

June 2009 Newsletter

June 2009 – Razorback Chapter Meeting

By Sandy Hancock CAP

The June meeting of the Razorback Chapter will be held at 5:30 pm on **Thursday**, June 25th. The location of the meeting will be the Alumni House on the corner of Razorback Road and Maple Street. This meeting is our annual meeting and as such we will not have an educational program. The agenda for this meeting include but is not limited to: installation of officers, voting on chapter bylaw amendments, committee and officer reports, member recognitions, and delegate report to Arkansas-Oklahoma Division meeting.

We have invited Teresa Tidwell CAP, 2009-2010 Division Secretary to install the new officers. This is an opportunity to meet one of our newly installed Division Officers. The meal will be a potluck so bring your favorite recipe and surprise us with your culinary talents. There will be plenty of parking available across the street from the Alumni House in the large parking lot (the pit). Parking is open after 5:00 pm. Be sure to join us for this important meeting as we move into the future.

A-O Division Educational Leadership Conference August 22, 2009 - Hampton Inn, Van Buren, AR

By Tamara Ellenbecker

The Arkansas-Oklahoma Division has scheduled the A-O Division 2009 Educational Leadership Conference for Saturday, August 22, 2009 at the Hampton Inn (1916 N. 6th St. – Exit #5 from I-40) in Van Buren, AR.

There will not be a registration charge for A-O Division Members to attend. However, members who register but do not attend will be billed afterwards for their food cost.

If you desire there is a block of rooms reserved for IAAP members for Friday evening, August 21, 2009 at a rate of \$94 per room. You will need to call the hotel directly to reserve your room with a credit card guarantee. The number for the hotel is 479/471-7447 (there is no toll-free number available for reserving a room). The Division Board has reserved a block of 10 singles and 10 doubles in our block for our members. The A-O Division will provide reimbursement to members for half their hotel room cost for Friday night, up to \$47 plus tax.

There will be a group forming to drive down the day of the conference and anyone interested in carpooling should notify Tamara Ellenbecker at tellenbe@uark.edu to get on a list of potential carpool-ees.

The agenda will be coming soon. Information will be passed on as it becomes available. This is a great opportunity to learn more about IAAP, network with other members of the Arkansas-Oklahoma Division and just have a good time.

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®

Razorback Chapter

June Birthdays

Christy Newsom - June 21st

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.

11 Little-Known Ways To Advance Your Career



- ⇒ **Request the help of well-known professionals in your community.**
- ⇒ **Learn your work products.** Try to get quality examples of the products your bosses are working on so that you know what quality output is. When your boss gets sick or goes on vacation, volunteer to create the work product. This will help your boss and distinguish you above your peers.
- ⇒ **Volunteer for the little things.**
- ⇒ **Stay on top of your industry.** Attend industry-related conferences or network with people in your industry online. Also, keep interacting with potential clients that aren't necessarily in your arena – they may lead to a big sale in the future.
- ⇒ **Hone your public speaking and presentation skills.** Volunteer for any and every speaking opportunity that presents itself. You will be seen as a knowledgeable and competent individual.
- ⇒ **Be nice.** Step above the heap and be nice to people around you, especially when things go bad. In pressure situations, those who can keep their cool, their calm and still keep on smiling and laughing stand out.
- ⇒ **State your opinion even if it goes against the crowd.** If you feel strongly against an issue, learn to present and argue the facts compellingly. Doing so logically, while appealing to everyone's self-interest as well as the best interests of the company, is an uncommon skill, one that has tremendous value for any corporation.
- ⇒ **Befriend your company's PR person.** By getting quoted in articles or appearing on air as an "expert source," you are attracting attention to your firm and yourself.

A Message from Razorback Chapter President

As the year draws to an end, I reflect on the year and realize where did it go? Some things that I wanted to accomplish were, but others are still not quite there like the scholarship and mentoring program for the chapter. My intention is to continue with these endeavors with the permission of the new board. As someone who has had a hard time with membership dues and going to conferences because of a lack of funds, it is my desire to be able to help our Chapter members with these endeavors when employers are not able. I want to give back to the Chapter as a representation of what I have received – the education, the new friends, and the networking with other professionals. So with this in mind, watch out for the special fundraisers that will be held specifically for scholarships.

I know Tamara will do an excellent job as President and look forward to see what she accomplishes over the next year.

Sandy Hancock CPS

Why You Need a Personal-Emergency Work Kit

Let's face it: Disasters can - and will - strike at work. So, to ensure that you're adequately prepared for any blunders that come your way, consider assembling an emergency work kit. That way, when you spill ketchup on your white blouse or realize that your blood sugar is dangerously low, you'll be armed and ready. Below are the four key categories to consider when compiling your emergency kit:

- **BASIC MEDICATIONS:** Maybe they come from staring at the computer screen for hours on end; maybe they're the direct result of job [stress](#). Regardless of why you suffer from them, tension headaches often strike unexpectedly. Fortunately, relief is only a drugstore's drive away. Stock up on some general meds and pop them when you begin to experience pain. Also, if you have any specific allergies, make sure to include their remedies in your kit. Another key item: Pepto-Bismol. The number-one way to soothe an upset stomach, [Pepto-Bismol](#) will likely be your ally after a spicy lunch out.
- **HYGIENE PRODUCTS:** To avoid an office humiliation, be sure to have personal-hygiene products on hand. Ladies, without going into great detail, we've *all* experienced the moment of panic when we realize that we're, umm, lacking some necessities. Prevent this minor crisis by storing an adequate supply of feminine-hygiene products in your desk. Other essential items that could stave off minor emergencies include: dental floss, clear nail polish (for fixing pantyhose or preventing buttons from falling off clothes), breath mints.
- **HEALTHY SNACKS:** If you're like most people, then you occasionally get hungry (Okay, *ravenous!*) throughout the workday. Since they don't spoil like produce, granola bars are the perfect snacks to keep tucked away at your desk. Another great option to store at work is fruit snacks. These bite-sized goodies are typically low-calorie and work wonders to ward off hunger.
- **SPARE CLOTHES:** Just in case you run to the gas station for your daily java fix and spill a 16-ounce cup of coffee all over your khakis and don't have time to run home, keep a spare set of clothes at the office.

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Monday Motivators from Joan Burge

Procrastination



It's June! How has your year been going so far? Have you accomplished any of the goals you set January 1? If not, why not? If so, great. What are your next goals? Time is passing faster than the speed of lightening this year and if you think the first 5 months went fast, just wait. Let's start summer off on the right foot and stop procrastinating.

Problem 1: Perfectionism. Worrying too much about failing to meet your own high standards.

Solution: Don't sacrifice the good for the best. Replace the "should" and "musts" that rattle around in your brain. Start thinking, "It would be nice..." and "Let's see how it turns out..." Set two deadlines: the first as your own deadline date and a second as the actual project date. Meet the first deadline and then work for the second deadline, concentrating on perfecting your work.

Problem 2: Overextending. You take on more than you can handle and then freeze under the realization.

Solution: Admit your miscalculation. Tell people early on. Get their help by breaking down the project into smaller tasks. After all, the goal is to get the project done.

Problem 3: Fear. Whatever we're afraid of can paralyze us into inaction.

Solution: Acknowledge the fear and do the task anyway. It's best to confront our fears right away. That's because they can snowball. Keep in mind that 90% of what we worry about never happens, and the 10% that does is never as bad as we thought it would be.

Problem 4: Craving the adrenaline rush. Some of us feed off of crises, and many feel rewarded by the thrill.

Solution: Go skydiving instead. Set early deadlines and reward yourself for meeting them. Instead of getting the rush from working under pressure, reward yourself with a skydiving trip, or Whitewater rafting ride.

Problem 5: Chicken Little syndrome. Everything is important and only you can get it done.

Solution: Prioritize, delegate, and say "no." Start by prioritizing the task at hand. Separate what's important vs. busy work.

Problem 6: Inability to be satisfied with delayed gratification. Rewards come after hard work and not before.

Solution: Build in more rewards that increase with accomplishment. Think of the project as a temporary inconvenience. Then as you get certain parts of the task done, reward yourself, saving the biggest and best reward for when the project is completed.

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.

How to Talk Money With Hiring Managers

Today's tough job market can make even the most seasoned professional nervous about the hiring process, particularly when it comes to broaching the topic of compensation.

A recent survey conducted by our organization, however, could help put your mind at ease, at least somewhat. More than half (56 percent) of senior executives surveyed said they are comfortable with applicants asking about compensation in the first or second interview.

Here are some tips to help you prepare for the conversation:

- ⇒ **Do your homework.** Before you talk with the hiring manager about salary, review government data, trade association reports and compensation surveys such as OfficeTeam's annual *Salary Guide*. Also consider the current job market, the unique expertise you offer and your experience level when establishing a desired salary range.
- ⇒ **Remain flexible.** Enter salary discussions with an open mind and positive attitude. While there may be some aspects of an offer you're unwilling to negotiate, be prepared to compromise on items that are less critical to you, such as the number of vacation days, for example.
- ⇒ **Don't fixate on just one aspect.** When evaluating an offer, look at the total compensation package, including nonmonetary, but highly desirable, components such as healthcare benefits, paid time off and flexible scheduling.
- ⇒ **Get it in writing.** Once you've agreed on terms, ask the employer to draw up a letter of agreement that outlines the specifics of the offer, such as the position's key responsibilities, salary and any special arrangements that resulted from the negotiations.

OfficeTeam is the world's leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has more than 325 locations worldwide, and offers online job search services at www.officeteam.com.

11 Little-Known Ways To Advance Your Career

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- ⇒ **Know the company.** Study the company, the way it does business and its products, regardless of whether the information is relevant to your job or not.
- ⇒ **Notice other people's efforts.**
- ⇒ **Get to know your boss, but don't curry favor.** Know what the boss values in his staff. If he wants people to think through a problem before coming for help with a solution, don't go running to his office at the first hint of difficulty.

Welcome

New Chapter Members:

Lori Kruse

Karen McDowell

Stephanie McGuire

April Martin

Chapter Question Of The Month



The Chapter Question of the month will be suspended for June due to all the business to be conducted at the Annual Chapter Meeting. It will return next month.



Recap of May's Chapter Meeting Top 7 Tips For Managing Multiple Projects

By April Martin

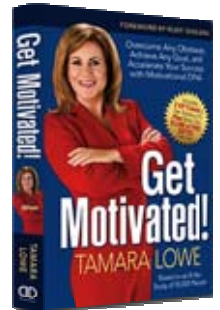


If you missed the May meeting of the Razorback Chapter IAAP, you missed an informative meeting. Tamara Ellenbecker, President Elect of the Razorback Chapter, presented "Top 7 Tips for Managing Multiple Projects." Taking on new projects and multi-tasking is common for administrative professionals across all industries. The good news about this trend is that people accomplish more. The not-so-good news is that most people are not natural born multi-taskers. This results in more work performed at subpar quality and/or burned-out leaders! Tamara shared seven tips, adapted from an article by Kevin Kearns, President of Kearns Advantage, a leadership coaching company. With a Master of Science degree in Organization Development, Kevin has created these seven tips to help you manage multiple projects, with less stress.

What's Your Motivational DNA?

In the same way that each person has a different fingerprint and a distinct combination of DNA, every individual is hardwired with a unique motivational type. Grounded in eight years of research with more than 10,000 people, GET MOTIVATED reveals how to decode your Motivational DNA for maximum achievement. Whether you are an individual seeking to realize your personal goals or a leader looking to motivate your team, GET MOTIVATED will show you:

- ⇒ How to Decode Your Motivational DNA
- ⇒ What to do When You Don't Want to Do Anything
- ⇒ How to Hire the Motivated and Motivate Those You've Hired
- ⇒ Easy Ways to Deal with Difficult People
- ⇒ The Formula for Beating Stress While Meeting Deadlines
- ⇒ How to Raise Positive, Self-Motivated Children



How to Kick Your Team's Performance- and Your Profits- Into High Gear

Take the quiz today! Registration is NOT required and it is free! Go to <http://www.getmotivatedbook.com/Test.aspx>.

TAMARA LOWE is one of the world's most successful speakers and consultants, having trained more than two million people in seventy countries. She is the co-founder and executive vice president of Get Motivated Seminars, Inc. Tamara's work has been featured in *USA Today*, the *Wall Street Journal*, *Time*, *People*, on *60 Minutes* and CNN. For more information, see <http://www.getmotivatedbook.com/>.



Razorback chapter members at the Division meeting in Tulsa.

EVENTS

Razorback Chapter Annual Meeting
Janell Y. Hembree Alumni House
University of Arkansas
June 25, 2009

2009 A-O Division Educational
Leadership Conference
Hampton Inn
Van Buren, AR
August 22, 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

June's meeting will be held at the Alumni House, on the corner of Razorback Rd. and Maple St.



CHAPTER MEETINGS

DATE	TIME	TOPIC	LOCATION
June 25.....	5:30 p.m.....	Annual Meeting	Alumni House

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

DON'T FORGET! June's meeting will be a potluck meeting! Bring your favorite dish!