

# October 2008 Newsletter



## Making it Click:

### Successful Relationships Between Managers and Administrative Professionals

By Suzanne Rodgers

Razorback Chapter Meeting—October 28th at 11:30

One of the keys to building strong teams is maintaining effective work relationships between administrative personnel and the people they support. But do supervisors and administrative professionals agree on what makes a good partnership? OfficeTeam and IAAP conducted a survey of managers and support staff to find out. This presentation highlights the survey findings and offers insight into issues that affect today's administrative professionals, including how to enhance communication, ensure optimal use of tools and resources, and prepare for increased responsibility.



*Suzanne Rodgers, OfficeTeam*

Suzanne Rodgers is a staffing manager at OfficeTeam, specialized division of Robert Half International. As staffing manager, Suzanne maintains constant knowledge of employment and hiring trends, in-demand skills, and methods for building loyal work teams.

Suzanne has worked in the staffing industry for almost five years, having transferred to northwest Arkansas in 2007 from Tucson, Arizona. She holds a four-year business degree from the University of South Carolina, and she brings a thorough knowledge of professional skills required to succeed in the workplace as well as methods to maintain positive professional relationships.

Come and join us October 28th at 11:30 a.m. at the Engineering Research Center, AT&T Room as we learn from Suzanne on this important and timely subject.

## Razorback Chapter Welcomes 3 New Members!

By Linda Dizney CAP

At the September meeting we welcomed New Member, Janet Jones of the Registrar's Office. Janet was recruited by Jean Mitchell CAP.

We have also received Mary Herrington's application for membership. We are excited about her joining, she wasn't even a member but jumped right in and helped us with our Division Annual Meeting in 2007. Mary was selected Employee of the Year in her category at the University of Arkansas this year. Congratulations ....

Also joining this month is Amanda Ledbetter, Data Entry Registrar's Office. Amanda was recruited by Dana Ledbetter making Dana the first member to have a guest join after the September meeting.—Good job recruiting Dana!!

## 2008-2009 Chapter Officers

Sandy Hancock CPS - President  
shancock@uark.edu

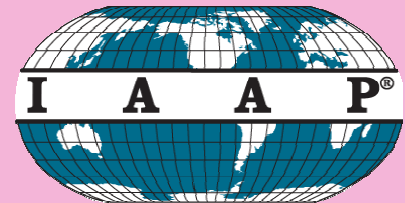
Tamara Ellenbecker - President-Elect  
tellenbe@uark.edu

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*

## October Birthdays

Susan Williams—October 6  
Dawn Fisher—October 20  
Tamara Ellenbecker—October 26

*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](mailto:danal@uark.edu)) with your birth date.*

## Chapter Fundraiser Extended!

We have extended our chapter fundraiser with RADA Cutlery to continue through **December!**



Our idea is that many people might want to use these items as Christmas gifts or as stocking stuffers.

All of the information is still available on the website: [www.razorbackiaap.org](http://www.razorbackiaap.org) and check out the link to the fundraiser or go to [www.helpourfundraiser.com](http://www.helpourfundraiser.com) where you can also view a catalog on-line. The Customer number is: 500963. Password is: razorback (lowercase).

There is a minimum order of \$20, with \$5 shipping charge. The plan is to group our orders into "one big order" thereby saving on our shipping. So if you plan to order something let Sandy Hancock CPS know and she will collect all of the orders and has volunteered to pay the shipping.

You may contact Sandy Hancock CPS via email at [shancock@uark.edu](mailto:shancock@uark.edu)

The deadline for orders to be received in December is November 15. Our Chapter will receive 40% from the total of every order up to December 31, 2008.

## A Message from Razorback Chapter President

I've noticed the colors are changing throughout the area. It always brings a tinge of excitement for me. I haven't figured out why. Perhaps it is the drastic change in the way things look and feel once fall truly arrives.

Our IAAP membership should bring a sense of excitement also. IAAP has so much to offer our members for those willing to go the extra mile and take advantage of what is offered. Educational opportunities, certification, and networking with other members in the Razorback Chapter as well as the networking available in the Division, across the nation, and not to mention internationally are just a few of the benefits worth mentioning.

Being a member has tremendous growth potential, both personally and professionally through chapter leadership (serving as a committee chair or chapter officer), division leadership, and if the drive is there, district and international leadership. Remember what you put into your membership is what you will receive.

*Sandy Hancock CPS*

## IMPACT Meeting September 23rd

On September 23rd, 5:30 at the Courtyard by Marriott the Razorback Chapter held an IMPACT meeting. After a welcome from President Sandy Hancock CPS and introductions, we recognized Ginger Daily for renewing her membership with the Chapter. We then welcomed new member Janet Jones. Janet was recruited by Jean Mitchell CAP.

After a light meal was served, Dawn Fisher introduced our speaker for the evening Mary K. Williams, LCSW who came to speak to us on the subject *Women Working with Women*. Whether as peers, subordinates or bosses, women experience unique challenges when working with one another. The program's goal was to learn more effective ways to interact with problematic personalities at work. She passed out a handout that covered the following:

Female Communication Tendencies

Why is Female Conflict at Work Bad for Us?

Survival Toolkit:

Self Knowledge, Observation and Analysis, Behavioral Interventions.

Mary K. Williams, LCSW has been a psychotherapist for over 14 years. An MSW graduate of Loyola University Chicago, Mary K. has worked with adults, children, couples and families in a variety of settings in Illinois and Arkansas. We had 16 members present with 10 guests. Carrie Sparks and Sharon Harvey were tied for the members who brought the most guests to the meeting. They each chose a number between 1-and 10 and Carrie was the winner of a lovely flower arrangement.

Sharon received a t-shirt as a consolation prize. But the prizes don't end there! There will be another prize for the member who has the highest number of guests who join by the October meeting.

# Monday Motivators from Joan Burge

## Venturing Into High Seas



I hope you are ready to be motivated and inspired because I am re-energized as a result of hosting our annual forum for administrative excellence. We had a fabulous event in San Diego. We had several good speakers in addition to my presentations. I'd like to dedicate the next 3 issues of MMs to items covered at our forum.



The opening speech I gave was entitled *Realizing Your Full Potential: Venturing Into High Seas*. I came up with this theme one year ago not knowing that we all would be facing dangerous seas this October 2008! Our entire nation is facing high seas right now between the economy and elections. Daily we read about budget cuts, employee downsizing, retirement funds going bankrupt, lost home appreciation, and gas and food costs rising.

While this sounds very bleak, do not despair. The high seas are where you have an opportunity to grow if you are an adventurer. The reason is because if you are an adventurer in life, you will:

- use your creativity and be resourceful
- notice things that you don't see in calm waters. In other words, look for the lessons - the gems of knowledge you can gain right now.
- muster up every bit of mental strength. When you feel most like you want to give up or give in, is when you most need to boost yourself up. You must dig deep within yourself, think positive, and move forward. Tell yourself, "This will pass." And it *is* going to pass - it may just take awhile.
- do things you don't want to do. Maybe you and your family need to make some sacrifices right now to make it through this time. That is ok because they are just temporary.
- seek support. Diversify your network of coworkers and friends. Openly communicate to others your fears, frustrations, or aggravations. Then get on with it. Do what needs to be done and don't complain.

We need to have a clear view of what is going on so we don't get into deeper seas. But ride these waves of change with courage, tenacity and a "can do" attitude. Have a great week!

### 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.

## From Office Team Remote (Career) Control

Higher fuel prices have caused many professionals to look for ways to reduce the cost of commuting. Combine this with the added availability of home office technology, and it's no wonder more individuals are working remotely. In fact, in a survey conducted by our company, more than two-thirds of executives polled said it's common for their companies to offer employees off-site work arrangements. Moreover, 82 percent of managers said they expect the number of employees who work remotely to increase in the next five years.

Of course, not all positions lend themselves to remote arrangements. Jobs that require a great deal of face time with colleagues or customers, for instance, cannot be performed outside the office. If your role allows for flexibility, you may want to discuss working remotely with your manager. Here are some questions to ask yourself before making a request:

- **What's in it for them?** Managers will respond more favorably to your request if they know the arrangement will benefit the company and not just you personally. Will the arrangement save your firm money or increase productivity?
- **Have I thought through the details?** Your supervisor will want to know key information, like why you are a good candidate for telecommuting, technology tools and upgrades you will need to successfully manage your workload, and security measures you have in place at home or at your proposed remote work site to protect company information.
- **How will I stay in touch?** Think about how you intend to interact with colleagues to ensure projects stay on track. Also, offer to provide regular status updates so your manager knows your progress on assignments.
- **How will I stay visible?** To avoid being overlooked for plum projects or

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promotions, maintain plenty of face time with your managers and colleagues. Schedule important meetings for your on-site workdays.

- **How can I show the arrangement will work?** Ask your supervisor if you can try telecommuting on a trial basis, working remotely one or two days a week. Propose several meetings with your boss throughout the test period so you both can evaluate how the arrangement is working.

*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](http://www.officeteam.com).*

## 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](mailto:jem03@uark.edu)

## Unprecedented \$100 Million from Susan G. Komen for the Cure® Now Committed to Immediate Patient Help

*Leader of Global Breast Cancer Movement Takes New Approach to Research, Focuses on Delivering Cures to Patients Sooner*



**DALLAS – September 30, 2008:** Determined to fast track research into help for breast cancer patients who can't wait, Susan G. Komen for the Cure® is distributing an unprecedented \$100 million in grants to American and international scientists this year alone, the organization announced in unveiling its 2008 grants portfolio today.

**Producing results for patients:** It is the largest commitment of breast cancer research funding by a single nonprofit organization, targeted to 81 universities and hospitals in 27 states and five countries. These grants represent research with the highest likelihood of producing results for patients during the next decade.

"There's a tremendous urgency to translate what we're learning in the lab into treatments for patients, particularly patients with very aggressive cancers who don't have years to wait," said Dr. Eric P. Winer, Chief Scientific Advisor to Susan G. Komen for the Cure and director of the Breast Oncology Center at Dana-Farber Cancer Institute.

"The grants we are funding focus on safely and effectively bringing treatments to cancer patients in a more timely way than we have been able to in the past," Winer added.

"We've revamped Komen's research program, challenging the best minds to solve the most difficult issues in breast cancer," said Hala Modellmog, president and CEO of Susan G. Komen for the Cure. "These grants are geared to results – finding cures, tailoring treatments and resolving the issues that have stymied the search for a breast cancer cure."

**Some of the biggest questions to be tackled by the Komen-funded research include:**

1. Why do some breast cancers respond to certain treatments, and others don't?
2. How can we prevent the spread of breast cancer to other organs?
3. Does diet and/or obesity play a role in cancer development and treatment?
4. Can we predict who is most at risk for developing breast cancer?
5. Can we develop a cancer "vaccine?"
6. What technologies will help detect breast cancer at its earliest possible stage?
7. What treatments can prolong the lives of those women living with advanced breast cancer?

During the past 25 years, Komen for the Cure has raised and distributed **\$1.2 billion** for research and community health programs. And Komen is pledging to invest another **\$2 billion** during the next 10 years.

**Promise Grants designed to get scientists and doctors to work together in new ways:** This year, Komen introduces new research programs called Promise Grants, which are worth millions of dollars and last for five years. They are designed to get scientists and doctors to work together in new ways to bring treatments out of the laboratory to patients as quickly as possible. Komen also is funding new and bigger grants to attract and retain young cancer researchers.

Modellmog noted that research and awareness funding has helped ease suffering from breast cancer. "In the past 20 years, we've gone from a time when breast cancer was not even discussed, to a new era with higher survivor rates and less invasive treatments than existed even just a decade ago," Modellmog said.

"Even so, we have so much more to do. Almost 200,000 women will be diagnosed with breast cancer in the U.S. this year and more than 40,000 women and men will die of this disease. That adds urgency to our mission to end breast cancer forever."

**Editor's Note:** To see grants awarded in your areas, please see the attached list. More details are on [www.komen.org](http://www.komen.org). Please contact the local Susan G. Komen for the Cure Affiliate in your area, or the communications offices of these institutions for more details or to make interview arrangements.

# EVENTS

**Cleaning Up Your Work Environment  
IAAP 2008 Certification Conference  
October 19-22, 2008  
Denver, Colorado**

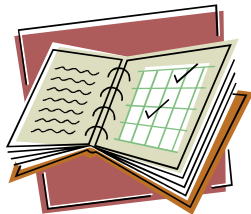
**Spring Professional Education  
Conference in Nashville  
Gaylord Opryland Resort,  
Nashville, TN  
March 9-11, 2009**

**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 4	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
October 28	11:30 a.m.	Making it Click: <i>Successful Relationships Between Managers and Administrative Professionals</i>	ENRC
November 18	11:30 a.m.	Holiday Blues	ENRC
December 16	5:30 p.m.	Executive and Assistant Relationship (Devil Wears Prada) 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	
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