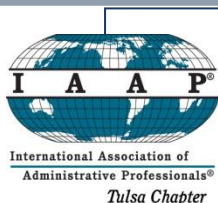


June 2011
Volume 5, Issue 6

PASSION & PURPOSE
TULSA CHAPTER



The Tulsan

MONTHLY NEWSLETTER FOR ADMINISTRATIVE PROFESSIONALS



Special Interest Articles:

Are you making wise choices?

Clear the clutter!

Pathways to Excellence – What’s our progress?

How do I do that?

Baseball rules for life.

Can you really lead your boss?

Individual Highlights:

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Tulsa Chapter IAAP meets on the 1st Thursday of each month.

Board meetings are the 4th Thursday of each month.

Tulsa Chapter Meeting

Thursday, June 2, 2011
Dinner & Networking 5:15
Meeting 5:45 Program 6:00

Holiday Inn City Center
17 West 7th (corner of 7th & Boulder)

Please RSVP

by 1:00 pm, Tuesday, May 31 to
Jenny Flores at
www.iaap-tulsa.org

Menu

Buffet Style

Fajita Grill Buffet:
Grilled Chicken Breast
w/saute' onions, peppers, salsa,
guacamole, sour cream, cheddar
cheese, lettuce
Refried Beans
Chips & Tortillas
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.

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

Installation of 2011-2012 Officers



Join us for an evening of Celebration!

Cheryl Cook, CPS/CAP, Arkansas-Oklahoma Division President, will deliver an inspirational message about mentoring.

Chapter achievements for 2010-2011 will be recognized.

Visions

"Of course I'm a publicity hound. Aren't all crusaders? How can you accomplish anything unless people know what you are trying to do?"

Vivien Kellems

Webster's dictionary defines publicity as: "an act or device designed to attract public interest; specifically information with news value issued as a means of gaining public attention or support." Webster's definition of Image is "a visual representation of something."

If you study these two definitions you can see that they complement each other. We want and need to get the word out about Tulsa Chapter, but to do that effectively we need to paint Tulsa Chapter with the brightest colors. As the publicity and image co-chairs, we rely on our chapter members to help us publicize what we are about and what we do.

The main purpose of the Publicity/Image committee is to publicize the chapter activities through press releases to all media outlets. Every month we place our meeting notices in the Tulsa World, but we do it with the help of the hostess committee and the program committee. The hostess committee sends us the menu for the monthly meetings and the program committee sends us details about the evening program. That is how publicity is born. Each of you, as a chapter member, can contribute to the image of our chapter. You should consider everything you do as a potential news article. What is your committee up to? Are you planning an event that needs to be placed in the newspaper or on community boards? Has anyone won awards that can be publicized? Those are just a few ideas of what we are looking for. I'm sure you can come up with other ideas that are newsworthy.

If you are traveling to Arkansas for the A-O Division Annual Meeting, please send an email to j.yowell@cox.net so I can put a notice in The Tulsa World about the administrative professionals traveling to Arkansas. Sometimes it is hit and miss as to whether or not they will print the article, but we need to keep trying.

We would like to thank everyone that fed us information this year and hope that you will continue to do so in the future.

Jolene and Alene Yowell



Happy June Birthday to:
Kathy Doering – 17th
Joyce Green – 17th
Debra Bishop – 19th
De Giefer – 27th
Michelle Clayton – 29th

Upcoming Events

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.)

We all have our Jolene in our thoughts and prayers!





One Minute Motivators

Choose Wisely

-- by Bill Mansell

Once, I dreamed that I was in a large room with dozens of tables filled with every kind of food imaginable. It was a buffet like no buffet I have ever experienced. Some tables contained delicious appetizers; others were packed with tantalizing desserts. Exquisitely prepared dishes made from vegetables, meat, fruit, baked goods, salads, seafood and pasta seemed to dance before my eyes.

Without hesitation, I began to eat. The wonderful thing about dreams is that you can eat to your heart's content, without regard to calories or over-eating. It was, to say the least, delightful. But, I awoke feeling slightly guilty and thinking I better get to the gym soon so that it wouldn't all go to my middle.

I don't normally dream about food, so when I was fully awake, I pondered what it could mean. The thought came to me that life is like that buffet. An infinite array of choices and opportunities lie before us. But, also like a buffet, we need to be careful what we choose to indulge in. No one can eat everything in a buffet like that. So the challenge is to choose wisely.

Each of us has different circumstances. Some might have a food allergy or diabetes, which should limit our food choices. Others may have the inclination to choose too many high-fat, high-calorie foods which, although they may taste good at the time, will, over the long run, tend to destroy our health and vitality. There are no buffet police who monitor your food selections and sound the alarm if you take too many desserts or not enough vegetables. It's up to us. Balanced, responsible choices are the order of the day at a food buffet.

This is also true in life. A wide array of choices, some good and some not so good for us, confronts us every day. Our job is to make the best choices about what we will do with our time and resources. Yes, we have laws and police which restrict us from making the most irresponsible choices. But, just because something is legal, does not make it the best choice for you.

I've learned that some choices are good, others are better, and still others are best. Often we rationalize our choices saying, "there's nothing wrong with that." True, but is there something better you could be doing with your time? Of all the good choices, which is best for you at this moment? Make that your constant choice and you will have few regrets in life.

Success Tip: As you evaluate the smorgasbord of choices available to you each day, you realize that you can never do everything--even everything that is good. Choose, instead, the best option for every moment in time.

Contributed by Michele Dodson

You are your choices.

~Seneca

Clear the Clutter, Enhance Your Image

The desks of many administrative professionals seem to be magnets for clutter. Particularly if you're stationed in a central location, your desk can become the drop-off point for incoming mail, outgoing packages, office supplies and all manner of paperwork. On top of all that, there are your own stacks of work to be done, papers to file, invoices to process and documents to distribute.

But cleanliness should be a priority for administrative professionals who are concerned about their professional image. In a survey by OfficeTeam, 83 percent of respondents said the appearance of an employee's workspace at least somewhat affects their perception of that person's professionalism. In addition, a messy desk can become a time sink as you spend precious time looking for missing items.

If your desk has become a disaster area, now's the time to clear out the mess and get organized. Here are some tips for getting – and staying – clutter-free.

Get a fresh perspective. Sit in your visitor chair for a view of what others see when entering your cubicle or office. This will help you develop a clean-up plan and prioritize what to do.

Pare down. Keep only the materials needed for your current project on your desk, and clear these items after the assignment is completed. Store supplies you need in drawers or file cabinets close at hand, and move things that are used less frequently into storage.

Go paperless. Print documents only when necessary. Electronic calendars, task lists or email alerts can help you remember deadlines, appointments and meetings.

Cut back on knickknacks. If your desk is crowded with photos, promotional items and other objects, start with a clean slate. Choose just two or three framed photos to display, put staplers and similar equipment in desk drawers and get rid of all those stress balls and pen cups.

Practice daily maintenance. Once you've cleaned and organized your desk, keep it that way with regular "spot cleanings." By spending just 10 minutes every day tidying your desk, you'll prevent clutter from accumulating and getting out of hand.

OfficeTeam is the world's leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has more than 320 locations worldwide, and offers online job search services at www.officeteam.com.

~Contributed by Janet Griebel, CPS



Tulsa Chapter made a donation to Just Plane Fun. It's Camp Fire USA Green Country Council's event, and it's set from 9 a.m. until 1 p.m. June 4 at Tulsa Technology's Riverside Campus at 801 E. 91st St.

This fundraiser has a direct impact on Green Country Council's service for more than 3,600 local boys and girls, primarily from at-risk, vulnerable circumstances.

More information about this event can be found at [Camp Fire USA plane-pull event set for June 4](#).

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 International Chapter of Excellence Program (Completed – C, In Progress – IP, Still Possible – SP, Very Possible - VP)

| International Chapter of Excellence 2010-2011 – Tulsa Chapter | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|
| Status as of 5/20/11 | |
| (14 out of 19 required to achieve Excellence) due to HQ 7/5/11 | |
| Sixty percent of the chapter meetings offer certification points | C (7 approved) |
| At least one member of the chapter obtain their CPS and/or CAP Certification during the current IAAP fiscal year | C |
| Sign on-line Chapter of Excellence Commitment Agreement | C |
| Publish at least six newsletters/e-newsletters | C |
| Participate in IAAP Web Community | C |
| 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 | C |
| Create and maintain an annual budget, provide a monthly financial statement to the membership and submit annual audit report to the Division Treasurer | C |
| 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. | C |
| 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 | C |
| Send a delegate to the Division Annual Meeting and a delegate or submit a proxy to the International EFAM in Boston | C |
| 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. | C |
| Sponsor or co-sponsor a professional development seminar or sponsor/co-sponsor an APW/APD and/or Annual Executives Event | C |
| Submit a completed application for the Avery Chapter/Division Achievement Awards and/or submit a nomination for Excellence Program | C |
| Maintain a Minimum of 15 members and achieve an annual retention rate of at least 80 percent | IP |
| Conduct at least one Membership Meeting | C |

| | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| Conduct new member orientation program | C |
| Achieve a net membership increase of at least 12 percent (minimum required is a net 3 member increase) | C |
| Sponsor a new IAAP Professional Chapter or Student Chapter | N/A |
| 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 | C |
| TOTALLY COMPLETED (C) | 17 |
| IN PROGRESS (IP) | 1 |
| STILL POSSIBLE (SP) | 0 |
| VERY POSSIBLE (VP) | 0 |
| NOT APPLICABLE | 1 |

I can't change the direction of the wind, but I can adjust the sails to always reach my destination. ~Jimmy Dean

8 Best “How To” Web Sites

From Administrative Professional Today

1. **Yahoo Answers:** The best of its type: Folks write in questions, and site users offer helpful answers. Then other users rate how useful the answers are.
2. **HowStuffWorks.com:** Explains in simple terms what things are and how they work.
3. **Lynda.com:** A better approach to learning software than sitting through training or reading the manual. For a subscription fee, you can tap into Lynda.com’s online videos to learn how to use creative, design and development software.
4. **FixYa:** Your iPod just went dead. Instead of tossing it, post a message at FixYa. A team of experts and a large group of users can address the breakdowns. You can get tech or gadget help by having a web chat with one of the experts.
5. **Treehugger:** Find actionable advice on being a wiser, greener consumer. The site covers everything from food to business to recreation to fashion.
6. **Dictionary.com/Thesaurus.com:** Bookmark these sites for everyday advice on language.
7. **Instructables:** Learn how to make anything from a corsage to a catapult. Users write in about what they do or have invented and how they did it.
8. **Livemocha:** A new approach to learning languages by setting up learning alliances with language buddies from around the world.

We can learn a lot from baseball

By Harvey Mackay

Contributed by Connie Weddell

Baseball and spring go together. Both seem to create optimism that is contagious.

Not long ago I stopped by a local playground to watch a Little League baseball game. To get myself up to speed, I asked one of the youngsters what the score was.

"We're behind 16 to nothing," he answered.

"I must say you don't seem discouraged," I said. "Why is that?"

"Discouraged?" said the boy, "why should we be discouraged? We haven't been up to bat yet."



What a lesson in optimism! As I thought more about this positive attitude, I realized there are a lot of business lessons that we can learn from our national pastime.

Invention. Babe Ruth is credited with the invention of the modern baseball bat. He was the first player to order a bat with a knob on the end of the handle, with which he hit 29 home runs in 1919. The famous name of that bat was Louisville Slugger, which has become synonymous with baseball.

You can overcome faults and be successful. Can you imagine a major league baseball player leading the league in making the most errors...in striking out the most times...in hitting into the most double plays -- and still being voted Most Valuable Player for that year? In 1942, Joe Gordon did all those things -- yet still won the MVP award that season in the American League.

There is no "I" in team. "It is important for sales managers to acknowledge what every baseball manager instinctively knows - that every championship team needs good bunters as well as long ball hitters," said Harry Artinian, former vice president of corporate quality at Colgate-Palmolive Company. "It is the good sacrifice hitter who can advance the man on base to a position where the long ball hitter can drive him home. And you know what -- at the end of a successful World Series, the bunters and the long ball hitters all wear the same ring, and they all have the same equal shares in the bonus pool."

Negotiation. After a poor year pitching for the New York Yankees in the 1930s, legendary pitcher Lefty Gomez was asked to accept a salary cut from \$20,000 to \$7,500 a year. Reeling, Gomez asked the Yankees, "How about you keep the salary and pay me the cut."

Little things mean a lot ... Not true. Little things mean everything. When the famous baseball player Ty Cobb reached first base, he had what seemed to be a nervous habit of kicking the bag. It wasn't until he retired from baseball that the secret came out. By kicking the bag hard several times, Cobb was able to move it a full two inches closer to second base. A terror on the bases, Cobb figured this tiny advantage was enough to improve his chances of stealing second or making it safely on a hit. Anything to win the game! The mark of a real competitor.

Take pride in your work. Joe DiMaggio of the New York Yankees had a fierce pride about always doing his best. The Yankees were on the road for a doubleheader against the St. Louis Browns. The day was not only boiling hot, the Browns were last place in the league. Despite this, DiMaggio made an off-hand comment that he was looking forward to playing that day. "In this heat!" said an amazed sportswriter. "How can you enjoy playing a doubleheader in stifling weather like this?" Glancing toward the grandstand, DiMaggio said, "Maybe somebody out there has never seen me play before."

Keep your focus. People who attain success have learned to forget past failures and concentrate on present goals. Baseball great Babe Ruth was once asked what he thought about after he struck out. "I think about hitting home runs," the Babe answered.

The importance of attitude. A winning attitude is critical in competing for business against all-star competition, said Norman R. Augustine, former chairman of Lockheed Martin Corporation. It's also very much a part of sports. One baseball manager with an interesting slant on winning said, "You only have to bat 1,000 in two things, flying and heart transplants. Everything else you can go four for five." Some teams, like some businesses, have attitudes that inevitably guarantee failure. A Pittsburgh Pirates coach once said, "I managed a team that was so bad, we considered a 2-and-0 count (two balls, no strikes) a rally."

Mackay's Moral: In the immortal words of Yogi Berra, "You can observe a lot by just watching."



Become the Leader of Your Boss

Dr. Stephen R. Covey: How can I take control of my professional life and lead?

In today's working world there are millions of employees in identical cubical "farms" who feel frustrated by their company's hierarchies. The way they're micromanaged—or not managed at all—leaves them feeling powerless.

If you remember nothing else from this article remember this: **leadership has nothing to do with formal authority, it has everything to do with influence.**

This doesn't necessarily mean that you will be your boss's boss, but it does mean that you can lead your boss. How? Simple.

Empathize.

Think of your boss's challenges, problems, concerns, and future plans—this is empathy. With empathy and anticipation you can act independently of your boss to deal with concerns and discover opportunities and underlying threats.

By acting independently and keeping your boss's needs in mind (or the company's needs) you are, in effect, leading. Your ability to anticipate needs is limitless, making your power and influence in the workplace limitless. You'll always be frustrated if you get hung up on formal hierarchies. However, if you are focused on empathy, regardless of your position, you can achieve the leadership and influence you desire.

I was once an administrative assistant to a very controlling and micromanaging president. One of his subordinates was an excellent example of empathy and anticipation. Every time he was asked a question or given an assignment he asked himself, "What is it that the boss is really trying to accomplish and why does he want this information?" He was so empathic that he delivered not only the request, but additional recommendations and analyses of the information. It was so well thought-out that the president immediately adopted it. The president's confidence in him caused this person's influence to grow to the point that his endorsement on projects became mandatory. Contrastingly, the other employees saw the boss as controlling and micromanaging. They would stand around in the executive halls and washrooms describing the boss's weaknesses and mistakes. Consider how unproductive that was by comparison.

Remember, every time you think the problem is "out there," that very thought is the problem. Focus on the things which you can influence and you will become a leader in any situation—even the leader of your boss.

Contributed by Regina Thompson

**July newsletter deadline –
June 15, 2011.**

**Please send all articles to
styler@arrowengine.com**

**Our June Chapter
meeting will be held on
Thursday, June 2.**

IAAP Tulsa Chapter

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*The minutes of our
May meeting can be
found on Tulsa
Chapter's website:
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.