

July 2008 Newsletter



Chapter Meeting July 22nd Chapter Meeting Embracing Change: For Your Own Good! with Dawn Fisher



Dawn Fisher

We often have a hard time accepting change in our lives, and in our workplace - even good change. Our inability to accept change and our resistance to change in an effort to make our world “safe” and predictable, cause us more pain than does change itself. Our world and our workplace are constantly changing. With skillful means, we can choose to perceive change not as something anxiety-producing, but as an opportunity. The framework for the presentation will be a few points from *“The Employee Handbook of New Work Habits for a Radically Changing World: 13 Ground Rules for Job Success in the Information Age”*, by Price Pritchett.

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.

New Member Orientation Sessions Held

In an effort to familiarize our new members with IAAP and to help them glean the most out of their membership in IAAP and the Razorback Chapter, the Chapter Board decided to conduct new member orientation sessions.

These sessions will be held periodically throughout the year. Three sessions were held in 2007-08 – on August 30, 2007 with 4 new members in attendance, September 11, 2007 with 1 new member in attendance, and June 30, 2008 with 4 new members in attendance.

New members are given a packet of information that includes a new member quick guide containing information about our chapter – who the officers are, a list of committees on which they could serve, and a copy of the Chapter Bylaws. The membership chair gives a brief overview of IAAP and “What’s in it For You.” The Chapter Board attends to answer questions and provide insight into what they have gained through their membership. The Orientation Session has been well received and is a part of the Chapter’s efforts to promote involvement in Chapter activities.

This month we will have two new members to “pin” during our chapter meeting — Mindy Jackson and Yevette Robinson.

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@nti.tec.ar.us

Dana Ledbetter - Treasurer
dledbett@uark.edu

Visit us at
<http://www.razorbackiaap.org>



International Association of
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June Birthdays

Christy Newson — June 21

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 Fundraiser...

Our chapter fundraiser with RADA Cutlery is still available on the website: www.razorbackiaap.org and check out the link to the fundraiser or go to www.helpourfundraiser.com. The Customer number is: 500963. Password is: razorback (lowercase). There is a minimum order of \$20, with \$5 shipping charge. Our Chapter will receive 40% from the total of every order up to the end of October 2008.

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.

Interest in certification is growing we have two members who plan to take the exam in November. If you are interested in taking the exam or joining a review group contact:

Jean Mitchell CAP at
jem03@uark.edu

Deadline for registration is August 15th and the exam will be administered the first weekend in November.

A Message from Razorback Chapter President

This is going to be an exciting IAAP year! International has developed new criteria for Divisions and Chapters. Scorecards are a thing of the past. There are now Division of Excellence, Chapter of Excellence, and Members of Excellence. I have the information for the Chapter of Excellence and will go over the criteria at our Razorback 101 meeting on August 7th at 5:00. Watch for further details! It should be a very informative and exciting meeting. The Member of Excellence information will be revealed at the International Convention later this month and will also be distributed at the Razorback 101 meeting.

Beginning in August, we will have a membership recruitment contest. The contest will run August through March. The member who recruits the most during that time frame will win the award the Chapter received at the Division meeting in June. So recruit, recruit, recruit!!!!

Remember to get the most out of IAAP, join a committee and get involved. Committees are still being formed. There will be a list available at the July 22nd Chapter meeting. Committees are a perfect way to enhance your involvement and networking through IAAP.

I look forward to seeing you there.

Sandy Hancock CPS

Chapter Meeting June Annual Chapter Meeting

The Razorback Chapter held its annual chapter meeting and monthly chapter meeting on June 19th at the Courtyard By Marriott. There were 13 members present for the meeting. The Chapter recognized outgoing President, Shelly Walters with a plaque and the Chapter Board presented her with a basket of goodies.

Each attendee was given a copy of the annual report for the Razorback Chapter for 2007-08. If you were unable to attend and would like a copy, please contact Shelly Walters.

Shelly Walters, delegate to the Arkansas-Oklahoma Division Annual Meeting, gave a report on the meeting held in Bartlesville, Oklahoma. The Razorback Chapter received recognition for our performance on the Chapter Scorecard during 2007-2008 in the form of one free registration to the 2008-2009 A-O Division Annual Meeting along with 3 nights lodging. Be watching for more information on how that award will be given to one of our chapter members.

The installation of the Chapter Officers for 2008-2009 was conducted by Outgoing President Shelly Walters. Those installed were: President, Sandy Hancock CPS; Vice President, Linda Dizney CAP; and Treasurer, Dana Ledbetter. The Board held a brief meeting to accept Sharon Harvey as Secretary. President-elect, Tamara Ellenbecker and Secretary, Sharon Harvey will be installed at the next meeting.

The Marriott provided the catered food and it was a wonderful meal. It was a great time.”



*Shelly Walters, 2007-2008
Razorback Chapter President*



EMBRACING CHANGE: FOR YOUR OWN GOOD!

July 22, 11:30 a.m.

AT&T Conference Room
Engineering Research Center
700 Research Center Blvd.
Fayetteville, AR

for more information contact:

Linda Dizney, Vice-President and Program Chair
ldizney@uark.edu
479-575-5459



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Monday Motivators from Joan Burge

Determined to Succeed



Attitudes are important to successfully overcoming challenges. Right now, we have a lot of challenges facing us - the economy, companies downsizing, gas prices rising, air travel stress, an election year, and personal challenges. That is just life. We will always be presented with obstacles, uncertainty, and changing world events.

Think about your challenges at work: a tough assignment, a difficult person, juggling multiple tasks and people, and learning new technologies. Your attitude about the situation will dramatically affect how you go through the situation.

Strive for a positive attitude and use positive self-talk. Add to that: creative thinking, problem solving, risk taking, determination, commitment, being organized and taking action, and you will accomplish your goals. Here are bonus strategies:

- ★ 1. Keep abreast of the economic changes taking place; they could affect your industry and job.
- ★ 2. Is it time to refresh your resume (just in case)?
- ★ 3. Be a star performer at work. Companies do not want to lose their stars - or rising stars.
- ★ 4. Don't get caught up in the negative grapevine at work.
- ★ 5. Remember, employees don't always know what is really going on with company changes.
- ★ 6. Stay positive. Come into work with a good attitude.
- ★ 7. Encourage co-workers to stay positive and focused.

A quote I found years ago says, "Some succeed because they are destined to. However, most succeed because they are determined to." (I do not have the author's name.) Be determined this week to succeed when presented with a challenge. That is the only affirmation you need to live a fruitful week at work and at home!

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.

Did you know you could...

Become a Microsoft Certified Office Specialist?

You'll benefit from Microsoft Office Specialist certification—whether you want to take your career further or improve your company's bottom line. That's because certification recognizes expertise with Microsoft Office programs. Employers around the world know that it's a smart move to hire certified candidates. And, certification can be an employee's ticket to better career opportunities.

Individuals: Stand out as a Certified Microsoft Office Specialist

Microsoft Office Specialist certification can launch your career. Certification shows that you're an expert with Microsoft Office programs. It also sets you apart in today's competitive job market with



skills to accomplish the most complex of Microsoft Office projects. Learn how to achieve Microsoft Office Specialist certification by visiting the IAAP Website then click on the "Microsoft Office Specialist" link.

Employers: Certification helps improve your bottom line

Make those training dollars quickly pay off. Get your employees certified as Microsoft Office Specialists. Certification means that you'll have experts available for your Microsoft Office project needs. That's because Microsoft Office Specialists know how to best use all the power of the Office suite. And, Office Specialist certification makes it easier to pick the best individuals for the job.

Research shows the following:

- **Up to 87 percent** of employers notice increased competency in their Office Specialist-certified employees.

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- **Up to 83 percent** of employers feel that their employees who are certified Office Specialists are more productive.
- **Up to 82 percent** of employers believe that Office Specialist certification directly benefits an organization.

The worth of a penny...

You always hear the usual stories of pennies on the sidewalk being good luck, gifts from angels, etc. This is the first time I've ever heard this twist on the story. Gives you something to think about...

Several years ago, a friend of mine and her husband were invited to spend the weekend at the husband's employer's home.

My friend was nervous about the weekend. The boss was very wealthy, with a fine home and cars costing more than her house.

The husband's employer was quite generous as a host, and took them to the finest restaurants.

As the three of them were about to enter an exclusive restaurant one evening, the boss was walking slightly ahead the couple. He stopped suddenly, looking down on the pavement for a long, silent moment. She wondered if she was supposed to pass him. There was nothing on the ground except a single darkened penny that someone had dropped, and a few cigarette butts. Still silent, the man reached down and picked up the penny. He held it up and smiled, then put it in his pocket as if he had found a great treasure.

Throughout dinner, the entire scene nagged at her. Finally, she could stand it no longer. She casually mentioned that her daughter once had a coin collection, and asked if the penny he had found had been of some value.

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Moving Ahead: Tools and Resources for the Future

From Office Team

How would you rate your marketability? Do you have the necessary qualifications to get ahead professionally? It's easy to get so caught up in the daily grind that you don't make time to plan for the future. However, by looking for gaps in your skill set on a regular basis and refining your career strategy, you can position yourself for long-term success. And the more knowledgeable you are about workplace trends, the easier it is to accomplish these tasks.

Change is Here ... Are You Ready?

The constantly evolving, competitive business environment demands a new type of employee — one who is prepared for anything. And expectations have never been higher. You need to have just the right skills at just the right time. Administrative professionals are expected to do more with less and apply strategic thinking to all of their projects. Do you have what it takes to keep up? Ask yourself:

- Am I committed to learning?
- Do I lead change or simply adapt to it?
- How important are my contributions to my group's success?
- How frequently do I read industry publications and attend association events?
- Does my employer view me as indispensable?

Get on the Right Track

Knowing what skills and qualifications are in demand and where the jobs are can give you a competitive edge in your career. Trends to take note of include:

- **Technical knowledge** — Proficiency alone isn't enough. You need to be at the forefront of technological change. Just learned your company will be implementing a new software application? Ask to take a class in it before the process begins, so you'll be ready to help train staff and troubleshoot problems. Also become known as an information navigator — someone who can quickly locate data and summarize findings. An attractive skill set would include expertise with Microsoft Office, database management software, schedule/project management applications, Internet research and budget tracking.
- **Soft skills** — As the saying goes, "You only get one chance to make a first impression." This is particularly true in the administrative field. In your role, you are often the initial contact for key individuals such as prospective clients, investors and job candidates. Your interpersonal skills, level of confidence, problem-solving abilities and attitude are on display constantly — in person, on the phone or in e-mail and other communication. Shine here and you will stand out for job opportunities and advancement potential.
- **Certifications** — Want to show your boss you're qualified to take on more challenging projects, like designing presentations and tracking budgets? Earning a certification such as Microsoft Office Specialist shows that you've got the skills to succeed. It can also boost your earnings potential.

Take Your Career to the Next Level

Here are several ways to build your skills and knowledge:

- **Get out there.** Active participation in professional organizations such as the International Association of Administrative Professionals, American Business Women's Association and local chambers of commerce can help you stay on top of workplace trends. You may also make new contacts you can tap as resources later for career advice.
- **Go back to school.** There's no shortage of options when it comes to professional education. Many universities offer programs for those with full-time jobs and a multitude of organizations provide training sessions and seminars on everything from business communication to strategic planning.
- **Find a mentor.** What weaknesses could hold you back from career success? Hate public speaking? Difficulty juggling multiple projects? Now think about people in your company whose strengths fall in those areas. One of these individuals would be an ideal choice for a mentor. Ask for real-life examples of what works for them and solicit ongoing feedback on your efforts to improve.
- **Read.** If you're like many busy administrative professionals, you have a stack of journals on your desk you plan on getting to "someday." Well, someday should begin today. Reading through an article or two over your lunch break can boost your knowledge of developments and events shaping your profession and industry. You may learn things that enhance your job performance and contributions, making you indispensable to your boss and others at the firm.

Your Ultimate Goal: Exceed Expectations

- Be an MVP. Serve as a strong "right hand" person for your boss. And don't just respond to requests for help; anticipate needs and develop solutions in advance.
- Get involved with the hiring process. When it comes to filling a job opening today, an avalanche of applications can quickly overwhelm already tapped-out managers. Provide much-appreciated relief by offering to sort through the stacks of resumes, arrange interviews and give feedback on candidates.
- Look for ways to add value to your employer. Take into account big-picture issues with all of your decisions. What are your company's larger business goals? Find ways to make a real difference with your work.

A Long-Term Commitment

Just when you think your skills are up to date, business conditions and technologies change, and your talents can become obsolete. So make time at least once a year to consider where you are, where you've been and where you want to be in your career. Commit to lifelong learning and improvement. You'll stay ahead of the curve and enhance your career prospects.

About OfficeTeam

OfficeTeam provides businesses with the highly skilled administrative talent they need to maximize productivity, achieve cost efficiency and support full-time staff. The staffing firm has more than 300 locations worldwide and offers online job search services at

www.officeteam.com.

A smile crept across the man's face as he reached into his pocket for the penny and held it out for her to see. She had seen many pennies before!

"Look at it." He said. "Read what it says." She read the words "United States of America."

"No, not that; read further."

"One cent?" "No, keep reading."

"In God we Trust?" "Yes!"

"And?"

"And if I trust in God, the name of God is holy, even on a coin."

Whenever I find a coin I see that inscription. It is written on every single United States coin, but we never seem to notice it! God drops a message right in front of me telling me to trust Him?

Who am I to pass it by? When I see a coin, I pray, I stop to see if my trust *IS* in God at that moment.

I pick the coin up as a response to God; that I do trust in Him. For a short time, at least, I cherish it as if it were gold.

I think it is God's way of starting a conversation with me. Lucky for me, God is patient and pennies are plentiful!"



When I was out shopping today, I found a penny on the sidewalk.

I stopped and picked it up, and realized that I had been worrying and fretting in my mind about things I cannot change.

I read the words "In God We Trust," and had to laugh.

Yes, God, I get the message.

"Lucky for me, God is patient and pennies are plentiful!"

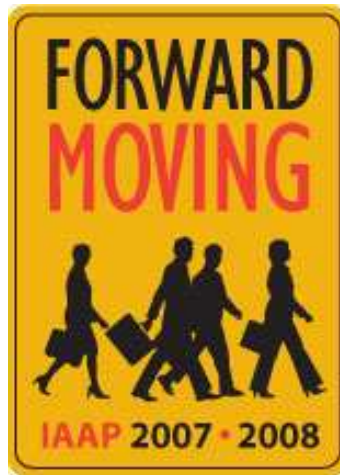
EVENTS

2008 International Convention and Education Forum
July 27-30, 2008
Hilton New Orleans Riverside
New Orleans, LA

Minute Taking Made Easy Workshop
Tuesday, June 10, 2008
Minneapolis, MN

Cleaning Up Your Work Environment
IAAP 2008 Certification Conference
October 19-22, 2008
Denver, Colorado

Future Dates and Locations:
2009 Minneapolis, Minnesota
July 26-29 Minneapolis
Convention Center



**2007-2008
 A-O Division Theme**

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

Judy McCoy, CPS/CAP
 IAAP International President's logo
 announced at the
 International Convention Aug. 1

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



Calendar of Meetings

BOARD MEETINGS

DATE	TIME
July 1	11:30 a.m.
August 5	11:30 a.m.
September 2	11:30 a.m.
October 7	11:30 a.m.
November 4	11:30 a.m.
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.



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CHAPTER MEETINGS

DATE	TIME	LOCATION
July 22	11:30 a.m.	ENRC
August 26	11:30 a.m.	ENRC
September 23	5:30 p.m.	TBD
October 28	11:30 a.m.	ENRC
November 18	11:30 a.m.	ENRC
December 16	5:30 p.m.	TBD
January 27	11:30 a.m.	ENRC
February 24	11:30 a.m.	ENRC
March 24	5:30 p.m.	TBD
April 28	11:30 a.m.	ENRC
May 26	11:30 a.m.	ENRC
June 23	5:30 p.m.	TBD

Board Meetings Location Engineering Research Center, Joffe Conference Room