



# The Tulsan

MONTHLY NEWSLETTER FOR ADMINISTRATIVE PROFESSIONALS



## Special Interest Articles:

- Visions-Letter from Jamie Ward CPS/CAP
- "Just Do Your Little Bit ...Where You Are"
- Seek Savings

## Individual Highlights:

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## Tulsa Chapter's Annual Membership Meeting

Thursday, March 4, 2010

Embassy Suites  
3332 South 79th East Avenue  
Dinner & Networking 5:15  
Meeting 5:45  
Program 6:00

### Menu

Sandwich, Veggie and Fruit Trays  
Cookies and Beverages

No charge to guests or members for this month's dinner.

### Please RSVP

"Meeting Only or Meeting and Dinner "  
by 1:00 PM ON TUESDAY, MARCH 2, 2010  
to Jenny Flores at  
[JFlores@BancFirst.com](mailto:JFlores@BancFirst.com)

## Interpersonal Understanding: Dealing with Trouble (Conflict Management)

Connie Weddell, will continue the Behavioral Competencies Workshop Series with Interpersonal Understanding: Dealing with Trouble (Conflict Management). Connie is the Executive Staff Coordinator for the Cherokee Services Group. Her Behavioral Competency Series has been well-received by the

Tulsa Chapter members over the past few months, and all of us have learned many new things about ourselves and working with others.

The March 4 installment should be especially interesting as it pertains to managing conflict. We all need to learn to manage conflict effectively in our work situations, as well as

in our personal lives. There are skills that can be developed to make these types of situations less stressful.

One certification point will be awarded.



Connie Weddell  
Tulsa Chapter Vice President

# Visions



Jamie Ward CPS/CAP  
Tulsa Chapter Secretary

*Our March meeting is this year's Membership Meeting. This is the perfect time to reflect on what membership in IAAP and the Tulsa Chapter means to each of us.*

*Having only been a member of the Tulsa Chapter for three years, membership might have a slightly different significance to me than it does for those of you who have been members for a long time. I've had the opportunity to see the depth of some of the friendships that have been forged through years of involvement in IAAP, both within the Tulsa Chapter and in the larger IAAP community. And although those special relationships may be the glue that has kept you connected to the group through the years, I would imagine that most of you were initially drawn to IAAP for the same reason I was: a quest for personal excellence.*

*Attendance at IAAP meetings provides us with regular training and educational opportunities to be better at our jobs and sometimes to be better connected with our community. Chapter meetings give me a monthly shot of encouragement to be more focused in my work responsibilities and to continue to work toward being all that I can be. In our ever-changing profession, there are always new skills to be learned and mastered, giving us lots of reasons to be life-long learners.*

*Take a few minutes to reflect on what IAAP has meant to you. Then find someone who would benefit by becoming a member of the Tulsa Chapter in the same way that you have and invite him or her to our March meeting. What a wonderful way to encourage someone else on their own personal quest for excellence.*

*Hope to see you March 4<sup>th</sup>!*

*Jamie*

## Tulsa Chapter Officers

Jolene Yowell CPS  
President

Connie Weddell  
Vice President

Jamie Ward CPS/CAP  
Secretary

Michele Dodson  
Treasurer

*Minutes from the  
February 4, 2010  
meeting are  
available for review  
on Tulsa Chapter's  
website:  
[www.iaap-tulsa.org](http://www.iaap-tulsa.org)*

### **Bring a friend or colleague to our March Membership Meeting!**

Look around at work. Think of the organizations in which you participate. Is there someone who might benefit from what Tulsa Chapter has to offer?



### **Tulsa Chapter Welcomes New Member, Alene Yowell!**

For the past eight months, Alene Yowell has been a teller at Bank of America here in Tulsa where she sees many possibilities for advancement. She chose Tulsa Chapter as her IAAP home because of the networking and socializing opportunities.

Alene has lived in the Tulsa area most of her life. She enjoys soccer, photography, and writing. Maybe we can entice her to submit an article or photograph for our newsletter!

Tulsa Chapter is proud to have Alene as a member, and we hope she gets a lot out of her membership. Please take a minute to say hello to Alene and welcome her as a new member.

Have you ever been stuck on a word that you would like to change so your message can be stated more effectively? It is a common challenge that most of us experience. Below is a link to a website that may be very helpful.  
<http://www.wordhippo.com/what-is/another-word-for/target.html>

*Submitted by Regina Thompson*



*Administrative Professionals Week  
April 18-24, 2010*

## Just Do Your Little Bit...Where You Are!

Linda Williams CPS/CAP

*"Each one of us can make a contribution.  
Too frequently, we think we have to do spectacular things.  
Yet, if we remember that the sea is actually made up of drops of water  
and each drop counts,  
each one of us can do our little bit where we are.  
Those little bits can come together and almost overwhelm the world.  
Each one of us can be an oasis of peace."*

-- Archbishop Desmond Tutu  
Winner of 1984 Nobel Peace Prize

Words from the great Archbishop Desmond Tutu ring true in so many aspects of our lives. However, let's challenge ourselves to apply them to our IAAP service. Am I doing my little bit where I am? Are you doing your little bit where you are? Are you traveling the Pathway to Excellence?

With such great leaders and role models in IAAP, it may be hard to imagine that we ourselves could ever fill one of those spots. It is easy to be overwhelmed by the enormity of it and not know where to start. Our plates are full, we operate on information overload, we have jobs, we have families, and some members even have LIVES! It may really be too much for you to consider a leadership role as an Officer or a Committee Chair or a Committee Member in your Chapter or Division right now.

Nonetheless, even if that is the case, you can volunteer to help with some seemingly small, routine task. There is something you can do and do well. In so doing, you will make your leaders look good, and you'll come out looking like a star. You could help set up for chapter meetings. You could greet the arrivals. You could volunteer to receive registrations for an event. You could offer to coordinate the Silent Auction or Raffle activities. Ask your leaders what one little thing you can do to assist them. You will be surprised, they will be grateful, and you will see your IAAP membership in a new light.

We humans try to rationalize our inaction sometimes by saying that it's enough to just show up. However, the truth is -- if your IAAP membership is to prove valuable -- it isn't enough to just show up. You need to get involved and PAY ATTENTION. Be aware and be mindful of the things going on in your chapter and division. Observe the roles in which you are interested and capable of filling. See where you can help and take a leap. The first step on the Pathway to Excellence is to just do your little bit where you are.

*Reprinted by permission from Linda Williams CPS/CAP, Arkansas-Oklahoma Division Member at Large. Linda joined IAAP in 1991 and is now enjoying Merited Membership Status after retiring from General Motors in 2006. Her platform has always been that IAAP members will never recognize the value of their membership until they get actively involved and participate.*

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**Appreciate everything your associates do for the business. Nothing else can quite substitute for a few well-chosen, well-timed, sincere words of praise. They're absolutely free and worth a fortune. ~Sam Walton**

# Tim Gunn's 10 Essential Elements

## Must-Have Basic Wardrobe Pieces for Any Woman

Sep 14, 2007 [Kelly Whitt](#)

The Ten Essential Wardrobe Elements as devised by Tim Gunn are practical pieces around which you can build your wardrobe. Tim Gunn is the star of a reality makeover television show on Bravo called *Tim Gunn's Guide to Style*. He became well known from Bravo's hit TV show *Project Runway*, where he counseled contestants on their stylish creations.

The Ten Elements are mostly classic pieces, but what's important is whether they fit you properly, are not outdated, and bring out your best features. The following is the shopping list of Tim Gunn's 10 essential items, with helpful hints from this article's author. If you would like more advice from Tim Gunn, read his book *A Guide to Quality, Taste and Style* or watch his show on the Bravo channel on Thursday nights.

*"Find something you look great in that can look respectable under a jacket but bring on the fun after hours."*

1. **Basic Black Dress** - The basic black dress has been around for a long time. It is often called the "Little Black Dress", and it's true that shorter skirts on the basic black dress, when they hit you in the right place, can be more flattering than a long black dress.
2. **Trench Coat** - The trench coat is one of the pieces that is both classic and currently a hot fashion item. Most any store sells this piece now. It is great for fall and you can pick it up in a wide range of lengths.
3. **Dress Pants** - Although it doesn't say black, this is probably what you want to look for. Black is flattering on all figures and goes with everything.
4. **Classic Shirt** - The white shirt is a definite classic. But it can also come in many different styles to make it look trendy and not dated or like a man's piece of clothing. Find one that accentuates your best attributes and minimizes trouble spots. For example, if you have wide shoulders, stay away from large collars.
5. **Jeans** - Everyone has a pair of jeans, but does everyone have a pair of jeans that make them look great? The wider leg, low-rise jean style has been popular (and still is) but a narrower leg is coming back along with a higher waist, which eliminates the unflattering "muffin top" look.
6. **Any Occasion Top** - Find something you look great in that can look respectable under a jacket but bring on the fun after hours.
7. **Skirt** - If you need dress pants then you also need a skirt. A skirt is womanly and can be flirty or businesslike. Nowadays women do not wear many skirts or dresses, which makes a lot of them fall into a rut of dressing sloppily or like men. See number 8.
8. **Day Dress** - Women also are not wearing as many dresses anymore. It was certainly liberating to go from the '50s when women wore dresses every day to wearing more practical pants for gardening, exercising, and so forth. But the dress does not have to be abandoned altogether. They can be very flattering, and there is nothing wrong with "dressing up" for daytime.
9. **Jacket** - A jacket does not have to be masculine. Find one with a proper, fitted shape. Women's jackets should follow the silhouette of a woman's body and accent the hourglass curve at her waist. It is also a perfect piece to put with the skirt or dress pants, and white shirt. Or make it casual with a pair of jeans.
10. **Sweatsuit Alternative** - As mentioned before, women wear fewer skirts and dresses these days. But some women have taken casual to the extreme and spend days on end in sweatsuits. It is possible to be casual and comfortable without looking like a slob. Find a comfortable material (that's why this doesn't say jeans again – denim is not as comfortable as a nice soft cotton) that you would want to wear every day. It could be khakis, cords, a cotton dress, or much more.

**Bonus:** One Indulgent Trendy Item

Now comes the fun part. Go shopping! Use this list as a basic guide to forming your wardrobe. When you want to have fun with new styles and colors, try it in your accessories: purses, shoes, and jewelry.

***The first person to email me with all of the corrections on March 1st wins a prize!***  
**[styler@arrowengine.com](mailto:styler@arrowengine.com)**

## How many errors can you find?

Nothing is more embarrassing than making a writing mistake. Of course, we all think its funny when we spot a misspelled word in magazine ads or on billboards. If one of your employee's are making the the mistakes, it can be

disasterous. And if you have a typo in a memo to the boss, how do you think they will view your professionalism? These kind of mistakes can be prevented, irregardless of the persons job title. The

people that make the mistakes can seriously effect how other's view you're company. That can cost any organization money and hurt it's profits.

### Happy March Birthday to:

**Michele Dodson – 11<sup>th</sup>**  
**Mary O'Connor – 15<sup>th</sup>**  
**Denise Feltnor – 19<sup>th</sup>**  
**Sandy Tabio – 19<sup>th</sup>**  
**Jenny Flores – 23<sup>rd</sup>**

### Sign of the Times



"Dear Andy: How have you been?  
 Your mother and I are fine. We miss you.  
 Please sign off your computer and come  
 downstairs for something to eat. Love, Dad."

## Words of Wisdom from Desk Demon

### Keep Reactions in Check

Don't just react to something negative. If you write a reactive email, walk away before sending it. Then, rewrite it a couple of times without the negative emotion. Peel it back to facts and data, and clarify information. Don't assume anything. Perpetuating negative emotions can make them grow exponentially. Make it standard practice to drop the bad feelings, and get on with business.

### Include People in Relevant Decisions

Include people in the decisions that affect their department, and listen to their concerns. Be open to their input because if you don't have their support then the decision will most likely be ineffective anyway. Even if it is a mandatory policy, allow their voice to be heard. Sometimes just venting their feelings is enough to get people on board with you.

### Effective Proofreading

Wait several hours before proofreading, otherwise you might be thinking about what you've written, rather than watching for typos and punctuation errors.

### Accept Adversity

Acknowledge and accept disappointments and adversity. You can overcome them and emerge stronger.

## Seek Savings *Regina G. Thompson, Tulsa Chapter Member*

I had the opportunity to research how my company may incur a cost savings. This was the time to seize and step up to savings. I encourage you to pen your ideas, research, and activate! I recently heard that in today's business, you must make yourself essential. Here are a few suggestions you may be able to activate for your company.

### First Aid Kits

First Aid cabinets in the workplace are one of the top expensive costs that can be contained for your company. Did you know that OSHA has requirements of the bare essentials needed for an office medical kit? Costs could be reduced by limiting those items and an overall savings. You can view the OSHA list by visiting:

[http://www.osha.gov/pls/oshaweb/owadisp.show\\_document?p\\_table=STANDARDS&p\\_id=9863](http://www.osha.gov/pls/oshaweb/owadisp.show_document?p_table=STANDARDS&p_id=9863)

### Office Supplies

#### Recycled Toner versus New Purchase

New toner purchases can put a dent into the monthly budget. Consider using recycled cartridges. The savings could be significant. Google "recycled toner" and you will see there are **4,980,000** results.

#### Containment of Office Supply Ordering

Would you like to have the basic office supplies and reduce the "Cadillac wants?" You may be able to implement a cost containment idea of building a template of only approved inexpensive office supplies. This will help your company to hold the expenses to a minimum. One office item you may encourage is printing calendars from Microsoft Office versus purchasing them. Your efforts can make an overall impact towards a savings solution.

#### Reuse Office Supplies

If departments have an over abundance of office supplies such as pens, rubber bands, paper clips, highlighters, scissors, etc., these items could be placed in a strategic location bin. Instead of the departments continually reordering these items, they could combine their efforts resulting in a significant reduction.

#### Office Hand Sanitizers

With the spread of bacteria and germs, hand sanitizing is important for the office. Germs in those cramped office areas can spread quickly. You can encourage hand sanitizing. It would be cost effective to have an refillable automatic dispenser in your offices. It would be less inexpensive to have this item versus the single hand pump with refills.

#### Surplus Office Furniture in Storage?

If your office stores a surplus of office furniture, file cabinets, and printers, keep an inventory record. Post the inventory of these items so your office can share the items versus new purchasing.

#### Office Lights

The electricity used by bathroom lights, conference room lights and office lights, are contributes to the rising costs on the monthly bill. Look into having those lights *automatically* turn off with a sensor when these premises are left unoccupied. Fluorescent lighting in the buildings can be reviewed. Take a moment to enter the numbers for the fluorescent bulbs to see the cost savings replacement suggestions. Visit: [http://www.sdearthtimes.com/ET\\_Lighting\\_Work.html](http://www.sdearthtimes.com/ET_Lighting_Work.html). The possibility of going to LED is an investment for lighting and will have a long-term company savings.

### Computers/Printers/Calculators/Office Lamps (Information that I researched)

"Computers in the business sector unnecessarily waste \$1 billion worth of electricity a year. During the day, setting your computer to go to sleep automatically during short breaks can cut energy use by 70 percent. Remember, screensavers *do not* save energy." You can do your part by offering these expense-cutting solutions:

If office computers are not used an allotted amount of time, the computers could shut down. For example, Friday at 5 p.m. there is no activity, the computer would shut down after 2 hours (or another recommended time). Some computers are left on over the weekend and this adds to the cost of electricity. Review the possibility of a forced shut down after being idle for an allotted time.

Also, turning printers off, calculators, office lamps could add to the cost savings. Assign department team leaders to take ownership of their area/office. Additional company electricity savings to everyone!

### Direct Deposit Encouragement

Encourage employees to go to direct deposit to save on costs of paper printing. Encourage the idea of direct deposit to a Visa/MC if an employee elects not to direct deposit. Having this feature will keep your company's workflow uninterrupted during the business hours. Work with your Payroll department to see if these could be implemented and push the savings message!

The deadline for the April newsletter is March 15, 2010. Send articles to [styler@arrowengine.com](mailto:styler@arrowengine.com)

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***Our next Chapter Meeting is Thursday, April 1. No foolin'!***

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We're on the Web!

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

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Newsletter editor:  
Sherry Tyler CPS/CAP  
[styler@arrowengine.com](mailto:styler@arrowengine.com)

*A boss creates fear, a leader confidence. A boss fixes blame; a leader corrects mistakes. A boss knows all; a leader asks questions. A boss makes work drudgery; a leader makes it interesting.*

Russell H. Ewing

## OUTSTANDING MEMBER OF THE YEAR (OMY)

Outstanding Member of the Year (OMY) Applications are due by April 6. Please take a few minutes to visit Tulsa Chapter website and complete the OMY Application. 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. 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>



On Sunday, March 14, 2010,  
at 2 a.m., Daylight Saving  
Time begins in the United  
States.

## 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.

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