

December 2011 Razorback Chapter Meeting
Tuesday, December 13—5:30 pm
Washington Regional Foundation Farmhouse
180 W. Appleby Road
Faith In Action Community Service Project

Come join the fun as we celebrate the season of giving at our December chapter meeting. This meeting will be held at the Washington Regional Foundation Farmhouse, 180 W. Appleby Road in Fayetteville. This will be a fun packed evening as we:

1. Assemble baskets for the three adopted ladies from Faith In Action. Three Faith In Action staff members will speak. Contact Bernardine Vanderlip if you would like to donate items and cannot attend the meeting.
2. Have a potluck meal. RSVP attendance and potluck item to Debbie Blume, CAP-OM (dblume@uark.edu or 575-6476) no later than Friday, December 9.
3. Exchange ornaments. Bring a wrapped ornament in order to participate.

Member Of Excellence Program

2011 is almost over and that means that the IAAP fiscal year is halfway through. Have you checked to see how close you are to meeting the Member of Excellence requirements? As a reminder, you only need to attain a minimum of 8 of the 11 criterion during the course of the year. Criterion and tracking sheets are available online. If you have not signed a commitment form yet, you can still do so. Contact Marilyn Smith (mjsmith@uark.edu) for a form or more information.

Q: Why should you become a Member of Excellence?

A: The Member of Excellence program will:

1. Raise your value as a career-minded administrative professional.
2. Provide opportunities to learn alongside your peers and colleagues.
3. Provide educational opportunities that will help develop a foundation for growth within your career.
4. Give you confidence.
5. Provide you with leadership opportunities and skills including decision-making, organization and planning, public speaking, project management and fiscal responsibility.



2011-2012 Chapter Officers

Bernardine Vanderlip
 President
 vanderli@uark.edu

Debbie Blume, CAP-OM
 President-Elect
 dblume@uark.edu

Marilyn Smith
 Vice President
 mjsmith@uark.edu

April Martin
 Secretary
 ammarti@uark.edu

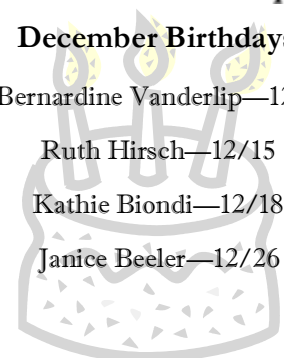
Sandy Hancock, CAP
 Treasurer
 shancock@uark.edu



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

December Birthdays

Bernardine Vanderlip—12/4
Ruth Hirsch—12/15
Kathie Biondi—12/18
Janice Beeler—12/26



We don't have birthdates for all of our members. If you would like to be listed during the month of your birth, please send an email to Stephanie McGuire, CAP-OM (smcguire@uark.edu) so we can get you on the list. We only need the day and month of your birth.

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.

Word Of The Month

regardless

Meaning: despite everything

Example: The weather forecast called for wind and rain, but Susan decided to continue with her plans regardless.

Did You Know? “Regardless” is rather simply derived from the noun “regard” (meaning “attention” or “concern”) plus “less” - nothing too shocking about that. But poor “regardless” became embroiled in a usage scandal through no fault of its own when people began using “irregardless” as its synonym (probably blending “irrespective” and “regardless”). “Irregardless” originated in dialectal American speech in the early 20th century, and usage commentators have been decrying it since the 1920s, often declaring “there is no such word.” “Irregardless does exist, of course, but it tends to be used primarily in speech and it is still considered nonstandard. “Regardless” is greatly preferred.

IMPORTANT DEADLINE:

May 2012 Certification Exam
Registration

February 15, 2012

A study group has been meeting and you may still join. Contact Stephanie McGuire (smcguire@uark.edu) if you are interested.

Razorback Chapter President’s Corner

IAAP Razorback Chapter can assist you! I know this by personal experience. For those that did not attend the last chapter meeting where we celebrated with our bosses at AQ Restaurant, you missed a good event (if I can say so, for myself). I had the privilege to be the co-presenter of the event’s program “Stepping Outside Of Your Boundaries” with my boss, Stephen Gahagans. I would not have been able to do that without my experience and training that I have gained by being a member of the Razorback Chapter.

There is a saying, “You only get out of it what you put into it!” How true it is. Participating in IAAP can help you obtain your goals. You will have to get involved to really find out how valuable membership can be. Each step you take in the safe zone of IAAP will enhance your success as an administrative professional.

Bernardine Vanderlip

Recap of November’s Chapter Meeting

By April Martin

The November chapter meeting was held at AQ Chicken House in Fayetteville. At this special meeting in honor of Boss’s Day, members treated their bosses to lunch. The meeting began with members introducing themselves and their bosses. Linda Dizney, CAP-OM made two announcements: November was the fundraising month for RTF; beginning in November, the member who recruits the most new members through May 30, 2012 will receive the top recruiter award and the winner will be announced at the June 2012 meeting. Debbie Blume, CAP-OM read a brief history of Boss’s Day and introduced IAAP Razorback Chapter President Bernardine Vanderlip and her boss, Steve Gahagans, who presented “Stepping Outside Of Your Boundaries.” Here are a couple of quotes from attendees:

I had a great time at the Boss’s Day luncheon. The speakers were fun and motivating and the food was excellent. I really appreciated the opportunity to recognize my boss and to show others in my office how much IAAP plays a part in professional development. - April Martin

I had a fantastic time at the luncheon. It was great to be included and I thought that doing the program with a boss/assistant combination was a wonderful touch. This lunch gave us all an opportunity to take a moment to enjoy each other and also to meet others on campus and socialize. Thanks to IAAP for organizing such a wonderful time and also to Stephanie McGuire in our office for making Joy and I feel so special! - Laura Villines

Hearts Abound Reception

Razorback Chapter Service Project & Membership Recruitment Reception

The Razorback Chapter of IAAP is planning a service project and membership recruitment reception on **February 9, 2012, 5:30-7:30 p.m. at the Pat Walker Senior Center**. Please attend this special reception to make Valentine cards for nursing home residents. This will be a fun time of networking as we make the cards. The following supplies are needed for making Valentines. Please let Linda Dizney, CAP-OM know if you would be able to contribute any of the following items:

Pre-cut foam
Red, white, pink, and black construction paper
Templates
White paper doilies
Glue
Markers
Jewels



Also, we would like to once again help the Peace at Home Family Shelter by donating slightly used business clothing. The clothing drive last year was very successful and the donated clothes filled the back seat of the director’s car to the roof.

Watch for more information and be thinking of colleagues that you might invite to the reception. The chapter member who brings the most guests will receive a gift and the member who has the most guests attend who join the chapter before the next meeting will receive a gift.

Monday Motivators From Joan Burge

We Can Stand The Heat & Stay In The Kitchen!



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.

Recently I dined at Pasta Primavera, my neighborhood café. It was busy, so my husband and I opted to wait for a better table. The lone Chef working in the café's open kitchen caught my attention.

The Chef was amazing! He simultaneously prepared 13 meals in large sauté pans on a huge double sided gas stove. Constantly moving, he kept a close eye on his 13 sauté pans, shaking this one, jostling that one, adding olive oil, plating a third one onto a pile of rich pasta with a flourish of spices, before starting another round of proteins cooking in clean sauté pans.

Watching him work was like watching a ballet or a finely tuned orchestra (of one!). The owner saw my interest in Chef's work and came over to chat. The owner told me that Second Chef was out that night, but Chef and the owner had determined Chef's working the grill solo that night would best ensure menu quality control. That really caught my interest, so I began to look for the lesson in this.

I never saw Chef look up or around, even at the diners. Chef focused only on his sauté pans. Having initially prepped his workstation sauces, oils and proteins, he managed his work station with quality and responsibility. I also noticed he didn't offer suggestions or chat with the Sous Chef or garnish station worker. Chef had a single purpose: high-quality entrees.

It interested me that none of his finished products were less than spectacular. Then I saw why: Chef had pre-set the gas burners, in pairs, to different flame heights. He cooked by moving pans from higher heat over to lower heat as things progressed.

He never re-adjusted the stove or the burners, but boy, did he move his pans!

Later, while seated at our table and spinning my fork around piccata seafood linguine, I realized the administrative profession is quite similar to Chef's expertise that night:

- We need to prepare our workstation before we begin work;
- We need to strategize with the owner (our leader or executive) about how to best ensure quality control;
- We need to evaluate our work, set our burners accordingly and then work it without fidgeting or constantly changing what we've already set;
- We need to keep a close watch, letting no details slide;
- We need to keep our pans moving!

And last, but certainly not least: we need to be responsible for our results and let others be responsible for theirs.

The administrative profession is a career of choice. While it can sometimes get "hot" we have what it takes to stay (and succeed!) in the kitchen.

Chapter Question Of The Month

Each month, we'll pose a question to the membership regarding IAAP. The exercise is designed to peak the members' curiosity, or drive members to investigate the answers through the website. Members will answer the question at the monthly meetings, be rewarded with a collector pin and at the end of the year, be recognized for their knowledge.

This month's question is:

What is the reason that Mary Ramsay-Drow volunteered for committees during her first year in IAAP?

(Hint: International's website, Communications from the President, Stepping Up to Leadership)

Questions? Suggestions?
Contact Sandy Hancock, CAP at:
shancock@uark.edu

Life Made Easier By Ruth Hirsch

I find that prioritizing in the office is essential, especially in our positions. Without a second thought we breeze from one project to another on our desks. Yes in the office we are paid to prioritize. I find this is a huge incentive.

However, with a little time off coming this month I thought about what my priorities were for myself. I am talking about those projects we dream of doing one day. You know, the ones we never find time for because we are too busy.

This month I have resolved not to hibernate on my break but to make a list of what I will do. Even though I can't afford to pay myself, I am sure that when I look at all I have done the reward will be payment enough.

So make sure to make you a priority. Make a list of things that will make you happy to look at and feel accomplishment when you come home from being an amazing assistant.

Congratulations!

Tamara Ellenbecker

was named Employee of the First Quarter
in the Secretarial/Clerical category.
Congratulations, Tamara!

Make Plans To Attend

**Administrative
Professionals Conference**

Wednesday, April 25, 2012

Holiday Inn, Springdale

Registration and program
information available after the first
of the year.

A great opportunity to get involved
and network! Interested in
volunteering or helping to organize
or work the event? Contact Debbie
Blume, CAP-OM at 575-6476 or
dblume@uark.edu

Forget A Name? Six Tips For Faking It

I have a lot of trouble remembering people's names. (My husband, on other hand, is freakily good at remembering names and faces—a very handy virtue in a spouse.)

Also, I often have trouble remembering why someone looks familiar. Several years ago, while at crowded birthday party for a three-year-old, I was on the brink of going over to some little kid's father to say, "I think we went to college together." Turns out it was Dylan McDermott!

So I've developed some strategies for coping with the fact that I'm not able to pull up a person's name right away. Of course, you can always just say politely, "I'm sorry, I don't recall your name," but if you'd rather try to disguise your forgetfulness, give these a try:

- ◆ **The "I know your name, but I'm blocked" dodge:**
"I keep wanting to call you 'David,' but I know that's not right."
- ◆ **The "Of course I know you—in fact, I want all your information" dodge:**
"Hey, I'd love to get your card."
- ◆ **The "The tip of my tongue" dodge:**
"I know I know your name, but I'm blanking right now."
- ◆ **The "You're brilliant!" dodge:**
"Wow, you have a terrific memory. I can't believe you remember my name from that meeting six months ago. I can't remember the names of people I met yesterday! So of course I have to ask you your name."
- ◆ **The "Sure, I remember you" dodge:**
(Advanced) "Remind me—what's your last name?" If you ask a person for his last name, he's likely to repeat both names. "Doe, John Doe."
- ◆ **The "One-sided introduction" dodge:**
"Hey," you say to the person whose name you can't remember, "let me introduce you to Pat Smith." You introduce the two and say the name of the person whose name you remember. Almost always, the nameless person will volunteer his or her name.

Also, remember that others might have trouble remembering your name. When you're saying hello to someone, err on the side of re-introducing yourself. "Hi, John, it's Gretchen Rubin." Say your name slowly and clearly. And don't get offended if someone doesn't remember your name!

Article taken from www.psychologytoday.com

New Blogs/Podcasts On IAAP Website

Have you logged on to www.iaap-hq.org lately to check out the blogs? Recent topics include: proper use of capitalization, teamwork, building strong virtual relationships, and workplace resiliency.

There are also new podcasts available which include: The Drama-Free Office: Dealing With Divas, Graphic Design Tips, Ethics And The Workplace and Admins And Workplace Violence.

IAAP Is On Facebook!

IAAP has a facebook page! www.facebook.com/iaaphq.



**INTERNATIONAL
AND DIVISION
EVENTS**

IAAP Spring Conference

March 4—7, 2012
Las Vegas, NV

***Arkansas-Oklahoma Division
Annual Meeting***

June 8—10, 2012
Little Rock, AR

International Educational Forums

2012: Grapevine, TX

July 22—25
Gaylord Texan Resort

2013: Anaheim, CA

July 28—31
Anaheim Convention Center

2014: Milwaukee, WI

July 27—30
Milwaukee Convention Center



Theme for 2011-2012.



Tamra Goodall, CAP/CAP-OM
IAAP International President

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

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

Calendar of Meetings

BOARD MEETINGS

DATE	TIME
December 7	11:30 a.m.
January 4	11:30 a.m.
February 1	11:30 a.m.
March 7	11:30 a.m.
April 4	11:30 a.m.
May 2	11:30 a.m.
June 6	11:30 a.m.

Board Meeting Location:
Janelle Y. Hembree Alumni
House, Rutledge Conference
Room

CHAPTER MEETINGS

DATE	TIME	TOPIC	LOCATION
12/13	5:30 p.m.	Faith In Action	Washington Regional Farmhouse
1/24	11:30 a.m.	Resume Building	TBA
2/28	11:30 a.m.	Data Sharing/Google Docs	TBA
3/27	5:30 p.m.	Access	TBA
4/17	11:30 a.m.	Lifestyles/Volunteerism	TBA
5/22	11:30 a.m.	Tips, Tricks & Shortcuts	TBA
6/26	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