



OCTOBER CHAPTER NEWSLETTER

October 2011 Razorback Chapter Meeting

Tuesday, October 25 - 5:30 p.m.

Washington Regional Foundation Farmhouse - 180 West Appleby

Eat That Frog

By April Martin



Arkansas-Oklahoma Division President Michelle Hunsaker will present "Eat That Frog." Michelle presented this program at the Arkansas-Oklahoma Division Education Forum in August 2011. For those of you who were not able to attend, this is another opportunity to catch this motivating presentation! Michelle will cover how to leverage your special talents, identify your key restraints, how to slice and

dice the task, and other ways to stop procrastinating and get more done in less time. For those of you who hold CPS or CAP certification, this presentation is worth one certification point.

Michelle earned her associates degree in secretarial sciences with specialization in legal at Stevens-Henager College of Business. She joined IAAP in 1995 and has been actively involved in all levels of the organization including two and a half years of service as a division officer in the Idaho-Oregon-Utah division, then resigning as President-Elect to move to Northwest Arkansas in March 2008.

Michelle works at Walmart Home Office in Bentonville as an Executive Assistant to the Senior Vice President of Health and Wellness.

This month's meeting will be an evening meeting held at the Washington Regional Farmhouse. Free parking is available. If you need directions, please contact one of the board members. We will have a potluck meal. **Please RSVP** to Stephanie McGuire, CAP (smcguire@uark.edu) and kindly let her know what dish you would like to bring **no later than noon on Monday, October 24**. Guests need not bring a dish.

Razorback Chapter President's Corner

Do you utilize the IAAP Razorback Chapter's Newsletter as a tool? Each month it is packed with Chapter news, upcoming events, education opportunities, and tips. The board members of the Razorback Chapter want to make this a useful and quality resource tool for its members. If you have any ideas, tips, or articles that would be helpful to improve our day to day challenges, send them to Bernardine Vanderlip at vanderli@uark.edu. We can learn from each other— *Check it out!*

Bernardine Vanderlip

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 - President-Elect
dblume@uark.edu

Marilyn Smith - Vice President
mjmsmith@uark.edu

April Martin - Secretary
ammarti@uark.edu

Sandy Hancock, CPS - Treasurer
shancock@uark.edu

Visit us at

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



October Birthdays

Susan Williams—10/6

Tamara Ellenbecker—10/26

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 (smcguire@uark.edu) so we can get you on this list. We only need the day and month of your birth.

How To Sit In An Office Chair



According to Mary Bond, author of "The New Rules of Posture," the average businessperson with a desk job will sit in an office chair for over 80,000 hours in the span of her career. Using correct posture in an office chair will support the 24 vertebrae in your spine and prevent damage from prolonged periods. Sitting correctly not only means to use proper posture, but also involves adjusting your chair to suit your body's needs.

1. Sit all of the way back in your office chair and observe the positioning of your legs and feet. Your feet should rest flat on the floor, with your knees bent at a 90-degree angle. If your feet dangle, or if your knees bend at an angle greater than 90 degrees, adjust the chair's height to correct the angle.
2. Properly align your chair with your computer's monitor. Sit down in your office chair, hold your neck straight and look directly forward. You should be looking into the middle of your computer's monitor. If you are not, adjust your monitor's height so it is at eye level. If your monitor does not adjust, place a book or box beneath it. This reduces strain on your neck.
3. Adopt proper posterior positioning. Scoot back in your office chair until your lower back presses against the lumbar support. Your buttocks should be directly beneath your shoulders.
4. Straighten your back so it rests against the entire back support of the office chair. This should leave you sitting up straight, looking directly at your computer monitor. If you are instead tilting backward or forward, adjust your office chair's lumbar support to correct the angle.

Continued on pg 3

Does Casual Dress Hurt Your Income?

Do you dress for success? It's no secret that most people will formulate an opinion of you based on your appearance within minutes of an introduction. But can that short space of time mean the difference between a lucrative career and a low-paying job?

Well-Paid and Well-Dressed

Do the folks in the suits really make more? Many times, they do. Here are five senior level jobs where you may not get the casual Fridays but it you can afford the dry cleaning bills:

Regulatory Affairs Associate Director	\$132,000
Sr. Research & Development Manager	\$132,000
Product Management Director	\$125,000
Vice President (VP), Engineering	\$123,000
President and CEO	\$113,000

The buttoned up bankers and lawyers of the world can draw a straight line between spit-shined shoes and a big salary. Though many legal professionals are jumping on the business-casual bandwagon, according to a recent Robert Half Legal survey, nearly one-quarter (24 percent) of respondents said they don't like the trend and would prefer more formal dress in the office.

Here are five other positions where a polished appearance correlates to pay:

Commercial loan officer	\$69,300
Nursing Home Director	\$75,700
Diagnostic Imaging Manager	\$68,900
Healthcare Risk Management Manager	\$78,200
Information Systems Auditor	\$76,100

Buttoning up doesn't always reap immediate rewards. [Bank tellers](#) earning a median pay of \$24,600 per year and [personal bankers](#) making \$37,300 per year are still likely to dress up for work, according to PayScale's research.

Big Paycheck in the Back Pocket of Their Jeans

The advertising industry is one in which everyone from account executives who interact with clients to and vice presidents can wear jeans and earn between \$67,000 to over \$100,000 per year. Here are some examples of well-paid workers in comfortable clothes.

Associate Director, Creative Services	\$71,700
Advertising Account Supervisors	\$67,000
Advertising Creative Directors	\$67,500
Interaction Designer	\$70,800
Engineering Design Supervisor	\$71,500

Smart Dressing on Smaller Paychecks

Here are jobs that have potential for greater earnings one day, since they require workers to "dress for success" right from the beginning.

Primary School Teacher	\$33,400
Bank Teller	\$26,400
Front Office Supervisor	\$30,100
Assistant Manager, Customer Service	\$30,800
Sales Associate	\$31,000

Continued on page 4

Monday Motivators From Joan Burge

Determine To Succeed



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.

Attitudes are important to successfully overcoming challenges. Right now, we have a lot of challenges facing us - the economy, companies downsizing, air travel stress, an election year on the horizon, and personal challenges. That is *just* life. We will always be presented with obstacles, uncertainty, and changing world events.

Think about your challenges at work: a tough assignment, a difficult person, juggling multiple tasks and people, and learning new technologies. Your attitude about the situation will dramatically affect how you go through the situation.

Strive for a positive attitude and use positive self-talk. Add to that: creative thinking, problem solving, risk taking, determination, commitment, being organized and taking action, and you will accomplish your goals. Here are bonus strategies:

Keep abreast of the economic changes taking place; they could affect your industry and job.

1. Be a star performer at work. Companies do not want to lose their stars - or rising stars.
2. Don't get caught up in the negative grapevine at work.
3. Remember, employees don't always know what is really going on with company changes.
4. Stay positive. Come into work with a good attitude.
5. Encourage co-workers to stay positive and focused.

A quote I found years ago says, "*Some succeed because they are destined to. However, most succeed because they are determined to.*" Be determined this week to succeed when presented with a challenge. That is the only affirmation you need to live a fruitful week at work and at home!

Did You Purchase A Cookbook From The Benton County Chapter At The Division Annual Meeting In June? If So, Please Contact Linda Dizney, CAP For Corrections To A Few Recipes.

How To Sit In An Office Chair (continued)

5. Position your chair so your knees are beneath your desk and your hands can reach the keyboard without strain.
6. Sit in this straight-backed posture without straining your muscles. The chair should support your back when sitting up straight, allowing your head, neck, shoulder and spine to hold this position naturally.

From www.ehow.com

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)

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)

Does Casual Dress Hurt Your Income? (*continued*)

Comfortable, Clean and Clearly Successful

Recreation coordinators, landscaping and [nursery managers](#) and [construction project assistants](#), all score high on the casual dress scale earning a median pay of over \$35,000 per year.

Here are some other positions that don't bring in big buck but don't have a strict dress code, either:

Supportive Residential Counselor	\$25,200
Library Technician	\$29,800
Archivist, Curator, or Museum Technician	\$32,200
Youth Director (Church)	\$32,500
Bookkeeper Head	\$33,700

Need More Advice on What To Wear To Work?

Dress up if you want to move up. "Wearing jeans and a sweatshirt every day does not make most people think that you are ready for management," says career coach Cheryl E. Palmer. "Although looking the part will not guarantee you a promotion, it does carry some weight in the process," Palmer says.

Do your boss proud. Your boss needs to feel comfortable putting you in front of other people as a representation of your company. Lisa Quast, a certified executive coach, says, "If he or she doesn't think clients, customers, or a management team will take you seriously, you're not getting promoted."

Stand out, even in uniform. Even individuals who are required to wear uniforms each day can stand out from the crowd by ensuring that the clothes worn are always clean, pressed and worn well, says Kathie B. Martin, president of The Etiquette School of Birmingham.

Not too fancy. Manual labor, says Quast, is one example when dressing too formally could spell the end of opportunity. Wear a suit to an interview and she says you risk looking over-qualified or too good to get your hands dirty. Instead, she suggests finding out the most appropriate attire, but stay away from wearing jeans.

Dressing up doesn't mean selling out. Even freelancers in creative fields shouldn't discount the power of a professional makeover, says author of *The Intentional Networker* Patti DeNucci. One client got a new haircut and updated and upgraded her wardrobe. DeNucci says she began attracting a higher caliber of client "with the healthier budgets to pay her the fees she wanted."

Techies take it easy. There are some careers that offer six-figure salaries and encourage casual attire, these are often jobs in technology. Jan Slater, a career coach for over 30 years has worked with a number of medical device start ups where even shorts are acceptable in the summer. "Executives only wear nice pants and shirts if there is a board meeting," says Slater.

Source: All salary data is provided by [PayScale.com](#). Salaries listed are median, annual salaries or median, hourly rates for full-time employees with 5-8 years of experience. Salaries listed include all bonuses, commissions or profit sharing.

Word Of The Month

hamartia

Meaning: tragic flaw

Example: Greed was the hamartia that ultimately brought down the protagonist.

Life Made Easier

By Ruth Hirsch

This month's favorite shortcut for Microsoft is Ctrl + P will print whatever you have open.
Use it in good health!

Research & Educational Foundation Scholarships

From its earliest days during World War II, IAAP has been dedicated to helping admins reach and remain on the professional cutting edge by increasing their skills with the best techniques and technology. That mission is even more important today.

During this uncertain economy, jobs have been slashed and companies are spending less to train employees. At the same time, administrative professionals are taking on more work and having to learn an ever evolving array of new office tools and techniques. Professional development is essential if admins are going to stay viable in the workplace.

IAAP wants to ensure that every admin has the opportunity to get the professional training they need. That's why the Research and Educational Foundation has established a new scholarship program to help new or unemployed administrative professionals attend the association's Education Forum and Annual Meeting.

If you've never attended EFAM, this is a great chance to jump start your career and take advantage of all that IAAP has to offer over the course of several days during the association's premier annual event.

If you've suffered a job loss, this scholarship will ensure that you stay sharp as an admin and could make a real difference as you search for a new position.

EFAM Scholarship Calendar:

Oct. 1, 2011 — Begin taking applications

Jan. 31, 2012 — Application deadline

March 31, 2012 — Scholarship award recipients chosen

July 22-25, 2012 — 2012 EFAM, Grapevine, Tex.

Visit the IAAP website for more information and to download the short application form.

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.

OfficePro Needs Your Essays

Why do you love your job? We want to know and so do *OfficePro* readers. "Why I Love My Job" is one of the most-read columns in the magazine. If you're interested, here's how to submit. Send your 600 to 700 word essay to Managing Editor Emily Allen at ecallen@iaap-hq.org with "OfficePro Love My Job" in the subject line. Please include a high resolution snapshot of yourself (over 300 dpi). Make sure to put your name into the Word document you submit, not just on the e-mail.



Check out the chapter's monthly and quarterly financial reports on our website.

DON'T FORGET! This month's evening meeting is potluck. Kindly let Stephanie McGuire (smcguire@uark.edu) know what you would like to bring no later than noon on Monday, October 24. See the article on the first page of the newsletter for more information.



Don't Forget....

Have you signed and submitted your **Member of Excellence** commitment form yet? They can be faxed or mailed to Marilyn Smith at 575-7547 or 325 Administration Building.

It's so easy to do!

Have you considered becoming certified? Industry experts spent thousands of hours perfecting the new CAP, making it the premier professional certification for admins. With the OM specialty, you learn organizational planning, advanced communication and administration, and team skills. Together, the CAP and OM will ensure that you stay relevant in your office. The next round of exams is in May and the Razorback Chapter is organizing study sessions. Contact Stephanie McGuire, CAP at smcguire@uark.edu for more information.

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:

Name the Razorback Chapter member on the Arkansas-Oklahoma Division speaker's bureau. Hint: Current list on A-O Division's homepage.

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

Recap of September's Chapter Meeting

By Tamara Ellenbecker

Our chapter meeting this month was on Social Media. Carolyn Baltz of the Alumni Office joined us to explain the ins and outs of social media. Carolyn's presentation was titled "Social Media: What's the big deal." Statistics show today's marketing is growing toward social media. Eventually every person in every role will be using social media to interact.

I feel I am savvy when it comes to computers, software and even the internet, but for some reason, social media seems to be for the "younger folks." (Now I feel old.) But I have asked, what are the benefits of social media versus say, websites? Well Carolyn had the answer, they are all easily updateable, and the content is user generated. They also all allow for digital sharing and provide a sense of community.

Carolyn was very knowledgeable and was able to track us through some of the top social media out there. First on the list, Facebook, well here I have to admit I'm doing pretty good I do have a Facebook page. I have been under utilizing this feature though. I knew our department had a Facebook page but Carolyn explained there are many other uses. For instance, the Tulsa Chapter of IAAP has their own Facebook page and has been using it for getting information out to their members and the community. With any social media you must remain diligent in your privacy to protect yourself. To allay concerns about privacy, Facebook enables users to choose their own privacy settings and choose who can see specific parts of their profile.

Twitter was the next media we discussed and I must admit I have not "tweeted." Basically Twitter is a "mini blog," but it has a limitation of 140 characters. Tweets are publicly visible by default; however, senders can restrict message delivery to just their followers. Users may subscribe to other users' "tweets," this is known as "following" and subscribers are known as followers or "tweeps" (Twitter + peeps). Users can tweet via the Twitter website or by compatible external applications (such as for smartphones). Posts can be grouped together by topic or type by use of hashtags. (Words or phrases prefixed with a "#" sign - similarly, the "@" sign followed by a username is used for mentioning or replying to other users.)

LinkedIn connects you to your trusted contacts and helps you exchange knowledge, ideas, and opportunities with a broader network of professionals. This media is growing dramatically it is primarily used as a professional network. But LinkedIn has another feature the others do not, it gives you the keys to controlling your online identity. Have you Googled yourself lately? You never know what may come up. LinkedIn profiles rise to the top of search results, letting you control the first impression people get when searching for you online.

Carolyn did say, if you are looking for a job, it is crucial to check what comes up when you Google yourself. More and more employers are doing this when they look for candidates. It is very important to make sure you do not have some unprofessional information out there and if you do, clean it up promptly.

If you missed this meeting, I hope you will be able to come to the October meeting when we will be hosting the Michelle Hunsaker of the Benton County Chapter, she will be presenting our topic, "Eat that Frog." Hope to see you there.

**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, CPS/CAP
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
November 2	11:30 a.m.
December 7	11:30 a.m.

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

CHAPTER MEETINGS

DATE	TIME	TOPIC	LOCATION
October 25	5:30 p.m.	Eat That Frog	TBA
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!