



November 2008 Newsletter

“Ho! Ho! Help: Stress Management for the Holidays”

By Mike Huddleston

Razorback Chapter Meeting—November 18th at 11:30
AT&T Room at Engineering Research Center

Join the Razorback Chapter on November 18th at 11:30 as we welcome, Mike Huddleston of the Arkansas Employee Assistance Program. Mike will be bringing us helpful information for the Holiday Season coming up:



- ✿ Identifying the main sources of holiday stress
- ✿ Identifying ways to manage holiday stress and exercise healthy choices
- ✿ Develop and (later put into practice) a plan for insuring a healthier, happier holiday
- ✿ Knowing the benefits of your EAP

John Michael Huddleston, CEAP, CADA, LPC has over ten years experience as an Employee Assistance Professional which includes eight years as an EAP coordinator for Value Options in North Carolina where he managed contracts and provided services for companies such as Weyerhaeuser Paper, Wachovia Bank, Allied Signal, Hard Food International and Carolina Power and Light. He has extensive experience in work place services including supervisory training, organizational climate assessment, change management training, violence in the workplace and consulting with supervisors/managers on a variety of workplace issues. He is also an experienced Critical Incident Stress De-briefer. As an Air Force Social Actions Officer, he managed Drug/Alcohol Treatment/Education Programs and Equal Opportunity Treatment Programs for 12 years. Mike likes to work with family/marital issues, work related stress, alcohol/drug dependencies, depression/anxiety and grief issues. He currently manages the Fayetteville Office.

Razorback Chapter Welcomes New Member

By Linda Dizney CAP

The Chapter welcomes its newest member: John Alaniz (actually a returning member after moving away for two years), Administrative Assistant in the Honors College, U of A.

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.razorbackiaap.org>



International Association of
Administrative Professionals®
Razorback Chapter

November Birthdays

Sharon Harvey – November 2nd
Jean Mitchell CAP – November 5th
Angela King – November 15th
Kim Ferguson – November 17th
Janet Moulden – November 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.

Attitude and Ability Make You Stand Out...

When it comes to what sets apart high performing individuals, attitude and ability to prioritize top the list. In a recent survey conducted by NFI Research, 77 percent of business leaders said attitude sets apart high-performing individuals in their organization. Seventy-two percent of the executives surveyed said ability to prioritize sets them apart. "When it comes to high-performing people in business, quality certainly ranks above the amount of work," said NFI CEO Chuck Martin, author of SMARTS: Are We Hardwired for Success?. The survey identified other characteristics that set apart high-powered individuals such as initiative (68 percent), quality of work (67 percent) and communication skills (63 percent).

Finding A Workplace Hero...

Almost everyone had an individual they admired as a child. Whether your hero wore a red cape or a football jersey, he or she served as an example for you to follow. As an adult, do you still seek someone to inspire success? If not, you should. While personal ambition and talent are key to accomplishing your professional goals, looking to a trusted mentor for advice and guidance can be one of the most important steps you take in your career. A mentor can help you navigate the ins and outs of your field and derail any obstacles that threaten to halt your professional progress.

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A Message from Razorback Chapter President

Well the year is almost over. I've been seeing Christmas decorations since before the end of October. It's strange seeing the Christmas stuff out, it almost makes everything start to seem rushed. All of a sudden there are parties to start planning and attending and we tend to forget sometimes the reason for the season. Please take a moment when you are feeling the most rushed to take a deep breath and remember what life is all about. Life is too short to have it rush by.

Remember IAAP is about its members. What you put into your chapter is what you will get out of it. Further along in the newsletter is an article by Linda Dizney CAP about the Member of Excellence. I will have forms ready for those who wish to fill out and make that commitment to be a Member of Excellence. I hope that you decide that you too are a Member of Excellence.

Sandy Hancock CPS

December Chapter Meeting and Ornament Exchange

December 18th, 5:30 to 7:00 p.m.

By Linda Dizney CAP

Mark your calendars for the Razorback Chapter December meeting, Thursday, December 18, 5:30-7:00 p.m., location to be determined. We hope you will join us for this opportunity to network with fellow IAAP members and guests and to celebrate the holidays. We will be having our traditional ornament exchange (\$5.00 limit) as well. Dawn Fisher, member of the Razorback Chapter, will be giving a presentation entitled, *Cultivating an Attitude of Gratitude*.



Faith in Action Food Baskets For Thanksgiving and Christmas

By Janet Moulden

Operations Coordinator—Washington Regional Foundation

For the last couple of years the Razorback Chapter of IAAP has adopted Faith in Action clients as our Community Project. Faith in Action is a program which serves elderly homebound persons in our community with free non-medical services which include chore assistance, friendly visits, grocery shopping, light home maintenance, medical transportation, telephone reassurance, and yard work provided by Faith in Action volunteers. These free services help maintain the independence of our neighbors. It is the volunteers that enable Faith in Action clients to stay home among their loved ones and belongings and avoid premature institutional living.



Faith in Action is currently working on preparing over 100 food baskets for their homebound clients who will not have family to prepare their Thanksgiving meal. Each basket will be filled with a small-precooked ham and an assortment of vegetables and the fixings for a Thanksgiving meal. Some of the needs for these baskets are: canned vegetables, canned or packaged fruits, cranberry sauce, soups, packaged potato, rice and pasta dishes, bagged rice, beans, pasta, stuffing mix or muffin mixes, sweet potatoes, canned white potatoes, non-perishable Jell-o, pudding and fruit cups, packaged drink mixes, teas, coffees, artificial sweetener packages, flavored coffee creamers, sugar free and regular jams and jellies, nuts, snacks and crackers, and sugar free and regular cookies. Deadline for these items are November 17. They may be dropped off at the Faith in Action office at the Pat Walker Center for Seniors.

Faith in Action will also be doing food baskets again for Christmas. They will be including toiletry items in these as their gift this year. Some only wanted the bare necessities as their Christmas gift which most of us take for granted. Some of the items requested are hand lotion with shea butter, name brand bath soap to help keep their skin from becoming dry, toothpaste, after shave, name brand deodorant, socks with skid proof bottoms men and women, toilet paper, paper towels, Kleenex, lip chap, and note cards or assorted greeting cards. In year's past they have had their clients give a wish list of items they would like to receive for Christmas, but this year because of Faith in Actions lack of storage space and staff is down, that they would only be doing food baskets and including as a treat toiletry items that the client might not buy for themselves. They will be asking for the above items for Christmas as well as for toiletry items.

Faith in Action will also accept cash donations. \$25.00 will provide a basket of food for a client.

So again I am requesting that our chapter again consider Faith in Action as our Community Project.

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Unfortunately, many people fail to partner with a mentor because they are intimidated by the prospect of identifying and approaching a potential candidate. But finding a mentor isn't as difficult as you might think. Here's what to do:

•**Be proactive.** A mentor is unlikely to approach you, so you need to take the initiative. After identifying someone you respect, explain that you would like to learn more about how the person honed his or her skills and abilities. Moreover, show your enthusiasm and desire to grow.

•**Cast a wide net.** It's perfectly acceptable to reach out to more than one person. For instance, one individual might be able to help you improve your technical proficiencies, while another advisor can share expertise on dealing with office politics.

•**Respect the person's time.** Once you have found a mentor and started meeting, be respectful of his or her time. Arrive at scheduled sessions with a list of questions, but don't expect your contact to have all of the answers. Research issues before you bring them up.

•**Be appreciative.** After you've established the relationship, keep your mentor updated on progress made in areas in which the person has helped. Always thank him or her for any assistance provided and share the credit for your successes when appropriate.

OfficeTeam is the world's leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has more than 300 locations worldwide, and offers online job search services at www.officeteam.com.

More Employees Working On Vacation...

For some workers, vacation won't mean being free of the office. A recent survey by CareerBuilder.com showed that 25 percent of workers said they stay in contact with work while on vacation, and close to one in ten said their bosses expect them to at least check voicemail or e-mail while on vacation. "Taking a vacation is a great way for workers to re-energize themselves and bring the fresh ideas back to the table," emphasizes Rosemary Haefner, vice president of human resources at CareerBuilder.com. "Unfortunately for some workers, getting away can add unnecessary stress to their lives. But if you prepare to be away in advance, your organizational skills may allow you to take a truly work-free vacation."

CPS/CAP Review Group...

Did you know Professional certification is available through IAAP – achieving certification through IAAP is the internationally recognized standard of excellence. IAAP offers the Certified Professional Secretary (CPS) rating and Certified Administrative Professional (CAP) programs.

Topic areas for IAAP certification programs include office systems and technology, office administration, communications, business finance, legal issues, management, and advanced organizational management.

If you are interested in taking the exam or joining a review group contact:

Jean Mitchell CAP at
jem03@uark.edu

Pathways to Excellence

By Linda Dizney CAP

During 2007-2008, the International Board began looking at a revision to the IAAP recognition programs. The Board had received numerous comments from members the programs should not be just numbers based but should reward chapters and members for other aspects of being an IAAP chapter and/or member. During the International Convention in New Orleans last July, the Board unveiled the Pathways to Excellence program.

The program has three parts, Division of Excellence, Chapter of Excellence, and Member of Excellence. The Arkansas-Oklahoma Division and the Razorback Chapter have committed to work to meet the criteria for Division of Excellence and Chapter of Excellence and we need the help of all members to help us meet the criteria. Each member is also encouraged to strive to meet the criteria to be a Member of Excellence. If you take a few minutes to look at the criteria, you'll find that it's not difficult to attain.

The program is based on ten principles: Certification, Commitment, Communication, Education and Training, Fiscal Responsibility, Leadership Development and Roles, Marketing, Research, and Community Outreach, Programs and Participation, Recruitment and Retention, and Strategic Planning.

A list of the criteria to be a Member of Excellence can be found at <http://www.iaapnet.org/default.aspx?pid=5979> along with a worksheet. In order to get to the information, however, you will have to log into the IAAP website. If you have not set up your ID and password, please contact me, Linda Dizney (ldizney@uark.edu) and I will be glad to help you set that up. There is also a Division Member of Excellence program which follows the IAAP program and it will be explained later. But, one of the criteria for the Division Member of Excellence is to set up an ID and password to be able to access more information on the IAAP website. So, setting up your ID and password will give you one checkmark.

Each member who wishes to participate in the Pathways to Excellence program must sign a Member Commitment Form (found at <http://www.iaapnet.org/default.aspx?pid=5979>) and send the signed form to Sandy Hancock CPS, President of the Razorback Chapter, MBTC, BELL 4155.

The Division Member of Excellence can be found at <http://www.iaap-ao.org:80/Default.aspx?pid=5763>, along with a worksheet. One member from each chapter will be recognized at the A-O Division Annual Meeting as the 2009 Arkansas-Oklahoma Division Member of Excellence. The winners will be determined by who attains the most checkmarks during the designated time period by meeting the established criteria. Winners will receive a nice prize and a certificate at the annual meeting.

The criteria Division Chapter of Excellence can be found on the A-O Division website: <http://www.iaap-ao.org>. Please take a few minutes to look at it and help our chapter win that award.

If you have any questions or would like to discuss the program, please contact me, Linda Dizney at ldizney@uark.edu or 575-5459. The Razorback Chapter Board would like to strongly encourage each member to sign the commitment form and strive to be recognized as a Member of Excellence.

EVENTS

November Razorback Chapter Meeting
Ho, Ho, Ho, Help: Stress Management for the Holidays
AT&T Room Engineering Research Center
November 18, 2008 @ 11:30 a.m.

December Razorback Chapter Meeting
Cultivating An Attitude of Gratitude & Annual Chapter Ornament Exchange
Location To Be Announced
December 18, 2008
5:30p.m. to 7:00 p.m.

Spring Professional Education Conference in Nashville
Gaylord Opryland Resort, Nashville, TN
March 9-11, 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.



Calendar of Meetings



BOARD MEETINGS

DATE	TIME
November 14	11:30 a.m.
December 2	11:30 a.m.
January 6	11:30 a.m.
February 3	11:30 a.m.
March 3	11:30 a.m.
April 7	11:30 a.m.
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
November 18	11:30 a.m.	Stress Management for the Holidays	ENRC
December 18	5:30 p.m.	Cultivating an Attitude of Gratitude & Annual Chapter Ornament Exchange	TBD
January 27	11:30 a.m.	<i>New Year, New You</i>	ENRC
February 24	11:30 a.m.	<i>Conflict Resolution</i>	ENRC
March 24	5:30 p.m.	TBD	TBD
April 28	11:30 a.m.	<i>Office Ergonomics</i>	ENRC
May 26	11:30 a.m.	<i>Managing Multiple Projects</i>	ENRC
June 23	5:30 p.m.	Annual Meeting	TBD

Chapter Meeting Location: ENRC—Engineering Research Center, AT&T Room