



Visions



*Connie Weddell
IAAP Tulsa Chapter Vice
President*

Build it and they will come... Remember that famous line from the 1989 movie, *Field of Dreams*? That is the commitment that we, as your Board, will focus on this year because our chapter is dedicated to helping its members and guests develop new skills, learn about and experience the fast and advancing world of technology, network with others through meetings and seminars, enhance communication and leadership skills and grow as individuals in our personal as well as our professional lives.

This year's committee chairs and members met on August 6th to talk about the direct correlation between being on a committee and leadership development. And, I don't know about you guys, but I had so much fun! We reminded ourselves that the goal of IAAP is leadership development and that we not only have made a conscious effort to improve our own skill sets this coming year by volunteering on a committee, but we also have an opportunity to reach out to other members and

teach them what we are learning at the same time. And, it is exciting to share the experiences with other Administrative Professionals (from many other companies) who have the same goals!

Just think, as a Chair you basically get to operate your committee as if it were your own business. Who wouldn't want a job where their opinions matter – where they are encouraged to step outside the box and try something new and where they are recognized for your accomplishments? We only have one Chair opening left and that is for the Ways & Means Committee. Check out our website for the objectives and guidelines and let us know if you are interested in leading it!

Looking forward: We are in the process of making some great improvements to our local website so check it out at www.iaap-tulsa.org! And, we are planning the topics for this year's meeting presentations! Trust me, you won't want to miss a single one of them so be sure to place the meeting dates on your calendars. (You'll also find the location and the meeting dates on our site.)

I hope all of you are enjoying your summer. And, please remember that I am here to help you in any way I can.

Sincerely, Connie

**"The breezes taste
Of apple peel.
The air is full
Of smells to feel-
Ripe fruit, old footballs,
Burning brush,
New books, erasers,
Chalk, and such.**

**The bee, his hive,
Well-honeyed hum,
And Mother cuts
Chrysanthemums.
Like plates washed clean
With suds, the days
Are polished with
A morning haze."**

September Meeting

THURSDAY, SEPTEMBER 3, 2009

EMBASSY SUITES
3332 SOUTH 79TH EAST AVENUE

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

PRESENTATION
MASTERING BUSINESS ETIQUETTE & PROTOCOL
SEE ARTICLE ON PAGE 3

SPEAKER: CONNIE WEDDELL

RECERTIFICATION POINTS HAVE BEEN REQUESTED.

MENU

LASAGNA
SIDE SALAD
ROLLS WITH BUTTER
DESSERT—CHEF'S CHOICE
COFFEE, ICED TEA OR WATER

\$18 MEMBERS
\$22 NON-MEMBERS

PLEASE RSVP BY
1:00 PM ON MONDAY, AUGUST 31.

TO JENNY FLORES AT
JFLORES@BANCFIRST.COM

RSVP!!

LAURA DESTER SHELTER

This is to let you know that the Civic Service Committee has once again decided to have the Shelter as our civic project for December. In the upcoming months, as soon as the list is available from the Shelter, we will put it in the newsletter.

If at all possible we would like to collect donations for the Christmas Wish List at both the November and 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 don't forget! Mark it on your calendar so you'll remember to bring something to the November and/or December meetings.

Thanks.

Joan Wirt CPS and Christine Hilderbrand CPS/CAP

Mastering Business Etiquette & Protocol

What was the most embarrassing blunder you ever made at work?

Was it putting your foot in your mouth in front of higher-ups? Mishandling introductions between two clients? Saying something inappropriate at a meeting?

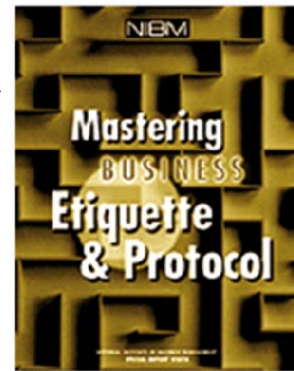
We've all made blunders, but the fact is, your organization's success depends on the skillful use of business etiquette and protocol.

No matter how many embarrassing social mistakes you've made in the past, from now on you can feel completely sure of yourself in any business situation.

With **Mastering Business Etiquette**, you'll know instantly what to do or say when greeting important guests ... attending meetings ... conversing with top executives ... and handling almost any other situation you get into.

- **Speak easily and naturally** with important business visitors without being the least bit self-conscious.
- **Attend meetings** and business functions with total self-assurance.
- **Handle new assignments** and move up the ladder with complete confidence.
- **How to handle any challenge with calm poise** whether you're greeting important visitors, handling special projects, even interviewing for a big promotion.
- **The proper way to introduce yourself.** (Should you stand or sit? Offer to shake hands or wait for the other person to do so?)
- **A crucial point** you must not forget when receiving important guests for your boss.
- **How to handle introductions** between groups ... the right way to acknowledge an introduction when you are being introduced ... 3 things you should never say when making an introduction.

What if you must attend a meeting with your boss? Do you know the proper way to conduct yourself if you must travel to the meeting together? Do you know what to do at the meeting, how to proceed into the room, when to take a seat, how to start small talk? This information will show you exactly what to say and do, plus:



- **When it's OK** to interrupt a meeting.
- **How to call your boss out of a meeting** should an emergency arise.
- **How to excuse yourself** from a meeting that's still in progress.

This kind of know-how makes you invaluable to your boss. Every time a delicate office problem or uncomfortable circumstance arises, your special knowledge will make you an invaluable ally.

How Your New Confidence Will Win You the Admiration of Others

It's a snowball effect: The more poised and confident you are, the more people will like and admire you, which in turn will boost your confidence even more, and so on.

The fact is, people are naturally drawn to a self-confident person. By showing you what to say and do in almost every business situation, by giving you new ease and dignity, **Mastering Business Etiquette** gives you an assurance that others will notice and envy.

Come hear Tulsa Chapter Vice President, Connie Weddell
tell us how to master business etiquette and protocol!
Thursday, September 3, 6:00 p.m.
Embassy Suites

I Hear the School Bell Ringing...

Sherry Tyler CPS/CAP

September...and kids are going back to school. Fall is just around the corner, and soon the leaves will be turning and families will be caught up in all the activities this time of year provides. I get very nostalgic when I think of all the students and teachers meeting together in their new bought-just-for-the-first-day-of-school outfits. The acrid smell of new books takes me back to a time of homework, school halls, and cafeteria food.



It was with these things in mind last year that I began my adventure of returning to school to finally complete my business degree. I have been surprised at the number of people who have said things like, "I think it's great you're going back to school to get your degree...that you don't need." I guess that at my age I really do not need the degree. It is definitely something I am doing for myself. I have no expectations of landing that dream job with it or having a huge raise bestowed upon me when I graduate; however, the satisfaction I am getting from each class has been worth every minute of study, every word put into a paper, and every sentence uttered during a key presentation.

In an October 2008 article Hunter Nuttall writes, "42% of all college graduates never read another book again. Ever. But continuous learning is vital to making the most of what the world has to offer. You could say that it's what separates us from the animals. And there is evidence to suggest that it plays a role in staving off mental diseases such as Alzheimer's" (Nuthall, 2008).

I, for one, cannot imagine not ever reading. Books are everywhere in my house and office. Some are schoolbooks; others are novels or biographies. I have a magnet affixed to a metal file cabinet in my office with a quote attributed to Cicero, "A room without books is like a body without a soul." Let's just say my rooms are extremely soulful!

You do not need to go back to full time school to continue learning. Pick up the newspaper and read it from cover to cover. Better yet – buy a New York Times or a Wall Street Journal – anything different from what you usually read. You will get a new perspective, and I guarantee you will learn something even if you do not agree with what is written.

Take up a new hobby. You don't have to make a life-long commitment to it. Just stick with it long enough to really learn something about it. Knitting, gardening, fly fishing, woodworking – anything like this will provide hours of learning opportunities.

Learn something new on the computer. It isn't necessary to enroll in a class. Microsoft Office Online, <http://office.microsoft.com/en-us/default.aspx>, has free tutorials and tips and tricks for all of their applications. HP offers an amazing array of free online classes that could keep you busy learning for weeks! Anything from digital photography to managing your email is available at <http://h30187.www3.hp.com/>.

Join a social networking site such as Face Book or My Space. Connect with old friends or make some new ones. Maneuvering around in these sites will force you to learn something new, and you'll have fun doing it.

The point to all of this is that continuous learning keeps our brains alive and makes us much more interesting to ourselves and to others. There are so many opportunities to learn something new every day. Why not get started right now?



Excel Tip

Contributed by Janis Snyder CPS

Condition your list — gently and automatically

How many of you use spreadsheets to keep track of ... “things”, for lack of a better word. To use a very simple scenario, let's pretend we collect attendance to an event, and that you simply enter an "X" next to the name of the person you know will attend the event, as pictured below on the left. Excel 2007 provides great new conditional formatting rules, which will allow automatic display of nicely formatted icon sets. Would our previous list not look better, as pictured below, on the right?

	A	B		A	B
1	Name	Will attend	1	Name	Will attend
2	Kelly		2	Kelly	
3	Verna	x	3	Verna	✓
4	Frank		4	Frank	
5	Steven	x	5	Steven	✓
6	Randall	x	6	Randall	✓
7	David		7	David	
8	AJ		8	AJ	

Let's see how we get there. First you'll need to remember that Excel is a spreadsheet, and that it thrives on dealing and understanding numbers. We should therefore think about representing attendances using values as opposed to text. It's not that complicated ... Let's just say that someone attending the event will now be represented by a 1 (as opposed to an "X") in the Will Attend column. Someone not coming will be represented with a zero. Still with me?

Now for the real magic, let's follow those 5 easy steps:

- 1. Select the range of values we want to represent (from B2 to B8 here).
- 2. Click **Conditional Formatting** on the **Home** tab, then choose **Icon Sets**, then pick **3 Symbols (Uncircled)** in the gallery of options. They're represented by a green check box, a yellow exclamation point and a red "X". At this point, you have both the values (0 or 1) and the icon represented on the sheet.
- 3. Click **Conditional Formatting** again, and then choose the **Manage Rules** command.
- 4. Click the **Edit Rule** button.
- 5. Check the **Show Icon Only** check box, click **Apply**, then click **OK**. Voilà!

Where Excel 2007 shines even more is that you can now filter this list by color. With the active selection being anywhere in the list, click the **Data** tab, then the **Filter** button. As you can see each column header now includes a drop-down arrow indicating it is filtered. Click the filter on the **Will attend** column, and then choose the **Filter by Color** command. See how you can now filter by green check boxes, showing only the people who will attend the event.

2009-2010 Tulsa Chapter Officers

President Jolene Yowell CPS

Vice President..... Connie Weddell

Secretary Jamie Ward CPS/CAP

Treasurer Michele Dodson

SPOTLIGHT ON...

Teri Clanton, Tulsa Chapter member

Teri joined Tulsa Chapter in May of this year. She is the Presentation Coordinator for Jeanmarie Creations LLC, a gift bag company. She has been with the company five years and enjoys the creative environment. She says she's surrounded by beautiful art everyday — and then gets to take pictures of it all!

Teri has been married to husband, Jim, for seven years, and they have two Pomeranians. She enjoys dancing—ballet and lyrical primarily, but also includes hip hop “for the workout.”

Needing to broaden her horizons and learn new things brought Teri to Tulsa Chapter, and we're certainly glad she chose us!

**The next deadline for submission of
articles for the newsletter is
September 15, 2009.
styler@arrowengine.com**



Question of the Month

Harry Klemfuss died recently.

What contribution did he make to the administrative profession?

The first person to email the answer to me **on September 1** will win a cool prize.

styler@arrowengine.com

Answer to the August question:

The new IAAP Web Community is divided into 4 main areas.

What are they?

Networking, Professional Resources, eGroups and the “IAAPedia

Jan Snyder was the first to respond with the correct answer and received a cool prize at the August Chapter meeting.

Donald Trump's 6 Secrets to Keeping Your Edge in Life

Donald Trump
The Trump Organization

At an age when most people have contemplated retirement and are slowing down, Donald Trump, at age 63, is busy ramping up his activities. In addition to developing hotels and golf courses around the world (including in the Dominican Republic, Dubai, Washington, DC, and Scotland), he has had resounding success with the Miss Universe and Miss USA pageants, founded the online education company Trump University, gotten his golf handicap down to three, written another best seller, [Think Like a Champion](#), and concluded the 2009 season finale of his TV show, *Celebrity Apprentice*, by selecting a 75-year-old dynamo named Joan Rivers as champion. The series has received terrific ratings and will soon be entering its ninth season.

Even in trying times, the charismatic, outspoken Donald Trump manages to stay energetic and stimulated by life. And as we all know, money alone can't do that for you. So *Bottom Line/Retirement* spoke with Trump to find out how he stays so productive and keeps challenging himself. *Here are his six secrets...*

1. RELENTLESSLY CONFRONT YOUR FEARS

You can't let fear -- fear of the new, fear of growing old, fear of failure -- settle into place in any part of your life. Fear has a way of making problems bigger than they are. The trick is to recognize your fears and then zap them with a problem-solving attitude, faith in yourself and hard work.

Example: I owed billions of dollars in the early 1990s, and many people thought I was finished. Major newspapers were announcing my demise. The difference is that I didn't believe that I was finished for one second, no matter what people thought. I simply refused to give in to the negative circumstances and kept working to overcome my challenges.

Useful exercise: Rename your fears. Call them "concerns." Just using a different word can affect your approach and reactions. "Fears" create blocks that will only hinder your creative thinking. "Concerns" can be broken down into units of thought and dealt with in an orderly and persistent manner.

2. MAKE YOUR COMMUNICATIONS SHORT, FAST AND DIRECT

As someone on the receiving end of con-

versations with people who do not know how to edit themselves, I know what agony means. I think to myself, *How long is it going to take for this person to get to his/her point?*

People are very, very busy today. They are overloaded with information. Don't drone on and on. Don't force people to sort through it all to get to the important stuff, the good stuff. More often than not, your listeners -- whether it's your family, business associates or those in a social setting -- will be grateful for your ability to get to the essence quickly for them.

In any conversation, I give myself an internal deadline. I say as much as I can in as few words as possible. If you practice this technique every day, whether it's relaying a message to someone, writing a letter or ordering lunch, it will become natural for you -- and you will accomplish more.

3. PUT BAD NEWS IN PERSPECTIVE

The way you handle difficult situations in life says a lot about who you are. The same event can wipe out one person but make another more tenacious. Whenever I am in the midst of difficult times, I ask myself, *Is this a blip or a catastrophe?*

This question reminds me that most problems are temporary if you keep your equilibrium and maintain your momentum. Realize that there will always be blips in your daily life but that you never know when the tide is going to turn in your favor, provided you are paying attention and still working toward something worthwhile.

Example: I was scheduled to make a brief appearance on a boat docked in New York City and then get off before it departed on an evening-long cruise around Manhattan. I was about to leave when I noticed that the boat was already in the middle of the river! I wasn't too happy about this turn of events, but it wasn't the end of the world. Instead of fuming and complaining, I adjusted my mood and treated it as an unexpected adventure. I actually wound up having a memorable evening, meeting some fascinating people and getting some great ideas.

4. DON'T TAKE YOURSELF SO SERIOUSLY

Over the years, I have been offered a lot of TV commercials and turned most of them down. But my favorite one allowed me to display a self-deprecating attitude that I think took people by surprise. It's a commercial for Visa. I'm shown on the top of Trump Tower in Manhattan holding my credit card when a gust of wind blows it out of my hand, down many scores of floors to the street below. Next, I am seen rummaging in a dumpster →

in search of my lost card. A well-dressed passerby remarks, "And I thought he was doing so well."

I do take my work seriously -- but the ability to laugh at myself keeps my perspective intact, adds an element of fun to my endeavors and makes people realize that I'm a complex person, concerned about more than just ambition.

5. NEVER LET ONE PERSON DETERMINE YOUR WELL-BEING

Several years ago, the now notorious hedge fund manager, Bernie Madoff, approached me in Palm Beach, Florida, where we both owned property. He said, "Why don't you invest in my fund?" I had enough going on in my own businesses, and I didn't know much about him, so I declined.

I know a lot of very smart people who became victims of Madoff's unscrupulous scheme and had their futures severely compromised by it.

Money is not a prerequisite to live an active, exciting life, but it does provide security, confidence and comfort. The takeaway here is that you must be careful with your financial transactions no matter how much you like or respect a person. Never bet the ranch on one person or one person's idea. Spread your money around with numerous people and organizations. While we have no guarantees in life, we can take precautions.

6. TURN YOUR PASSIONS INTO PRODUCTIVE ACTIVITIES

One thing that I've learned about life is that

it should be a series of discoveries. Remember how exciting it was to learn to ride a bike? If you can capture that kind of excitement as you age, you will never "stop" -- you will always be on your way to finding where you are meant to be in life. Remember, whatever you do at this point in your life, it's better to love it. Enthusiasm on a big scale equals passion, and passion is what gives you the resiliency to take yourself to amazing places.

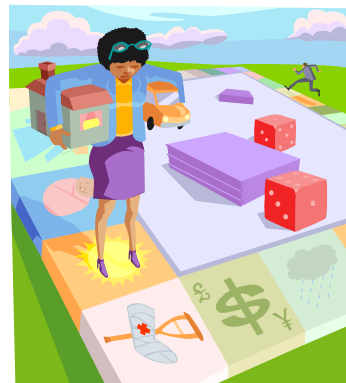
Example: I love playing golf, so when I was looking for new real estate projects, I wanted to build the world's greatest golf course. I spent five years reviewing sites around the world and turned down more than 200 possibilities. Finally, I found a dramatic, 1,400-acre landscape in Aberdeen on the north coast of Scotland with miles of spectacular oceanfront and sand dunes of immense proportion. The place had sentimental meaning for me -- I have Scottish roots, and my mother's first language was Gaelic. I knew this was the right place, but the scope of development and the cost, one billion pounds, was such that no one thought I would get approval to go ahead. In fact, building this course became such a saga that the BBC hosted several documentaries and HBO did a feature. I'll be breaking ground in 2010.

Bottom Line/Retirement interviewed real estate developer and entrepreneur Donald Trump, chairman and president of the Trump Organization, New York City. He is author of the recent [Think Like a Champion](#) (Vanguard). www.trumphinklikeachampion.com.

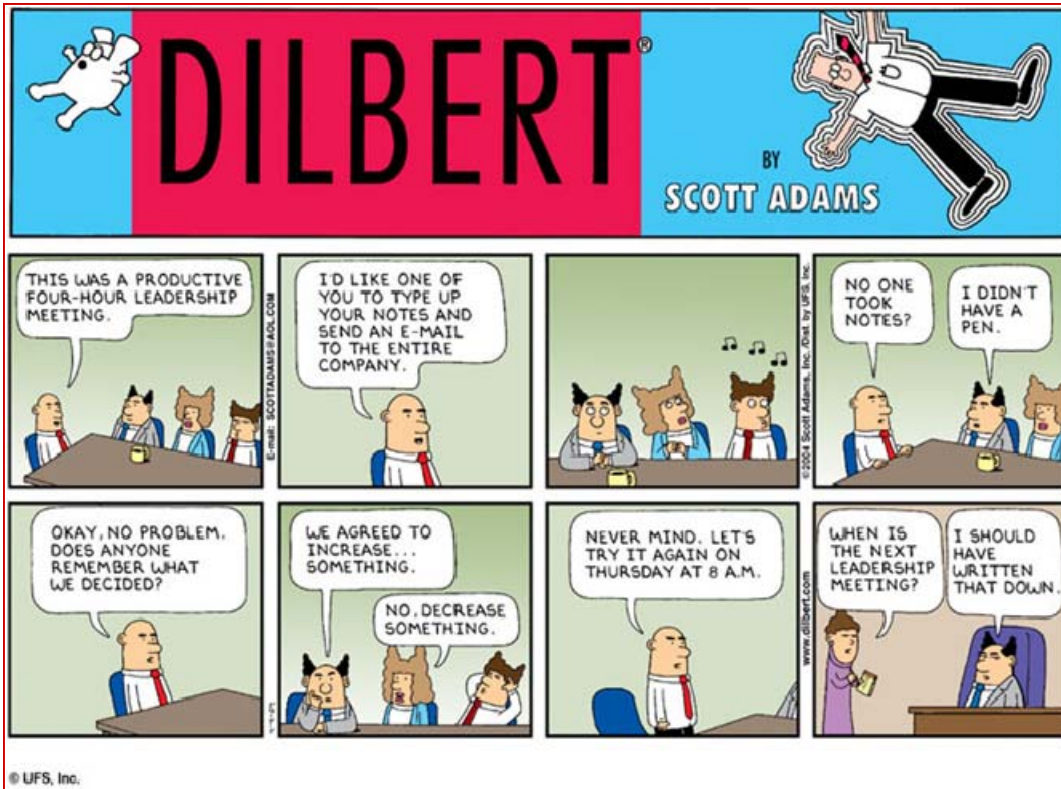


Life is NOT "Supposed to be Fair." Know that there is no single way that life is "supposed" to be. Demanding that life meet our expectations is a sure fire recipe for a miserable existence. Life is a game with no rules. Life just happens to us regardless of our best intentions. Our only path to happiness lies in being open to receiving whatever life throws at us - with Gratitude. Have NO Expectations of life.
- Jonathan Lockwood Huie

The secret to a great life is recognizing that life was never intended to be fair. Life simply isn't "fair," and that's okay. The joy of life comes from playing the game of life as best we can, focusing far more on the love and good example we can contribute to other lives than on demanding money, stuff, love, or appreciation. Service becomes a source of joy when it is not viewed as a duty.



Contributed by Jenny Flores



Current Fundraiser *New Christmas Items!*

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.

