



BRYAN COLLEGE STATION IAAP

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E-Mail Etiquette

Although we may think of e-mails as the equivalent of personal notes to friends and colleagues, we should never forget that our words can come back to haunt us. Terse or rude e-mails can be a big issue in the workplace and companies are grappling with policies to ease the chances of miscommunications. Here are a few tips to help you manage your communications in a professional and courteous manner:

- Treat a business e-mail as you would a regular letter by including a salutation and closing; Check the spelling and punctuation;
- Re-read and edit your message to keep it concise and coherent;
- Be judicious with the Reply All button, High Priority status and Read Receipt options;
- Likewise, bccs (blind carbon copies that the To: and CC: recipients are unaware of) should be kept to a minimum as people may begin to think you don't trust them or are backstabbing them;
- Never use all capital letters as this indicates shouting;
- Some other considerations before you hit the Send button include:
 - Would this communication be quicker over the phone or in person;
 - Does this e-mail contain sensitive information that would be better handled in person;
 - Is all the documentation promised attached;
 - If days and dates are mentioned, do they correspond (is September 9, 2009 a Wednesday or a Thursday);
 - Will this e-mail raise other questions that should be addressed before sending;

E-mails can be used to document meetings, such as a list of who is responsible for what action and when. They should not, however, be used to remind recipients of items pending on their To Do Lists as this may be interpreted as a lack of trust or micromanagement.

And most importantly, an e-mail drafted in anger should never be sent until you have calmed down and reconsidered your words. Once sent, those words can never be taken back and could do irreparable harm to your reputation and your career.



"We make a living by what we get, we make a life by what we give."

-Sir Winston Churchill

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WORD PLAY:

orotund [OR-uh-tuhnd] - adjective: characterized by fullness, clarity, strength and smoothness of sound; pompous; bombastic. "Just once he should resist citing Melville's orotund pronouncement that genius, all over the world, stands hand in hand, and one shock of recognition runs the whole circle round." ~ James Atlas, "The Great Reminiscer", New York Times, September 3, 1995.



Use the eight-second rule to hone your speaking style

Public speaking experts agree that most people decide in the first eight seconds whether a particular speaker is worth listening to. So a strong beginning is crucial. One way to make sure you start strong is to practice the eight-second drill, created by public speaking expert Granville N. Toogood. Here's how it works:

- First, pick a time topic that you could easily talk about for three minutes. Don't just read a script. Have an opinion, and then try to convince the audience that you are right. Pick a very specific topic.
- Second, present your case. Organize your thoughts, set up an outline to follow, and write your ideas down in a row. Then, set your notes aside, stand in front of a mirror, and start talking. Present your case in three minutes — don't go even one minute over.
- Third, start shaving time off your presentation. First, take off one full minute. Present the same information in two minutes. Then, go to one minute; then, down to 30 seconds; then down to 20, then 10, until you are finally getting your point across in eight seconds.

You'll find the hardest part is going from 30 seconds down to eight; but once you do, you will have captured the essence of your presentation. This is your theme, your message. Never lose sight of it.

—Adapted from *The Articulate Executive: Learn to Look, Act, and Sound Like a Leader*, by Granville N. Toogood (McGraw-Hill)

One Minute Strategies

Boost your productivity by "plotting" the items on your to-do list. Before starting on any task, spend the first five minutes creating a roadmap. Assign times for each piece of your strategy. Watch the clock while you are working to gauge whether you're staying within your assigned time range.

Organize a boss's overflowing e-mail box by setting up inbox folders labeled ACTION, FYI, READ and PERSONAL. File messages into the folders. Your boss can first review the ACTION folder, then work his way through the rest.

Give employees, customers or internal clients a positive feeling about engaging you by saying: "I took your suggestion." Telling them that you valued their ideas enough to use them makes a powerful impact.

Take a breather every hour, for peak productivity. Doris Jeanette, a psychologist with the Center for New Psychology, tells CareerBuilder.com that employees should work for 50 minutes of the hour, then change focus or shift gears for 10 minutes; then repeat.

Prepare for maternity or paternity leave by enlisting an office messenger. Ask a trusted co-worker to keep communication flowing to and from the office, while you're away. *Benefits:* You stay current, and your colleague helps ensure that no one forgets you're still part of the team.

Resource:

Administrative Professional Today ~ May 09



INTERNATIONAL ASSOCIATION OF ADMINISTRATIVE PROFESSIONALS®

Welcome New Members:

Brandi Whittenton, City of College Station

Elena Rodriguez, TEES



Congratulations!

New Certifications:

Dawn Ferguson CPS/CAP

Tana Chappell CPS/CAP

Connie Smotek CPS/CAP

Robyn Wright CPS

Cookie-Peanut-Ice Cream Pizza



Directions:

1. Heat oven to 350°F. Spray 12 inch pizza pan with cooking spray. Break up cookie dough onto pan. Press dough in bottom and up side of pan to form crust. Bake 10 to 14 minutes or until light golden brown. Cool completely, about 30 minutes.
2. Stir hot fudge topping to soften. Spoon and spread about half of topping over cookie crust. Cover with scoops of ice cream, leaving 1/2 inch around edge.
3. Drizzle remaining topping over ice cream, heating topping if necessary. Sprinkle with peanuts. Freeze 30 minutes. Cut into wedges to serve.

www.pillsbury.com

INGREDIENTS

- 1 Roll (16.5 oz) Pillsbury® refrigerated chocolate chip cookies
- 1 jar (16 oz) hot fudge topping
- 1/2 gallon (8 cups) vanilla ice cream
- 1 cup salted Spanish peanuts



"The boss thinks you've been slacking. So, he wants to keep an eye on you."



"When TechHealth said paid vacation, I didn't know they had this in mind."

"THE MOST SATISFYING THING IN LIFE IS TO HAVE BEEN ABLE TO GIVE A LARGE PART OF ONE'S SELF TO OTHERS." ~ LES BROWN, "LIVE YOUR DREAMS"

Ten Good Reasons to Attend Chapter Functions — Even When You Might Have Something Else To Do

1. You are important to the chapter; your absence will be felt.
2. It's vital to support your teammates. You might need them to support your ventures in the future.
3. You never know when and where opportunity will be knocking. Don't ever assume, "There's nothing in this for me." You'll be wrong more often than you'll be right.
4. Like weddings and funerals, there are times when your presence is essential for relationship building. It's almost guaranteed — you will be glad you made the effort!
5. You'll never convince potential members of the value of IAAP membership if your own chapter members don't value IAAP activities.
6. Like nuclear energy, the maximum production of energy requires a certain critical mass. We owe it to our fellow Members to participate.
7. Joining IAAP at the chapter level is a commitment to the group. The more chapter members you have show this commitment, the less chance any one person will be shouldering an unfair or unreasonable burden of this involvement.
8. If your employer is supporting your membership, you owe it to him/her to get a full return on the investment. Your employer will see the difference when you're active and involved.
9. Even the same seminar topic or chapter committee project will be "new" when presented with another viewpoint or while working with a different team. Also, you may be primed for a new epiphany because of your new life experiences or enhanced receptivity.
10. If the chapter event or meeting is not fun or beneficial, why is your chapter doing it anyway? Voice your concerns and give good suggestions before the chapter is committed to a course of action. Create — don't just critique.



Upcoming Events:

The International Education Forum & Annual Meeting

July 26-29, 2009

Minneapolis, Minnesota

Texas-Louisiana Division

Leadership Workshops

Houston, Texas - September 12, 2009

New Orleans, Louisiana - October 3, 2009

San Antonio, Texas - October 24, 2009

Register at: www.iaap-txla.org

August B/CS IAAP Chapter Meeting

August 18, 2009

5:30 pm

PRESIDENT'S INAUGURAL MESSAGE

Thank you for the opportunity and the confidence you have in me to serve as your President for the 2009 – 2010 year of the Bryan-College Station Chapter.

Your new board and committees have hit the road running and are planning an outstanding year for you that will balance professional growth opportunities with increased networking time. Your survey responses spoke volumes – find a more professional place to meet, provide more professional growth as well as more social networking opportunities and remember the all important human touch.

Here's a sample of what you can expect from this next year:

- Continue to provide monthly programs that educate re job functions & necessary administrative skills while providing recertification points
- CPS/CAP study classes will be recorded (audio) and available on our website at www.iaap-bcs.org (including any presentations that were used)
- Higher IAAP visibility in our communities - community outreach programs i.e. Habitat for Humanity, Collection for Phoebe's Home late Fall
- TX-LA Division Leadership Workshops – if you are a committee chair, board member or a member considering an officer position, take advantage of this offer to attend one of these informative workshops and the chapter will reimburse your registration fee (expected to be about \$45)/check our website www.iaap-bcs.org for dates
- We are considering a half-day Saturday seminar (in addition to our April conference)
- Attend 6/8 regular chapter meetings from July – March (excluding our December Social) & you will qualify for a drawing for one registration to the TX-LA Division Annual Meeting & Education Forum – value approx \$240
- Opportunity to shadow your board – 5 interested members can shadow each position for 2 months at a time and rotate so you get an idea of what it's all about
- Membership drive to bring in new members from our communities
- A new look to our website – check it out at www.iaap-bcs.org - the networking possibilities are endless!
- Emphasis on creating more social networking opportunities – send your ideas to Dawn Ferguson – we are over 100 members strong – get to know your IAAP neighbor

IAAP's theme this year is Power of Commitment. Your committee chairs need your help. Get involved -there's something for everyone. I encourage each and every one of you to strive for your "Member of Excellence" designation.

As my son pointed out to me recently, working toward Member of Excellence is not about the carrot waiting on the other end, it is the journey you take to achieving your designation that is valuable and that holds the key to your growth and success. Don't forget to have fun while growing with IAAP this year! Thank you.

Janice Walpert CPS/CAP
2009 – 2010 Chapter President

WALK AWAY AND HOLD IT BY VIVICA STONE-BERRY

TOXIC relationships can lead to poor mental, physical and emotional health. Nearly everyone involved in one becomes stressed out and ends up suffering from chronic fatigue, insomnia, and a host of other ailments. **YOU HAVE A CHOICE**

If you're in a toxic relationship that's sucking you dry, you don't have to stay. And while it might be easier said than done, eliminating toxic people from your life can be the most liberating and empowering experience you can give yourself. Keep reading and you'll find resources to help you break free. **ENERGY SUCKERS**

People who are negative and angry all the time are frequently referred to as Energy Vampires because they suck the life out of you. These Energy Vampires can be friends, family, co-workers, business associates, or customers. **HOLD IT**

When dealing with Energy Vampires on the phone, a simple solution is called Hold It! It's simple. Just ask them to "Hold It." Push that hold button and take a break from the conversation. Take the time you need to collect your thoughts, breathe deeply (through your nose and out your mouth) and relax. Then, when you are ready, get back on the line and handle the situation calmly. **WALK AWAY**

You also have another option with Energy Vampires – you can just walk away. If you're in a toxic relationship, you can just decide to disengage. If you aren't comfortable telling the person you would like to end the relationship, start gradually spending less time together. You will find your energy levels rising, and eventually you may be able to remove that person from your life altogether. Feeling victimized is exhausting. Remember -- you have choices. Use them!

Former fatigue sufferer, Viveca Stone-Berry, authored [Fatigue Be Gone! Jumpstart e-Guide](#) after spending a year of trial, error and expense as she uncovered "hidden fatigues." You can do what she did and spend months researching this puzzling and difficult-to-diagnose disorder OR you can invest a few bucks and save yourself a lot of time, stress and frustration. If you're tired of fighting insomnia and feeling tired all the time, this guide is a must-have.

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THOUGHTS FROM A NEW MEMBER

By Debra Fine

I see you at the meetings, but you never say hello.

You're busy all the time, you're there with those you really know.

I sit among the members, yet I'm a lonely gal.

The new ones feel as strange as I; the old ones pass us by.

Darn it, you folks urged us to join and talked of fellowship.

You could just cross the room, you know, but you never make the trip.

Can't you just nod your head and smile, or stop and shake a hand,

then go sit among your friends? Now that I'd understand.

I'll be at your next meeting and hope that you will spend the time to introduce yourself.

I joined to be your friend.

Who Is That Monster in the Corner Office!

With the current economic climate and downsizing across the country, many employees feel stuck in their current jobs. Knowing they have a captive audience, this mentality may bring out your boss' beastly nature. Here are some tips to help you tame that mean, nasty critter:

Know their habits – learn what sets them off, makes them angry or scared. The more you know about their ingrained behaviours, the easier it is to avoid the triggers or deflect the trauma. Find out, too, what makes them laugh – a person roaring with laughter won't be biting your head off.

Appeal to their interests – Suggest ways to improve productivity and streamline processes in your department that will make your boss look good to the higher-ups.

Disarm them – refuse to take the bait. Whether it's intimidation, belittling or venting, you choose the way you react to the situation. Remain calm and try to change the subject or if that's not possible, walk away (he who fights and runs away, lives to fight another day).

Take small steps – Keep track of your strategies to deal with the monster lurking in the corner office and build your reservoir of responses. This will help you to avoid confrontations or saying something stupid like, "I quit!"

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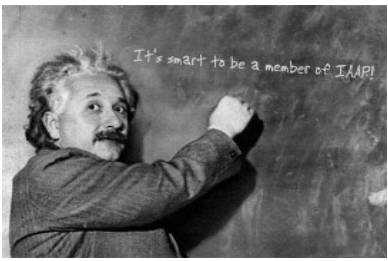
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IAAP's VISION is to inspire and equip administrative professionals to attain excellence.



2009/2010 B/CS IAAP Board

Left to Right: Helen Hancock, Treasurer, Dawn Ferguson, CPS/CAP, Vice President, Rosie Shoenfeld, President Elect, Janice Walpert, CPS/CAP, President.
Not pictured, Betty Cotton, CPS/CAP, Secretary

Exciting news! On-line registration for monthly meetings is now available at <http://www.iaap-bcs.org>. You can right click your mouse and a screen will appear that provides the option "Go to the website." Click that option and it will take you directly to our new webpage. Meeting information is located under Upcoming Meetings.

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