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## Smiles ...

A smile creates happiness in the home, fosters good will in business and is the counter sign to friends.

It is rest to the weary, daylight to the discouraged, sunshine to the sad and nature's best antidote for trouble.

Yet it cannot be bought, begged, borrowed or stolen; for it is something that is no earthly good to anyone until it is given away.

And if someone is too tired to give you a smile just give them one of yours. For nobody needs a smile as much as those who have none left to give.

Resource: *Smiles*, David & Marcia Kaplan

## Presidents Message

If you are reading this, then stop and pat yourself on the back!

The Indiana Division will be charting new waters this year, with a new look of our member communication!

Karen, Mia, Norma and I all believe that YOU, our IAAP member are the most important reason for everything we hope to accomplish this coming year! This board is not a social club, not just a set of pretty faces! We are your link to questions that need answers; members needing support; ideas for meetings and presentations; and guidance in mentoring new members. We have all been there, and we understand how important it is to keep in touch!

So this year, we will return to a monthly communication forum, on a semi-monthly basis.

And we hope you like the new format!! Would love to hear your comments!

## EFAM News

Attendance at this year's International Education Forum and Annual Meeting (EFAM), may have included fewer attendees, but the enthusiasm was MUCH greater! Especially with our first time attendees!

The hot topic of course, was the proposed amendment to increase membership dues at all levels. It was a great opportunity to see Roberts Rules of Order in action!

New this year, was the ability for attendees to 'twitter' daily reports for viewing; the business agenda condensed into 2 days to allow more time for educational seminars, (a big plus for those seeking recertification points!); and the awards for the Pathways to Excellence Program.

To read my entire report, go to: [\(link to report\)](#)

It is a privilege and an honor to represent the members of the Indiana Division at EFAM! Especially having an assigned seat in the FRONT!!

## Your Indiana Division Team

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## Upcoming Events

November 6-7, 2009:

CPS/CAP Testing

May 14-16, 2010:

Indiana Division Annual Meeting  
Columbus, IN

## How to Deal With Difficult People Joy Huber, Author

**Joy Huber, Author, Award-Winning Professional Speaker & Business Communications Expert, provides us with effective ways to deal with difficult people. Here she offers the first 3 statements that may be useful in our day to day communication with co-workers and/or supervisors. We will offer additional statements in the upcoming newsletters!**

**1. *"Help me to understand . . . your position, your point-of-view, your side of the story."***

**When To Use It: This one is particularly effective when you are in conflict. Dr. Stephen Covey tells us: "Seek first to understand, then to be understood." So employing one of the seven habits of highly effective people, you want to understand your conflict partner first. Let them explain their point-of-view, and why they feel the way they did. If you agree with them as you calmly listen to them explain their point-of-view, great, conflict resolved. If you don't, what do you say?**

**2. *"I still see it differently. Please allow me to explain my point-of-view."***

**When To Use It: Again, in conflict. This gives you the continuation in case they present, and you still don't agree . . . and you still feel very strongly about this. Say so assertively. Say you see it differently and if you stay calm, and watch your volume and tone of voice the other person will hopefully listen attentively while you explain your points. Then you can negotiate to a win-win.**

**3. *"My salary/hourly rate no longer reflects my contributions to the company."***

**When To Use It: Speaking of negotiation! This one is a master in asking for a raise or pay increase. The boss isn't interested in the fact that the reason you need a raise is because you're facing rising costs of . . . everything! Health care, gas, food, etc. Your raise request needs to be tied back to specific contributions you've made at work so be prepared to discuss how your job responsibilities have changed or been added to continuously without discussing more pay.**

**Visit Joy's website, <http://www.JoyHuber.com> for more info!**

## Celebrating Member Anniversaries July – September

500' Chapter	
Krista Dyer	July-96
Cheryl Smith CAP	July-02
Jennifer Marlett	August-07
Tonya Jester	August-08
Kristine Holzhausen	July-09
Diane Prosser	July-09
Adrienne Mize	September-04
Jeanie Harris	September-06
Karen Burcham	September-08

Athens of the Prairie	
Joni Scott CPS	September-06

Evansville	
Gail Dunn	August-68
Sharon Kat-terjohn CPS/CAP	September-80
Roxanne Vanbibber	September-84
Loretta McVay CPS	July -84
Patricia Overton CPS	July-85
Susan Schroeder	July-95
Lee Bruner	August-05
Carol Reising CPS/CAP	August-06
Jerri Maier	July-09
Brenda Williams-Seiler	July-09

Indy Northside	
Donna Wheeler	September-82
Vera Tahim	July-92
SueLightle	September-93
Bonnie Higgins	September-01
Karen Blankenship	July-02
Sue Coy	July-08

Maple	
Sue Kurtz	August-84
Marlene Slaubaugh CPS	September-94
Doris Schwartz	July-97
Beth Cripe	September-99

Lafayette	
Joyce Klingler CPS	August-60
Virginia Livingston CPS	August-77
Rita Buckles	August-84
Connie Good	July-97
Gail Arthur	September-99
Rose Killian CPS	July-02
Elaine Hartsog	September-02
Sharon Metcalf CPS	September-04

Members At Large	
Ruth E Altop, CPS	September-96
Arlene R. Campbell	September-79
Joyce M Carmien	July-51
Frances L Craig	July-63
Stephanie D. DiBlasio	August-06
Betty Koehl	August-89
Terry M. McKinsey	August-06
Elyse Russell	September-90
Beth Schachte	August-76
Dawn M. Sinclair	September-06
Amy J. Wright	July-06

## Indiana Division Committee Contacts

Chapter	President	Committee	Board Contact
Evansville	Vicki Schmidt	New Chapter Builder	Teresa Walters CAP
Lafayette	Rose Killian CPS	Bylaws and Standing Rules	Mia Gutridge
Athens of the Prairie	Paula Shelton	Membership	Karen Blankenship
Maple		International Project/Professional Development	Teresa Walters CAP
Tawasi		Audit	Mia Gutridge
Indy Northside	Connie Whitman CPS/CAP	Chronology/History and Website	Norma Jean Graves CPS/CAP
'500'	Phiandra Peck CAP	Nominations	Karen Blankenship
River Bend	Joyce McCoy	Student Chapter	Norma Jean Graves CPS/CAP
Maple	Denise Goveia	Website	Teresa Walters CAP