

April 2010  
Volume 4, Issue 3



# The Tulsan

MONTHLY NEWSLETTER FOR ADMINISTRATIVE PROFESSIONALS



## Special Interest Articles:

Visions-Letter from  
Jolene Yowell, CPS  
Tulsa chapter President

APW Event

Short Stack-Tall Cause

What is the Cost of a Smile

1943 Guide to Hiring Women

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**Tulsa Chapter  
IAAP meets on the  
1<sup>st</sup> Thursday of  
every month.**

## Tulsa Chapter Meeting

**Thursday, April 1, 2010**

The April meeting location and menu information will be sent to members in an email the week of March 22.

## Organizational Awareness/Problem Solving #5 in the Behavior Competency Series

One of the most exciting aspects of life is the array of choices that we have on a daily basis. Some of our decisions are simple, like deciding what to eat for dinner or what shirt to wear. However, some choices are challenging and take careful thought and consideration.

When we are confronted with these types of decisions, it can be very difficult to decide on the best option, and we may be plagued by indecision. We may be forced to choose between two equally good

options, or perhaps we may have to pick between two choices that both have drawbacks. We may waver back and forth between different alternatives and may feel paralyzed to make the decision.

This is a very normal reaction to tough choices in our lives, and we all, at times, experience a sense of being unable to decide on some option. However, researchers have developed a technique that many people have found useful when they are trying to

make a difficult decision or solve a problem that seems unsolvable. This procedure involves a series of steps that you can go through on your own when you are confronted with a decision or problem that needs to be solved.

Please join us on April 1<sup>st</sup> where you will learn these steps and how to apply them in your personal and business lives.



Connie Weddell  
Tulsa Chapter VP

# Visions

*“Nobody can go back and start a new beginning, but anyone can start today and make a new ending.”*

~Maria Robinson



Jolene Yowell, CPS  
Tulsa Chapter President

I hope you all had a fun, safe St. Patrick's Day. Spring has sprung and Easter is right around the corner. Isn't this a beautiful time of year? The weather is warming up, so I hope you all take time to enjoy the flowers and trees as new life rises up all around us.

That new life blends over into Tulsa Chapter. We are in the last three months of our fiscal year, so soon we will be electing new officers and appointing new committee chairs. At our April meeting we will elect a Nominations Committee Chair and committee members. The nominations committee will have the responsibility of providing a slate of officers for the 2010-2011 year. This is your opportunity for a new beginning also. Don't wait for a member of the committee to contact you. After the April meeting, talk to a committee member about your interest in running for an office. You can do it. Don't be afraid to take on this new challenge. You have at your disposal a plethora of experience in the minds of chapter members. Use it to grow your self-confidence, or speaking ability. Prepare yourself to speak in front of a group, so you can return to work and present a brown bag lunch on something at which you excel. I bet your employer would be ecstatic if you volunteered to facilitate a lunchtime class on Excel Tips and Tricks. What a way to build up your portfolio! But, I digress... All that to say, please be open to anything when the nominating committee calls.

We are fast approaching a busy time of year. In April, we will honor one of our own with the Outstanding Member of the Year Award. We are hosting a lunch in honor of Administrative Professionals Week on April 20<sup>th</sup>, and on April 24<sup>th</sup>, we have our Flapjack Fundraiser at Applebee's.

You should be making plans now to attend the Arkansas-Oklahoma meeting in Oklahoma City June 25-27 and the International Education Forum and Annual Meeting (EFAM) in Boston, July 18-21. This year it would be nice if I wasn't the only one from Tulsa Chapter at EFAM. The business sessions are very informative and exciting. The seminars are always great. One of the keynote speakers is Erin Brockovich. I've heard her speak and she is wonderful. Don't miss it.

Well, I've rambled enough so I will close for now. Get outside and enjoy yourself. See you at our April 1 meeting.

Jolene

## Help Tulsa Chapter Grow - Volunteer!



# Leadership Luncheon

at Hard Rock Convention Center on 4-20-10

to benefit Tulsa Chapter  
International Association of Administrative Professionals

Key speaker: Maxie Carpenter / former Wal-Mart VP



AP  
W  
EVENT

## "Organizational Culture: How it can manifest itself into people who fail!"

Most former executives will tell you that the reason they left their previous positions was that the cultures of the organizations had changed to such degrees that they couldn't support the directions being taken. This topic will explore:

- Why that perspective is so prevalent
- Why the changing of corporate culture inevitably is perceived as unhealthy and non-supportive
- How corporations have ransomed their cultures for the sake of political correctness
- How corporations can re-establish their cultures to obtain broad-base internal and external support and achieve performance expectations

**Tuesday - April 20, 2010**

**11:30 a.m.  
Lunch**

**12:00 noon - 1:00 p.m.  
Guest Speaker: Maxie Carpenter**

**Hard Rock Hotel Convention Center  
Sequoyah Ballroom  
777 W. Cherokee Street, 74015  
(Doors open at 11:00 a.m.)**

## Maxie Carpenter

**Key Speaker:** Former Vice President of Human Resources for Wal-Mart Stores, retiring after a 27-year career speaks at Hard Rock Hotel Convention Center fundraising luncheon on April 20, 2010.

**Bio:** Maxie Carpenter is recognized as an authority on the subject of corporate culture. During a 27-year career with Wal-Mart Stores, he pioneered programs specific to creating simple, relevant operational processes. He assisted in the creation and implementation of mentoring, succession planning, and people-measurement processes that classified Wal-Mart as world-class relevant to the depth and quality of its management pool and the retention of its workforce. He was one of the Wal-Mart success stories who worked his way up in the company. Maxie retired as Vice President, People Division, Wal-Mart Supercenter Division.

### Limited seating available:

Tickets must be purchased in advance online at [www.iaap-tulsa.org](http://www.iaap-tulsa.org) or by contacting Connie Weddell 918-894-5219 x101.

Ticket prices:

\$25.00 for IAAP Tulsa members only  
\$30.00 if purchased by 3/31/10  
(\$40.00 after 3/31/10)

## CALLING ALL TULSA CHAPTER MEMBERS! YOU ARE NEEDED!

### APPLEBEE'S FLAPJACK FUNDRAISER

Remember to start selling your tickets now to our April 24<sup>th</sup> Flapjack Fundraiser. Tickets are \$6.00 each. They can be purchased on our website or you can contact Jolene for tickets to sell. Menu includes 3 huge flapjacks, sausage and a beverage.

***We need at least 20 volunteers on April 24, from 7:00 a.m. to 10:30 a.m.*** Listed below are the positions we need to fill:

- 2-3 greeters
  - Welcome customers, hand out IAAP literature, and take money/make change
- 2-3 Seaters
- 6 Pancake Servers
- 4 Beverage Servers
- 3 Bussers

Please contact Jolene to let her know which position you would like to work. First to call is first to select their spot. Note: Posters, like the one here, can be printed by going to our website [www.iaap-tulsa.org](http://www.iaap-tulsa.org) and clicking through:

- About Us
- Fundraisers
- Pancake breakfast at Applebee's 4-24-10
- Poster only
  - Right-click on the picture and choose copy
  - Open a blank Word document
  - Right-click and choose paste
  - The picture should show full page

If you have any questions, please contact Jolene.




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### OUTSTANDING MEMBER OF THE YEAR (OMY)

This is recognition that our chapter gives to a member that has truly embodied what IAAP is all about. It includes your efforts this past year inside and outside of IAAP in the following categories: Education, Certification, Leadership, Public Speaking/Facilitating/Training, Writing/Publishing Skills, and IAAP Commitment. Applications are due by April 6. Please take a few minutes to visit Tulsa Chapter website and complete the OMY Application. There is also a box on the form to check if you would like us to let your manager know about your efforts. Good luck!

<http://tinyurl.com/OMY-Application>

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## Tulsa Chapter Welcomes Janet Griebel, CPS!

Janet joined IAAP in November 1995. She has been a member of two chapters – the Underground Professionals Chapter with the Ditch Witch factory in Perry, and the Land Run Professionals Chapter in Stillwater, and transferred to the Tulsa Chapter in February 2010. She has held officer, committee chair and committee member positions in both chapters and at the division level. She served as the A-O Division Secretary from 2004-2006 and as the Division Vice President/Membership Chair in 2008-2009.

Janet achieved her CPS rating in 1997 and has recertified twice. She was awarded the Distinguished Chapter President's watch at the 2000 International Convention in Chicago. She also attained the Competent Toastmaster designation in 1998.

Janet says that her membership in IAAP has given her skills and abilities that helped her tackle more complex and challenging job responsibilities, together with developing leadership skills at both the chapter and division level. Janet's two main philosophies are "you only get out of something what you put into it" and "when you're through learning, you're through".

She is the Secretary to the Director and Assistant Director of the Central Technology Center Truck Driver Training program in Drumright, Oklahoma, and also serves as Class Instructional Aide to the lead instructors.

Janet lives in Stroud with her husband of five years, David, and 2 feline kids – Jemima and Goober. She also has a son, a stepdaughter and son-in-law, and is a doting, silly grandmother to granddaughter Jocelyn Carlene, age 9 months.

### **WE NEED YOUR INPUT!**

*We need you to respond to our **Annual Member Satisfaction Survey**. Please [follow this link](#) and take the survey right now. It will be open for responses until **March 24**. Receiving your feedback will help us determine if and how we are meeting your needs. This is also an opportunity for you to state your intentions and willingness to serve as a Division Officer or Division Committee Chair/Member for the coming year. Thank you.*

**Take the A-O Division Survey!**

### **Who is your Office MVP?**

Is there a person in your workplace who is the team player that gives extra, that works harder, smarter and helps the company shine? That's your office MVP or Most Valuable Person, and we'd like to honor them. In celebration of Administrative Professionals Week, The International Association of Administrative Professionals invites the public to nominate their Office MVP.

The winner will receive two tickets to the July 17 Red Sox game and also one registration to this year's Education Forum and Annual Meeting, airfare for one (up to \$300) and one hotel room for five nights. Find out more at [www.administrativeprofessionalsweek.org](http://www.administrativeprofessionalsweek.org).



## What is the cost of a smile?

It is said that a smile is worth a thousand words. As an administrative professional in today's business, you should be noticed for your positive attitude, and a smile is one of the top character qualities that will place you above everyone else. I keep a small mirror hanging in my office. When I answer the phone, I see myself in the mirror.

Put on the smile and your virtual smile will come through your voice. It is the first impression that you make. When you enter a room, smile before you walk in and see how others are drawn to you. If you fold your arms and have no expression, you will miss many opportunities. Smiling shows you have a positive attitude, a genuine feeling that comes from within, and it touches lives. Management will know you as being a positive influence.

I read recently the 90-10 rule: 90% of the things that are going to happen around you that will influence you are beyond your control; 10% of what is going to happen is very much within your control and this 10% is what determines how 90% of your day will be.

Smiling makes you appear successful, lifts your face and makes you look younger. It changes your mood, and boosts your immune system. You will look and feel great!

*A friendly smile makes you happy, and good news makes you feel strong.*  
Proverbs 15:30

Happy in Cherokee **ᎠᎵᎩᎨᎩᎩᎩᎩᎩ** (Aw-lee-hay-lee-s-dee)

*Regina G Thompson*  
Sr. Administrative Assistant  
Cherokee Nation Entertainment

## CONGRATULATIONS!

*The following Tulsa Chapter members celebrate the anniversary of their memberships this month:*  
*Denise Feltnor – April 1988*  
*Regina Liggins – April 2009*



**Happy April Birthday to:**  
**Sheryl Tunley-7<sup>th</sup>**  
**Liz Chandler-10<sup>th</sup>**

### What is the Origin of April Fools' Day?

The most widespread theory of the origin of April Fools' Day is the switch from the old Julian to the Gregorian calendar (now in use) in the late 16th century. Under the Julian calendar, the New Year was celebrated during the week between March 25 and April 1, but under the Gregorian calendar, it was moved to Jan. 1. Those who were not notified of the change, or stubbornly kept to the old tradition, were often mocked and had jokes played on them on or around the old New Year (Fox News 2009).

### Two of the Best Pranks Ever

In 1957 the jokesters at BBC, ran a segment on the coming of spring after a mild winter and what that meant for Swiss farmers. The answer? An unusually large spaghetti crop. According to the Museum of Hoaxes, "Huge numbers of viewers were taken in. Many called the BBC wanting to know how they could grow their own spaghetti tree. To this the BBC diplomatically replied, 'place a sprig of spaghetti in a tin of tomato sauce and hope for the best.'"



In 1933, in Wisconsin, the "Madison Capital-Times" announced that the capitol building had collapsed after a series of strange explosions that they attributed to "large quantities of gas, generated through many weeks of verbose debate in the Senate and Assembly chambers." Many were outraged; those with a sense of humor laughed (source: Huffington Post)



Antoinette Smith, CPS/CAP  
International Director, Southwest District

### “The **Power of Commitment** During these Tough Economic times”

We’ve been hit with some tough economic times and Southwest District is no exception. I dare say all of us have felt the economic crunch or know of someone affected. Now more than ever is the time to “tune-up” our networks and let our networking power work for us. It’s also a great time to research the hiring trends and take inventory of our skills:

“If I lost my job today, am I equipped to compete in the marketplace tomorrow?” “Do I have network visibility?” If we can answer yes to these questions then we are prepared to begin our job search. Being equipped means being an expert or proficient in the skills and competencies of our profession. It means having a current résumé prepared to capture the attention of a potential employer, and a professionally packaged career portfolio for an interview that showcases our skills and talents. It also means being prepared to communicate why we are the best candidate for the job.

What is Network Visibility? Network visibility means having people we can call on to discuss career goals and opportunities, but don’t be fooled by the old cliché, “it’s not what you know but who you know.” Competition today requires both who you know and how well you can perform. One of the most precious benefits of belonging to IAAP is that IAAP offers opportunities for members to position themselves to compete. Below are some tips for being visible and making our membership in IAAP work for us.

1) **Network** – Get to know your fellow members. Attend chapter meetings regularly. Even if you don’t belong to a chapter, most chapters welcome guests and provide quality educational programs for career-minded administrative professionals. Another way to get to know members is by serving on committees. Serving on committees affords you the opportunity to gain additional skills. Also your peers get to know you better, learn your strengths and character. Participate in the IAAP Web Community. Southwest District has an e-Group open to all, and there are other group discussions in the web community where you can participate in discussions. And, don’t forget to network outside IAAP as well – volunteer in the community.

2) **Attend IAAP events** – In addition to attending chapter meetings, we can be committed to attending other IAAP sponsored events; Division meetings, PEC, Certification & EFAM. That’s where we receive the best “bang for the buck” on quality educational programs that include fun activities – and provide more network visibility.

3) **Invest in yourself** – If your company is no longer paying your dues as a result of budget cuts consider investing in yourself – many members have been paying their own dues all along. We have the **power** to make the **commitment** to take charge of our own career.

#### **Network visibility success story**

A very active Southwest District member lost her job due to downsizing. She was devastated in the beginning, but shortly after began her search. After researching trends and taking inventory of her skills, she discovered she needed to brush-up a bit on some of her technology. She was able to do this by attending some IAAP seminars. During her search she also contacted fellow IAAP members to alert them she was looking for a new job. What I found interesting is that she took it a step further. When she came across companies with positions that met her search criteria, she checked her networks for people she knew that worked for those companies, contacted them and informed them she was applying for a position. Using this technique along with her résumé helped her get her foot in the door for an interview. Getting your foot in the door is half the battle. The interview went well but she was notified later that she did not get the job. The job was offered to an in-house employee they felt was a better fit for the position. So, was the interview a success? Absolutely! As a result of getting her foot in the door for the interview she was able to successfully demonstrate her abilities and was offered another position that had just opened up. This position was at a higher level and pay than what she originally applied for, and a perfect match for her skill set. I’m sure there are other success stories across the district. This is just one example.

Even during these tough economic times with high unemployment concerns, we have the power to equip ourselves and invest in our future. We must!



# Join the FOG Don't Get Lost in it!



Let's clear away the confusion about the Family of Givers . . .

### What Is It?

The **F**amily **o**f **G**ivers program gives IAAP members the ability to support the Retirement Trust Foundation through donations that are cumulative with a complementary recognition program. The Family of Givers allows us to track your donations over time and recognize the whole of your generosity. By using your membership number, you will be able to track your personal donations, your chapter's donations, and even your division's donations to see exactly where you stand.

### How will my donations be used?

Contributing to the Trust is all about helping our own. Financial assistance is available for all members in need, across North America. It is for those living in *any* retirement center as well as those living in Vista Grande. All funds contributed are used to support the Trust's overall program consistent with the mission and strategic plan as outlined by the Board of Trustees. More specifically, these funds will be used to:

- ◆ Provide housing assistance grants to elderly admin professionals in need
- ◆ Maintain Vista Grande and provide an affordable, comfortable environment for all residents
- ◆ Maintain the Trust's website

### How Can I Join?

Mail the completed form below with your donation to IAAP :

Sue Tuff, Comptroller  
P O Box 20405  
Kansas City MO 64195-0404

Or you can donate online with a credit card at <http://www.iaap-rtf.org/donate/form.html>

#### Donor Information

Name \_\_\_\_\_  
IAAP Membership ID \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ St \_\_\_\_\_ Zip \_\_\_\_\_  
Phone \_\_\_\_\_ Email \_\_\_\_\_

#### Please Check One

Check (payable to RTF)  
 Credit Card Visa Master Card Discover AmEx  
Account # \_\_\_\_\_  
Security code \_\_\_\_\_ Expiration \_\_\_\_\_  
Amount \$ \_\_\_\_\_  
Signature \_\_\_\_\_

## Southwest District Challenge

March 1 to March 31

Donate and be the  
division with the highest  
per capita amount!  
*(based on each division's  
membership numbers)*

Winner announced at the  
SW District Caucus  
during EFAM 2010!

## 2010 A-O DIVISION ANNUAL MEETING

The Oklahoma City Chapter will host the 2010 A-O Division Annual Meeting at the Skirvin Hilton in downtown Oklahoma City on June 25-27, 2010. We hope you are making plans to attend.

Our block of guest rooms at the Skirvin Hilton is filling fast, and the hotel is nearly sold out already for Friday and Saturday nights. If you plan to attend Annual Meeting and want to stay at the host hotel with our negotiated room rate of \$149 per night, it is imperative that you reserve your room as soon as possible. Room reservations opened on July 1, 2009, and the conference rate is \$149 per night with the Reservation Code of IAA, which the Skirvin will offer for three nights before and three nights after the scheduled meeting date. Call 405.272.3040 or go online at [www.hilton.com](http://www.hilton.com) to book your guest room reservation. The cut-off date for reservations in our block is May 26. If any rooms are available after that date, they can be reserved at the current rack rate, but the hotel will likely be sold out. We will not book an overflow hotel, so you would be on your own to find another place to stay in Oklahoma City. Other hotels in the downtown area are the Renaissance by Marriott, the Courtyard by Marriott, the Residence Inn by Marriott, the Hampton Inn, and the Sheraton.

These preliminary plans are in the works right now for our 2010 Annual Meeting:

- For an additional fee to benefit the Host Chapter, plans are being finalized to provide you with the opportunity to visit one or two Oklahoma City tourist attractions on Friday morning on a comfortable bus and end with lunch in Bricktown.
- For an additional fee to benefit the Host Chapter, you will have the opportunity to attend a seminar on Friday afternoon. Fran Greenwood will present, *"Generations in the Workplace."* Fran is an Organizational Learning Specialist at OGE Energy Corp, and we are proposing four (4) recertification points for attendees.
- Our Annual Meeting will begin with a Vendor Fair and Reception on Friday evening after which you can enjoy the sights of the Bricktown Entertainment District with your IAAP friends.
- We will take care of A-O business on Saturday and introduce you to our visiting International Officer, Northeast District Director Judith Yannarelli CPS/CAP, who will be with us for the weekend.
- Lunch on Saturday will be a special treat as we have obtained OU Women's Basketball Coach Sherri Coale as our keynote speaker.
- We will have an early Awards Dinner/Banquet on Saturday so that you can get back out again and enjoy the attractions of Oklahoma City.
- It doesn't end there. On Sunday morning, Robin Marsh from Oklahoma City's NEWS 9 will provide our inspiration hour for the weekend, and we will honor our members who have joined the Omega Chapter this past year. Director Yannarelli will provide a one-hour educational seminar that will qualify for one (1) recertification point before our Annual Meeting weekend concludes.

You can expect to receive registration information in April, and we will continue to post information as it becomes available on the A-O Division website under the Annual Meetings link in the Members Section. Contact [Meeting Coordinator Teresa Flurry](#) with any specific questions in the meantime.



## 1943 Guide to Hiring Women *Submitted by Janet Griebel, CPS*

The following is an excerpt from the July 1943 issue of Transportation Magazine; it was also printed in the September/October 2007 issue of Savvy & Sage. This was written for male supervisors of women in the workforce during World War II.

Eleven Tips on Getting More Efficiency Out of Women Employees: There's no longer any question whether transit companies should hire women for jobs formerly held by men. The draft and manpower shortage has settled that point. The important things now are to select the most efficient women available and how to use them to the best advantage.

Here are eleven helpful tips on the subject from Western Properties:

1. Pick young married women. They usually have more of a sense of responsibility than their unmarried sisters, they're less likely to be flirtatious, they need the work or they wouldn't be doing it, they still have the pep and interest to work hard and to deal with the public efficiently.
2. When you have to use older women, try to get ones who have worked outside the home at some time in their lives. Older women who have never contacted the public have a hard time adapting themselves and are inclined to be cantankerous and fussy. It's always well to impress upon older women the importance of friendliness and courtesy.
3. General experience indicates that "husky" girls – those who are just a little on the heavy side – are more even tempered and efficient than their underweight sisters.
4. Retain a physician to give each woman you hire a special physical examination – one covering female conditions. This step not only protects the property against the possibilities of lawsuit, but reveals whether the employee-to-be has any female weaknesses which would make her mentally or physically unfit for the job.
5. Stress at the outset the importance of time, the fact that a minute or two lost here and there makes serious inroads on schedules. Until this point is gotten across, service is likely to be slowed up.
6. Give the female employee a definite day-long schedule of duties so that they'll keep busy without bothering the management for instructions every few minutes. Numerous properties say that women make excellent workers when they have their jobs cut out for them, but that they lack initiative in finding work themselves.
7. Whenever possible, let the inside employee change from one job to another at some time during the day. Women are inclined to be less nervous and happier with change.
8. Give every girl an adequate number of rest periods during the day. You have to make some allowances for feminine psychology. A girl has more confidence and is more efficient if she can keep her hair tidied, apply fresh lipstick and wash her hands several times a day.
9. Be tactful when issuing instructions or in making criticisms. Women are often sensitive; they can't shrug off harsh words the way men do. Never ridicule a woman – it breaks her spirit and cuts off her efficiency.
10. Be reasonably considerate about using strong language around women. Even though a girl's husband or father may swear vociferously, she'll grow to dislike a place of business where she hears too much of this.
11. Get enough size variety in operator's uniforms so that each girl can have a proper fit. This point can't be stressed too much in keeping women happy.



**May newsletter  
deadline:**

**April 15, 2010**

Send articles to  
[styler@arrowengine.com](mailto:styler@arrowengine.com)

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***Our May Chapter  
meeting is scheduled  
for Thursday, May 3.***

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We're on the Web!

[www.iaap-tulsa.org](http://www.iaap-tulsa.org)

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

[www.iaap-hq.org](http://www.iaap-hq.org)

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**Tulsa Chapter Officers**

Jolene Yowell, CPS  
President

Connie Weddell  
Vice President

Jamie Ward, CPS/CAP  
Secretary

Michele Dodson  
Treasurer

*Administrative Professionals Week  
April 18-24, 2010*

*Minutes from the  
March 4, 2010  
meeting are  
available for review  
on Tulsa Chapter's  
website:*

**[www.iaap-tulsa.org](http://www.iaap-tulsa.org)**

**TULSA CHAPTER MISSION STATEMENT**

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

