



May 2009 Newsletter

May 26th — Chapter Meeting

Article by: Dawn Fisher CAP

Top 7 Tips For Managing Multiple Projects

Tamara Ellenbecker, President Elect of the Razorback Chapter of IAAP will present “Top 7 Tips for Managing Multiple Projects” at the May 26th chapter meeting to be held at the Engineering Research Center at 11:30 a.m.



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 sub-par quality and/or burned-out leaders! Tamara will share 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.

Tamara is a longtime member of IAAP and an administrative professional in the department of Industrial Engineering at the University of Arkansas; an experienced multi-tasker.

Regarding Certification

By Jean Mitchell CAP

A number of us have committed to becoming an IAAP Member of Excellence this year. One opportunity to help us achieve this goal is to obtain the rating of Certified Professional Secretary (CPS) or Certified Administrative Professional (CAP).

When we begin to view our work as more than just a “job” that we go to each day, we are ready to take that next step in “turning our jobs into careers”. Certification is one way to let others (and especially our employers) know that we are serious about our work and the standards we want to achieve.

It’s hard to do this alone. Each person that has achieved the rating of CPS or CAP found a strategy that worked for them; some joined study groups, some found a study partner, others found study helps via the internet or friends and family to support their efforts.

The Razorback Chapter wants to help you succeed in becoming certified! If

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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

May Birthdays

Trisha Higinbothom—May 2nd

Cindy Shackelford—May 24th

Shelly Walters—May 27th

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.

Congratulations!!

Kathi Davidson, Administrative Assistant in Admissions and IAAP Razorback Chapter Member, was named Employee of the Third Quarter for the University of Arkansas in the Professional/nonfaculty – academic category.



And...

Congratulations to Shelly Walters, Marketing Manager, Fayetteville Visitors Center. Shelly graduated May 9th, 2009 with a B.S.E. in Human Resource Development.



We are very proud of our member's accomplishments.

Important Meeting... May 26th, 2009

The Election of our officers for the next year will take place at our May 26th meeting. Please be sure to attend to have your voice heard.

The meeting will be held at the AT&T Room in the Genesis Engineering Research Center located at 700 Research Center Blvd. Off of South School/71B.

A Message from Razorback Chapter President

Where did the time go? It seems like yesterday when the year started. I reflect back and think about all that has occurred over the past year. Without the support of its members, the Chapter would not be very strong.

Tamara Ellenbecker, President-Elect, will be approaching members to chair or serve on committees and hopes that she will have more volunteers than she will know what to do with!

The statement that we say when we install new members is so true – “The effort you put into your IAAP membership will equal what you will receive from your membership.” There are so many people who do not value what they have and who do not utilize the resources available to them. IAAP membership is one of those resources.

Sandy Hancock CPS

A balanced approach to balance

Many people juggle the demands of two-income households while trying to keep current with all the chores, tasks, details and information at work, not to mention time for family, hobbies, volunteer activities, exercise, socializing and self-improvement.

We seek balance because we're stressed, says productivity expert Kerul Kassel. But trying to be perfectly balanced all the time creates stress too, says Kassel. Realistically, there are times when we need to work more than usual and other times when we can focus more intently on our hobbies and passions. The aim of balance is to live a well-rounded life and to regularly renew and refresh your productive and creative energies so you can contribute to the best of your potential. Kassel offers these tips to help you achieve a realistic balance:

Get mindless. The other side of work isn't only family time. It also includes activities that rejuvenate you, whether that's spa time, sports, meditation, fishing, taking a walk or sitting in your yard watching the birds. This “mindless” time is critical to restoring your mental prowess and physical stamina. It creates space for spontaneous creativity and problem solving. Don't force it, though. The aim is to relax and enjoy fully.

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you are interested in forming a study group or in leading a study group please contact one of the our Chapter Officers or our Certification Chair, Jean Mitchell CAP.

There are study helps available on the IAAP headquarters website at certification@iaap-hq.org. IAAP has made available a list of books that can help you prepare for the exams as well as links to publishers with materials designed specifically for preparing for the exams.

The next exams are scheduled for November 6-7 and the deadline to get our applications in to headquarters is August 15th. Exam fees effective with the November 2009 exams are:

	CPS Exam	CAP Exam
Members (no change in fees)		
Processing Fee	\$ 50	\$ 50
Registration Fee – all parts*	\$ 160	\$ 210
Registration Fee – retakes	\$ 60 per part	\$ 60 per part
Part 4 of CAP exam only**	\$120	

*New candidates apply to take either the three-part CPS exam or the four-part CAP exam and must take all parts on their first attempt; CPS exam candidates will take three parts – CAP exam candidates will take four parts. **CAP candidates do not receive the CPS rating upon passing Parts 1-3 of the CAP exam.**

**Individuals with an active CPS rating may apply to take Part 4 only of the CAP exam.

Monday Motivators from Joan Burge

Attitude Assessment



I thought this would be a good time to do an attitude check. I just gave a presentation on Success Is 90% Attitude. This is one of my favorite subjects because every single day - every single hour - our attitudes are affected or can change. Look at each statement below and answer: agree or disagree and then I'll explain each one.

My attitude is changeable.

Yes, our attitudes are changeable. Depending on what is happening at the moment or what someone has said to us, our attitude can change. We can go from feeling really terrific to down in the dumps. The good news is that our attitude is changeable! This means that if we are having a bad day at work, we can still stay upbeat and address the challenge. Or if someone just said something that made us feel upset, we can choose to move on and not let it affect us and our work.

The quality of work I produce varies depending on my attitude.

We all know that the quality of our work is affected by our attitude. If we feel frustrated, overwhelmed, distracted, or just uneasy, we aren't fully focusing on our work and it is easy to let things slip through the cracks or not catch errors. Think about the days when you feel on top of the world. I bet you get a lot of things done and you do a good job as well. We want more of those kinds of days.

I don't have any other choice but to get upset with difficult people.

We do have a choice. People are just people. Yes, sometimes their personality can drive us crazy! But it is still our choice as to how we want to respond. So the next time Nancy Negative or Don Dragon appears, stop... think... act.

I don't need to do anything to keep myself upbeat. It will just happen.

Just like our bodies need food and nutrients, our mind needs to be fed positive information. We have way too much negativity in our world. You will want to keep positive quotes or comments at your work station. I like to read something inspirational or motivational just before going to bed. The more positive you put in, the more positive goes out!

My attitude needs to be handled gently.

Yes, it needs to be handled with care. If we don't keep an eye on our attitude, someone is sure to snatch it from us. I find it very interesting that we spend a great deal of time developing all kinds of skills such as organizational, time management, communications, conflict resolution and more. Yet people spend little time on learning how to take care of their attitude (which can affect the other skill areas.)

I have ultimate control of my attitude.

I hope you agree with this one. Sometimes we don't feel like we really have control. For whatever reason, we can't get out of our low mood. Deep down, it's up to us to take responsibility which could include using some of the strategies I mentioned above.

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.

FREE Webinar from Joan Burge

Joan has made available on her website a free Webinar. "26 weeks to Administrative Excellence."

This is a wonderful opportunity to get valuable information from Joan. She has a great perspective as she has been on "both sides of the desk."

The information she gives is not easily accessible in one location like the format she has in this webinar.

Some of the reasons to watch the webinar are:

Change is all around us and it is speeding up all the time. You will be left behind in the dust if you do not keep up.

Employees are expected more and more often to be responsible for pursuing excellence in the career on their own.

The marketplace is very competitive. To maintain your competitiveness you must constantly look for ways to advance your knowledge. Here is a way for FREE!

You want to be the best at your career and by doing things like this webinar you are extending the possibilities of excellence you can offer.

By staying on the frontlines in excellence you can impact your company and become a more effective employee.

Excellence leads to career advancement. Which in turn leads to pay increases. Becoming a more valuable employee can bring not just satisfaction but also more money.

From the editor: I have looked at the webinar and although it says "26 Weeks" there are 7 videos at her website and number 7 is labeled "7 of 7." So you could probably do most of them on a weekend probably.

The website is:

OfficeDynamics.com



Chapter Question of the Month...

Who was the first president (charter president) of the Razorback Chapter IAAP?

Be sure to attend the Chapter Meeting this month on the 28th 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.

Welcome New Member...

We have a new member, Cynthia D. Rainwater with the University of Arkansas Fort Smith Foundation, Inc.



Administrative Professional's Day

By Shelly Walters

The Benton County and Razorback Chapters co-hosted the 2009 Excellence in Action Administrative Professionals Conference. The all day event was held April 22nd at the Holiday Inn Convention Center in Springdale, Arkansas.

This is the third year the chapters have worked together to host the event and it has grown exponentially every year. In 2007, the event had 61 attendees. In 2008, we had 136 attendees. This year there were 230 attendees for the day which included 37 members from Benton County and Razorback chapters.

Attendees were treated to three educational sessions, plated lunch, and a vendor fair. All participants received goody bags which included a \$25 gift certificate for a local spa as well as AveryPaks and other office supplies. Committee members did a fantastic job gathering door prizes with over 50 door prizes collected for the event.

Overall event surveys were extremely positive. We received 4.43 out of 5.0 when respondents were asked if they would come back next year. We received 4.42 out of 5.0 when respondents we asked if they would refer a colleague to the event. The event also served as a revenue source for both chapters this year after roughly breaking even the first two years.

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Employ your calendar to schedule “mindless” time. Remember to schedule those activities into your calendar for specific days and times. If you need to contact others to set things up, schedule that into your calendar, too. Seeing the activity in your calendar creates an emotional commitment to it, making it a priority.

Reduce family performance stress. Quality time with your loved ones needn't be complex or difficult to pull off. You don't need to schedule special activities or spend money to create rewarding moments with your family and friends. Unstructured time and spontaneous activities are often more fun and are remembered longer. Some ideas include going for a bike ride, sharing an interesting craft project, baking or cooking a meal, or going for a hike in a local park.

Be gentle with yourself. If you start a new habit that soon gets pushed to the side in the onrush of regular life, understand that it's completely normal. You haven't failed; you're just experiencing the same breakthrough bumps everyone else goes through, too. It's unrealistic to decide to take up a positive new practice and always follow through on it forevermore. Ask yourself if the habit was worthwhile when you did it, and if it was, work it back into your schedule. If it wasn't, pick something new.

Make it sustainable. If it's not already part of your daily schedule, creating an expectation that you'll practice silence, meditation, journaling or some other activity every day just isn't realistic. Once or twice a week, or even once or twice each month, may be enough for some balance activities, at least to start with. After all, that's 100 to 200 percent better than before you started, and that's great progress.

If the pursuit of balance is putting you off balance, remember that while it's a worthy pursuit in moderation, its purpose is to reduce your stress, not add to it. Have fun with it, enjoy it and let it be as “do nothing” as you'd like it, and need it, to be.

Kerul Kassel is the author of the newly released Productive Procrastination and the award-winning Stop Procrastinating Now. As the founder of New Leaf Systems – a consulting firm dedicated to creating higher performance outcomes and business profitability – her experience includes investment and real estate management as well as 20 years of leadership in for-profit and nonprofit organizations. For more information or a for a free “procrastivity” report, visit Procrastivity.com

From the Office Professional – theofficeprofessional.com

EVENTS

Scholarship Benefit Trunk Sale
*Harps Parking Lot corner of
 Wedington and Garland
 May 23, 2009*

May Razorback Chapter Meeting
*Engineering Research Center
 Fayetteville, AR
 11:30 a.m.—May 26th, 2009*

2009 A-O Division Annual Meeting
*Cherokee Resort & Casino
 Catoosa, OK
 June 12-14, 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

BOARD MEETINGS

DATE	TIME
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
May 26	11:30 a.m.	<i>Managing Multiple Projects</i>	ENRC
June 25	5:30 p.m.	<i>Annual Meeting</i>	Alumni House

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