

## *From the President...*

Dear Members,

*“March on. Do not tarry. To go forward is to move toward perfection. March on, and fear not the thorns, or the sharp stones on life's path.”* [Kahlil Gibran](#)

What a wonderful quote. We will all read that quote and all of us will have a different opinion on how it relates to us. It could be Tulsa Chapter's motto this year. We are plugging along trying to achieve that excellence that drove all of us to join a professional organization. Whether it is to gain new skills, hone the skills we have, further our education, or network, we are all seeking something.

Tulsa Chapter is moving toward perfection; we need just one more point to become a Chapter of Excellence. We have implemented a survey process after each meeting to determine if we met your needs for that meeting, and we are constantly changing to try to meet the needs of our members. We will be pricked by those thorns and bruised by those sharp stones, but we will heal and remain strong. To achieve greatness you have to face positive criticism and that is what these surveys will provide to your Board. We will do our best to provide you with what you want.

The February survey provided a lot of information to the Board, and it will be discussed at the February Board meeting. Everyone returning the survey loved the program and thought the speaker did an excellent job. No one has any moral objection to meeting at the casino; only 1 out of 15 respondents thought the drive was too far. The cost of din-

ner was too high for 5 members, but okay for 10. The comments were wonderful and will be very useful in moving toward perfection. The full survey results will be posted on Tulsa Chapter's website by March so you can read the comments, a lot of which will become our goals.

In February's newsletter I issued a challenge: The first person to email me with the names and authors of the February and March books in President Horton's book discussion would be given copies of those books. Well, I only had one response so either no one read my letter or no one is interested in the book discussion. Even though I hope you are reading my letters, I also hope I didn't receive replies because you didn't read my letter and not because you aren't participating in President Horton's book discussion. Even if you just read one of her book suggestions, or if you don't have time to read them now, you can read them later. Sherry Tyler was the only one to let me know what the books were so she will receive a copy of [The Radical Leap: A Personal Lesson in Extreme Leadership](#) by Steve Farbor and [The Exceptional Presenter: A Proven Formula to Open Up and Own the Room](#) by Timothy Koegel. Congratulations Sherry!

See you all at our March 5 meeting.

*Jolene Yowell CPS, President*



# HAPPY ST. PATRICK'S DAY

# March Meeting



**Thursday, March 5th 6:00 p.m.**

**Wild Potato Buffet Meeting Room  
Cherokee Casino Resort**

777 West Cherokee Street  
Catoosa OK 74015

**Getting the Most out of Google**  
Shelly Walters, President, Razorback Chapter

Recertification points have been requested.

**Dinner should be purchased as you arrive.**

**Buffet Price: \$14.58**

If you are not eating dinner, tell the cashier that you are just attending the meeting; then head back to the meeting room.

This presentation gives an overview of the tools provided by Google and how to use them effectively to make your life easier. Ms. Walters will showcase Google Search, Alerts, Calendar, Books, Sites, YouTube and more. She will show how attendees can use these tools in business, life, and even IAAP work. Ms. Walters will provide basic tutorials on less used applications and supply attendees with information cards so they can dig deeper into tools that interest them most. The purpose of this presentation is to introduce Google applications and encourage each attendee to cater the use of them to her own individual needs.



**GOT SOME EXTRA CHANGE LYING AROUND?**

**Bring it to the March meeting!**

**We've thought of a great way to put it to work!**



# New Member Spotlight

## JILL LINGLE

We already know that Jill is good at answering puzzles, having been the first to answer February's newsletter question! Here's the scoop on the rest:

Jill is a native Tulsan and has been with Flintco Industries, Inc. as an Administrative Assistant for 2 1/2 years. She loves the diversity of the job duties. She lives with her mother, sister, a teenage son and daughter, and two dogs — and says it's a blast!

Having spent the last 19 years raising kids, Jill is ready to return to something else she loves to do, theater and music. She was in a professional dinner theater production of "Sound of Music" in Janesville, WI, a town with a population of around 3,000. As small as the town was, they sold 500 seats and performed eight shows per week for four months. She credits the success to "the most amazing example of marketing" she has ever seen. Jill reads, loves movies of all kinds and has a thing for Johnny Depp! Oh — and then there is the obsession/devotion to all things Harry Potter...

I recommend everyone get to know Jill. Doesn't she sound like fun? What a great addition to Tulsa Chapter!

## TAMMIE BURGIN

Tammie spends lots of time in the principal's office! No—she isn't being punished; she is the secretary to the principal at Peters Elementary School in Union District, and has been in that position for seven months. She says she learns something new all the time. Well, she *is* at school all day!

Spending time with her husband and two sons is high on Tammie's list of favorite things. One son is a teenager and the other is getting close. They all are very involved in church activities. She also enjoys reading, writing, working on the computer and spending time with friends.

The most unusual job held by this native Tulsan was wrapping Christmas gifts for customers at C.R. Anthony's when she was in high school. She said it was a blast because her mother, aunt and two best friends were also working there.

Tammie says she's very excited to be a member of Tulsa Chapter. Being a part of a professional group where she can connect with, learn from, and be challenged by other professionals is important to her. We're certainly excited to have someone like Tammie who takes pride in her chosen profession.



Tulsa Chapter member,  
**Denise Feltnor** has completed 20  
years of service with the  
State of Oklahoma!

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

The February 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 6:00 p.m. The Tulsa Chapter officers were introduced: President, Jolene Yowell CPS; Vice President, Kathy Doering CPS; Secretary, Jamie Ward CPS/CAP; Treasurer, Michele Dodson; and Parliamentary Advisor, Christine Hilderbrand CPS/CAP.

Sandy Tabio was not present but was recognized as a Tulsa Chapter member serving as the 2008-2009 Arkansas-Oklahoma Division Treasurer and Legacy Chair.

Guests were introduced and included Kay Iten with Union Public Schools, Laura Kent with Miratech and Barbara Knowlton with Cherokee Enterprises.

**Program**

Kathy Doering introduced our guest speaker Lois Lewis CPS. The program topic was, "Do You Want To Be An Entrepreneur? Become a Virtual Assistant". Ms. Lewis used handouts and a slide presentation to walk us through the process of starting a business as a Virtual Assistant and some suggestions on how to market a VA business. Along with her presentation, Ms. Lewis shared some of her own experiences as a virtual assistant after "retiring" from her career as an administrative assistant.

**Business Meeting**

The minutes of the December, 2008 Tulsa Chapter meeting were printed in the Tulsan. No one noted any additions or corrections to the minutes so they were approved as printed.

One new member was welcomed into the Tulsa Chapter: Jill Lingle who is employed by the Flintco Companies. Jolene Yowell will be Jill's mentor.

Jamie Ward read a note from Debra Bishop expressing her thanks for the plant, cards and calls following the death of her mother. Jamie also read a letter from Forrest Carpenter with the Laura Dester Shelter expressing appreciation for the shoes, purses, and gifts presented by the members of the Tulsa Chapter at the December meeting.

**Annual Meeting Report**

Christine Hilderbrand CPS/CAP gave a report on the plans for the annual meeting which will be held at the Cherokee Casino Resort on June 12-14, 2009. An Open House is being planned for Friday evening featuring a western theme with hors d'oeuvres, music and networking games.

Room reservations at the Cherokee Resort are filling up. Those who want to reserve a room to spend the night at the hotel during the annual meeting should

do so soon. Room rates are \$99.00 for Thursday night and \$119/night for Friday and Saturday. Suites are available for just a little more.

A work day is being planned to make some goodies to be used in various ways during the annual meeting weekend. Favors will include chocolate covered cherries, chocolate covered marshmallows and chocolate spoons to flavor coffee.

Kathy Doering announced that she needs recommendations for vendors to participate in the product show on Saturday at the annual meeting. Please contact Kathy if you have suggestions of possible vendors or if you would like to reserve a booth of your own.

**Chapter of Excellence/Member of Excellence**

If you aren't familiar with the Chapter of Excellence and the Member of Excellence programs, visit the IAAP website for more information. Jolene Yowell announced that we are just one point away from being a Chapter of Excellence.

**Announcements**

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

February 15 is also the deadline to register for the certification exam to be held on May 1 and 2.

A new member orientation session is being planned; date and time to be announced. It will cover items like the IAAP website, CAP and CPS certification, the Member of Excellence program and by-laws.

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

Members in attendance at the February meeting were encouraged to fill out a confidential survey that was designed to give everyone a chance to provide feedback on Chapter meetings, meeting location, meals, and programs. The survey also offered an opportunity for members to jot down what they like and dislike about the Chapter. The results of the survey will be used to determine future meeting locations and programs.

**Meetings**

The next Executive Board Meeting will be Tuesday, February 17 at Johnnie's Charcoal Broiler at 5001 S. Harvard Ave. beginning at 5:45 pm. All members are invited to attend.

The next Chapter meeting will be Thursday, March 5, 2009; the location is to be determined.

There being no further business, the meeting was adjourned.

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

## MY APOSTROPHE RANT

-Sherry Tyler CPS/CAP

Has anyone else noticed the increase in the incorrect usage of apostrophes in the last few years? It is driving me nuts! I am trying to figure out at what point people began to think that all plurals were made by adding an apostrophe and then the s.



To review, the apostrophe has 2.5 uses:

- 1) To form possessives of nouns:  
Example: The young girl's dress was blue; however, all the older girls' dresses were black.
- 2) To show the omission of letters, as in contractions:  
Example: Your attitude shows you're (you are) ready to take on new assignments. Isn't (is not) that wonderful?
- 2.5) To indicate certain plurals of lowercase letters and acronyms:  
The reason I labeled this 2.5, is because there are varying opinions here. Some style manuals and other authorities still say it's fine to use the apostrophe for designating plurals like cd's or p's and q's. More modern thinking calls for leaving out the apostrophe and capitalizing the acronym and letters, CDs or Ps and Qs. Others maintain that being consistent within a document is the key and that this type of usage should be left up to the writer.

Above all, the most important thing to remember is that apostrophes are **NEVER, EVER** used for possessive pronouns or for noun plurals.

Correct: This book is yours.

Incorrect: This book is your's.

Correct: Here are the photos taken last summer.

Incorrect: Here are the photo's taken last summer.

Correct: Happy St. Patrick's Day from the Tylers.

Incorrect: Happy St. Patrick's Day from the Tyler's.

*It would be completely proper, however, to say, "Happy St. Patrick's Day from the Tyler's house."*

## The Wearin' O' the Green

Today is the day fer the wearin' o' the green.  
Today is the day when the little people are seen.  
Today is St. Patrick's Day, so if ye'r Irish me lad,  
Join the celebratin' fer the grandest time ta' be had.



Ya' put yer hand up in the air, the other hand on your hip.  
Ya' tap yer toe, ya' tap yer heel, ya' bounce yer knee a wee bit.  
Ya' prance 'n dance around the room, n' circle one two three.  
The saints be praised, I must admit, ya' all look Irish ta' me.

# This is a Test!

Please let us know you got your newsletter by sending an acknowledgement to [styler@arrowengine.com](mailto:styler@arrowengine.com) as soon as you read this!



## 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 questions 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.

## Remember...



**Sunday,  
March 8**

## 2009 PIN



### Shipping & Handling Charges:

1-3 pins	add \$2.00
4-12 pins	add \$5.00
13-25 pins	add \$7.00
26-50 pins	add \$9.00
51+ pins	add \$14.00
Next Day	add \$30.00

## 2009 Arkansas-Oklahoma Division Annual Meeting Update

Since the last update several things have been done or are being worked on. On Monday, February 9, Jolene Yowell CPS, Sherry Tyler CPS/CAP and I met and began the layout for the Registration Brochure. Sherry had already done a mock up of a brochure and it looked very professional, so we decided to go with it. Currently we are waiting on several items that need to be submitted before we can finalize the brochure.

Once the brochure has been finalized it will be submitted to the Division Officers and Linda Williams CPS/CAP for their review and approval. Once that has been done the brochure will be printed by Sherry. A brochure will be sent to each member of the Division as of the mailing date.

I have already contacted Headquarters to see about getting mailing labels from them and have found the charge to get these labels is \$22.45 including shipping and handling. There is a possibility that one of our members' companies will provide postage for mailing the brochures. All of this will help save the Chapter the expense of printing and mailing.

As a result of our brochure planning meeting we decided that if someone's registration is postmarked by a certain date their registration cost will be less than if they wait until the later registration date. This is being done in hopes of getting more people to attend Annual Meeting.

Sandy Tabio and Ann Hammack are working on the Friday night Open House which will have a western theme. Kathy Doering CPS is busy getting letters mailed out to vendors for the Vendor's Exhibit. The Vendor's Exhibit will begin at 4:30PM to 7:30PM with Open House beginning at 6PM to 9PM.

If you have a possible vendor that Kathy can contact to see if they would be interested in participating, please let Kathy know at [doeringmad@aol.com](mailto:doeringmad@aol.com).

Debra Bishop, Sheryl Tunley and Kathy Doering CPS are in charge of the food arrangements for the Saturday night banquet. As time nears for Annual Meeting I am sure they would welcome any volunteers that wanted to help.

Speakers and other event items are being worked on by various chapter members. If anyone has any ideas they would like considered for Annual Meeting please send me an email at either [hildech@tulsaschools.org](mailto:hildech@tulsaschools.org) or [childer@cox.net](mailto:childer@cox.net).

We are working on getting some bags for the registrants. On one side will be the world logo with IAAP in the middle and on the other side we are planning on using the Cherokee Casino Resort logo.

One thing everyone needs to do if they have not already done so is to see if their employer would be willing to provide financial support on any level. All members should have received the email from President Yowell CPS with the level of giving information as well as a letter to be used. If you have not submitted the information to your employer and had planned to do so, please go ahead and submit the request. We realize with the economy the way it is some companies will just not be able to donate anything. We are fortunate to have received the large donation from the Cherokee Nation, but we still need more money to make sure we have a profit on the meeting rather than a loss. In case everyone does not know this, which the newer members of the Chapter will not be aware of, the Host Chapter and Division sign a 50/50 agreement which means that if there is a profit, 50% of the amount goes to the Division and 50% goes to the Host Chapter to help with meeting expenses.

Another issue I will be communicating to the Chapter Presidents is they will be allowed to bring Chapter Ways and Means items to sell. We are considering putting together a basket to sell chances on; the proceeds would go towards the meeting expenses. If anyone would like to be in charge of this event, please let me know.

This, I believe, sums up what progress we have made to date. Watch next month's newsletter to see another Annual Meeting Update.

Christine Hilderbrand CPS/CAP

*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*





## **HAPPY BIRTHDAY!**

Mary O'Connor-March 15  
Michele Dodson-March 11  
Sandy Tabio-March 19  
Denise Feltner-March 19

### **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  
March 15, 2009.  
[styler@arrowengine.com](mailto:styler@arrowengine.com)***

## “Be More Valuable to your Boss”

Administrative Professional, a National Institute of Business Management publication– 2005  
www.nibm.net

Planning your encounters with our boss can be a valuable career-advancing strategy. Here are some ways to do it right:

Tailor your style to your boss’ mood. If he or she seems preoccupied or upset, be serious. If the boss is in an upbeat mood, follow it. This simple mirroring established you as a sympathetic ally. It implies that you are already thinking what he or she is thinking and are tackling similar problems.

Stay a step ahead. Become a great time manager for your boss. Keep a tickler file, for example, and remind your boss when it’s time to get started on important projects. Make suggestions about ways to use time more effectively.

Ask to take over more of your boss’ burden. When you see your boss laboring over some task that you could do just as effectively, say, “Can I take that off your hands?” This can increase your value over time.

Adopt a proactive mind-set. Offer suggestions on saving time, getting the work done more efficiently, setting priorities and other topics. Even if your boss does not use all your suggestions, resist the temptation to keep your ideas to yourself.

Don’t be afraid to offer some sympathy or comfort when appropriate. If your boss’ big project was just shot down by the CEO (or a big client just canceled his account with your organization, or your boss just had to lay off four workers), don’t be afraid to offer a few appropriate words of reassurance. Even something as simple as, “Is there anything I can do for you?” can send a clear signal.

Make the most of your front-line position. If people in your department are frustrated about some new procedure or system and no one is letting your boss know, take the lead and tell him or her. (Similarly, if everyone is very pleased about some new development on the job, communicate that to your boss, too.) Bridge the gap between your boss and the office grapevine in a professional way, and you’ll provide him or her with the feedback he or she needs to manage more effectively.

-submitted by Connie Waddell



### What always ends everything?

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

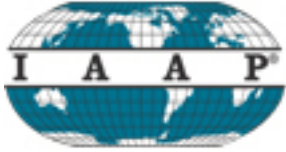
[styler@arrowengine.com](mailto:styler@arrowengine.com)

#### **Answer to February’s question:**

What do a racecar and kayak have in common?

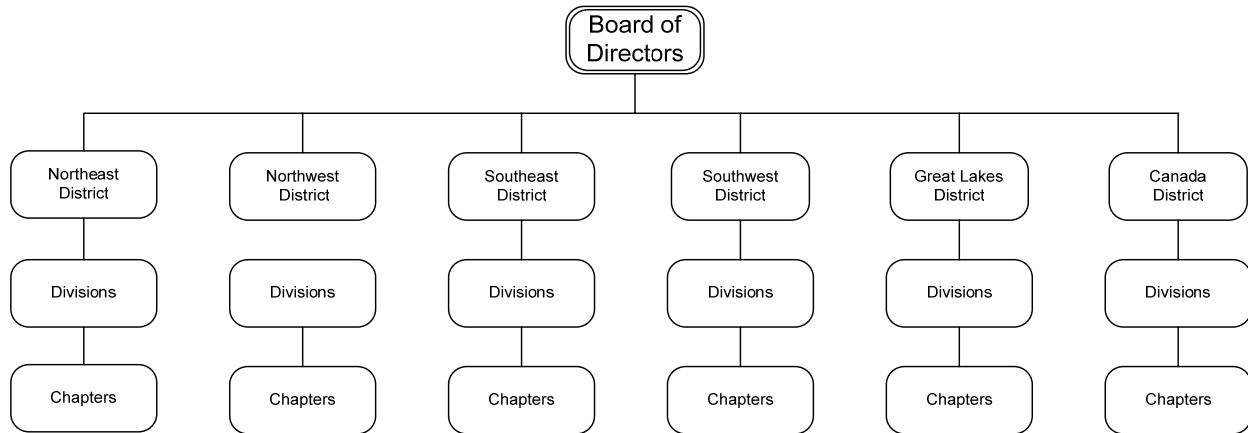
They are both palindromes (spelled the same forward and backward).

Jill Lingle was the first to respond with the correct answer and got a pretty cool prize!



# 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/>