

# February 2012 Newsletter



## February 2012 Razorback Chapter Meeting Google Docs

Tuesday, February 28—11:30 a.m.

Engineering Research Center AT&T Conference Room



Google Docs is a web-based office suite and data storage service offered by Google. One of many cloud computing document-sharing services, it's popularity is growing due to enhanced sharing features and accessibility. Melissa Pianalto, a community education instructor with Northwest Technical Institute will be on hand to provide an overview and explain how you can use Google Docs. Join us at 11:30 a.m. on Tuesday, February 28 at the AT&T Conference Room at the Engineering Research Center.

## Razorback Chapter President's Corner

We had many creative members and guests that participated in the "Hearts Abound" Event that created 95 valentines for the residents of the North Hills Life Care and Rehabilitation Center. And once more we stuffed the car with clothing items for the Peace at Home Shelter. Thanks to everyone that participated.

The chapter survey results are in and President -Elect Debbie Blume, CAP-OM will be reviewing your comments as she prepares for next year. Thanks to each of you that took the time to complete it.

It is time for Officer Nominations. If you are interested please contact Sharon Harvey.

*Bernardine Vanderlip*

## Word Of The Month

*intercalate*

**Meaning:** to insert (as a day) in a calendar; to insert between or among existing elements or layers

**Example:** Over the centuries, people of various cultures have intercalated months and days to bring their calendars into alignment with the seasonal year.

## Officer Spotlight: What Exactly Does The Chapter Secretary Do?

**By April Martin**

It has been a great privilege to serve as the Secretary of the Razorback Chapter since the fall of 2010. I prepare and send correspondence, keep up with attendance at meetings, and take minutes. If you are interested in running for the Secretary position for next year, please contact Sharon Harvey or Bernardine Vanderlip. I would be happy to mentor a future Secretary.

### 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.

## 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®

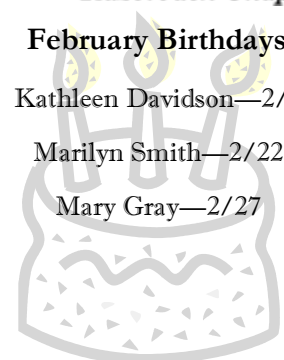
**Razorback Chapter**

## February Birthdays

Kathleen Davidson—2/9

Marilyn Smith—2/22

Mary Gray—2/27



*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.*

## Chapter Question Of The Month

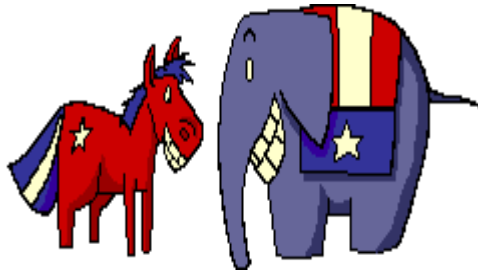
Each month, we'll pose a question to the membership regarding IAAP. The exercise is designed to peak the members' curiosity, or drive members to investigate the answers through the website. Members will answer the question at the monthly meetings, be rewarded with a collector pin and at the end of the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

This month's question is:

**According to the Razorback Chapter Business Plan, name a way in which the chapter will "Meet the educational and professional development needs of current and prospective members." (Hint: check out the Documents page of the Razorback Chapter website).**

Questions? Suggestions?  
Contact Linda Dizney, CAP-OM at:  
ldizney@uark.edu

## The Tricky Politics Of Political Discourse In The Workplace



It seemed like a harmless comment, or so Mario Almonte thought at the time. The year was 1992, and Bill Clinton had just appeared on "The Arsenio Hall Show" to play a rendition of "Heartbreak Hotel" on his saxophone. Almonte thought it was entertaining; his supervisor, on the other hand, thought the stunt "demeaned the office of president of the United States," Almonte recalls.

Almonte offered his opinion to his supervisor and that he "relax." It turned out to be the wrong choice of words, he said. "He immediately got upset and started arguing with me, and for nearly half an hour, we kept arguing about the issue until we finally both walked away in disgust," said Almonte, a public relations specialist in New York who was not associated with the show or Clinton's campaign.

"For the next several weeks, every time he talked to me, he would throw in a jab at my opinion, and it would take all my willpower to keep myself from taking the bait." The jabs eventually died down, but the damage was done, Almonte said. With that, he learned a lesson: never talk politics in the workplace. "Most people are so passionately committed to their viewpoints that no discussion ever ends civilly, nobody wins, and nothing comes of it but a shouting match," he said.

It may seem like common sense, but with the Republican primary season entering full swing, political discourse tends to spill over into the workplace. Among the rank and file, there's a chance that political discourse can work around the water cooler if you know your audience, human resource and etiquette experts say.

"Don't assume other people believe what you believe," said etiquette expert Anna Post with the Emily Post Institute. "You don't choose who you work with, so it's really important that that relationship is a good one." In other words, it's a risky gamble. If you can't keep it civil, or you're not sure the other person can, keep it to yourself, the experts agree.

"As we get closer to the election and the rhetoric gets even more heated, it's even more advisable to leave your politics at home," said Dean Debnam, CEO of Workplace Options, a workplace training benefits firm. "You need to create an environment that feels comfortable and productive in every way to employees if you want to get the best out of them."

Most companies aren't likely to have a formal policy on the discussion of politics. But there are policies regulating against a hostile work environment, said Debnam, a North Carolina Democrat who also runs a polling organization. "From the management point of view, there's a need to be mindful of not creating a hostile environment, and that includes being intolerant of direct reports' beliefs on politics or otherwise."

Some companies attract employees of a certain political persuasion, but that's usually clear coming in the door, he said. "If you're going to take a job with the Catholic Church, you know what they're about," he said. "But to come into something that's supposed to be neutral and then feel pressure to take a certain position that you don't want to, that's not OK."

If you're dying to discuss last night's debate, avoid judgmental language and focus on facts over feelings, Post said. "You want to keep this as undebatable as possible," Post said. "You also need to be willing to swallow the last word, be able to agree to disagree and be willing to bow out before it escalates."

Now a manager at another company, Almonte, the New York-based public relations specialist, prefers to avoid the topic of politics altogether. "I don't get involved, and I do discourage it," he said. "With politics and sports, it seems like there's rarely a middle ground to be reached. And that's not good for business."



Our chapter has a new member!

**Amber Hutchinson**

Administrative Support Supervisor

Department of Chemical Engineering

# Monday Motivators From Joan Burge

## The Best Motivation



### 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.

Today I want to share with you something very special: a secret about where the best motivation really comes from. The thing is, you already *know* the secret. If you're like many people, you just need a reminder from time to time. Here's a story that might help:

A woman recently asked me, "Joan, how do you do it all?" She seemed amazed at how much energy I have, despite traveling, speaking extensively and working on any number of projects, like books, conference, etc. I knew right away she didn't want to know how I did it. She wanted to know what *motivated* me to achieve so much.

Here's the answer I gave - and it's the secret I mention above: The best source of motivation is yourself. Not your supervisor, spouse, friends or other loved ones. Yourself.

It's the excitement and amazement you feel for the life you lead, knowing that you are unique and have a limited time on Earth to leave your mark, your legacy. It's the practice of being a "Star" and asking yourself, "Have I given 100% to *this* task, *this* project, *this* moment, *this* person?" It's a commitment to living as fully as possible at all times ... an appreciation for the gift of life. It's that simple and that complex.

I recently came across an excellent illustration of this concept that I had saved. It was shared by Steve Jobs of Apple - during a speech he gave at Stanford University's commencement years ago. Here's the best part of what he said:

*Your work is going to fill a large part of your life, and the only way to be truly satisfied is to do what you believe is great work. And the only way to do great work is to love what you do."*

Love what you do... You can do that, right?

If you aren't feeling as satisfied and motivated as you'd like in work or life, pause to think about why - and then ask yourself, "How can I influence the situation so I love what I'm doing?" Some people jump to the conclusion that a new job, a new home or other major life change is necessary - when the truth is, the source of motivation is your attitude. A small change in the way you approach a situation, task or person - combined with a positive attitude - is often the antidote to many motivational challenges in life. Love your life! That is the secret - and no one else can do it for you. As I've always said, "Motivation is an inside job!"

### GET CERTIFIED!

You've been an admin long enough to know the ropes. You can handle the daily juggling act of fielding phone calls, scheduling meetings, compiling reports, gathering data, troubleshooting technology, streamlining processes and all the other tasks your job demands. You've earned the respect of your colleagues and managers.

Now take the next step to reach your own potential by taking the **Certified Administrative Professional** exam this May. The CAP designation is the premier professional recognition for admins. Consider adding the Organizational Management specialty, another recognition of your top-flight office skills. Experience the confidence and pride that comes with certification.

Download, complete and send your application for the May CAP exams before the **Feb. 15** deadline. Late applications will be accepted through Feb. 28 with an additional \$50 fee.

**It's time to reach your potential.  
You've earned it.**

Regular study sessions are meeting. Contact Stephanie McGuire, CAP-OM at [smcguire@uark.edu](mailto:smcguire@uark.edu) for more information.



Amy Shell is presented with her new member packet by Linda Dizney, CAP—OM, Chair of the Membership Recruitment Committee at January's chapter meeting

## Mark Your Calendar

### Administrative Professionals Conference

Wednesday, April 25, 2012

Holiday Inn, Springdale

Registration and program information coming soon.

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](mailto:dblume@uark.edu)

## Hearts About Event Recap

Members and guests enjoyed a fun and informative evening at the Hearts About event held Thursday, February 9. Teresa Mills from Peace at Home family shelter gave attendees facts about domestic violence and collected the new and gently worn clothing items our chapter donated. Then attendees made valentines for nursing home residents. Over 90 valentines were created for residents of the North Hills Life Care and Rehabilitation Center.



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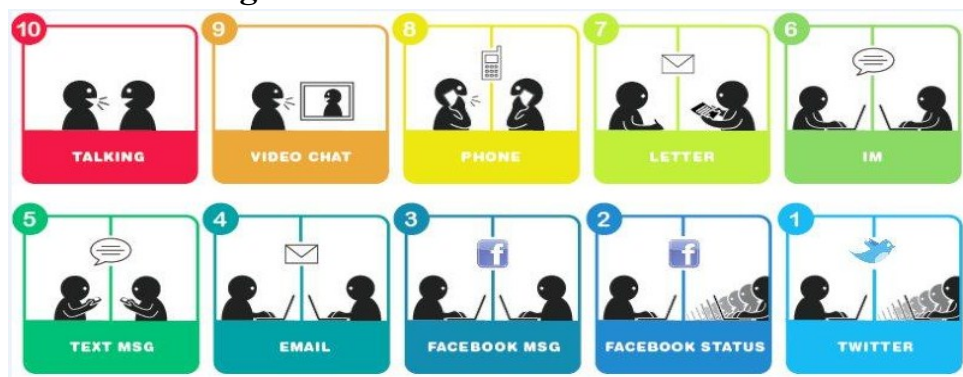
## Rules For Using Cell Phones At Work

Having your cell phone at work can be useful but it can also be very disruptive. Your friends and family can reach you anytime, anywhere, which can be annoying. When you're on your own time, the choice to turn off your cell phone is entirely yours. When it comes to using your cell phone at work, however, you have to be mindful of your co-workers and your boss, not to mention your own ability to get your job done. Here are some rules you should follow if you have your cell phone at work.

- 1. Turn Your Cell Phone Ringer Off** If you have your cell phone at work, it shouldn't ring. If you don't want to turn off your cell phone completely, at least set it to vibrate. The sounds of different ring tones going off all the time can be very annoying to others. In addition, you don't want your boss to know how often you get calls.
- 2. Use Your Cell Phone Only for Important Calls** If you have your cell phone at work, you should only use it for important calls. What should you classify as an important call? The school nurse calling to say your child is ill, your child calling to say he's arrived home from school safely, and family emergencies that you must deal with immediately are important. Your friend calling to chat, your child calling to say the dog had an accident, or your mom calling to tell you your cousin Tilly is engaged should not be considered important.
- 3. Let Your Cell Phone Calls Go to Voice Mail** While you are at work if you are in doubt about whether an incoming call is important, let voice mail pick it up. It will take much less time to check your messages than it will to answer the call and then tell the caller you can't talk.
- 4. Find a Private Place to Make Cell Phone Calls** While it's okay to use your cell phone at work for private calls during breaks, don't stay at your desk. Find somewhere else to talk, where your conversation can't be overheard, even if what you're discussing isn't personal. You may be on a break but your co-workers have a job to do.
- 5. Don't Bring Your Cell Phone Into the Restroom ... Ever** This rule should apply to using your cell phone at work or anywhere. Why? Well, if you must ask — you never know who's in there; the person on the other end of the line will hear bathroom sounds, e.g., toilets flushing; it is an invasion of your co-workers' privacy.
- 6. Don't Bring Your Cell Phone to Meetings** Even if you have your cell phone set to vibrate, if you receive a call you will be tempted to see who it's from. This is not only rude, it is a clear signal to your boss that your mind isn't 100 percent on your job. All calls can wait until your meeting is over or until there is a break. Remember, there was a time before we had cell phones.

*Article from [careerplanning.about.com](http://careerplanning.about.com)*

## Calling All Communicators—We Need You!



The Razorback Chapter of IAAP is forming an ad hoc committee to develop better communication among our members. We want each of you to have a voice in what is needed and offered through our chapter. If you are the least bit interested in serving on this temporary committee, please contact Stephanie McGuire, CAP-OM at 479-575-6800 or [smcguire@uark.edu](mailto:smcguire@uark.edu) for more information.

**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
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
2/28	11:30 a.m.	Data Sharing/Google Docs	ENRC
3/27	5:30 p.m.	Microsoft Access	TBA
4/17	11:30 a.m.	Leadership	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