



## Special Interest Articles:

APW Event Information

Win a bag of goodies!

Welcome new member,  
Aren Proctor!

Pathways to  
Excellence – What's  
our progress?

## Individual Highlights:

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

Board meetings are  
the 4<sup>th</sup> Thursday of  
each month.

## Tulsa Chapter Meeting

Thursday, 7, 2010

Dinner & Networking 5:15

Meeting 5:45

Program 6:00

### Holiday Inn City Center

17 West 7<sup>th</sup> (corner of 7<sup>th</sup> & Boulder)

Free parking south across 7<sup>th</sup> Street.

## Menu

### Buffet Style

Shrimp Scampi over Pasta

Seasonal Vegetables

House Salad

Dinner Rolls

Dessert – Chef's Selection

Ice Tea, Water and Regular Coffee

Members: \$15.00

Guests: \$18.00

*Tulsa Chapter regrets that we will no  
longer be able to pay for our  
guests' meals.*

## Please RSVP

by 1:00 pm, Monday, April 4th to Jenny Flores at

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

*If you make a reservation and do not attend,  
you will be billed for that meeting's dinner.*



## CONFLICT RESOLUTION

Tulsa Chapter Treasurer, Regina Thompson

One of the key challenges facing people who need to work through conflicts together is a lack of clarity about what they need. What they expect regarding how those needs are met at the workplace, and the relative priority of these expectations, is at the heart of this exercise and presentation. By clarifying desired outcomes from their work together, participants can begin to build an agenda that seeks to affirm those desires in practice.

### About our speaker:

Regina is the Senior Administrative Assistant to the Sr. Director of Operational Accounting at Cherokee Nation Entertainment. She says her career path allows her to be creative and led her to IAAP to "fill her admin briefcase with members' wisdom." An IAAP Tulsa Chapter member since October 2008, Regina is currently serving as Tulsa Chapter's Treasurer.

Her favorite hobby is creating Cherokee double wall baskets, and she has begun to teach others in local schools and at her workplace.

Regina says her husband is her "rock," and has taught her how to enjoy life. She has a daughter, two stepsons, a stepdaughter and has six grandchildren – all under the age of five! Talk about knowing how to deal with conflict!

A quote from Wilma Mankiller is a basis for Regina's philosophy on life: "Every day is a good day." Regina says: "You are the one who can make a difference, and that begins with your attitude. Just smile."

# Visions



## Administrative Professionals Day 2011

The 2011 Theme for Administrative Professionals Day (APD) is: “*This year, celebrate all office professionals*”.

For Administrative Professionals Day 2011, we’re veering away from the traditional celebration of the day which is centered on administrative professionals. The recession has hit everyone in the office. Downsizing has forced all of us to pull together and work harder, not just the administrative professionals in the workplace. IAAP recognizes the hard work and sacrifice from everyone. *This year, celebrate all office professionals.*

## About Administrative Professionals Week

Since 1952, the International Association of Administrative Professionals has honored office workers by sponsoring Administrative Professionals Week (APW). Today, it is one of the largest workplace observances outside of employee birthdays and major holidays.

In the year 2000, IAAP announced a name change for Professional Secretaries Week and Professional Secretaries Day. The names were changed to Administrative Professionals Week and Administrative Professionals Day to keep pace with changing job titles and expanding responsibilities of today’s administrative workforce.

Over the years, Administrative Professionals Week has become one of the largest workplace observances. The event is celebrated worldwide, bringing together millions of people for community events, educational seminars and individual corporate activities recognizing support staff.

Today, there are more than 4.1 million secretaries and administrative assistants working in the United States, according to U.S. Department of Labor statistics, and 8.9 million people working in various administrative support roles. More than 475,000 administrative professionals are employed in Canada. Millions more administrative professionals work in offices all over the world.

APW is always the last full week in April. In 2011, **Administrative Professionals Week is April 24-30** with Administrative Professionals Day on **Wednesday, April 27**.

\*\*\*\*\*

IAAP Tulsa Chapter will be hosting an APW event on **Tuesday, April 26 @ the luxurious Holiday Inn City Center, 17 West 7th Street, Tulsa.**

We will have a meet and greet at the cocktail lounge from 5 p.m. to 5:30 p.m. The dinner begins at 5:30 p.m. on the 2<sup>nd</sup> floor in our meeting room. The cost is \$18.00 for guests and \$15.00 for members. Please RSVP on our Tulsa Chapter website, [www.iaap-tulsa.org](http://www.iaap-tulsa.org).

Office Team Division Director, Laura McFarlin and her colleagues will bring a fun-packed presentation that magnifies this year’s APW theme “*Celebrate All Professionals!*”

Door prizes will be bountiful on behalf of the Tulsa Chapter and Office Team!

Got questions? Call **Regina Thompson, 918.864.1701**



Regina Thompson  
IAAP Tulsa Chapter Treasurer



# BAG A WIN!

Bring your dollars to our April 7th meeting if you want a chance to win a shopping bag full of gardening goodies and treats! Each ticket is \$1, or get 6 for \$5. All proceeds benefit the Retirement Trust Fund.

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**NEEDS FOR LAURA DESTER SHELTER** – We usually think of donating items during the holiday season; however, the shelter has needs all year long. Below is an updated list. If you have items to donate, please either take them by the shelter or get with Crystal Joice.

Goodstart gentle plus formula (we have 0 on hand)

Pull-ups boys and girls

Sizes 3T 4T & 5T

Diapers

Sizes 4, 5, & 6

Baby wipes

Stage 2 & 3 baby food (fruits and dinners for ex. Chicken & noodle, Spaghetti)

**Women** shirts (M&L) jeans (sizes 8, 10, 12, 14) maybe even some capris now that it is warming up

**Men** shirts (medium and large) plain T-shirts doesn't matter if they are white or color. Jeans (sizes 32, 34, and 36)

Boxer's sizes small, medium and large both the girls and boys can sleep in these.

Girls and boys shirts and jeans

Sizes 6-7, 8-10, 10-12, 14

Tennis shoes only please

**Women** shoe sizes 6,7,8,9 we do have a lot of sandals but most of them are high heels

**Men** shoe sizes 6,7,8,9 and 10

Girls and Boys shoes ages 6 to 11

Sizes 12,13,1,2,3,4

African American hair products and rubber bands for braids

Hair brushes

# Shirley Schellhorn, CPS

## Member for 28 years



Shirley (left) and #1 granddaughter, Shannon Moore

Shirley, who has been an independent distributor for Premier Designs, Inc., for 18 years, joined Tulsa Chapter for professional networking and to learn more about the CPS certification. While a member Shirley has held the positions of president, vice president, secretary, and hostess chair. She is currently our chaplain.

Helping women accessorize their wardrobe to get the best look is what she likes most about her career. That and meeting new people!

Shirley and her husband, Paul, married while seniors in high school. They have five sons and a foster son. They also have 16 grandchildren and 18 great-grandchildren. This all adds up to a very close, loving family.

In her spare time, Shirley enjoys reading, embroidery, having lunch with friends, and traveling.

The most unusual job she ever held was at a 7-Up bottling company where she just sat on a stool and watched bottles on a conveyor belt to make sure they were clean. She also filled the bottles to ensure there was not anything in them besides 7-Up.

Shirley has certainly been a valuable member of Tulsa Chapter all these years and is very much appreciated!

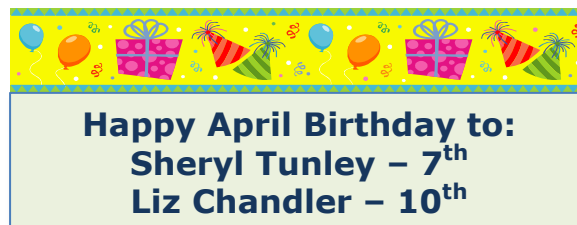
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## Welcome Aren Proctor!

Aren comes to us from Cherokee Nation Entertainment where she is the Purchasing Administrative Assistant. She joined IAAP for the networking and hopes to enhance her skills and get to know others in the same field.

At home, Aren has a double dapple dachshund named Jasper, who was born blind. She says he has a very colorful personality. In her free time she enjoys spending time with her mom, sister, and two nephews.

Tulsa Chapter is happy you chose us, Aren!



## Upcoming Events

**April 24-30, 2011** - Administrative Professionals Week

**April 26, 2011** – IAAP Tulsa Chapter APW event

- Who: All Chapter members and guests are encouraged to attend
- What: Office Team presentation “*This year celebrate all office professionals!*”
- Where: Holiday Inn City Center - 17 W. 7<sup>th</sup> St (7<sup>th</sup> and Boulder) (2<sup>nd</sup> floor meeting room)
- When:
  - 5:00 – 5:30p. – Meet and Greet
  - 5:30p. – Dinner
    - \$18.00 for guests and \$15.00 for members
  - 6:00p – Presentation and door prizes given out throughout the night

**Wednesday, April 27, 2011** - Administrative Professionals Day

**May 6-7, 2011** - Certification Exams

**June 9-12, 2011** - A-O Division's 53rd Annual Meeting at the Doubletree Guest Suites and Convention Center in Bentonville, AR hosted by the Benton County Chapter.

**July 24-27, 2011** - IAAP's International Education Forum and Annual Meeting, Montreal Convention Center, Montreal, Quebec (Host Hotel is the Hyatt Regency Montreal.)

## Outstanding Member of the Year (OMY):

This is the recognition award that has been put in place for Tulsa Chapter members only by the Tulsa Chapter board.

This year’s OMY award will once again be based on your accumulation of points by each member during the period of March 31, 2010 - April 1, 2011 in several areas of professional development and achievement.

⇒ Each member should keep track of their points earned and send their forms to President, Connie Weddell by **April 6, 2011**

➤ **note:** The form indicates that the due date is April 1, but the date has been extended to April 6<sup>th</sup>.

⇒ The member with the most points will be named Tulsa Chapter’s Outstanding Member of the Year. However, **each person submitting a record** will have the opportunity to have a cover letter and their application form sent to their employer.

⇒ It is a great feeling to have your employer receive a letter outlining all of your successes. It was placed in my file and pulled out again at the time of my evaluation. Our commitment is to excellence, so we want to make sure we are all on that path so please keep track of your points and feel free to contact me if you have any questions.

Form location:

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

1. Click on the *Tulsa Chapter* tab

2. Choose *Outstanding Member of the Year OMY*

# Pathways to Excellence

THE IAAP PATHWAYS TO EXCELLENCE RECOGNITION PROGRAM is designed to raise your value as a career-minded administrative professional by becoming a Member of Excellence, a Chapter of Excellence or a Division of Excellence. The program has a set of guiding principles; learn more at <http://pathways.iaap-hq.org/IAAPHQ/Pathways/Home/> under the "Principles" tab. Each distinction has its individual tab, or you can consult our Pathways to Excellence FAQ for more information.

You can now find lists of the members, chapters and divisions that have achieved awards this year by clicking on the above links and scrolling to the bottom. (You will need to be logged in to see this information, though!)

The Pathways to Excellence year coincides with the IAAP fiscal year of July 1, 2010, through June 30, 2011.

## Criteria for 2010-2011 A-O Division Chapter of Excellence Program

(Completed – C, In Progress – IP, Still Possible – S, Very Possible - VP)

| POINT OF EXCELLENCE            | #   | CRITERIA – submitted to Board Contact by May 13, 2011   | # Checkmarks To Date   |     |
|--------------------------------|-----|---|--|-----|
| CERTIFICATION                  | 1.  | One check for each member who obtains the CPS and/or CAP rating in May or November 2010 OR who recertifies from July 2010 through April 2011. (Shauna Williams & Tammie Burgin)   | 2  | IP  |
|                                | 2.  | One check for each certification review course taught or lead at chapter level.   | 0  | N/A |
| COMMITMENT                     | 3.  | One check for its commitment to participate in the International Chapter of Excellence Program.   | 1  | C   |
| COMMUNICATION                  | 4.  | One check for participating in the IAAP Web Community.  | 1  | C   |
|                                | 5.  | One check for each newsletter or e-newsletter published and sent to board contact to post on A-O Web Community between July 2010 and April 2011.  | 8  | IP  |
|                                | 6.  | One check for publishing chapter's calendar of meetings and topics by October 1, 2010.  | 1  | C   |
| EDUCATION & TRAINING           | 7.  | One check for each seminar conducted.   |  | SP  |
|                                | 8.  | One check for each chapter meeting offering recertification points.   | 7  | C   |
|                                | 9.  | One check for each member who attends the August 21 Education Forum in Oklahoma City, OK.   | 10 *   | C   |
| FISCAL RESPONSIBILITY          | 10. | One check for creating and maintaining a budget for the 2010-2011 year.   | 1  | C   |
|                                | 11. | One check for submitting its 2009-2010 Annual Audit report.   | 1  | C   |
|                                | 12. | One check for providing a monthly financial statement to membership.  | 1  | C   |
|                                | 13. | One check for each effort to raise funds for the Retirement Trust Foundation, Research & Education Foundation, or Student Chapter Program (budgeted contribution, special fundraiser, solicitation of members for personal contributions, etc.) | 1 – calendar<br>1 – honor Christine<br>1 – budgeted amt.<br>1 – R&E<br>1 – Student Chapter | C   |
| LEADERSHIP DEVELOPMENT & ROLES | 14. | One check for having a full slate of officers for the 2010-2011 year and submitting officer and committee chair listing to headquarters by July 1, 2010, deadline.  | 1  | C   |
|                                | 15. | One check for having four chapter officers and four chairs (bylaws, certification, education/programs, and membership) participate in a 60-minute leadership/succession planning event offered at the August 21 Education Forum in OKC.         | 1  | C   |
|                                | 16. | One check for each member that serves as an officer, committee chair, or committee member at the division or international level; or as an RTF Trustee.   | 4  | C   |

|  |     |  |                 |     |
|--|-----|--|-----------------|-----|
|  |     | (Sandy, Jolene, Jan, Jamie)  |                 |     |
|  | 17. | One check for having chapter committee chair positions filled for bylaws, certification, education/programs, and membership.   | 1               | C   |
| MARKETING, RESEARCH & COMMUNITY OUTREACH | 18. | One check for having a marketing plan that is reviewed annually.   | 1               | C   |
| PROGRAMS & PARTICIPATION                 | 19. | One check for sending delegate or submitting a proxy to the 2010 International EFAM in Boston by deadline.   | 1               | C   |
|  | 20. | One check for submitting delegate's name or proxy for the 2011 A-O Division Annual Meeting by May 13, 2011.  |                 | VP  |
|  | 21. | One check for each APW event or executive event conducted.   |                 | IP  |
|  | 22. | One check for submitting an application for the Avery Chapter Achievement Award by the February 1, 2011, deadline.   | 1               | C   |
|  | 23. | One check for nominating one of its employer companies for the IAAP Award for Excellence.  | 0               | N/A |
| RECRUITMENT & RETENTION                  | 24. | One check for maintaining 15 members on the chapter roster.  | 1               | C   |
|  | 25. | One check for maintaining 80% member retention.  | 1               | C   |
|  | 26. | One check for achieving a net membership increase of at least 12% with a minimum of 3 new members.   | 1               | C   |
|  | 27. | One check for each membership recruitment meeting conducted. (1 at Sept. chapter meeting; 1 at Cherokee Nation)  | 2               | C   |
|  | 28. | One check for conducting at least one new member orientation.  | 1               | C   |
|  | 29. | One check for sponsoring a new IAAP chapter or student chapter   | 0               | N/A |
| STRATEGIC PLANNING                       | 30. | One check for having a strategic plan that is reviewed annually and is submitted to division president by December 31, 2010.   | 1               | C   |
|  | 31. | One check for conducting an annual member interest/satisfaction survey.  | 1               | C   |
| SPECIAL DIVISION CRITERIA                | 32. | Inviting division officers to attend a chapter meeting.<br>1 check for an open-ended, non-specific invitation to come to any chapter meeting at any time.<br>2 checks for an invitation to come install new chapter officers in June 2011.<br>3 checks for an invitation to a designated chapter meeting and the opportunity for 10 minutes on the agenda to discuss division activities.<br>4 checks for an invitation to present a program at a designated chapter meeting that qualifies for a recertification point. | 3               | C   |
| <b># of Checkmarks to date 3/13/11</b>   |     |  | <b>59</b>       |     |
| <b>TOTALLY COMPLETED (C)</b>             |     |  | <b>24 areas</b> |     |
| <b>IN PROGRESS (IP)</b>                  |     |  | <b>3 areas</b>  |     |
| <b>STILL POSSIBLE (SP)</b>               |     |  | <b>1 area</b>   |     |
| <b>VERY POSSIBLE (VP)</b>                |     |  | <b>1 area</b>   |     |
| <b>NOT APPLICABLE</b>                    |     |  | <b>3 areas</b>  |     |

If you want to reach a goal, you must 'see the reaching' in your own mind before you actually arrive at your goal.

Zig Ziglar

## Criteria for 2010-2011 International Chapter of Excellence Program

(Completed – C, In Progress – IP, Still Possible – SP, Very Possible - VP)

| <b>International Chapter of Excellence 2010-2011 – Tulsa Chapter</b>  |                                 |
|---|---------------------------------|
| <b>Status as of 3/13/11</b>   |                                 |
| (14 out of 19 required to achieve Excellence)   |                                 |
| Sixty percent of the chapter meetings offer certification points  | <b>C</b><br><b>(7 approved)</b> |
| At least one member of the chapter obtain their CPS and/or CAP Certification during the current IAAP fiscal year  | <b>C</b>                        |
| Sign on-line Chapter of Excellence Commitment Agreement   | <b>C</b>                        |
| Publish at least six newsletters/e-newsletters  | <b>C</b>                        |
| Participate in IAAP Web Community   | <b>C</b>                        |
| Publish annual meeting calendar with education and/or training topics by September 1st and establish marketing plan to encourage members to attend Chapter, Division and International meetings and events                          | <b>C</b>                        |
| Create and maintain an annual budget, provide a monthly financial statement to the membership and submit annual audit report to the Division Treasurer  | <b>C</b>                        |
| Maintain a full slate of officers (minimum four offices); maintain committee chairman for the Bylaws, Certification, Education and Membership Committees; submit New Officers and Committee Chairman list to HQ by July 1 deadline. | <b>C</b>                        |
| A minimum of four officers and chairmen of the Bylaws, Certification, Education and Membership committees participate in at least one IAAP leadership/succession planning training event of at least 60 minutes in length           | <b>C</b>                        |
| Send a delegate to the Division Annual Meeting and a delegate or submit a proxy to the International EFAM in Boston   | <b>C</b>                        |
| At least one member serve in a Division Office or Committee; or serve on an International Committee; or as an International Officer or RTF Trustee.   | <b>C</b>                        |
| Sponsor or co-sponsor a professional development seminar or sponsor/co-sponsor an APW/APD and/or Annual Executives Event  | <b>IP</b>                       |
| Submit a completed application for the Avery Chapter/Division Achievement Awards and/or submit a nomination for Excellence Program  | <b>C</b>                        |
| Maintain a Minimum of 15 members and achieve an annual retention rate of at least 80 percent  | <b>IP</b>                       |
| Conduct at least one Membership Meeting   | <b>C</b>                        |
| Conduct new member orientation program  | <b>C</b>                        |
| Achieve a net membership increase of at least 12 percent (minimum required is a net 3 member increase)  | <b>C</b>                        |
| Sponsor a new IAAP Professional Chapter or Student Chapter  | <b>N/A</b>                      |
| Create an Annual Business (Strategic) Plan; review/update annually; submit a copy to the Division President by December 31 and conduct an annual member/interest survey   | <b>C</b>                        |
| <b>TOTALLY COMPLETED (C)</b>  | <b>16</b>                       |
| <b>IN PROGRESS (IP)</b>   | <b>2</b>                        |
| <b>STILL POSSIBLE (SP)</b>  | <b>0</b>                        |
| <b>VERY POSSIBLE (VP)</b>   | <b>0</b>                        |
| <b>NOT APPLICABLE</b>   | <b>1</b>                        |

## YOUR WORK AREA CAN AFFECT YOUR CAREER

Carol Halsey  
Business Organizing Solutions  
<http://www.pilestfiles.com>



You are probably wondering how your work area can have any bearing on your career.

How you are perceived by others, correct or not, can make the difference between getting a substantial bonus, a promotion, or not.

In the case of the small business entrepreneur, it could mean landing the big contract, gaining new customers or not.

Just as important as how you dress, carry yourself, and relate to others, is the appearance of your work area.

Clutter communicates a message. Says Dimitrius, "A messy, disorganized desk usually points to a messy, disorganized person."

Research conducted at the University of Texas found that not only are workers with messy workspaces less reliable, less efficient and less task-oriented than their clean desk counterparts, but that others also perceive messy workers to be inefficient, disorganized and unimaginative.

So even if you see yourself as a creative genius who thrives in a messy environment, chances are your coworkers, company management or customers don't see it the same way.

Look at the work spaces of those around you and those who you associate with. What kind of messages are they sending?

Take a look at the messages you are communicating through your workspace. Is this the way you want others to judge you?

If not, it's time for a change. Your career may very well depend upon it.



*"Order is a lovely nymph, the child of Beauty and Wisdom; her attendants are Comfort, Neatness, and Activity; her abode is the valley of happiness: she is always to be found when sought for and never appears so lovely as when contrasted with her opponent, Disorder."*

Samuel Johnson-English Poet, Critic and Writer 1709-1784

**May newsletter deadline –  
April 15, 2011.**

**Please send all articles to  
[styler@arrowengine.com](mailto:styler@arrowengine.com)**

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**Our May Chapter meeting  
will be held on Thursday,  
May 5.**

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**IAAP Tulsa Chapter**

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## **Tulsa Chapter Officers**

Connie Weddell  
President

Janet Griebel, CPS/CTM  
Vice President

Jolene Yowell, CPS  
Secretary

Regina Thompson  
Treasurer

*The minutes of our  
March meeting can  
be found on Tulsa  
Chapter's website:  
[www.iaap-tulsa.org](http://www.iaap-tulsa.org)*

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.