



Bryan-College Station IAAP



“Be more concerned with your character than your reputation, because your character is what you really are, while your reputation is merely what others think you are.”

~ John Wooden

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Volume 5, Issue 7

April 2011

Annual Professional Development Conference (APD)

Working with Passion and Purpose

Our half-day APD event will be Thursday, April 28 from 8:00 am – 12:00 noon in room 102 of the Brazos Center. The cost for members will be \$35 and \$40 for non-members.

Due to space limitations, we can only accept 125 attendees this year, so registration will be on a first-come, first-serve basis, so don't hesitate and get your registration submitted early. We will offer a light, finger food type breakfast along with vendors (samples, items to purchase, etc.). Lunch will be on your own.

We have three wonderful speakers this year in Drs. Welch and Marrs and Mr. Criswell. You will not want to miss their presentations, insight and suggestions.

If you are interested in helping out the day of the event, please contact Susie Billings at blinnword@yahoo.com.

We hope to see you at this year's APD event!

Rosie Schoenfeld, Co-Chair, r-schoenfeld@tamu.edu or 979-862-3932

Susie Billings, Co-Chair, blinnword@yahoo.com or 979-847-9356

Bryan-College Station IAAP

Election of Officers

Our annual election of officers will take place at the Monthly Meeting on May 17 at 5:30 pm at the College Station Conference Center, room 105. The following were nominated and have agreed to have their name on the ballot. We will also take nominations from the floor at the meeting in May. If you nominate someone from the floor, you must

have their approval and willingness to serve.

President-Elect – Jan McCoy,
CPS/CAP
Vice President – Sharon Birkelbach, CPS/CAP
Secretary – Janice Crockett
Treasurer – Theresa Morrison

Thank you to each of these ladies for their willingness to

have their name on the ballot. If you are interested in serving, please let Helen Hancock know at h-hancock@ttimail.tamu.edu. It would be wonderful to have two names for each position on the ballot.



From the President

This month we celebrate Administrative Professionals Day. THANK YOU for everything you do to make your office run efficiently. I know you are the backbone of your organization.

In searching for information, I found a link to the website for the Bureau of Labor Statistics (BLS). According to the BLS, "Secretaries make appointments. They put files in order. They also write letters and answer the phone. Some make travel plans. Secretaries use computers, fax machines, and copiers. Secretaries make sure that the information that leaves their office is correct. Other people in the office rely on secretaries to keep things going well."

We have certainly come a long way from maintaining files, operating telephones, typing letter and other clerical functions. We now attend meetings, serve on committees, create spreadsheets and presentations, and amazingly accomplish three to four tasks at one time. A few of our titles now might be Administrative Assistant, Executive Assistant, Senior Administrative Assistant, Program Coordinator, Accounting Assistant, Business Manager, Human Resources Manager, etc.

Don't forget to register for the Annual Professional Development Day Conference on April 28. It will be a great event and our speakers our outstanding.

I wish you all the best for a great Administrative Professionals' Week!



"Teamwork is the ability to work together toward a common vision. It is the fuel that allows common people to attain uncommon results."

~ Andrew Carnegie

by Barbara Myers
The Time Manager
www.ineedmoretime.com

Everyone has some degree of clutter lurking at home. When you're tired of moving it around, stepping over it, and losing important items in it, it's time to take control of the clutter.

What should you do with it?
You have seven options:

1. Dispose of it. Much of clutter is trash you either thought you would need or figured you'd throw out later.
2. Put it away. About half of the remaining clutter in most homes consists of items that simply haven't been put away. Fill a laundry basket then deliver the items to their proper rooms. Avoid this clutter trap

by making things easy to put away and by enforcing a family "use it and put it away" rule.

3. Donate it. If you don't use it, it's not a treasured decorative item or memento, and it's not a important piece of paper, get rid of it. Pass it along to someone who can use it.

4. Refer it. The novel you've been saving for Debbie, the recipe you copied for Aunt Jan and the gloves borrowed from Mom need to be sent or delivered to their rightful owners. Gather them and make your rounds tomorrow.

5. File it. Set up a "hold" file for wedding invitations and concert tickets (after you note them in your calendar). Set up a "to file" file

for all important papers.

6. Fix it or have it repaired today. Those buttons aren't going to sew themselves. Either mend them or take them to a seamstress. The same goes for the broken toys, watches and electronics.
7. Give it a home. Everything else is something that belongs in your home but you don't know what to do with it. Where do you put the extra batteries and your kids' artwork? Designate a permanent place in your home for each group of items you find in a clutter pile. Simplify by making a list of items and where they belong.

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E-mail That Works: Best Practices for Truly Busy People

March 21, 2011

A weekly e-zine by Office Dynamics

Read Joan Burge's Administrative Blog at <http://www.officedynamics.com/Blog.aspx>



Good morning, Monday Motivators! How would you describe your e-mail situation lately? Are you getting so much that it's sometimes impossible to manage it properly and still be productive? Do you worry you'll hit the "send" button too soon, and deliver a message before its ready? Take heart....You're not alone! E-mail technology has been great - but it has also wreaked havoc on the way we communicate. For example, you can shoot back a reply to an e-mail in lickety-split time. The question is, should you? Thinking about what the message ought to say often becomes secondary to our ability to communicate immediately. And whenever action precedes thought, trouble will likely follow at some point or another, as you know. When you're a "Star" in your profession, you take time to think before speaking or sending any kind of message - in electronic or written form. These tips can help you be an even more effective communicator - and prevent e-mail problems that can impact your impressive professional image:

When receiving e-mail:

- Sort incoming messages according to importance and the need to act on them. Some people create folders within their email programs. Others print off messages and track them that way. Hint: If your e-mail program permits you to "manage" messages - sending them to folders without showing up in your in-box, for instance - you may want to explore that option. Talk to your office's IT person.
- Respond only when necessary. If no action is required, save everyone's time and avoid replying with something generic like "OK."
- Act within 24 hours, if possible. If you must reply, try to do so within one day. This isn't always feasible, of course - but it's a best practice we can all strive to achieve.
- Check email several times a day, rather than constantly, to prevent interruptions that decrease productivity.

When sending e-mail:

- Decide if e-mail is the best way to communicate. Time-sensitive information, as well as potential conflicts, should be handled either face-to-face or on the phone. Remember: E-mail may be "instant" but not for everyone. And e-mails don't always deliver your tone of voice properly, which can result in miscommunication at critical, sensitive times. In those cases, verbal communication is preferable.
- Consider your recipients' learning styles. How would they prefer to receive the information you're sending? If they're "to the point" people, rely on short sentences and bullets. For detail-oriented readers be specific - but consider placing a "nut paragraph" at the top of the e-mail that boils down the essence to one short statement. That way, they'll know if they need to read or act upon the message ASAP.
- Insert recipient names in the "To" field only when you're finished writing your message. This is the best way to prevent sending e-mails too soon with a mistaken click of the "send" button.
- Reread for tone. We've already addressed how e-mails are prone to "tone problems." So, before sending any message, read it from the recipient's point of view. If you find anything that could be misunderstood or taken the wrong way, carefully reword that sentence for greater clarity.

Fun Facts about April

Birthstone: Diamond

Zodiac Signs: Aries (Mar 21 - Apr 19) and Taurus (Apr 20 - May 20)

Flower: Daisy

- On April 10, 1925, F. Scott Fitzgerald's "The Great Gatsby" is published.
- Jackie Robinson entered major league baseball in 1947 making him the first African-American to play in the major league.
- On April 11, 1970 at 1:13 pm, Apollo Mission 13 was launched
- On April 14, 1865, President Abraham Lincoln was shot by John Wilkes Booth, at Ford's Theatre, Washington, D.C., while watching a performance of *Our American Cousin*.
- At 9:02 am on April 19, 1995, a truck bomb exploded outside the Alfred P. Murrah Federal Building, in downtown Oklahoma City, killing 168.

THANK YOU!

On Saturday, April 9, 2011 several members volunteered to serve soup to volunteers for Habitat for Humanity.

Those members are Dawn Ferguson, CPS/CAP, Rosie Schoenfeld, Myong Ledesma, CPS/CAP, and Janice Walpert, CPS/CAP.

We'd like to thank Dawn Ferguson for coordinating the preparation of the soup meal that was served and Janice Walpert for letting us use her kitchen to prepare the soup.

Happy Anniversary

Susie Billings – 9 years (April)

Nikki Cavendar – 2 years (February)

Janice Crockett – 1 year (March)

Helen Hancock – 3 years (February)

Carol Ketchijian, CPS – 3 years (January)

Myra Kretschmar, CPS – 4 years (January)

Kam Owens – 4 years (April)

Rosie Schoenfeld – 11 years (April)

Barbara Schumacher, CPS/CAP – 2 years (January)

Valerie Sorenson, CAP – 14 years (February)



New Member

Welcome to Martha Huebner, Veterinary Medicine & Biomedical Sciences, TAMU

Education Forum & Annual Meeting (EFAM)

Make your plans now to attend 2011 EFAM in Montreal Canada 07/24 - 27. Registration is available now and you have the opportunity to save money if you sign up now. A countdown began 03/21 with the ability to save \$50 that day and each day they deduct one dollar savings off until 05/15. You can also save \$150 off of your registration if you are booked at one of the three host hotels. You need your hotel confirmation for registration to save \$150. <http://www.iaap-hq.org/events/conferences/efam>

Free webinar from Adecco: Succeeding in the workplace

Celebrate Administrative Professionals Week by attending our free webinar for CPS/CAP recertification credit - "Managing up: effective strategies for succeeding in the workplace" - on Thursday, 04/28, at 2 pm, ET. [Register here.](#)

November Certification Exam Registration Deadline

The deadline to register for the November CPS/CAP exams is 08/15. [Register here.](#)

Recipe of the Month

Orange Baked Ham

Ingredients

- 1 (14 to 16-pound) fully cooked, spiral-cut smoked ham on the bone
- 6 garlic cloves
- 8 1/2 ounces orange marmalade
- 1/2 cup Dijon mustard
- 1 cup light brown sugar, packed
- 1 orange, zested
- 1/4 cup freshly squeezed orange juice

Directions

Preheat the oven to 350 degrees F. Place the ham in a heavy roasting pan.

Mince the garlic in a food processor fitted with the steel blade. Add the marmalade, mustard, brown sugar, orange zest, and orange juice and process until smooth. Pour the glaze over the ham and bake for 1 hour, until the ham is fully heated and the glaze is well browned. Serve hot or at room temperature.

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2010-2011 Calendar of Events

International

April 24-30, 2011—Administrative Professionals Week

May 6-7, 2011—CPS/CAP Exams, local locations

July 24-27, 2011—International Education Forum and Annual Meeting, Montreal, Canada

Division

Mark your calendars and make plans to join us at the Crowne Plaza North Greenspoint in Houston, TX, May 13-15, 2011. You will not want to miss this exciting meeting where special speakers will help you identify "What's In Your Toolkit" so that you can tap into your "Admin Power". Registration is available online or you can send in your registration by mail. See www.gaciaap.com or www.iaap-txla.org for registration form.

Chapter

April 21, 2011— APD Conference, Brazos Center, Bryan, TX, 8 am to 12 noon

May 17, 2011—Monthly Meeting, Interview Skills by Mrs. Jan McCoy, CPS and Ms. Susie Billings, Texas A&M University. The meeting will be in room 105 of the College Station Conference Center, 5:30—7 pm.



REGISTRATION

Administrative Professionals Day (APD) Conference
Sponsored by Bryan-College Station IAAP

“Working with Passion and Purpose”

April 28, 2011, 8:00 a.m. – 12:15 noon
Brazos Center, Room 102
2-3 Recert Points Pending



Schedule



8:00-8:30 – Registration/Vendors/Light finger-food type breakfast
8:30-9:00 – CPS/CAP and IAAP Updates
9:00-10:00 – Dr. Ben Welch, “Team Work”
10:00-10:15 – Break/Vendors
10:15-11:15 – Dr. Tom Mars, “Stress Management”
11:15-12:00 – Mr. Marty Criswell, “Attitude”
12:00-12:30 – Adjourn and Vendors

Cost

Members - \$35.00

Non-members - \$40.00

Registration Deadline April 22, 2011

Questions

Rosie Schoenfeld, Co-Chair, r-schoenfeld@tamu.edu or 979-862-3932
Susie Billings, Co-Chair, blinnword@yahoo.com or 979-847-9356
Visit us at www.iaap-bcs.org or on Facebook

Submit payment (check, cash or purchase order only) and completed registration form to

- B-CS IAAP, c/o Helen Hancock, P.O. Box 1881, College Station, Texas 77841-1881 or
- Campus mail to Helen Hancock, TTI, MS 3135 (TAMU-please use IAAP Vendor #17460606563)



(Please print clearly)



Name _____ Phone Number (_____) _____

Company _____

Street Address _____

City/State/Zip _____ TAMU Mail Stop _____

Email _____

Confirmation of registration will be sent via email. If an invoice is needed, please contact Rosie Schoenfeld at r-schoenfeld@tamu.edu.

Refund policy: Before April 25, 2011, 100% of paid registration cost less \$10 administrative handling fee will be refunded. After April 25, no refunds will be processed; however, you may substitute another attendee via e-mail notification to h-hancock@ttimail.tamu.edu.



**INTERNATIONAL
ASSOCIATION OF
ADMINISTRATIVE
PROFESSIONALS®**

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Word play

métier

\met-YAY; MET-yay\

1. An occupation; a profession
2. An area in which one excels; an occupation for which one is especially well suited.

www.dictionary.com

Officers and Committee Chairs 2010-2011

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Ways 'n Means

Open

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