "Oh, things are getting bad so we better not make plans or spend money, or cancel plans." So they stop purchasing which then affects businesses that then have to make cuts or can't pay vendors in a timely fashion, which then affects all of us. It becomes a vicious cycle. Do you have the courage to help me stop it?

Wouldn't it be great if through each of our efforts we could stop the spiral down effect and be a catalyst for spiraling up? We can. It's a choice we make. Here are some ideas to get you started.

1. Streamline your processes at work., Eliminate rework.
2. Do not waste supplies, toner, or office materials.
3. Be creative and recommend improved processes.
4. Refuse to give in or contribute to any negative water-cooler chit chat!
5. Give up at least one morning reading the newspaper, which is filled with negativity.
6. Start a "good news" newsletter or e-zine at work promoting employee success stories!
7. Set goals for yourself. People who have goals (small and large) don't have time to get caught up in things that have little or no impact.
8. Pick one thing you will "treat" yourself to within the next 6 months. Maybe it is planning a mini-vacation or going camping with your family. Keep that vision in mind while being engaged at work each day. See it as your reward for your work efforts.
9. Hold mini-department team meetings and focus on positive ways to help your department or the company.
10. Conserve at home. What are you willing and not willing to give up?
11. Spend more time with family and friends.
12. Keep reading your Monday Motivators! And forward them to friends and colleagues. Together we can make an impact.

The more we feed the dragon, the bigger he gets. So stop feeding the dragon!

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.

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 become a member.

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

Who's your partner in whine?

We've all got one: a friend with whom we gripe about our weight or our job. You think the commiseration makes you feel better, but a new study found that it actually does the opposite. So next time your pal starts to complain, steer the talk into positive territory with a **mood-boosting compliment** ("Wow—those are great shoes! Where did you get them?").



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.

This month we are meeting
in the Board Room of the
Innovation Center.



Calendar of Meetings



BOARD MEETINGS

DATE	TIME
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
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
Unless otherwise noted.