



# THE TULSAN

<http://www.tulsaiaap.org>

April 2009

## *From the President*

Dear Members,

Wow! What a fantastic program we had at our March meeting. Shelly Walters did a great job. And I thought Google was just a search engine. Not!

Spring is in the air and that means our year is beginning to wind down. Hopefully you have pulled out the Member of Excellence program to see just where you stand. If you have any questions, please contact me. Wouldn't it be wonderful if our entire chapter received the Member of Excellence?

Remember it is also time to nominate a deserving chapter member for the Outstanding Member of the Year award. It helps to jot down the names of those members that you think might deserve this honor. Then, under their names write down the reason why you think they deserve the award.

Make your selection and send the form to Jan Snyder. Her email address is:

[janis.snyder@peakuptime.com](mailto:janis.snyder@peakuptime.com). The deadline to submit a nomination is March 20.

It is also time to lend your thoughts toward how you can best serve your chapter next year. Are you interested in running for an office, chairing a committee or just serving on a committee? The chapter does not run itself. Someone has to be in charge. Review our by-laws to see just what is involved in the different Board positions. If you are interested in helping or have any questions, send me an email. I will have the appropriate person contact you.

We will also be putting the finishing

touches to our annual meeting plans. On that note, please reserve May 16 as a work day at my home. We will make Grand Marnier Chocolate Covered Cherries, Chocolate Covered Marshmallows, and Chocolate Spoons. Hopefully we will be able to finish the assembly of the binders for annual meeting. The more people we have show up to help, the faster it will go. We really do have a lot of fun at these work parties.

Whew! It looks like we have our work cut out for us for the rest of the year. Meanwhile, enjoy the rest of March. Get outside and work in your garden. See you at our next meeting on April 2.

Jolene Yowell CPS, President

*"Great things are accomplished by talented people who believe they will accomplish them."* Warren G. Bennis



***Administrative Professionals Week***

***April 19-25, 2009***

# April Meeting

Thursday, April 2

Dinner & Networking 5:15

Meeting 5:45

Program 6:00

FURR'S CAFETERIA—MEETING ROOM  
FARM SHOPPING CENTER  
6560 EAST 51ST STREET (51ST & SHERIDAN)

**DINNER: \$7.79/\$7.29 (SENIORS)**  
Dinner should be purchased as you arrive.

If you are not eating dinner, just head back to the meeting room.

## **Assertive Communication: Getting What You Want**

**Presented by Vicki Anderson, Anderson Resources**

When the situation becomes tense, do you go silent or do you erupt? Neither common tactic will get you what you really want. Learn to start with your heart and make it safe to stay in productive conversation. You will get practical tips to become more confident in your ability to be objective and gain cooperation with others.

Recertification points have been requested.



**GOT CHANGE??**

Bring it to the April meeting and donate to RTF!

# ***New Member Spotlight***

## **JANICE CARTER-DUKE**

Janice comes to Tulsa Chapter via Cherokee Nation Enterprises where she is the Senior Administrative Assistant. She has been with CNE for nearly five years, and enjoys working with “an intelligent team of people.” She says her job is never boring, and she is proud of the growth her group has accomplished.

Janice grew up in the Tahlequah/Muskogee area, is married and has three grown daughters. She enjoys cooking, reading mystery novels, and playing with her teacup poodle, Margo. She has worked as an assistant to presidents, directors, CEOs, and is now working for the Corporate Senior Director of Gaming Operations. Her most unusual job was working as a manager for three nightclubs in Dallas many years ago. She says even though she had no previous exposure to that type of environment, her administrative and management skills helped her accomplish the job. She met some “very interesting” people, but would never go back to that schedule!

After reading about IAAP online, Janice was intrigued by the education opportunities and decided to join Tulsa Chapter. Janice, we hope to help you meet and exceed your professional goals and are thrilled that you chose Tulsa Chapter! We look forward to getting to know you.

## **LAURA KENT**

Laura has been an Administrative Assistant with Miratech Corporation since moving to Tulsa in June 2008. She really likes being the “go-to girl.”

Originally from Little Rock, Arkansas, Laura and her family relocated to Tulsa so her husband could attend Spartan School of Aeronautics to study to become a professional pilot. They have a five-year-old son and a two-year-old daughter. Laura loves to scrapbook, and is a real people person. She is also a Pampered Chef sales consultant. I’ll bet she’d bring some catalogs to us if we asked!

Laura says she hasn’t really held any unusual jobs; however, she did have an entertaining request to share with us: The president of her company asked her to work on a project with him — he asked her to test a vacuum cleaner to see how it would work for the company. Apparently it worked well because they still use it. Laura, we’ve all had some strange assignments in our careers, and this one ranks right up there with some of the strangest!

Laura made the decision to obtain her CPS certification and realized joining IAAP would enhance her learning experience. We want to help you succeed, Laura, and we are very glad you chose Tulsa Chapter. We are delighted to have you as a member!

## **JENNY FLORES**

Jenny has been the Administrative Assistant for the Senior Vice President-CSO of BancFirst for over three months. She likes the “banker’s hours,” the work environment and the people she works with. She also enjoys the diversity her job offers and the opportunity to contribute to the bank’s goals and the satisfaction of positively impacting other people. Jenny has also worked in healthcare, retail, sales, technology, telecommunications and finance. Her most unusual job had to do with tracking people to help them with their medical bills.

Although Jenny considers Tulsa her home after living here for almost 30 years, she was born and raised in Puerto Rico. In her spare time, she likes to read and spend time with friends and family.

Jenny learned about IAAP through the internet and became interested after reading about the benefits offered to its members. She looks forward to the opportunity to meet new professionals who believe in the organization’s core values. We look forward to getting to know you, Jenny, and we’re excited that you chose Tulsa Chapter!

# Administrative Professionals: Excellence in Action!



**TULSA CHAPTER IAAP  
MEETING MINUTES  
March 5, 2009**

The March meeting was held in the meeting room of The Wild Potato Buffet in the Cherokee Casino Resort at 777 W. Cherokee Street, Catoosa, OK. President, Jolene Yowell CPS called the meeting to order at 6:02 p.m. The Tulsa Chapter officers were introduced: President, Jolene Yowell CPS; Vice President, Kathy Doering CPS; Secretary, Jamie Ward CPS/CAP; and Parliamentary Advisor, Christine Hilderbrand CPS/CAP. Treasurer, Michele Dodson was not present.

Sandy Tabio was recognized as a Tulsa Chapter member serving as the 2008-2009 Arkansas-Oklahoma Division Treasurer and Legacy Chair.

Sheryl Tunley presented the Words of Inspiration.

Guests were introduced and included Rhonda Callis CPS, Marilyn Knox, Amy Barton, Jenny Flores and Teri Clanton.

**Program**

Kathy Doering introduced our guest speaker, Shelly Walters. The program topic was, "Maximizing Google". Ms. Walters showed us how to set up a Google account and walked us through some of the special features available through Google. Special features she introduced included Book Search, Google Alerts, Google Calendar, Google Docs, and Google Sites.

**Business Meeting**

The minutes of the February, 2009 Tulsa Chapter meeting were printed in the Tulsan. No one noted any additions or corrections to the minutes so they were approved as printed.

Tammie Burgin was welcomed into the Tulsa Chapter as a new member. She is employed by Union Public Schools and Jamie Ward will be her mentor.

Sandy Tabio has notified the Board of her desire to serve as the A-O Division Vice President for 2009-2010. Since she meets the qualifications required to run for this office, the chair called for a motion to nominate Sandy as a candidate for Vice President. The motion was made by Ann Hammack and seconded; the "ayes" carried the motion. Jolene Yowell will sign Sandy's nomination form and place it in the mail.

**Annual Meeting Report**

Christine Hilderbrand CPS/CAP reported that there is a strategic planning meeting scheduled for April 25 in Owasso followed by a site visit to the Casino at about 1:30. The site visit will allow the Division Officers the opportunity to see the meeting rooms and facilities that will be available to us during the annual meeting in June. (NOTE: Since the meeting on March 5, the site visit to the Casino has been changed to April 4<sup>th</sup> at about 1:30. Everyone is welcome to attend.)

**RTF**

Joan Wirt shared a little information about the Retirement Trust Foundation. We used to have a yearly

event to raise money toward the RTF but we will be doing it twice a year now in November and March. Instead of having an auction or some other fundraising event, the decision has been made to just encourage everyone to donate change at each meeting toward our Chapter donation to the Foundation. Please remember to bring your spare change to the Chapter meeting each month. If we all pitch in we should be able to make a good donation to the RTF twice a year.

**Announcements**

March 15 is the deadline for submitting articles or announcement for the April newsletter. Submissions should be sent to Sherry Tyler.

Jolene Yowell shared the results of the survey taken after the February 5 meeting. The main concerns that were reported via the survey were the cost of dinner at the Wild Potato Buffet and the problems people experienced from the smoke inside the Casino. The Board has decided to continue to look for other places to have meetings. The ideal location would be a restaurant with a private meeting room that has the capabilities for media presentations (screen or blank wall space, electrical outlets to plug in computer/projector, and possibly even internet connectivity). We would like to avoid having to cater in meals.

Jan Snyder CPS announced that it's time to nominate members for the Outstanding Member of the Year award. Nomination forms were sent out via e-mail and made available at the March meeting. March 20 is the deadline for submitting nominations to Jan. The award will be presented at the April meeting.

The deadline for submitting proposed amendments to the A-O Division bylaws is March 14, 2009. Anyone wanting more information should contact Jolene Yowell.

Christine Hilderbrand announced that there would be a brief Annual Meeting Committee meeting right after the close of the Chapter meeting.

Sandy Tabio reminded everyone to take the survey that was e-mailed to members from the Division Officers.

**March Birthdays**

Mary O'Connor – March 15  
Michele Dobson – March 11  
Sandy Tabio – March 19  
Denise Feltnor – March 19  
Jenny Flores – March 23

**Meetings**

The next Executive Board meeting will be Tuesday, March 24 at 5:45 pm – location to be announced. All members are invited to attend.

The next Chapter meeting will be Thursday, April 2, 2009; the location is to be determined.

There being no further business, the meeting was adjourned at 7:37 pm.

*Submitted by Jamie Ward CPS/CAP, Secretary  
Reviewed by Jolene Yowell CPS, President*

## Mentoring Opportunity



In conjunction with Membership and Orientation, if any member would be willing to serve as a new member mentor please let either Debra Bishop or Christine Hilderbrand CPS/CAP know.

What is involved in being a mentor you ask? For the first year of a new member's membership the mentor would be available to answer any questions relating to IAAP, the Arkansas-Oklahoma Division or Tulsa Chapter. The orientation sessions are aimed toward covering all the questions a new member might have. The mentor would be an extension of the orientation, available to assist the new member should other ques-

tions arise.

Once a new member's packet has been received those individuals who are willing to serve as mentors will be contacted and, if agreeable, will be assigned to a new member. A letter will be sent to the new member informing them of their mentor and their mentor's contact information. When the new member is welcomed into the chapter at the monthly meeting, the mentor for that person will be announced also.

Currently Jolene Yowell CPS, Jamie Ward CPS/CAP, Kathy Doering CPS and Christine Hilderbrand CPS/CAP are serving as mentors – but we need more! So, if you would be willing to be a mentor, please contact Christine Hilderbrand CPS/CAP or Debra Bishop.

**HAPPY BIRTHDAY!**

**Sheryl Tunley-7th**  
**Liz Chandler-10th**

*Administrative  
Professionals Day*



**Wednesday,  
April 22, 2009**



*"The biggest enemies we have to overcome on the road to success are not a lack of ability and a lack of opportunity but fears of failure and rejection and the doubts that they trigger" – Eat That Frog  
(Brian Tracy)*

*Submitted by Connie Weddell*



## Organize your Office

The desk is the 'heart' of the office; it is the place that keeps the business running, where decisions are made and the key place of conversation. By keeping your desktop organized and open, the work-flows and accomplishments are made. When it is a disorganized workspace, the business itself can be disorganized, so it is critical that you keep your space organized and open for work to keep moving properly.

### What should be on top of your Desk Top?

Only essential work elements are placed here. Get rid of the clocks, pictures and fancy knick knacks. You can place those on a shelf on the wall, a bookcase or possibly an end table, but NOT on the desk area. You are here to work and that is the purpose of the desk area. Having said that, these are your bare essentials for a good, clear organized work area;

**Phone:** But only if it is an integral part of your daily routine, otherwise keep it off to the side area (With the Rolodex nearby)

**Lighting:** A well lit, focused form of light.

**Pen and Post-it-notes:** To make notes of new information

**Calendar or calendar organizer:** To add new appointments/check on schedules

**Vertical file holder or stacking file:** To keep files you are working on available

**Business Card Holder:** With your cards

### What files should be in your File Holder:

#### Relevant files for the day:

Files you are working on for that day

**To-Do file:** Will hold your post-it-notes for new items

**Return Calls:** Schedule calls for two times a day and make clients aware of approximate time

**Response File:** Things that need more information; waiting for response or update

### What should be in your Desk File Drawer?

Letterhead Stationary  
Forms  
Envelopes  
'Possibly' one extra ream of computer paper  
Your company price lists or relevant information

## Company Brochures

### Where do I keep extra supplies in a small Office Area?

This is where true organization comes into play. You want to have these things accessible and yet, keep them out of your general work area. If you do not have a closet in which you can install shelving, use the next best thing. This could be adding a two door-shelving unit or possibly a bookcase where you can install organizing Bins; using plastic organizers, baskets or canvas organizers.

### How do I organize my Supplies?

As with everything else in an organized office, you categorize them into storage compartments or areas. The important thing to remember is to always store 'like' items together. It is important to determine how often something is used as to where it will be stored. If you use a



lot of manila folders, you will want to make sure they are in the office setting, however, if you only use them occasionally it may be advised to get them out of the office (move to other storage area), free up extra space, and just replenish a set amount on a weekly basis.

### Your supplies should be in categories such as;

Office Supplies  
Filing Materials  
Reference Materials  
Computer Supplies

### What are some organizing supplies that I should make use of?

A paper shredder/garbage can  
Vertical File Holders/Paper filing Trays  
Drawer divider trays  
Business Card Holder-for your cards on your desk  
Business Card Holder-for clients and suppliers  
Rolodex  
Shelf Dividers  
File Boxes and Folders (accordion Style)

### What organizing routine should I have?

## DECISION

Decide immediately what action should be given with any information/document/mail or phone call and then DO IT.

## PURGE

Remove unneeded papers from files as you are going through a file. If a paper can be archived after an amount of time set up an archive file and make note on the new file what the date was it was archived, the amount of time it holds and where it is.

If it is no longer necessary, then shred it.

## RESTORE

Always restore everything to its proper place when you are finished taking action with it. This could mean restoring it to the filing cabinet, someone else's office for further work or an archive file. It could be 'restoring' a stapler to its proper place. Looking around the desktop for things wastes time and becomes frustrating.

## SET YOUR DAY BEFORE YOU LEAVE THE OFFICE

How many times do you find that you are thinking about work, long after you get home? Did you do this, you can't forget to get 'this' finished tomorrow, where did I put 'this' paper etc. You don't relax, enjoy your time away from work (because you haven't really left) and your family (if you have one) doesn't get your full attention; this is cheating you and your family. You find that you are still mentally at the office and now it is time to go to bed, this is a key factor of burn-out for many people; "It seems like I am always working", is the line I hear very often. So at the end of the day, GET ORGANIZED!

## 20 Minute Organizing

Update your calendar for tomorrow; appointments, follow-ups, phone calls etc.

Make a list of work that will be DISBURSED to someone else for further processing

## Ten-Minute Clean Up

Put away (you should have done already) anything left on your desk area.

Turn off the light and go home knowing you have everything under control.

<http://www.organizingyourlifetheeasyway.com/officeorganizing.htm>

Submitted by Connie Weddell



**2009 ARKANSAS-OKLAHOMA DIVISION  
ANNUAL MEETING UPDATE**

Only a few things have occurred since my March report on Annual Meeting plans.

The Arkansas-Oklahoma Division Officers have tentatively planned a site visit to the Cherokee Casino Resort following the Strategic Planning Workshop on April 4. The Division Officers and Linda Williams CPS/CAP will be coming to Tulsa following their Strategic Planning meeting with the Oklahoma City Chapter and American Fidelity Chapter. They are anticipating a 1:30 PM arrival at the Casino. The 7<sup>th</sup> Floor Board Room has been reserved for the meeting from 1PM to 5PM. If any Chapter member would be interested in joining us on the tour you are more than welcome to. Once we have confirmed with Casino personal about the tour I will let everyone know. If you are going to attend, once you arrive at the Casino come to the 7<sup>th</sup> Floor. I would like to have as many of the Planning Committee that can, attend this meeting. There is no need to RSVP unless you are on the Planning Committee.

Kathy Doering CPS has been able to get good prices for us on the 8 tab dividers and the binders for Annual Meeting. The Planning Committee has discussed the prices and voted on accepting the prices quoted to Kathy from Admiral Express. Kathy will be in contact with her person at Admiral Express and placing the order for the 8 tabbed dividers and the binders.

I have received word from Marsha Bryan CPS/CAP, President of the Arkansas-Oklahoma Division and American Fidelity employee that the \$500 donation from American Fidelity is in the works.

We still have to get the bags for attendees de-

ecided on and ordered. Jolene Yowell CPS and I are to meet a local vendor on Wednesday, March 11, to see what selection she has. Once we have picked some options we will be asking the committee to help make the decision on the bags so the order can be placed.

Liz Chandler, Jolene Yowell CPS and I will be meeting soon to start work on publicity for the seminar on Friday, June 12. This seminar is going to be a major fund raiser for Tulsa Chapter. All money received after expenses will go to the Chapter so the more folks we have attend, the more money after expenses will be deposited in the Chapter's treasury. This seminar will be opened to the public too. The cost of the seminars will be \$50/seminar and if someone wants to register for both seminars the cost will be \$75, a \$25 savings for attending both seminars. Recertification points will be sought and if approved will be 3 Recertification points per seminar. We will welcome anyone who wants to help to attend the meeting or let one of us know that you would be willing to help.

We are working on getting pictures of the seminar presenter and our Southwest District Director, Antoinette Smith CPS/CAP for the registration brochure. I would like to have several folks help get the brochures labeled and stamped for mailing. I have been receiving inquires already from division members as to the cost of registration.

If anyone has a question regarding any of the plans, wants to volunteer to help with the remaining plans or help during the meeting please let me know.

*Christine Hilderbrand CPS/CAP*



**An island and the letter 'T' have  
something in common. What is it?**

**The first Tulsa Chapter IAAP member to email me with the  
correct answer will win a prize!**

[styler@arrowengine.com](mailto:styler@arrowengine.com)

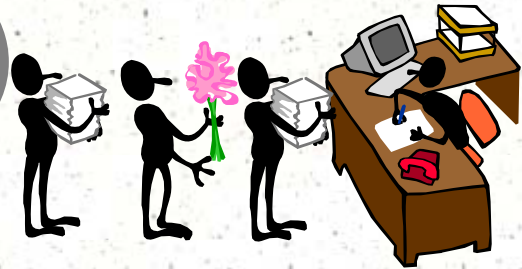
**Answer to the March question:**

What always ends everything?

*The letter g!*

Jill Lingle was the first to respond with the correct answer  
and got another awesome prize!

Accomplishing the impossible  
means only that the boss will  
add it to your regular duties.  
- Doug Larson



## 2008-2009 Tulsa Chapter Officers

President ..... Jolene Yowell CPS

Vice President ..... Kathy Doering CPS

Secretary ..... Jamie Ward CPS/CAP

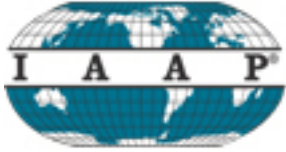
Treasurer ..... Michele Dodson

## TULSA CHAPTER MISSION STATEMENT

TO PROMOTE AND ENHANCE THE PROFESSIONAL AND PERSONAL GROWTH of Tulsa Chapter members by promoting continued education, providing leadership opportunities and networking, resulting in career advancement and increased value to employers:

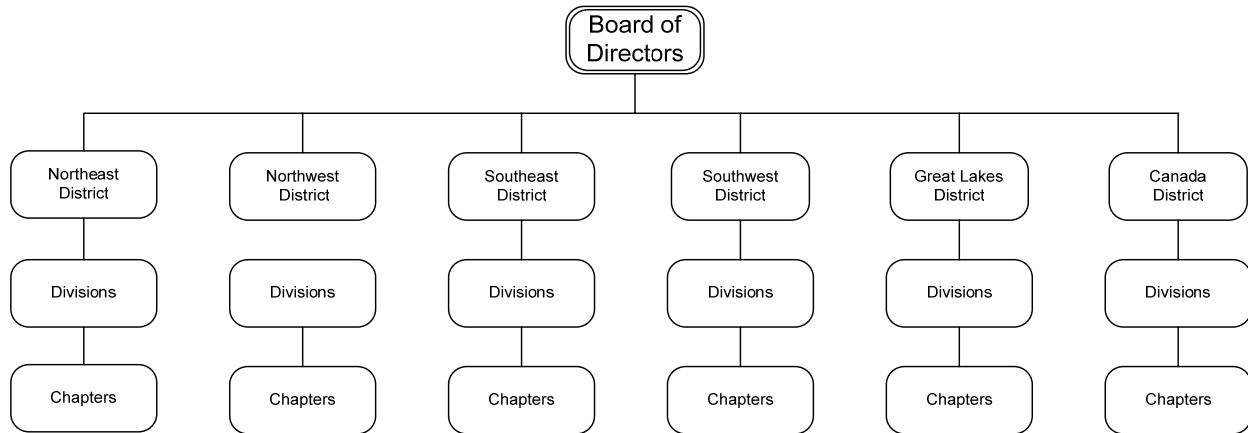
*The next deadline for submission of  
articles for the newsletter is  
April 15, 2009.*

*[styler@arrowengine.com](mailto:styler@arrowengine.com)*



# International Association of Administrative Professionals®

## IAAP Organizational Chart



### IAAP ACRONYMS

APD	ADMINISTRATIVE PROFESSIONALS DAY
APW	ADMINISTRATIVE PROFESSIONALS WEEK
CAP	CERTIFIED ADMINISTRATIVE PROFESSIONAL
CEU	CONTINUING EDUCATION UNIT
CND	CANADA DISTRICT
CPS	CERTIFIED PROFESSIONAL SECRETARY
GLD	GREAT LAKES DISTRICT
IAAP	INTERNATIONAL ASSOCIATION OF ADMINISTRATIVE PROFESSIONALS
IC	INSTITUTE FOR CERTIFICATION
NED	NORTHEAST DISTRICT
NWD	NORTHWEST DISTRICT
PIP	PAST INTERNATIONAL PRESIDENT
R&E	RESEARCH AND EDUCATIONAL FOUNDATION
RTF	RETIREMENT TRUST FOUNDATION
RTFC	RETIREMENT TRUST FOUNDATION COMMITTEE
SED	SOUTHEAST DISTRICT
SWD	SOUTHWEST DISTRICT

<http://www.iaap-hq.org/>