

# March 2009 Newsletter

## March 24th—Chapter Meeting

By Dana Ledbetter

The Razorback Chapter of the International Association of Administrative Professionals® will hold its monthly meeting on Tuesday, March 24, 2009, at 5:30 pm, at the Washington Regional Medical Center, Pat Walker Center for Seniors Auditorium located at 12 East Appleby Road, Fayetteville.

This month's program will be presented by Denise Y. Brooks of Alexis Information Systems. Denise will be speaking on "Office Online Networking" and she will be demonstrating some of the features of Facebook and MySpace.

Special guests for the evening will be the Arkansas-Oklahoma Division Officers.

Join us for this evening meeting and bring someone in your office to join you. The Washington Regional Foundation will be providing our meal for the evening and your RSVP is due by March 16, 2009 by contacting Bernadine Vanderlip at [vanderli@uark.edu](mailto:vanderli@uark.edu).

For more information regarding the program, contact: Linda Dizney CAP or Dawn Fisher CAP, Co-Program Chairs at 575-5459 or 575-4804.



## 2008-2009 Chapter Officers

Sandy Hancock CPS - President  
[shancock@uark.edu](mailto:shancock@uark.edu)

Tamara Ellenbecker - President-Elect  
[tellenbe@uark.edu](mailto:tellenbe@uark.edu)

Linda Dizney CAP - Vice-President  
[ldizney@uark.edu](mailto:ldizney@uark.edu)

Sharon Harvey - Secretary  
[sharvey@nwti.edu](mailto:sharvey@nwti.edu)

Dana Ledbetter - Treasurer  
[dledbett@uark.edu](mailto:dledbett@uark.edu)

Visit us at

<http://www.iaap-razorback.org/>



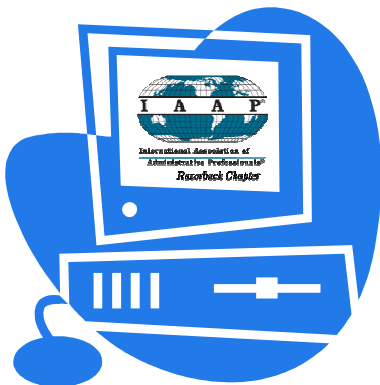
International Association of  
Administrative Professionals®  
Razorback Chapter

## March Birthdays

Debbie Clark—March 25th

*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](mailto:danal@uark.edu)) with your birth date.*

## Get Logged On...



Have you "officially" logged onto the IAAP website? If you are not sure 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.

Go ahead give it a try!

### 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.

## Strategic Planning Meeting...

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.

## Chapter Question of the Month...

The Southwest District  
Director is: -----

Be sure to attend the Chapter Meeting this month on the 24th 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!*

## A Message from Razorback Chapter President

Spring is definitely in the air despite the cold front that came through last night. There is something about the sound of birds that is different in the springtime than in any other time of the year. Yet today we are expecting up to two inches of snow. Yes...spring in Arkansas; there is nothing like it!

Remember our March meeting is on the 24<sup>th</sup> at 5:30. More information is available in this newsletter. Also please plan ahead for the Administrative Professionals Day event to be held April 22 at the Holiday Inn Convention Center. Registration information will be sent out shortly. The Razorback Chapter and the Benton County Chapter join forces to host this amazing educational event for administrative professionals.

*Sandy Hancock CPS*



## Trunk Sale May 16<sup>th</sup>

May 16th is the date for our "Trunk Sale" fundraiser. The idea of a "Trunk Sale" was a welcome choice among many of our members. 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 Scholarship fund.

As we learned from Cynthia Douthit in our January meeting, "New Year, New You", it's never too late to start to "de-clutter".



## Save The Date!

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



# Monday Motivators from Joan Burge

## Frustrated by a micromanager?

### Use this proven advice:



**H**ello, Monday Motivators! Some time ago, one of our readers asked my advice on how I would handle a micromanager - which, as we all know, can be a supervisor or a colleague you're working with on a project.

Micromanagers have their good and not-so-good points. To be fair, let's explore the benefits of working with a micromanager first - namely that these are people who often accomplish a lot because they understand the devil is in the details. So they have an almost innate ability to ensure projects move forward at a

steady pace - not all rushed at the end. As a result, the quality of their work is often better than average. We can and should admire these laudable traits.

That said, what usually makes it difficult to work with micromanagers is their seeming inability to give people space to do their jobs. At their spirit-crushing worst, micromanagers can smother all creativity and joy out of a team project - earning a fair share of resentment as a result. Ironically, intensely micromanaged projects are often mediocre at best because people stop sharing insight and simply "put in their time."

If you're working with a micromanager, ask yourself, "Why exactly is this person directing how I do my work?" Perhaps it's the first time you're working together; in that case, the micromanager may not know how well you perform, and may be responding in a sort of "default" mode applied to everyone until they've proved themselves. If you're overcoming a slip-up in the past (such as a missed deadline), the micromanager may know this; time, once again, will be the cure.

However, if the micromanager is actually hampering your ability to do your job to the best of your ability, then my advice is to sit down one on one and speak up! Too often, employees make incorrect assumptions in the workplace, largely because they fear confrontation. Even the word sounds difficult! But the truth is confrontation can be a proactive, constructive exercise that puts you in the driver's seat. The process is this simple:

- You see a problem.
- You think about it clearly enough to understand it from a 360-degree view.
- You speak to the person about the problem.
- You listen to the other side.
- Together, you arrive at a solution!

I've found that most times, micromanagers are unaware of the effect their personality or habits may be having on those they work with. Calling out the problem in a friendly way and stating precisely how it is affecting you can help resolve the issue, bolstering your work relationship so you're an even more effective and productive team going forward

Wishing you all the best this coming week - and in your continuing efforts to overcome workplace challenges to achieve peak performance each and every day!

### 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.

## Be ready for new technology

Technological advances will be the key influence shaping how business is conducted in the next five years, according to 46 percent of executives surveyed recently by OfficeTeam and IAAP.

Administrative professionals stand ready to play a lead role in embracing these technology tools in their organizations. In the same study, 95 percent of administrative assistants said they find it easy to adapt to new technologies; 83 percent are teaching others what they know.

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More than 340 administrative professionals and 250 senior executives in the United States and Canada took part in the study. The full survey results are reported in *Changing Places, Changing Faces*, a research guide developed by OfficeTeam and IAAP. The complimentary guide can be downloaded at [www.officeteam.com](http://www.officeteam.com).

Executives were asked, "In the next five years, which of the following trends do you think will have the most significant impact on the way your company conducts business?" Their responses:

- Technological advancements—46%
- International business expansion—23%
- Multiple generation in the workforce—16%
- Increased Employee Diversity—12%
- Other—3%

Administrative professionals were asked to rate their ability to adapt to new technologies.

Their responses:

- Very easy to adapt —50%
- Somewhat easy to adapt—45%
- Somewhat difficult to adapt—5%
- Very difficult to adapt—0%

Administrative professionals were asked to what extent they agreed or disagreed with the statement, "I am expected to teach others how to work with new technologies."

- Strongly agree—37%
- Somewhat agree—46%
- Somewhat disagree—11%
- Strongly disagree—6%

While executives recognize the value of office support staff as a training resource, there may be opportunities for their teams to play an even larger role. When executives in the study were asked to rate on a scale of 1 to 5 the importance of administrative staff in helping their company initiate new technologies, the mean response was 3.5. Administrative staff can boost their career potential by making managers aware of the software skills and willingness to be a training resource for others.

*IAAP Connections July 29, 2008*

## Recap of February Chapter Meeting

### Conflict Resolution

Tuesday, February 24<sup>th</sup>

The Razorback Chapter hosted Dana Collins of the Employee Development Program, Department of Human Resources at the University of Arkansas for our monthly meeting.

Dana spoke to us on "Conflict Resolution" she covered the nature of conflict, some of the approaches to resolving conflict, and the various outcomes of conflict resolution. We learned effective ways to express conflict. Finding the interests behind the positions helps to clarify the conflict, and can lead to resolution.

There are five types of outcomes or strategies when resolving conflict: Competition, Collaboration, Compromising, Avoidance and Accommodation. Each of these can be used in resolving the conflict but must be used with an understanding of what the outcome is to be.

Other important tips she gave us were: Uncovering the interests of the positions by providing complete information. Find time to discuss, ensure there is ample time to talk through the conflict and the interests behind it. Discuss the desired outcomes and goals. You may actually find that while positions are different, interests are compatible. Commit to respect maintain respect in the face of conflict. This keeps lines of communication open. Be flexible there is more than one way to resolve any conflict. And take responsibility for your role in the conflict and in the resolution.

Use of language is another tip she gave us. She instructed the use of "I" statements rather than "You." By beginning a sentence with "You" it sounds accusatory and puts people on the defensive. Avoid questions that begin in "Why" rather use "What" as in "What happened that made you afraid?" Using the word "But" in your sentences negates everything that came before it, which can create a mistrust and hard feelings. Of course it is not possible or wise to completely eliminate these words from our conversations; however, being conscious of their use and implications can help create goodwill.

After Dana's presentation we had drawings for door prizes and those who had their answer for the "Chapter Question of the Month" were awarded pins for the correct answer.

We hope you will consider joining us March 24<sup>th</sup> for our meeting. It will be an evening meeting and we will be having a meal provided by the Washington Regional Foundation. An RSVP is necessary so look for information on the first page of this newsletter.



# EVENTS

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

Strategic Planning Meeting With Division Officers  
 Global Campus in the Arkansas World Trade Center Building  
 Rogers, AR  
*April 30th, 2009*

CPS/CAP Examinations  
*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
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
March 24.....	5:30 p.m. ....	Office Online Networking .....	Pat Walker Center / WRMC
April 28 .....	11:30 a.m. ..	Office Ergonomics.....	ENRC
May 26 .....	11:30 a.m. ...	Managing Multiple Projects .....	ENRC
June 23.....	5:30 p.m. ....	Annual Meeting .....	TBD

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