



# Bryan-College Station IAAP

**PASSION & PURPOSE**  
BRYAN-COLLEGE STATION CHAPTER

**IAAP Chapter of Excellence**  
2009-2010

When all else  
is lost,  
the future still  
remains.

Christian Nevell Bovee  
(1881 - 1948)  
American Author and Lawyer

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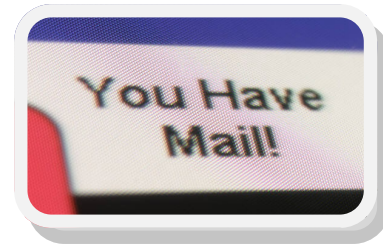
January 2011

## “18 Common Work E-mail Mistakes”

Article Submitted by Laura Ampol-Hall

“18 Common Work E-mail Mistakes,” by Andrew G. Rosen, highlights 18 simple e-mail errors that could cost you your job. Some of those are [w/ my view in parentheses]: 1) Sending before you mean to [I agree, sometimes the hand is quicker than the eye]; 2) Forwarding useless e-mails [like the ones where you must send to 10 people immediately to avoid something bad happening]; 3) Not reviewing all new messages before replying [yes, I wish people would, so they would see I already handled a task]; 4) E-mailing when you’re angry [I agree with Andrew, sleep on it!]; 5)

Underestimating the importance of the subject line [I stress this because I file my e-mails in my e-mail e-file]; 6) Using incorrect subject lines [please, I beg those that want to change topic of conversation; then change the subject line]; and lastly, hitting “reply all” unintentionally. [ooops, this can hurt depending on subject matter]. For more on common e-mail mistakes, check out his article in the [U.S. News](#).



**GOT AN IDEA for a spring service project?** If you know of something you would like for our Chapter to do as a Spring Service Project, then contact Spring Robinson at: [srobinson@mays.tamu.edu](mailto:srobinson@mays.tamu.edu); or 979.845.7305.

### SAVE THE DATE!

Administrative Professional Day (APD) will be held April 28, 8:00 a.m.—Noon at the Brazos Center. Planners are needed. Contact Rosie Schoenfeld ([r-schoenfeld@tamu.edu](mailto:r-schoenfeld@tamu.edu)); or Susie Billings ([blinnword@yahoo.com](mailto:blinnword@yahoo.com)).



*IAAP  
Headquarters*

*Check out  
their new,  
updated  
website:*

*[www.iaap-hq.org](http://www.iaap-hq.org)*

## **From the President**

I hope your January has started off great. The weather has been chilly on more than one occasion and we'll be able to say, we've had a winter this year. Many of us will be looking forward to some spring, sunny weather.

We had a great meeting on Tuesday night with Frances McAnear, CPS/CAP, Texas-Louisiana Division Vice President. She provided us tips on how to be more than an Administrative Assistant. It starts first with your positive attitude and wanting to do more or be more. Networking is a key resource that can help you know where the new or better job is located. Being a member of IAAP is a great networking resource. Keep your skills up-to-date and be willing to learn something new by taking on a new task or assignment. Taking college courses might even be an option. Keep your career door open and always strive toward a higher goal.

This spring we have some great monthly programs planned and all monthly meetings will be held at the College Station Conference Center. We are trying some different food options and vendors to see what best fits our group. The cost to attend monthly meetings will be \$5 for no meal and \$10 with a meal. Offering both of these options still gives our members the option of eating or not, and allows them to receive recertification points.

We will offer a spring Saturday seminar on March 5 and our annual Administrative Professional Development Conference on April 28, so mark your calendar and watch for registration information on both events.

Have a great month and be sure to let your Officers or Board Chairs know if you have suggestions, concerns, speaker ideas, etc. We want to hear from you, so we can provide what you need from the chapter.

### **[Bryan-College Station IAAP website](#)**

Be sure to check out the **[Bryan-College Station IAAP website](#)** for updates about meetings & events, division and community news, networking and professional resources. We are continually updating and changing pages. Please contact Laura Ampol-Hall CPS/CAP if you find a broken link or have information/article/tidbit you would like posted.

Find us on Facebook, just another way to stay on top of IAAP news and updates.

### **NEW CSP/CAP Holders – November 2010**

Our list of new CPS and CAP holders just keeps growing. What a great group! We are proud of each one of you for your dedication and hard work.

Rola Abou Ghaida, CPS/CAP (Qatar)

Sharon Birklebach, CPS/CAP

Ghada Hamed, CPS/CAP (Qatar)

Janna Fisher, CAP

LeeAnna Kroll, CAP

Jan McCoy, CPS/CAP

Amanda Field, CPS (Qatar)



## *Member Spotlight*

### **LeeAnna Kroll, CAP**

One of our newest chapter members and a recent new CAP, LeeAnna Kroll, has been in her current position as a Medical Records Transcriptionist at the Texas Veterinary Medical Diagnostic Lab (TVMDL) for 12 years in March 2011. TVMDL is part of AgriLife. LeeAnna works for Dr. Amy Swinford, Head Diagnostic Bacteriology and Sonia Lingsweiler, Assistant Microbiologist. I bet she can share some interesting stories about things that have been diagnosed at the lab!

November 2010, LeeAnna took the CAP exam and passed on her first attempt. Her boss, supervisor, and co-workers are proud of her accomplishments and supported her the entire way. LeeAnna and a friend studied the CPS/CAP materials together; and is please to report that her friend passed as well. Kudos to both!

LeeAnna has two sons; and recently became a grandmother in October 2010 thanks to her oldest son. Her youngest son is looking to graduate from Texas A&M-Commerce come May or August 2011.

In her spare time, LeeAnna enjoys working on different types of needlework and traveling.

Please welcome LeeAnna to our Chapter.



Did you know that European explorers first arrived in the region now known as Texas in 1519? According to Wikipedia, from 1519 to 1848, all or parts of Texas were claimed by six countries: Spain, France, Mexico, the Republic of Texas, the United States of America, as well as Confederate States of America in 1861-65.



Members cheering Frances

### GOAL SETTING 2011

Lifelong learning is a must with our ever-changing workplace as new technology develops at the speed of lightening, or so it seems. Frances McAnear CPS/CAP, Texas-Louisiana Division President, was welcomed with Poms-Poms as she is known by her Division as the cheerleader for her positive and outgoing personality. Francis presented "Going Beyond Administrative Assistant" at the monthly January IAAP meeting in which she spoke about future skills that employers will look for in admins, such as virtual meetings. She also stressed the importance of networking with others and attending classes that will build upon your skills.

U.S. Department of Labor statistical data shows that today jobs are requiring skills involving cognitive thinking and applying theoretical and analytical knowledge due to facts, data, and information constantly changing.

Now that we are in a new year, let's set goals whether it is to learn a new software program, take a professional development class, network with other IAAP members, then develop strategies to meet those goals, and follow through to completion.

#### January – Membership Recruitment

Don't forget to recruit new members in January. All successful organizations need new members that provide new ideas. If you need membership information, please contact Theresa Morrison at [tmorrions@mays.tamu.edu](mailto:tmorrions@mays.tamu.edu) or Rosie Schoenfeld at [r-schoenfeld@tamu.edu](mailto:r-schoenfeld@tamu.edu).

#### Chapter Elections

Chapter Elections will be held in May and we are seeking four to five members to serve on the Nominating Committee. You will make calls and recruit members to have their name on the ballot and serve in a leadership role in the upcoming year. Susie Billings will serve as President 2011-12, and the following positions are open: President-Elect, Vice President, Secretary, and Treasurer. If you are interested in serving on the Nominating Committee, please contact Rosie Schoenfeld at [r-schoenfeld@tamu.edu](mailto:r-schoenfeld@tamu.edu).

## Deconstructing the Administrative Profession

By Joan Burge

It's January and oh, my body knows it! Every holiday indulgence remains with me still. So my resolution is to get into shape. While researching online, I discovered Zumba, an exercise that's actually a "dance fitness" program. It's getting rave reviews and providing consistent results. While watching a YouTube video, an instructor referred to the out of shape participants as "de-conditioned." I've called myself many things but never "de-conditioned." I had to laugh!

It reminded me of the current food craze involving de-constructed food. Last month at my favorite restaurant I saw on the menu (but didn't order!) "De-constructed Wellington." All the luscious parts of a Beef Wellington are prepared individually, but never put together. It's served to diners on a plate, no ingredient touching any other ingredient. Why would that be appetizing?

It seems the current trend is to offer incompleteness as innovation, and as something the recipient should be grateful to receive. Although it might be simpler for the Chef to prepare, that isn't the purpose of fine dining, is it?

Recipient pleasure and pride in one's work could become lost in the shuffle if we accept deconstruction within our profession.

The administrative profession shouldn't be deconstructed. We perform a complex variety of tasks, are required to maintain a high level of refined skills and are entrusted with important work. We make a valuable contribution to our companies, our industries and our profession.

January is a great time to assess ourselves, identifying what in our administrative toolbox has become de-conditioned. Have we served up deconstructed results? Root it out! Consider the recipient's pleasure to receive your very best work, consistently. Reaffirm your desire to "plate and serve" each deliverable when (and only when) you feel a sense of pride.

### 2010-2011 Calendar of Events

#### International

April 24-30, 2011—  
Administrative Professionals  
Week

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

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

#### Division

2011 Texas-Louisiana Division  
Annual Meeting to be held at the  
Crowne Plaza Hotel Houston  
North – Greenspoint, May 13-15.  
Discover "What's In Your Toolkit  
and tap into your Admin Power."  
Several members from the B-CS  
Chapter will attend the Annual  
Meeting. If you plan to attend,  
please email Susie Billings.

#### Chapter

*Monthly Meeting*  
Feb. 15—5:30-7:00 p.m., Diversity in the  
Workplace, College Station Conference  
Center, Room 106

*Saturday Seminar*  
Mar. 5—9:00-11:30 a.m. Business Etiquette,  
General Services Building

*Annual Professional Development (APD)  
Conference*  
April 28, 8:00 a.m. - 12:00 noon, Brazos  
Center

## Meeting Etiquette – A Few Things We Might Have Forgotten

Article submitted by Rosie Schoenfeld

Recently, at our chapter meeting presentations there have been side conversations during our speaker's presentation. Presenters work hard to put together their presentation and we owe it to them to listen intently. When it's more than just a quick comment about the presentation it becomes very distracting to the other attendees. The distraction causes others to potentially miss important aspects of the presentation.

Business meeting etiquette creates lasting and positive impressions. It lets people know that you are serious about the meeting and your goal is to walk away with knowledge and understanding. Simple things such as being on time, coming prepared by reading the material or reviewing policies and procedures that will be addressed. There are many great books and websites with helpful suggestions with the do's and don'ts when attending business meetings. I think, at times, we just forget about them or take them for granted. Here are some I came across:

When invited to a meeting that has an RSVP, please reply. There is a reason they need your response – copies, food, etc.

Don't be talking and then expect others to fill you in on what you missed.

Don't interrupt the speaker unless he/she has encouraged open discussion throughout the meeting. Don't interrupt other attendees either.

Don't talk during a meeting with other colleagues. This is disruptive to other attendees and inconsiderate of the speaker. If it's that important, both parties should step outside so they don't distract others. Otherwise, it can probably wait until the end of the meeting.

Do not dominate the conversation or make unnecessary comments.

Stay on task and on the topic being discussed. Don't bring up other, non-related issues or get off purpose.

Silence your electronics, e.g. cell phones, pagers, etc. If you have forgotten to turn off your phone during a meeting, don't answer it in the middle of the meeting. Step outside if you have to answer it.

When asking a question, raise your hand; don't just blurt out your question. Hold them until the end of the meeting or a specified time. Write them down on your notepad.

Don't ask long questions. Break them into several questions and make sure you only ask one question at a time.

Stay calm. Don't fidget, tap your pen, play with your fingers, read materials not concerning the meeting, check your email, send text messages, or any other act that might distract other attendees. Regardless of how heated the meeting may become, remain always calm.

Attend the entire meeting if possible. If you have to leave, please do so quickly as to not be disruptive to others.

Be brief when speaking and make sure what you say is relevant.

Don't divulge information to others about a meeting. What has been discussed should be considered as confidential.

Conduct yourself professionally. Demonstrate your knowledge and understanding.



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**grandiloquence**  
*\gran-'di-lə-kwən(t)s\*  
noun

\* a lofty, extravagantly colorful,  
pompous, or bombastic style,  
manner, or quality especially in  
language  
~<http://www.merriam-webster.com>



## Officers and Committee Chairs 2010-2011

### **President**

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### **Ways 'n Means**

Open

### **Newsletter**

Open (Laura Ampol-Hall, interim)

### **President-Elect/Programs**

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### **APD**

Open