

# THE TULSAN

<http://www.tulsaiaap.org>



May 2009

## *From the President*

Dear Members,

**"With the coming of spring, I am calm again. "**

- *Gustav Mahler*

It has been a very busy year for Tulsa Chapter. There have been lots of meetings and emails back and forth about the Arkansas-Oklahoma Division Annual Meeting that have kept us all busy and frantically trying to keep up. The hard work is paying off and we will experience the satisfaction of a job well done real soon. There is a light at the end of the tunnel (something I haven't been too sure of lately). We still have a few more things to do, but all in all, we are just about there.

If you weren't at the April meeting, you missed the announcement of Debra Bishop being named Tulsa Chapter Outstanding Member of the Year. Those of us that have worked with Debra over the years know that this is a well deserved honor. Debra gives her all for the chapter, stepping up to help when other voices are silent. Thank you Debra for all you do and congratulations.

Our fiscal year is winding down which means new chapter officers are on the horizon. We elected a nominating committee at our April meeting to help find your chapter leaders for next year. If the nominating committee should call you to serve, please give it careful consideration. Don't just say no without thoroughly examining what you can bring to the table and how it can also help you in your job. You joined a professional organization to grow, so step out of you comfort zone. If you aren't ready to hold an office, start thinking about the different committees you might want to serve on. As I mentioned last month, there are many ways to get involved.

*Jolene Yowell CPS, President*

**"Spring is God's way of saying,  
'One more time!'"**  
*Robert Orben*



# Congratulations!

**To Debra Bishop,  
Tulsa Chapter's  
Outstanding Member of the Year!**

# *May Meeting*

**Thursday, May 7**  
**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.

**How to Prepare a Winning Presentation**  
**Mike Stephen, Corporate Account Executive**  
**Network Enhanced Training**

Recertification points have been requested.



**EMPTY YOUR PIGGY BANKS!**  
**Bring your change to the May meeting for RTF!**



## Bring Information from Two Cells into One

Submitted by Connie Weddell



The best way to compile a list of names is to have separate columns for first and last names. This allows for more accuracy when sorting and filtering. However, sometimes there is a need to bring the names together in one smooth line not separated by the alignment of the cells. To accomplish this, use the Concatenate feature.

1. Select the cell where the names will be combined.
2. Type the following formula =CONCATENATE (A2," ",B2)  
[A2 is the location of the first name, B2 is the location of the last name]. The empty quotes with one space in between tells Excel to enter a space between the first and last names.

Name1	Name2	Combined First and Last
Heather	Mason	=CONCATENATE(A2," ",B2)
James	Sunderland	
Kim	Gordon	

3. Copy the finished formula to other cells as needed.

Name1	Name2	Combined First and Last
Heather	Mason	Heather Mason
James	Sunderland	James Sunderland
Kim	Gordon	Kim Gordon



# Current Fundraiser

Tell all your friends and family about our fundraiser—  
Some of them may already be Current shoppers.



They need to log in to <http://www.currentfun.com>



When they check out they need to do the following:

**Choose organization's state: Oklahoma**  
**Select Organizations: Tulsa Chapter IAAP**  
**There is no Participant Number.**

That's it, that all there is to it. Easy as 1, 2, 3.

TULSA CHAPTER will receive 50%  
of everything purchased off that website.



# New Member Spotlight

## NATALIE EUBANKS

Natalie Eubanks is Tulsa Chapter's newest member. She is an Executive Assistant with GH2 Architects in downtown Tulsa, and has been there for four years. Her position allows her a "bird's eye view" of the company, and she gets to interact with people of all levels and diverse backgrounds. She likes learning and putting to use her varied skill sets.

Natalie is a native Tulsan and enjoys spending time with friends, family, and her pets. She joined IAAP hoping to meet like-minded people who love what they do, and she'd like to enhance herself as well as her career.

We're excited to have you as a member of Tulsa Chapter, Natalie.

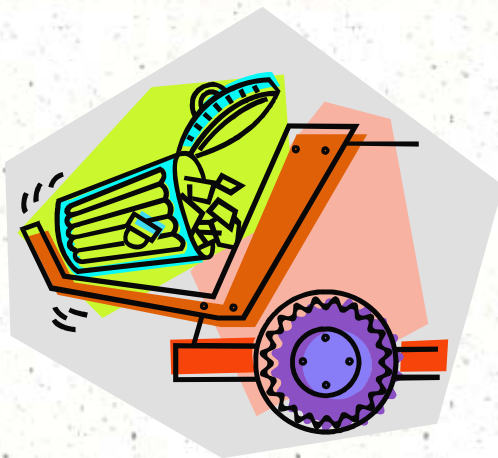
## GOT GARBAGE?

One day I hopped in a taxi and we took off for the airport. We were driving in the right lane when suddenly a black car jumped out of a parking space right in front of us. My taxi driver slammed on his brakes, skidded, and missed the other car by just inches! The driver of the other car whipped his head around and started yelling at us. My taxi driver just smiled and waved at the guy. And man, he was really friendly. So I asked, 'Why did you just do that? This guy almost ruined your car and sent us to the hospital!' This is when my taxi driver taught me what I now call, 'The Law of the Garbage Truck.'

He explained that many people are like garbage trucks. They run around full of garbage, full of frustration, full of anger, and full of disappointment.

As their garbage piles up, they need a place to dump it and sometimes they'll dump it on you.

Don't take it personally. Just smile, wave, wish them well, and move on. Don't take their garbage and spread it to other people at work, at home, or on the streets. The bottom line is that successful people do not let garbage trucks take over their day. Life's too short to wake up in the morning with regrets, so... Love the people who treat you right. Pray for the ones who don't. -Submitted by Connie Weddell



## GREETINGS MADE EASY

Submitted by Liz Chandler

Hallmark.com has a great service for those who are too busy or forgetful to shop for a card. You can pick a card online, have them address it, sign it, stamp it and MAIL it for you all from just a few clicks on the computer! The cost of the cards is just like in the store, plus the cost of the stamp. That's it!

No more excuses for not sending cards!

## 2009 ARKANSAS-OKLAHOMA DIVISION MAY ANNUAL MEETING UPDATE

The Division Officers along with Linda Williams CPS/CAP met with the Planning Committee and others on Saturday, April 4, at the Cherokee Casino Resort. Mary Ann Dunn, Senior Convention Services Manager also met with the group. Ms. Dunn went over the arrangements she had received from those in charge of various events. There were few questions from the Division Officers. Following our sit down with Ms. Dunn we were given a tour of the meeting rooms as well as the sleeping rooms. All arrangements were satisfactory with the Division Officers.

Following the Saturday, April 4, meeting Ms. Dunn prepared the Banquet Event Orders for my signature. I forwarded these to the members who were in charge of the various events we will be having June 12-14. Once I had gotten input from these members I signed off on the BEO's with noted changes and dropped them off at the Casino for Ms. Dunn.

Ms. Dunn had the Saturday, April 13, breakfast coupons ready as well as the hotel maps that will be placed in the notebooks the attendees are given when they register.

Sandy Tabio and Ann Hammack have a fun evening planned for Friday night's Open House and Evening of Welcome with games and networking. There is also a "special" guest that will make an appearance. If you want to know who that guest is, you'll have to attend Annual Meeting. Kathy Doering CPS is busy working on vendors for the Vendor Fair on Friday night. Debra Bishop and her committee have planned a great Saturday evening banquet.

Our speakers for Annual Meeting have been confirmed. Ms. Gini Courter, Triad Consulting will be presenting "Making, Managing, Enhancing and Using Digital Images on Friday morning followed that afternoon with "Surviving Your Move to Office 2007." Triad Consulting is a big supporter of IAAP and presents many seminars across the United States for not only IAAP but other organizations/companies. The cost for each seminar will be \$50 but if you register for both seminars the cost is going to be \$75 with lunch on your own. Each seminar will count for 3 Recertification Points. These seminars are going to be opened up to the Tulsa Community. I encourage you to make sure any Administrative Professional in your workplace gets a copy of the Seminar Registration form. Help us spread the word!

The keynote speaker on Saturday, April 13, is going to be Jennifer Kisamore, Ph.D., with OU-Tulsa. Her topic will be Bullying in the Workplace: How to Prevent and Cope with Abuse." This will also count for 1 Recertification Point. Our Sunday morning speaker will be Gerardo "Gerry" Tabio on "What Business Are You Really In." His presentation will also count for 1 Recertification Point. So if you attend the Friday Seminars and the 51<sup>st</sup> Annual Arkansas-Oklahoma Division Annual Meeting you will come away with 8 Recertification Points.

On April 6 we met at the offices of Jolene Yowell CPS to go over the budget and prepare the Final Budget to be submitted to the Division Officers and Linda Williams CPS/CAP, assistant to the Division President.

The Annual Meeting bag that each attendee will get has been selected as well as the items that will go in the bag. If you company has any thing they could donate for the bags

we will gladly accept them and they will be recognized in the Annual Meeting notebook. Let me know and I will tell you how many we need.

Jolene Yowell CPS, Sherry Tyler CPS/CAP and I met on Tuesday, April 14, to finalize the Registration Brochure. Once this has been done it will be submitted to the Division Officers for their review/recommendations/approval. Once the brochure has been approved Sherry Tyler will print them, I have received from Headquarters the mailing labels and NGL-Supply is going to cover postage.

Please mark you calendars for May 16. On May 16 we will be meeting at Jolene's home, beginning at 10AM until ?? to make the chocolate items we will be giving the attendees at the various meals during the weekend. We would like to ask as many of you that can to help that day so we can get as much done as quickly as possible so everyone will still have some Saturday time left. If you can only come for a few hours, no matter what time you arrive, we will be glad to see you and have your help. We also have a lot of fun and networking during these sessions.

I have received the letter from Antoinette "Toni" Smith CPS/CAP, Southwest District Director and have made the copies for the notebooks. I have been printing the documents as I get them so we don't have to do it all at once. We have made May 10 the deadline for the Early Bird Registration Cost of \$100. After that the cost is \$115. The last date to register to attend will be May 31, 2009.

I know the meeting is locally but if you want to stay in the hotel, the deadline to book a room is May 9. You can either call 1-800-760-6700 or go online to [www.cherokeecasino.com](http://www.cherokeecasino.com). If you call, ask for the IAAP Rate and online use the Group Code INTA0609. The rooms are \$99 for Thursday night, \$114 for Friday and Saturday. These rates are for up to two people in the room, each additional person in the room is \$10/person. If you would like a suite the rate is \$139 all nights, based on availability.

We are fast approaching the June 12 date. I am so pleased to have everyone step up to assume responsibility for an event. Every one has done a fantastic job. You all will never know how much I appreciate your willingness to work on this meeting. I know the 2009 Arkansas-Oklahoma Division Annual Meeting will be a great success.

If you are interested in helping that weekend we could still use folks to work the registration table on Thursday evening from 7PM to 9PM and Friday from 8:00AM to 9:00AM, and again from 4:00PM to 7:00PM. On Saturday, June 13, from 7:30AM to 9:15AM. Please let me know if you can work any of those times.

Once again, the help that has been provided me by Jolene, Sherry, Debra, Ann, Sandy, Sheryl, Kathy, Jan, Connie, Jenny, Jamie and Joan has really made my job as Annual Meeting Coordinator a lot easier to do. THANK YOU all so much! If I've forgotten anyone I apologize and just know this THANK YOU goes to you too.

Christine Hilderbrand CPS/CAP

## The 13 Most Annoying Co-Workers

By Christine Lambden and Casey Connor  
(Borrowed from American Management Association)

A big part of job satisfaction, productivity, and security involves the ability to get along with others and to fit into your company's specific corporate culture. Nobody wants to be known as the most annoying person in the office. You know—the one your co-workers avoid like the plague.

When we were working on our book *Everyday Practices of Extraordinary Consultants*, we put together a list of what we think are the 13 most annoying co-workers. See if you recognize any of them (or perish the thought, recognize any of them in yourself).

**Pontification Person.** This person goes on and on, telling you what they are going to say, saying it, and then telling you what they have said.

**"Um" Person.** To avoid losing control of the conversation, this co-worker fills every pause with “Um,” not realizing that they might be able to think more clearly if they just stopped talking for a moment.

**Too Much Detail Person.** ‘nuff said.

**50,000 Foot-Only Person.** He or she is eloquent when you talk about the big picture but refuses to allow anyone to get into the details...which we all know is where the real work gets done. Unless you're the CEO of a multinational corporation, you have to be willing to work at any altitude.

**Hypnotized-by-E-mail-Person.** If you go to the trouble to think of a meeting topic, send out an invitation, invent an agenda, and prepare slides, you naturally expect people who show up for your meeting to pay attention while you talk. Wireless technology has made it possible for people to multi-task very effectively, but there is nothing more defeating than presenting to the tops of the people's heads because everyone at the conference table is hunched over his or her laptop or BlackBerry.

**Buzzword Person.** This employee is annoying in meetings, team rooms, and in cubicles. In fact, this person is just plain annoying all the time, especially when prefacing every sentence with “At the end of the day....”

**Foul Language Person.** Much like Buzzword Person, this co-worker is obviously too lazy to think of the right words to express what he is thinking, if indeed he is thinking at all. But this person isn't trying to impress you with his knowledge. He isn't trying to impress you at all. He doesn't care what you think of him.

**Reiteration Person.** If the only contribution you have to make at work is to restate what has already been said, you don't have any contribution to make.

**Too-Busy-to-Be-Prompt Person.** If someone is always late to work or to every meeting, there is something wrong with the person's time management skills. Or else he is simply rude. This behavior is unacceptable.

**Can't-Control-the-Meeting Person** and her arch-nemesis **Wants-to-Take-Over-the-Meeting Person.** This is a battle that nobody wins.

**Secondary-Conversation People.** These folks are only annoying if their conversation is less interesting than the meeting.

**Disagrees-with-Everything Person.** This co-worker honestly believes he is just being practical, or serving as the voice of reason, or playing devil's advocate. This may be true sometimes, and even helpful occasionally, but when it becomes a habit, everyone else just tunes her out. Don't give up your influence by being this person.

**Obscure-Metaphor Person.** This employee is as annoying as the fool in a troupe of Morris dancers. (See—wasn't that annoying?).



The most common way people give up their power is by thinking they don't have any.

~ Alice Walker ~

Contributed by Janice Carter-Duke

**TULSA CHAPTER IAAP  
MEETING MINUTES  
April 2, 2009**

The April meeting was held in the meeting room of Furr's Cafeteria in the Farm Shopping Center at 51<sup>st</sup> and Sheridan. President, Jolene Yowell CPS called the meeting to order at 5:53 pm. 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 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.

Ballots were distributed to all members and instructions were given for them to choose three people to serve on the nominating committee for 09-10 officers for the Chapter. Shirley Schellhorn and Connie Weddell collected the ballots and tallied the votes to determine which members would serve.

Guests were introduced and included Roberta Neel CPS, and John Villareal. Mr. Villareal spoke briefly about his company Lone Star Overnight.

**Program**

Kathy Doering introduced our guest speaker Vicki Anderson. The program topic was, "Assertive Communications: Getting What You Want". Ms. Anderson's talk dealt with challenging communication situations in which you need to talk with someone about a sensitive subject. We were encouraged to identify our ultimate goal and then to start with our hearts. After that we were given specific steps to take to make these situations as positive as possible.

**Business Meeting**

The minutes of the March, 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.

Jamie Ward read several pieces of correspondence to the Chapter members: a thank you note from Beki Darnell CPS expressing appreciation for cards and calls after the loss of her son Mark in a car accident on March , a note from Sue Tuff with the Retirement Trust Foundation thanking the Tulsa Chapter for their recent contribution of \$242 to the Trust, a card from Joyce Green thanking members for remembering her husband, Richard Green, with a gift to the Retirement Fund.

The treasurer's report was received and filed for audit. Members wishing to review it were encouraged to see Jolene Yowell or Michele Dodson.

Jenny Flores was welcomed into the Tulsa Chapter as a new member. She is employed by BancFirst and Debra Bishop will be her mentor.

Janis Snyder CPS was recognized to present the Outstanding Member of the Year award. Jan explained the history of the OMY award at the Tulsa Chapter and introduced past recipients of the award. The Outstanding Member of the Year for 08-09 is Debra Bishop.

**Annual Meeting Report**

Christine Hilderbrand CPS/CAP reported that plans for the Annual Meeting at the Cherokee Casino and Resort in Catoosa are being finalized. The A-O Division Board will be joining any interested Tulsa Chapter members at the Cherokee Resort for a walk through of the facilities for the Annual Meeting on April 3 at 1:30 pm. The meeting will begin in the seventh floor board room.

On Monday, April 6 there will be an Annual Meeting planning meeting to finalize the budget and firmly set the prices for attending the event.

**Nominating Committee**

Shirley Schellhorn and Connie Weddell were recognized to announce the results of the balloting to select the nominating committee. The committee members are: Janis Snyder, Connie Weddell and Joan Wirt CPS.

**Announcements**

Jolene Yowell has been learning how to put together our new web community on the HQ website. Look for an email from Jolene soon telling you about the latest website changes.

We are starting a new Current, Inc. fundraiser. All you have to do is place orders at Current, Inc. using our fundraiser account number and encourage your family and friends to do the same. The Chapter will receive a percentage of the sales. The account number will be publicized soon.

Jolene reminded everyone about our ongoing Best Choice labels fundraiser. Bring the UPC's from Best Choice products that you purchase to Chapter meetings or mail them to Denise Feltner.

**April Birthdays**

Sheryl Tunley – April 7

Liz Chandler – April 10

**Dates to Remember**

April 15 is the deadline for submitting articles or announcement for the May newsletter. Submissions should be sent to Sherry Tyler CPS/CAP.

April 25 – Leadership Succession Planning meeting at National Steak and Poultry offices in Owasso. The meeting will run from 10:00 to 11:00 am.

April 22 – Informal APW get-together at Full Moon Café; 1525 E. 15th St. RSVP to [mdodson@peoplesbanktulsa.com](mailto:mdodson@peoplesbanktulsa.com) by 4/20/09 so the Café can plan for us. Bring co-workers or guests that might be interested in joining IAAP.

May 1 and 2 – CPS and CAP exams.

Saturday, May 16 - workday at Jolene Yowell's home starting at 10:00 am. We will prepare a variety of items for Annual Meeting (chocolate-covered cherries, etc.)

June 12 – Full day seminar hosted by Tulsa Chapter.

June 13 and 14 – Arkansas-Oklahoma Annual Meeting.

Ann Hammack and Debra Bishop presented the door prizes.

**Meetings**

The next Executive Board meeting will be Tuesday, April 28 at 5:45 pm at the NGL Supply, Inc offices located at 6120 S. Yale Ave (Warren II building), 8<sup>th</sup> floor. All members are invited and encouraged to attend.

The next Chapter meeting will be Thursday, May 7, 2009; the location will probably be the meeting room at Furr's Cafeteria in the Farm Shopping Center at 51<sup>st</sup> and Sheridan. Dinner and networking begins at 5:15 and the meeting will begin at 5:45 pm. Our speaker will be Mike Stephens with Network Enhanced Training. He will be presenting "How to Prepare a Winning Presentation".

Surveys were made available for all attendees and everyone was encouraged to take the time to fill one out and either submit it before leaving the meeting or fax it to Jolene Yowell.

There being no further business, the meeting was adjourned at 7:30 pm.

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

## Mentoring Opportunity

**Help  
Wanted**

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 mem-

ber 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.



**If Liv Ullman married Judge Lance Ito, then divorced him and married Jerry Mathers, who would she be?**



**The first Tulsa Chapter IAAP member to email me on FRIDAY MAY 1 with the correct answer will win a prize!**



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



**Answer to the April question:**



An island and the letter "T" have something in common. What is it?  
*They are both in the middle of water!*



Liz Chandler was the first to respond with the correct answer and got a very cool prize!



**Great minds discuss ideas,  
Average minds discuss events,  
Small minds discuss people.**

*~ Eleanor Roosevelt ~ (contributed by Janice Carter-Duke)*



**Nancy Maddin-13th  
Connie Green-24th  
Therese Anderson-Aduni-21  
Janice Carter-Duke-27th**

### **ROSTER UPDATE**

**Please make the following change to your roster:**

**From Laura Kent: *Please change my email address to [mnlkent@sbcglobal.net](mailto:mnlkent@sbcglobal.net).***

### **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.

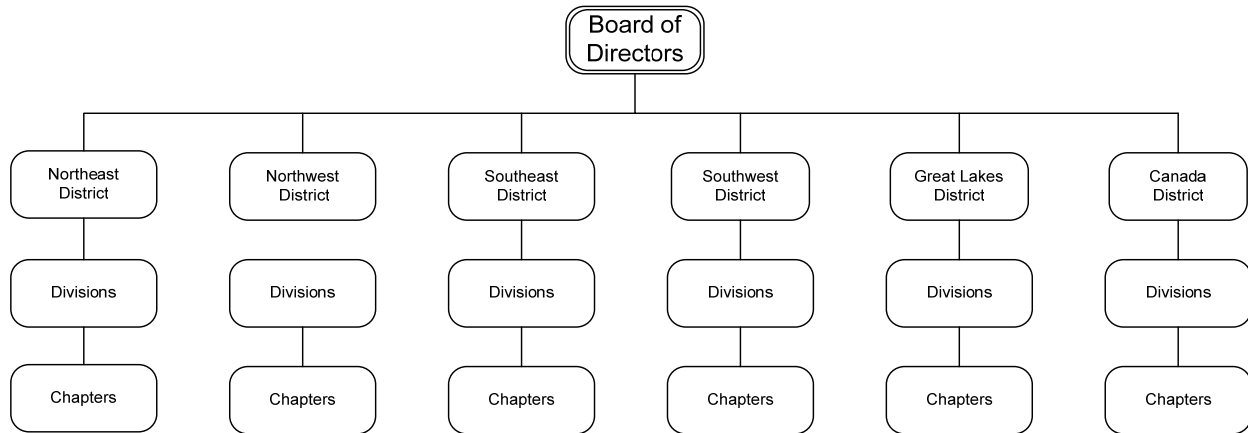
***The next deadline for submission of  
articles for the newsletter is  
May 15, 2009.***

**[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/>