



## Visions

### Wreckers or Builders

I watched them tearing a building down,  
A gang of men in a busy town.  
With a ho-heave-ho and lusty yell,  
They swung a beam and a sidewall fell.  
I asked the foreman, "Are these men skilled,  
As the men you'd hire if you had to build?"  
He gave me a laugh and said, "No indeed!  
Just common labor is all I need.  
I can easily wreck in a day or two  
What builders have taken a year to do."  
And I tho't to myself as I went away,  
Which of these two roles have I tried to play?  
Am I a builder who works with care,  
Measuring life by the rule and square?  
Am I shaping my deeds by a well-made plan,  
Patiently doing the best I can?  
Or am I a wrecker who walks the town,  
Content with the labor of tearing down?

--Unknown



Michele Dodson  
Tulsa Chapter Treasurer

Many of you may remember me sharing this poem several months ago when I gave the Inspirational Moment at our monthly chapter meeting. I heard it many years ago when my husband and I attended a home based business conference and its impact has never left me.

Words can build us up or tear us down and can change everything from our emotions to our actions. We all like to hear words of positive affirmation, both in our personal and professional lives. Words can build us up and make us strive to do better, maybe even push us to do more or they can tear us down and

make us want to give up altogether. In my roll as a manager and supervisor, I have taken the "golden rule" approach and have endeavored to treat my employees as I would like to be treated by those in authority over me. It is my personal goal to tell my employees on a weekly, if not daily, basis that they have done a good job and are appreciated for what they do. If their performance is outstanding in a particular situation - like all seven tellers having a perfect record one day of balancing their cash drawers, as well as balancing to the general ledger - not only have I given verbal praise and kudos, I even sent a global email throughout the company recognizing them for their accomplishment. I believe this recognition gave them a "can do" as well as a "want to" attitude which resulted in a perfect record for several days in a row!

I try to look for the good in every situation and have often been called a "Pollyanna." Instead of being offended, I take it as a compliment! We live in such a negative world that we all need to take a more Pollyanna approach and look for the good news, and then use positive words to express it!



# November Meeting

THURSDAY, NOVEMBER 5, 2009

EMBASSY SUITES  
3332 SOUTH 79TH EAST AVENUE

DINNER & NETWORKING	5:15
MEETING	5:45
PROGRAM	6:00

PRESENTATION

## COMMUNICATING EFFECTIVELY

PART 2 IN THE BEHAVIORAL COMPETENCY WORKSHOP SERIES

SPEAKER: CONNIE WEDDELL

SEE PAGE 3 FOR A DESCRIPTION OF THIS INFORMATIVE WORKSHOP.

*RECERTIFICATION POINTS HAVE BEEN APPROVED FOR THIS WORKSHOP.*

### MENU

FISH FRY

TOMATO BASIL INFUSED RICE  
DINNER ROLLS W/BUTTER  
DESSERT-CHEF'S CHOICE  
COFFEE, TEA OR WATER

\$18 MEMBERS  
\$22 NON-MEMBERS

PLEASE RSVP

"MEETING ONLY OR MEETING AND DINNER"  
BY 1:00 PM ON MONDAY, NOVEMBER 2.

TO JENNY FLORES AT  
[JFLORES@BANCFIRST.COM](mailto:JFLORES@BANCFIRST.COM)

## Communicating Effectively

*One of the most important skill sets you will learn*



Are you out of control when it comes to communicating effectively?

These skills are an important part of leading a successful life. They help to improve both your personal and business relationships and make life more pleasant for all involved.

In this workshop, participants will learn the workplace-tested tools of communication; some seemingly obvious, others somewhat less apparent, but all crucial for day-to-day success.

Managers who gain the most respect and achieve the greatest success are consistently the best, most effective communicators. Therefore, our workshop will focus on two behavioral competencies: “Written Communications” and “Presentation Skills.”

### **COULD YOU BENEFIT FROM ANY OF THE FOLLOWING?**

#### ***Written Communications:***

- Learn to write clearly in a variety of settings and styles
- How-to hints to make your communications more effective

#### ***Presentation Skills:***

- Guidelines and ground rules for conducting results-driven meetings and presentations
- Become effective in a variety of formal presentation settings:
  - One-on-one
  - Small and large groups
  - With peers, direct reports and bosses

If the answer is **YES**, please plan to attend this informative and empowering program:

(Please RSVP with Jenny Flores [jflores@bancofirst.com](mailto:jflores@bancofirst.com))

**When:** Nov 5, 2009    **Cost** (total cost for meeting and meal) **Guests:** \$22 - **Members:** \$18

**Dinner & Networking:** 5:15p    **Meeting Time:** 5:45p

**Location:** Embassy Suites Tulsa (I-44) at 3332 South 79th East Avenue, Tulsa, Oklahoma, 74145

**Directions:**

**I-44 East:** Exit 31st St. and Memorial Dr. Right on 31st Court, Right on 79th E. Ave

**I-44 West:** Exit Memorial. Left on Memorial to 33rd Street - Right on 33rd Street

**Highway 51 East:** Exit Memorial Dr., Left on Memorial Dr. Left on 33rd St.

**Highway 51 West:** Exit Memorial Dr., Right on Memorial Dr., Left on 33rd St.



**Speaker:** Connie Weddell

**Occupation -** Executive Staff Coordinator at Cherokee Services Group where she provides administrative support to the CEO

**IAAP Tulsa Chapter -** Vice President/Program Chair

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## Bring Items for Laura Dester Shelter!

We will be collecting donations from the Christmas Wish List at both the November and the December meetings. This will allow us to collect more items and give the members a chance to bring something to either or both meetings.

The Shelter is very much appreciative of the items we have donated in the past and is looking forward to the items we collect again this year. So mark your calendar with a reminder to bring something to the November and/or December meetings.

Thank you for your donation!

Joan Wirt CPS and Christine Hilderbrand CPS/CAP

### Laura Dester Shelter Wish List

Skateboards	Remote Control Cars and Airplanes
Scrapbooking Sets	Flat Irons & Straighteners
Purses	Bath & Body Works Products
Strings of Green Beans	String Backpacks
Sunglasses for Both Boys and Girls	Perfume/Cologne
Crochet Kits	Hoodies - All Sizes - OU, OSU, TU
Wallets for Both Boys and Girls	Stud Earrings for Boys
Watches Hoop Earrings, Necklaces, Bracelets	Pajamas Bottoms
T-Shirts	Pearls of Wisdom
Books: Twilight Series	MP3 Players
Digital Cameras	PSP (Portable Play Station)



**Happy 43rd Birthday,**

**Tulsa Chapter!**

Left to Right: Shirley Schellhorn CPS, Linda Teague CPS, Kathy Doering CPS, Christine Hilderbrand CPS/CAP, Jolene Yowell CPS, Sandy Tabio

**TULSA CHAPTER IAAP  
MEETING MINUTES**

**October 1, 2009**

The October meeting was held at the Embassy Suites located at 3332 S. 79 E. Ave. (33<sup>rd</sup> and Memorial). President, Jolene Yowell CPS called the meeting to order at 5:46 pm. The Tulsa Chapter officers were introduced: President, Jolene Yowell CPS; Vice President, Connie Weddell; Secretary, Jamie Ward CPS/CAP; Treasurer, Michele Dodson; and Parliamentary Advisor, Christine Hilderbrand CPS/CAP.

Sandy Tabio was introduced as a Tulsa Chapter member serving as Vice President and Membership Chair of the A-O Division. Christine Hilderbrand CPS/CAP was introduced as serving as Division Bylaws and Standing Rules Chair.

Shirley Schellhorn CPS opened our meeting with Words of Inspiration.

**Business Meeting**

The minutes of the September, 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.

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

Regina Thompson, Tulsa Chapter Membership Chair, welcomed new member Daphne Navesky CPS. Daphne works with Tulsa Public Schools.

**Chamber of Commerce**

Information about joining the Chamber of Commerce was presented. One of the most compelling reasons presented for joining the Chamber was exposure to administrative assistants of companies that are members of the Chamber. Sandy Tabio moved that Tulsa Chapter join the Tulsa Chamber of Commerce. The motion was carried unanimously by the members.

**Ways and Means**

We still need a chair for the Ways and Means committee.

Connie Weddell presented having a breakfast fundraiser at Applebee's. The restaurant provides the food and drinks; the chapter sells tickets and provides people to act as hosts and wait staff. The majority of Chapter members indicated that they wanted to do the breakfast fundraiser.

Members were encouraged to go to [www.currentfun.com](http://www.currentfun.com) and make purchases, selecting Tulsa Chapter IAAP as the fundraising recipient. Encourage your family, friends, and co-workers to purchase their holiday gift wrapping supplies from Current.

**Program**

Connie Weddell introduced the Behavioral

Competency Workshop Series and presented our first program on the topic of "Ability to Influence". Her presentation focused on the specific skill of Approachability. We learned how to determine if we are skilled, over skilled or unskilled in this competency. After that is determined, we were shown how to create a development plan to minimize our weak areas.

**Business Meeting Continued**

Certification Conference

Jolene Yowell asked if anyone was going to the Certification Conference in Oregon. No one indicated that they would be going.

Birthdays – August and September

Irene Chambers – October 2

Janis Snyder CPS – October 5

Shirley Schellhorn CPS – October 14

Jamie Ward CPS/CAP – October 15

**Announcements**

Joan Wirt and Christine Hilderbrand will be collecting items for the Laura Dester Shelter at the November and December meetings. The list of items needed was printed in the Tulsan and it is on the website.

Joan will also be collecting loose change at all meetings for the Retirement Trust Foundation.

**Past Presidents**

In honor of the Tulsa Chapter's birthday, the past presidents were recognized. They included:

Linda Teague CPS – 1978-1979

Sandy Tabio – 1988-1989

Shirley Schellhorn CPS – 1991-1992

Kathy Doering CPS – 1996-1997

Christine Hilderbrand CPS/CAP – 1998-1999, 2006-2007 and 2007-2008

Jolene Yowell CPS – 2001-2002, 2007-2008 and 2008-2009

Cupcakes were served to celebrate the Chapter's 43<sup>rd</sup> birthday.

**Dates to Remember**

October 8-21 – The 2009 Certification Conference in Portland, Oregon.

November 6 and 7 – CPS and CAP exams

**Meetings**

The next Board meeting will be October 27 at Panera Bread at 71<sup>st</sup> and Garnett starting at 5:45 pm.

The next Chapter meeting will be Thursday, November 5, 2009 at the Embassy Suites at 3332 S. 79 E. Ave. (33<sup>rd</sup> and Memorial). Networking begins at 5:15, dinner is served at 5:30, and the meeting will begin at 5:45 pm.

There being no further business, the meeting was adjourned at 7:35 pm.

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

## Question of the Month

**There are two items in the Laura Dester Shelter Wish List that don't belong. Can you find them?**

The first person to email the answer to me **on November 2** will win a cool prize.

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

Answer to October's question:

*What is the deadline for IAAP Award of Excellence application submission?*

*December 10.*

*Regina Thompson was the first to respond with the correct answer and received a cool prize.*

## Smoke Detector Reminder

Because Daylight Saving Time provides a convenient reminder, fire departments encourage people to change the batteries in their smoke detectors when they change their clocks. "A working smoke detector more than doubles a person's chances of surviving a home fire," says William McNabb of the Troy Fire Department in Michigan. More than 90% of homes in the U.S. have smoke detectors, but one-third are estimated to have dead or missing batteries.

**REMEMBER TO FALL BACK!  
DAYLIGHT SAVING TIME ENDS  
ON NOVEMBER 1 AT 2 A.M.**



## CERTIFICATION UPDATE

*Christine Hilderbrand CPS/CAP*

As a fairly new CAP recipient, and now having to recertify, I have been curious as to what will count towards my recertification points that are needed within the five year timeframe. I hope the following helps those who need to recertify as well as those members who are thinking of sitting for the CPS or CAP Exams and will need to recertify once they pass those exams..

Being the Certification Chair for Tulsa Chapter, I received an email from Headquarters recently about Certification. On one of the side buttons it talked about Recertification, What Counts and What Does Not Count.

To help those members who need to recertify, following are lists of topics that will count and what will not count.

### What Counts:

- An education session (in the content areas of the CPS and CAP exams);
- Program on workplace violence using critical thinking skills to diffuse a situation;
- Principles of Marketing; Stress Management education;
- Paralegal courses (legal research, warranty deeds);
- Real estate courses if specific to your job (would be an elective);
- Insurance courses if specific to your job (would be an elective);
- Emergency preparedness; establishing a plan to move people and things in an emergency, etc.;
- Ergonomics education (proper placement of office equipment, proper lighting in an office, etc.);
- Using digital images in presentations or PowerPoint;
- Office PowerPoint and script on IAAP certification;
- Professional dress code (explanation of);
- How to be a leader, supervisor, team leader;
- Basics of Roberts Rules of Order (would be an elective);
- Official IAAP PowerPoint presentations (approved in the elective only if the official presentations are used);
- Strategic planning (how to);
- Presentation skills.

### What Does Not Count:

- An information session;
- Self-defense class such as judo; program on domestic abuse;
- Marketing yourself and your part-time job selling Avon or other sales;
- Healthy heart, Breathing techniques, Meditation or yoga;
- Being a notary;
- Personal real estate license;
- Personal insurance agent;
- Medical techniques, CPR training; Massage therapy, Aromatherapy, Feng Shui;
- Basic photography;
- How to establish a review course; or how to continue your education or earn college credits;
- Style and grooming tips;
- Fashion show, Wardrobe building;
- How to be a chapter officer (job descriptions);
- How IAAP does business;
- Chapter bylaws;
- How to become a member, chapter or division of excellence;
- IAAP – What's in it for me? RTF
- Vista Grande description,
- CPS and CAP exam descriptions;
- Chapter creating a strategic plan (this is how IAAP does business);
- History of Toastmasters;
- Health issues: Cancer awareness, Heart, Menopause, Diabetes, Organ donation, nutrition and High blood pressure.

Most technology courses count for recertification; however, there are stipulations. General technology courses count in the Education category; company specific courses count in the Elective category.

There is also a wide variety of 50-Minute books that have been approved for recertification. These books are available through the IAAP website bookstore.

Online courses must meet other recertification guidelines: the course must be at least one hour in length and the content must fall within the CPS and CAP content outline. In addition, online courses must have an exit exam and specific documentation of time.

***"Experience is not what happens to you; it is what you do with what happens to you."*** -

*Aldous Huxley*

# This & That



HAPPY THANKSGIVING!

"I ate too much turkey,  
I ate too much corn,  
I ate too much pudding and  
pie,  
I'm stuffed up with muffins  
and much too much stuffin',  
I'm probably going to die.

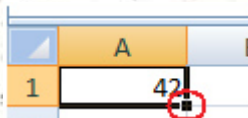


I piled up my plate  
and I ate and I ate,  
but I wish I had known when to stop,  
for I'm so crammed with yams,  
sauces, gravies, and jams  
that my buttons are starting to pop.

I'm full of tomatoes  
and french fried potatoes,  
my stomach is swollen and sore,  
but there's still some dessert,  
so I guess it won't hurt  
if I eat just a little bit more."  
- Jack Prelutsky, *I Ate Too Much*



**Fill handle (Excel 2007)** - Excel can auto-fill cells in eerily smart ways. Instead of manually typing a sequence in cells, you can simply type the first few values of the sequence and drag the fill handle to auto-fill the rest of the cells. The fill handle is the little black square at the lower right corner of a selected cell's border. Drag it to automatically fill adjacent cells - *Contributed by Janis Snyder CPS*



## On Accountability...

The Ancient Romans had a tradition - Whenever one of their engineers constructed an arch, as the capstone was hoisted into place, the engineer assumed accountability for his work in the most profound way possible: "He stood under the Arch". -Michael Armstrong-



"No matter how busy I am, I'm never too busy to stop and complain about how busy I am."

**The next deadline for submission of articles for the newsletter is November 15, 2009.**  
[styler@arrowengine.com](mailto:styler@arrowengine.com)



## **November Birthdays**

**JILL LINGLE—21ST  
DAPHNE NAVESKY—26TH**

### **The Gift of Membership**



Do you have a special co-worker or friend who is also an administrative professional? If you'd like to do something special for him or her we have the perfect idea: the Gift of Membership. It's a great way to introduce your friends and co-workers to IAAP. Maybe it's a way to help that admin that just got laid off, or as a special gift for your son or daughter who is now a part of the profession.

It's easy to give the Gift of Membership. You can either mail/fax in the Gift of Membership form or call Headquarters with your information, including payment, and the name and contact information of the recipient. After the membership department gets the information, they will send out an e-mail informing the recipient of his or her Gift of Membership. It only takes a few minutes but gives a gift that lasts an entire year.

You can access the sign-up forms here: <http://www.iaap-hq.org/join/gift.html> Don't let another day go by. Give the perfect gift, the Gift of Membership.

*Best regards,  
Joy R. Johnston, Senior Manager, Membership and Distribution  
International Board of Directors  
Headquarters Staff*

### **2009-2010 Tulsa Chapter Officers**

- President.....Jolene Yowell CPS**
- Vice President.....Connie Weddell**
- Secretary.....Jamie Ward CPS/CAP**
- Treasurer.....Michele Dodson**

## Coasting toward apathy

When you're very comfortable in your job, and things seem to be going pretty well, you may be tempted to ease up—coast a little. Resist that temptation!

Jane Goodall, the famous naturalist, relayed a fable that her mother used to read to her and her sister when they were little, about a competition of birds to see which could fly the highest.

"The mighty eagle is sure he will win, and majestically with those great, strong wings he flies higher and higher, and gradually the other birds get tired and start drifting back to the ground. Finally, even the eagle can go no higher, but that's all right, because he looks down and sees all the other birds below him.

That's what he thinks, but hiding in the feathers on his back is a little wren, and she takes off and flies highest of all."



That's the danger of coasting, not giving it your all. We get in a comfort zone and don't challenge ourselves. Always doing your best should be your goal.

I'm sure almost everyone remembers the fable about the tortoise and the hare. They bet on who was the fastest to run a certain distance. The rabbit was way ahead and stopped to take a nap, while the turtle kept chugging away and crossed the finish line first. Everyone knew that the rabbit was faster, but he coasted—took things for granted—and lost.

Even in winning, people can coast. For example, I remember being at last summer's Olympic Games in China at the men's 100-yard dash final. Usain Bolt from Jamaica blew away the field and won in a world-record time.

However, I couldn't help but think how fast he actually could have run, had he not coasted at the end and looked around at his competitors. His record will be broken one day, but we'll never know how fast he could have run that race.

Several years ago at one of Lockheed Martin's electronics facilities in Orlando, Fla., complacency from past successes started to infect one of its manufacturing processes. Occasionally, parts were omitted from component kits prepared for assembly and inspection at another factory. Each missing part disrupted the assembly process and frustrated the workers assembling the products.

Norman Augustine, chairman of Lockheed Martin Corp., said: "I borrowed an idea from an automobile dealer in Dallas I had heard about. The dealer received few complaints from customers because he gave them the home telephone numbers of the mechanics who worked on their cars. I arranged for workers to include their names, work phone numbers and self-addressed postcards in the kits they prepared. Complaints dropped precipitously."

I can tell you from personal experience that Mr. Augustine is 100 percent correct. When you put your name on a business, as I did, you have nothing to hide behind. The buck stops here. Maybe I'll squeeze in a round of golf, or a short vacation, but that's as far as I let myself go. It's easier to stay motivated than to get motivated again.

An elderly carpenter was ready to retire. He told his employer of his plans to leave the house-building business and live a more leisurely life so he and his wife could enjoy their extended family. He would miss the paycheck, but he needed to retire. They could get by.

The contractor was sorry to see his good worker go and asked if he would build just one more house as a personal favor. The carpenter said yes, but in time it was easy to see that his heart was not in his work. He resorted to shoddy workmanship and used inferior materials. It was an unfortunate way to end a dedicated career.

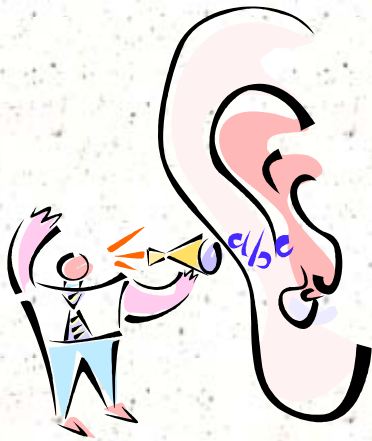
When the carpenter finished his work his employer came to inspect the house. He asked, "Are you satisfied with the house?" When the carpenter said that he was, his employer said, "Good, because the house is yours. My gift to you!"

The carpenter was shocked! What a shame! If he had only known he was building his own house, he would have made sure it was all first class.

So it is with us. We build our lives, a day at a time, often putting less than our best into the construction. Are you cutting corners and squandering time, commitment and effort?

**Mackay's Moral: Coasting can lead to a big downhill slide.**

**The world is round and the place which may seem like the end may also be only the beginning. ~Ivy Baker Priest**



## Tip of the Month

### Getting the boss to listen to your ideas

You're there, but nobody seems to see you, hear you or ask for your opinion. You're feeling utilitarian, like a "trained circus animal retained to jump through whatever hoops management decides it needs you to" What should you do? Stand up and step up. Let the boss know you're a valued assistant and key member of the team, remain unflappable, show your professionalism, work hard, put your ideas in writing and make sure your facts and figures are correct before presenting your ideas—Submitted by Connie Weddell

**Order Christmas Items Now!**

## 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.**



## What Are We Missing?

Washington, DC Metro Station on a cold January morning in 2007. The man with a violin played six Bach pieces for about 45 minutes. During that time approximately 2 thousand people went through the station, most of them on their way to work. After 3 minutes a middle aged man noticed there was a musician playing. He slowed his pace and stopped for a few seconds and then hurried to meet his schedule.



### **4 minutes later:**

The violinist received his first dollar: a woman threw the money in the hat and, without stopping, continued to walk.

### **6 minutes:**

A young man leaned against the wall to listen to him, then looked at his watch and started to walk again.

### **10 minutes:**

A 3-year old boy stopped but his mother tugged him along hurriedly. The kid stopped to look at the violinist again, but the mother pushed hard and the child continued to walk, turning his head

all the time. This action was repeated by several other children. Every parent, without exception, forced their children to move on quickly.

### **45 minutes:**

The musician played continuously. Only 6 people stopped and listened for a short while. About 20 gave money but continued to walk at their normal pace. The man collected a total of \$32.

### **1 hour:**

He finished playing and silence took over. No one noticed. No one applauded, nor was there any recognition.

No one knew this, but the violinist was Joshua Bell, one of the greatest musicians in the world. He played one of the most intricate pieces ever written, with a violin worth \$3.5 million dollars. Two days before, Joshua Bell sold out a theater in Boston where the seats averaged \$100.

This is a true story. Joshua Bell playing incognito in the metro station was organized by the Washington Post as part of a social experiment about **perception, taste and people's priorities**. The questions raised: In a common place environment at an inappropriate hour, do we perceive beauty? Do we stop to appreciate it? Do we recognize talent in an unexpected context?

One possible conclusion reached from this experiment could be this: If we do not have a moment to stop and listen to one of the best musicians in the world, playing some of the finest music ever written, with one of the most beautiful instruments ever made....

How many other things are we missing?

*-Contributed by Connie Weddell*