



November 2011 Razorback Chapter Meeting & Bosses'

Appreciation Luncheon

Tuesday, November 16 - 11:30 a.m.

AQ Chicken House

Stepping Outside Of Your Boundaries

By Marilyn Smith

Join the members of the Razorback Chapter of the International Association of Administrative Professionals (IAAP) and their bosses as they hold their November chapter meeting and a delayed celebration of Boss's Day. Steve Gahagans, Director/Chief of the University of Arkansas Police Department and Bernardine Vanderlip, President of the IAAP Razorback Chapter will be presenting a program entitled "Stepping Outside Your Boundaries...Examples of Learning, Leading and Success."

The lunch program will be held at AQ Chicken House, Fayetteville on Wednesday, November 16, 2011 from 11:30 a.m.-1:00 p.m. The cost is \$15 per person for chapter members, non-members and their bosses. For more information or to reserve your seat, please contact Mary Herrington at 575-7207 or mherrin@uark.edu. RSVP by November 9, please.

News From The Legacy Committee

November is the month in which the Razorback Chapter encourages members to contribute to the Research & Educational Foundation, the Retirement Trust Foundation (RTF), and Student Programs. What are these IAAP entities?

Research & Educational Foundation is a non-profit organization that "focuses on promoting the careers of admins through scholarships and its own professional development programs." The R&E provides financial support for deserving admins to attend educational events. Recently the R&E Foundation announced the new scholarship program that helps cover the cost of attendance at EFAM for temporarily unemployed admins or those who have never been to EFAM before.

The RTF is a tax-exempt charitable organization. Contributions are tax deductible as provided by Section 170 of the IRS code. The RTF "provides assistance for housing to administrative professionals, age 55 and older, who are in need, maintaining Vista Grande and the RTF website." Vista Grande is the retirement village near Albuquerque, NM for retired administrative professionals.

At the November meeting, there will be a basket in which you can place your contribution. Please include your name with the donation. Any amount will be welcome. The chapter will also be donating a total of \$75 to these entities.

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
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Debbie Blume, CAP-OM
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Treasurer
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International Association of
Administrative Professionals®
Razorback Chapter

November Birthdays

Sharon Harvey—11/2

Jean Mitchell, CAP-OM—11/5

Kim Ferguson—11/17

Janet Moulden—11/27

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

WELCOME!

We have a new member!

Kimberly Christy

has joined our chapter.

Give The Gift Of Membership

Can you believe how quickly the holiday season is approaching? Why not get started on your gift giving by purchasing an IAAP Gift of Membership for a friend? Giving the gift of IAAP membership is a great way to give a friend access to a vast network of administrative professionals and opportunities for education and leadership development through the IAAP. To give a gift of membership, simply complete the correct form and email it to IAAP's membership department. It's that easy to give the gift of career development!

Contribute to *OfficePro* Magazine

We're looking for reader contributions to *OfficePro* for our new column. Here is the question for the Jan/Feb issue: What is your favorite time-management tip? Send your answers to officepro@iaap-hq.org and put "OfficePro – Time Management" in the subject line. Please include your name and chapter. The best answers will be published in the Jan/Feb edition of the magazine.

Faith In Action Christmas Gift Baskets

By Janet Moulden

Again this year, the Razorback Chapter of IAAP has taken three clients of Faith in Action as one of our community projects. We will be filling Christmas gift baskets for these ladies at the December 2011 chapter meeting.

Let me introduce you to the ladies and their wish list and needs:

Linda is new this year. She lives in Farmington with her little dog who would love to have a few gifts as well. She has a great sense of humor and loves visitors. For her wish list she would like a pair of pajamas size large, a soft blanket throw so she could have one on her couch. She enjoys Maxwell House coffee and hot chocolate. She considers herself a "foodaholic" ...she likes everything! She is not diabetic.

Wanda, one of our ladies from last year, is back with us again this year. She lives in Fayetteville. Wanda is still raving to her friends and Faith in Action staff about all the items she received last year and was really surprised that the Razorback Chapter was willing to take her as a recipient again this year. For her wish list she would like Maxwell House coffee, a small canned ham, a soft warm blanket size twin or full, a towel and wash cloth and houseshoes size 9 to 9 ½ (not backless). She also enjoys hot chocolate. She is not diabetic.

Suzie, another lady from last year, is back with us again this year. She lives in Fayetteville. Suzie, like Wanda, is still raving to her friends and Faith in Action staff about all the items she received last year and was most appreciative that the Razorback Chapter was willing to take her as a recipient again this year. She told Faith in Action staff that we also remembered her little four legged friend who would like gifts again this year. For her wish list she would like a couple of x-long twin sheets for her bed (she has to use a hospital bed and regular twin sheets are too short). She also enjoys Maxwell House coffee and hot chocolate. She is not diabetic.

Other items that we could include in their baskets are: shampoo, toothpaste, deodorant, hand lotion with Shea Butter, lip chap, Mac and Cheese, stamps, a variety of greeting cards, note cards, writing tablet with lines and envelopes, Dove bath soap, canned meat, individual servings of fruit or pudding, instant rice, instant oatmeal, individual wrapped candy bars, canned vegetables, soups, paper towels, toilet paper, Kleenex, Walmart gift card, dry beans, spaghetti, spaghetti sauce, cookies, canned chips, mayo, mustard, catsup, Jiffy Corn Bread mix, crackers, peanut butter, jelly or preserves, pancake mix and syrup. This just gives you a few ideas. Let's make these ladies' Christmases special.

Certification

By Stephanie McGuire, CAP-OM

Ever thought about becoming certified as an administrative professional? Now is a great time to improve your skills and add to your professional development. Whether you are just trying to improve your skills or in the job market for an administrative professional career, certification can help you achieve your goals.

I know what you are thinking. How can I add one more thing to my day? I don't have time to study. Do I even have to study to take a test over things I do every day? By giving 15 minutes each day to reading and reviewing the material, you can improve your skills, sharpen those you may be weak in, add a certification to your portfolio, and even earn college credit. From experience, those who invest their time into studying and preparing for the exams are less likely to have to retake them.

"I would encourage all administrative professionals to pursue the IAAP professional certification. The certification can raise your professional confidence because you have shown, through rigorous assessments, that you know and can apply the core administrative practices. The IAAP professional certification also sets you apart from your peers when you apply for new opportunities and the continuing education requirements to maintain the certification develops a commitment to life-long learning." Debbie McLoud, M.Ed., PHR, Interim Associate Vice Chancellor for Human Resources, University of Arkansas

"The certification can make an individual stand out as an outstanding candidate to be reviewed for a position because it demonstrates his or her proven professional skills." Joy Sharp, CAP-OM, Director of Budget and Human Resources, University of Arkansas

For more information go to:

<http://www.iaap-razorback.org/Razorback/AboutRazorback/CertificationProgram/> or contact Stephanie McGuire, CAP-OM at smcguire@uark.edu.

The next exam is scheduled for May 5, 2012 and the application deadline is February 15, 2012.

Monday Motivators From Joan Burge

Keep Calm And Carry On



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.

I have a new red mug on my desk. Written on it are the timeless yet modern words: "*Keep Calm and Carry On.*"

The expression originated in England in 1939 as a morale boosting poster for the British public under the threat of an impending Nazi invasion. Produced by the British government, many posters were printed but never used. After the war they were forgotten until 2000, when a single poster was discovered at a second-hand book shop. Since that time the design has been re-issued as a popular decorator item.

Many days I need to hear that message over and over!

Take today for instance. I have a 60 slide PowerPoint presentation to "juice" by adding three dimensional effects, color images, and catchy transitions. Several travel expense accounts are waiting to be processed. There are six interviews with out of state candidates to arrange travel for, and an interview panel of five busy people to schedule around. There's a high-level presentation in final editing stages. I have a new principal support to acclimate to the department, a dual monitor installation project, ergonomic equipment to order, logistic planning for an out of state conference in March and 298 electronic documents to analyze for potential uploading into a SharePoint e-room. And that's what I know about right now!

As I sip coffee from my red mug, its message calms and cheers me. It's a comforting touchstone, reminding me that I CAN perform with style and expertise during times of heavy workload or tight deadlines.

The message "Keep Calm and Carry On" translates into the tone of my emails and the smile in my voice as I answer yet another ringing phone call. It helps me remain positive and receptive when people walk into my workspace with new requests, too.

Do you have a morale boosting "touchstone"? Is it displayed prominently in your workspace? If you don't yet have a personal reminder of calm and confidence, this is a great week to get one.

And, no matter how your week goes, remember this: ***Keep Calm and Carry On!***

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 day after Thanksgiving generally known as?

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

Life Made Easier

By Ruth Hirsch

I love Post-It divider tabs for staying organized. I often have so many different projects going that I try to keep them in a file on my desk to keep from having my desk covered in projects.

My grandpa had a sign on his desk that said 'A cluttered desk is a sign of genius.' Well, I'm no genius so I need my desk tidy.

I just slap one of those divider tabs on the top page of the project and write the name on it. If I need to find it I can go straight to it with ease. This is a real help when things don't call for a file of their own and they are not expensive at all. I hope this helps make your life a little easier.

Five Things That Should Never Be On Your Resume

I guess you could call me a professional resume reader, since I review hundreds of resumes every month. Lately, I've seen a number of resumes that included information that would have been better left off. Here are five things your resume is better off without:

1. Pictures and graphics

A photo can be helpful in a job search, because it can communicate a lot in an instant, but research shows it can also work against you, depending on your sex and how good-looking you are.

A recent study done in Israel, where photos are acceptable on resumes, showed that when a picture is included the resume, attractive men were 50% *more* likely to get the interview than plain men or men with no photo, while attractive women were 30% *less* likely to get the interview than plain women or women with no photo.

Even if you think it could help, photos on a resume are simply not standard in the U.S. Instead, put a professional and friendly photo on your LinkedIn profile, where a photo is expected.

Fancy graphics are also out of place in a resume.

I recently saw a resume with a photo of a forest as the background of the page. Not only did it make the document impossible to read and likely to be unrecognizable to a computerized Applicant Tracking System, but the photo had absolutely no relation to the job at hand. I filed that one into my "worst resumes ever" file.

2. Jobs from your distant past

I've had candidates point me to a job they did 25 years ago as their qualification for a similar job today. Unfortunately, those 25 years brought us a digital revolution with the internet, personal computers and cell phones, and jobs today are just not like they were then.

The hiring world cares about what you can do right this minute. Experience from more than 20 years back has lost its relevance to today's workplace, so unless you have a good reason otherwise, play those earlier years down leave them off your resume entirely.

It's a new world and old experience isn't your best selling point. Sell what you bring to the table right now.

Are there exceptions to this? Sure, if you were Miss America 1985 or founded a company that is now a household name, you may opt to include these to help tell the way-back story of your life and pique the reader's interest.

But only recent jobs are going to help you show you have the current know-how for the job at hand.

3. Salary history

Your resume is a marketing document, and unless your salary is a feature or benefit to a potential employer (and I can't think of an instance where it might be), it has no place on your resume.

If you are asked to provide compensation information, then you can give an idea of your salary level in your cover note so they know you're not evading their question entirely. But it's never appropriate to list salaries on your resume.

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Razorback Chapter President's Corner

The holiday season is upon us. Soon our schedules will be getting crowded with parties and events. Please take a moment right now to put on your calendar the following upcoming events:

November 16th is the Boss's Day Luncheon. Be sure to invite your boss. See the brochure attached at the end of the newsletter.

December 13th is our Chapter's evening meeting and our community service project. We chose three senior citizen ladies to collect items that they have requested. We will be putting the baskets together for them at the meeting. Volunteers will be needed to deliver them. Remember to take time for you though this holiday season.

Bernardine Vanderlip

Five Things That Should Never Be On Your Resume (continued)

4. Irrelevant personal details

I'm a believer that there are times that including some personal information can make you more real and appealing to the reader, but the details need to have some bearing on the job at hand.

For instance, if you're applying for a job with a food company, it could be a good thing to include that you won the bake-off contest at the county fair three years running, but if you're looking for a position as a software engineer, it makes no sense to include it.

5. References

Your references are one of your most valuable tools in your job search. Treat them with great respect, and keep their contact information confidential.

References never belong in a resume. Instead, create a separate document that lists email and phone contact information, and only give this list on request.

If you want potential hiring managers to know that you have high-level references, link them to your LinkedIn profile, or make a note in your cover letter with the name or position of the person you'll be giving as a reference.

As I said, every resume should be different, and I admit there are some cases where some of these five don'ts might be appropriately used, but you'll be safest if you just leave these five things off of your resume.

Article from www.work.lifegoeststrong.com

Certification Study Group Now Forming



Study sessions for the May 2012 Exam will begin on Monday, November 7th at 5:15 - 6:30 in the Administration Building, Room 424 on the University of Arkansas Fayetteville Campus. The sessions will continue every Monday through the month of November from 5:15 - 6:30. We will decide as a group how to structure future study sessions. For more information, contact Stephanie McGuire, CAP-OM at smcguire@uark.edu.

Upcoming Events

Wednesday, November 16

11:30 a.m.—1:00 p.m.

Chapter Meeting Honoring Chapter Members' Bosses

Program By UA Police Director Steve Gahagans and
Razorback Chapter President Bernardine Vanderlip

AQ Chicken House

(Membership Recruitment Meeting—Invite a Guest!)

December Chapter Meeting

December 13

5:30 p.m.—7:30 p.m.

Faith In Action Service Project, Ornament Exchange, Potluck

Washington Regional Foundation Farmhouse

Thursday, February 9

5:30 p.m.—7:30 p.m.

Community Service Night

Washington Regional Center for Seniors

(Membership Recruitment Meeting—Invite a Guest!)

Free Podcasts To Help Your Career

Be sure to check the IAAP website for free podcasts. Get topics to help you in the workplace. They don't take a huge bite out of your workday. Here are the latest:

MS Office Meets Google – Tech guru Annette Marquis points out why and how to integrate MS Office and Google apps to simplify, customize, and improve the work of admins.

A Kick In The Attitude – Let speaker/author Sam Glenn, keynoter in Montreal at the 2011 EFAM, help you achieve your personal and professional goals.

Graphic Design Tips – As admins take on more responsibility for desktop publishing, they need to know the basic elements of great graphic design. Let Jenny Miller give you the low down.

Word Of The Month

broadside

Meaning: a sheet of paper printed usually on one side (as an advertisement); all the guns on one side of a ship (also, their simultaneous discharge); a volley of abuse or denunciation—a strongly worded attack

Example: The intern was surprised when her supervisor answered her simple question with a *broadside* against the company's treatment of employees.

Recap of October's Chapter Meeting

By Marilyn Smith

Michelle Hunsaker, 2011-2012 Arkansas-Oklahoma Division President, explained that Mark Twain once said that if the first thing you do each morning is to eat a live frog, you can go through the day with the satisfaction of knowing that is probably the worst thing that is going to happen to you all day long. Our frog is our biggest, most important task, the one we are most likely to procrastinate on if we don't do something about it. If you have to eat two frogs, eat the ugliest one first. That is the biggest, hardest most important task. Resist the temptation to start the easier task.

Michelle pointed out that like most people today, we are overwhelmed with too much to do and too little time while new tasks and responsibilities keep rolling in like waves of the ocean. The ability to select the most important task at each moment, and then get started on each task and get it done both quickly and efficiently will probably have more impact on your success than any other quality or skill you can develop. An average person who develops the habit of setting clear priorities and getting important tasks completed quickly will run circles around a genius who talks a lot and makes wonderful plans but who gets very little done.

The key to reaching high levels of performance and productivity is to develop the lifelong habit of tackling your major task first each morning. You must develop the routine of "eating your frog" before you do anything else and without taking too much time to think about it.

Michelle recommends "setting the table" for success. Clear written goals have a wonderful effect on your thinking. They motivate you and galvanize you into action. The bigger your goals and the clearer they are, the more excited you become about achieving them.

Michelle's presentation also included the importance of advance planning and preparation, focusing on key result areas, updating your key skills, leveraging your special talents, and identifying your key constraints. She shared tips for maximizing personal power, self-motivation, and making choices on how to use your time.

How To Survive Workplace Re-Entry

Starting a new job can be exciting, but it also can be nerve-racking, disorienting and confusing, especially when it comes to fitting in with your colleagues. In a recent survey conducted by OfficeTeam, nearly one-third of workers interviewed said acclimating to a different corporate culture poses the greatest challenge when re-entering the workforce after an extended absence.

You can make your transition smoother by learning as much as possible about your firm's culture before your first day. Asking questions of the hiring manager and connecting with current or former employees can help you understand the work environment, dress code and general policies.

Here are some tips for easing your way back into the workplace:

- **Attack tech terror head-on.** Intimidated by the amount of technical change that has taken place since you last touched a keyboard? Determine which software applications and other technology you will use on the job, then consider training courses to help you refresh your skills or learn new aspects of the programs. Great low-cost tutorials are often available online.
- **Switch gears in advance.** If you have been used to life without a commute and 8 a.m. calls, start getting acclimated to your new schedule. Begin at least a week in advance so you're comfortable with the routine by your first day.
- **Make new friends.** Introduce yourself to others on your team immediately. Coworkers can be the best resource for getting to know the ins-and-outs of your new employer. To break the ice, invite new colleagues to join you for lunch or coffee.
- **Keep your eyes open.** Pay close attention to how your new coworkers act in the workplace. Office culture is governed by many unwritten rules, and certain aspects — such as how people prefer to communicate — can only be learned through observation.
- **Be confident.** While it can take some time to feel comfortable in your new environment, try to project confidence in everything you do. Remember, you were hired for your experience and qualifications. If you believe in yourself, others will, too.

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

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
November 16	11:00 a.m.	Stepping Outside Your Boundaries*	AQ Chicken House
December 13	5:30 p.m.	Faith In Action	Washington Regional Foundation Farmhouse
January 24	11:30 a.m.	Resume Building	TBA
February 28	11:30 a.m.	Data Sharing/Google Docs	TBA
March 27	5:30 p.m.	Access	TBA
April 17	11:30 a.m.	Lifestyles/Volunteerism	TBA
May 22	11:30 a.m.	Tips, Tricks & Shortcuts	TBA
June 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

*Membership Recruitment Meeting & Boss's Appreciation—Bring A Guest!