

September 2008 Newsletter

Razorback Chapter Meeting September 23rd - 5:30 p.m. Women Working with Women

By *Mary K. Williams, LCSW*
Submitted by *Linda Dizney CAP*



Whether as peers, subordinates or bosses, women experience unique challenges when working with one another. *Women Working with Women* is a fast-paced presentation that provides attendees (male and female alike) with practical advice and tools on how to build strong workplace relationships with women without compromising identity or values. This presentation will also help us understand how workplace challenges can serve as opportunities for resolution of past emotional injuries and avenues for personal growth.

Mary K. Williams, LCSW 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.

She recently co-authored a book chapter in *Short Term Play Therapy for Children*. Her presentation *Women Working with Women* was inspired by her experiences working with many difficult women as a therapist and in her prior careers as a paralegal and an arts marketing professional. Mary K. serves as a counselor for Arkansas Employee Assistance Program one day each week. She and her family have lived in Fayetteville since 2002.

Come join us September 23rd, 5:30 at the Courtyard by Marriott, as the Razorback Chapter hosts its annual IMPACT meeting. The Courtyard by Marriott is located at 600 East Van Asche Drive, Fayetteville, Arkansas. If you haven't been to a meeting in a while, now is the time. Dinner will be served and the evening will be a great time of networking. See if you can get someone in your office to join you. There will be a prize for the person who brings the most guests and who brings the most guests who join before the October Chapter meeting. Please RSVP to Ginger Daily, vrddaily@uark.edu, by September 18.

Welcome New Member!



Janet Jones, Registrar's Assistant in the Registrar's Office University of Arkansas recruited by Jean Mitchell CAP

Do you know a possible new member?

Check your address book and around your office. Connect your friends and colleagues to their future career opportunities by inviting them to a meeting.

There is more information on the website at:

www.iaap-hq.org

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**

September Birthdays

Joy Sharp CPS - September 10

Linda Dizney CAP - September 20

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.

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 and check out the link to the fundraiser or go to 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

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

Fall is just around the corner some say it is already here. It is time to start thinking about the holidays which always seems to sneak up on us. When you are trying to figure out what to give this year, why not consider Rada Cutlery - our Chapter fundraiser. Information is posted on our website and in this newsletter.

Our Chapter meeting this month is an evening meeting at the Courtyard by Marriott® at 5:30 pm. The committee has worked hard at obtaining all kinds of door prizes. It is shaping up to be a fun, informative meeting. Please RSVP to Virginia Daily at vrdaily@uark.edu. Deadline for RSVP is September 18th.

The Board is planning on hosting a Boss's Day Luncheon on October 16th - stay tuned for further details.

Remember to sign up as a Member of Excellence. Please forward a copy of the signed form to me so that I will know the members who have committed themselves to this worthwhile endeavor. Here is the link for more information and the form:

<http://www.iaap-hq.org/pathwaystoexcellence/member.html>

Sandy Hancock CPS

Chapter Meeting August 26, 2008 "One Ringy Dingy® — You Are The Company" Lily Tomlin Customer Service Training Series *By Tamara Ellenbecker*

The Razorback Chapter met on August 26th in the AT&T Conference Room at the Engineering Research Center. Our topic for the meeting was telephone skills. We viewed the video "One Ringy Dingy® - You Are The Company" starring Lily Tomlin.

In the video Lily played the part of "Big Boss" at Soxoff Company, "Detective" checking out reports of bad telephone service and "Ernestine" the ever annoying receptionist.

From the mistakes Ernestine made the "Detective" showed us that there is a right way and a wrong way to handle calls. This is something we all take for granted, after all who doesn't know how to answer a phone? But many times our tone, pitch and even what we say can come across not so pleasant. It is good to be reminded of the importance of how we sound when we answer the phone. Ernestine and "Company" even covered the way we take messages. Complete and detailed messages are an important part of an efficient and well run office.

Afterward we discussed the problems we have encountered in our day to day office settings and how we have found ways to solve them. It was a pleasant respite from the regular everyday lunchtime and we had a good time networking and meeting new people.

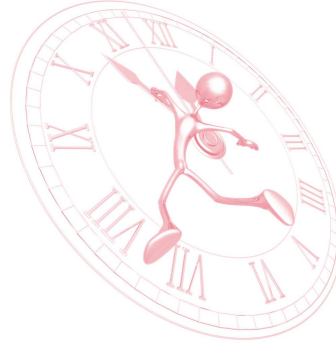


Monday Motivators from Joan Burge



Time flies everyone says... it does go by faster and faster as each year passes. Because of that, we should make the most of each and every day. And never take one day for granted.

I've been working most of my life. I actually started at a young age - just a kid - selling my mother's used magazines to neighbors. Then in high school, I worked part-time jobs. As soon as I graduated from high school, I jumped into full-time work and haven't stopped other than to take a short break now and then.



I love to work or maybe I should say I love my work. It makes me feel alive. I've learned from working with numerous industries, different size businesses, and thousands of people, there are certain keys to success in the workplace. One key is to take charge of your career! So, this week why not make that your focus.

1. **Think like an entrepreneur.** See yourself as President of You Inc. Learn to take responsibility and be accountable for your work environment. Be a catalyst in making good things happen where you work.
2. **Think collaboration.** See people in other departments as part of the bigger team. A company should be a constellation of talent. As each person becomes better at what they do and share their successes, the entire organization shines.
3. **Be a problem solver.** You have to tackle problems inside and outside your immediate area. Think of several solutions or options, evaluate possible outcomes, select one and move forward.
4. **Take risks.** When you take a risk, you are not guaranteed of the outcome. If you never take a risk-push your limits-you will never know your true potential.

Seek feedback. All of us have "blind spots." Encourage feedback from your manager, colleagues, customers, and peers. Then work on a plan for improvement.

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.

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

CONGRATULATIONS!

Several Razorback Chapter members will be recognized for years of service during the University's Employee Service Award Banquet on October 7, 2008.

Joy Sharp	35
Director of Budget and Human Resources, University Advancement	
Terri Huckelberry	25
Assistant to the Dean, School of Law	
Kathie Biondi	20
Administrative Assistant II, Office of the Provost	
Ginger Daily	20
Administrative Assistant II, Fulbright College Dean's Office	
Darlene Beeler	15
Administrative Assistant I, Admissions	
Trisha Higinbothom	15
Assistant Director of Special Events	
Janet Johnson-Mertz	10
Administrative Assistant I, Curriculum and Instruction	

Also being recognized for Employee of the Quarter is Tamara Ellenbecker, Secretary II, Industrial Engineering.

Read this *before* your next meeting...

How often have you wondered if some meetings you attend are even necessary? Do you find yourself counting the minutes until the end of the discussion? Getting together with other staff members for planning or brainstorming activities is necessary for moving projects forward, but sometimes these sessions fall short of fulfilling their purpose of enhancing employee productivity.

Here are some red flags that might indicate a meeting you're set to attend won't be as productive as you had hoped:

There is no meeting leader.

If no one is in charge of keeping the meeting on track, it could easily go into overtime. Either offer to take control or postpone the meeting until an appropriate leader can be selected.

The meeting lacks an objective.

The meeting should have a distinct purpose, whether it's to get everyone up to speed on a project or identify a solution to a problem. The most effective meetings have an agenda that attendees can review ahead of time, which helps the group stay on point.

The invite list is long.

Are you being invited to the meeting because your input is needed or as a courtesy? When the list of attendees is extensive, it's often because the person holding the meeting doesn't want to exclude anyone. Try to pass on meetings where a coworker can easily provide you with a synopsis, and your presence isn't vital to the outcome.

It's part of the routine.

Regularly scheduled meetings can lose their value over time. Determine if any agenda items pertain to you before agreeing to attend.

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.

Polishing Your Skills Speaking with confidence

Do you know what many people consider as a No. 1 fear? Before the fear of confined spaces, loneliness, death, cancer, financial problems and heights is the fear of public speaking. Yet the ability to confidently speak to an audience of any size or type is essential for career advancement, salary promotion and increased responsibilities.

In the past, administrative assistant positions rarely included the expectation of public speaking. Today, standard requirements for administrative support staff include the ability to speak confidently so others pay attention and understand.

In his latest book, *Speak to Win: How to Present with Power in Any Situation* (AMACOM, 2008), author Brian Tracy says that speaking with confidence can help you gain the respect of others, secure positive attention and ultimately achieve more career success.

Regardless of your current ability, the art of speaking can be learned if you have the desire, discipline and determination, according to Tracy. Whether you are asked to speak at staff meetings, present reports to executives on behalf of the team or lead groups at professional association meetings, Tracy says these strategies can help you to speak with confidence:

Simplify planning and preparation. Poor groundwork before speaking to an intelligent, discerning audience automatically downgrades your credibility. On the other hand, excellent preparation is immediately obvious and can impress your listeners and make them more receptive to your message. So start your planning by analyzing your audience for factors such as age, gender, income, education, occupation and family status. Additional questions to ask are:

- What are the goals of the audience? What do they hope to gain from listening to you?
- What are their fears as they relate to your subject?
- What are their values and beliefs?

For example, if you are speaking about career advancement to a group of peers at your local administrative professional association meeting, it is possible that the answers to these questions might be:

- Their goals and hopes are to learn about career development in the administrative field, not change careers or jobs.
- Their fears might be that they do not have the skills to advance.
- Their values and beliefs could be that they appreciate the importance of career planning and recognize that the information from your speech can be very useful.

These answers can help you understand that your audience might already be on your side, so if you are nervous about speaking, realize that when you stand up to speak, everyone in the audience wants you to succeed. The audience members are cheering for you and you already have their attention.

Start strong. When you begin your presentation, focus on making a positive first impression. A strong start establishes your credibility and captures your audience's attention. Consider your introduction, visual image and body language and think of yourself as a leader as you stand up to speak. Act as if you own the room and raise expectations by building a positive, authentic

message. There are many ways to start a speech. For example, if you are speaking to a group of peers at your local administrative professional association meeting, you might want to begin your presentation with one of these ideas:

- Thank the organizers for giving you the opportunity to speak and thank the audience for attending your presentation. Compliments make people feel proud and happy about being in your presence.
- Refer to current events by using a recent news story to transition into your subject and to illustrate or prove a point related to your topic. You could even bring a copy of a newspaper and hold it up as you refer to it in your introduction. Perhaps you can find a recent statistic or survey results that highlight the importance of your topic. Starting off with a relevant headline or statistic shows that you have done your homework and causes listeners to be curious about what you are saying.
- Start with a story and the powerful words “once upon a time.” From early childhood, people love stories. When you begin with a story, people immediately settle down, become quiet and physically lean forward like children. Stories build a bridge and establish that you have something in common with the audience. Listeners feel that you are more knowledgeable and approachable because of your common backgrounds and storytelling ability.

End with a call to action. A good speech begins and ends by motivating the listener. The words you say at the end of your presentation will be remembered longer than almost any other part of your speech, so consider planning your conclusion word for word. According to Tracy, the best way to end a speech is to plan the closing before planning the rest of the speech and to conclude with a call to action. This can be done in the following ways:

- Imagine there is an exclamation point at the end of whatever you say in closing your speech. This will pick up your energy and tempo. Regardless of whether your audience members agree with you or not, it should be perfectly clear to them what you are requesting.
- Close with a summary by telling them what you already told them. For example, you could say “let me briefly restate the main points...” and then list the highlights one by one. Audiences appreciate a linear repetition of what they have just heard. This makes it clear that you are coming to the end of your presentation.
- Conclude with inspiration. Audiences like to be motivated to be or do something different and better in the future. Inspiring endings can be created by stating well-known poems or quotes and are often well-received by audiences.

Lisa Trudel, a career consultant with the Office Workers Career Centre (officeworkers.org) in Toronto, contributed this article. Trudel assists unemployed and underemployed administrative professionals through career transitions.



Boss's Day Thursday, October 16th

BACKGROUND & HISTORY

National Boss's Day began in 1958 when Patricia Bays Haroski, then an employee at State Farm Insurance Company in Deerfield, Ill., registered the holiday with the U.S. Chamber of Commerce.

Ms. Haroski wanted to designate a day to show her appreciation for her boss and others in that role. She also hoped to improve the relationship between employees and supervisors. She believed young employees often do not realize the challenges managers face.

Ms. Haroski chose Oct. 16, her father's birthday, as the date for National Boss's Day because she felt he was an exemplary boss.

National Boss's Day has become an international celebration in recent years and now is observed in countries such as England, Australia and South Africa.

Hallmark first made National Boss's Day cards in 1979.

— courtesy of Hallmark.com

Boss's Day Celebration Luncheon plans are underway for you and your boss in celebration of this special day. Be watching for more information. We hope you will plan to join us as we recognize our boss's in a special way.

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
October 7	11:30 a.m.
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
September 23	5:30 p.m.	"Women Working With Women" ...	Courtyard by Marriott
October 28	11:30 a.m.	Managing Multiple Projects	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.	New Year, New You	ENRC
February 24	11:30 a.m.	Conflict Resolution	ENRC
March 24	5:30 p.m.	Impact Meeting - Making it Click: Successful Relationships Between Managers and Admin. Professionals	TBD
April 28	11:30 a.m.	Office Ergonomics	ENRC
May 26	11:30 a.m.	Career Challenge: 4 Steps to Move Your Career Forward	ENRC
June 23	5:30 p.m.	Annual Meeting	TBD

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