

August 2010
Volume 4, Issue 7

PASSION & PURPOSE
TULSA CHAPTER



The Tulsan

MONTHLY NEWSLETTER FOR ADMINISTRATIVE PROFESSIONALS



Special Interest Articles:

Leaders' Expectations

*Member Spotlight:
Denise Feltner*

*Interested in Obtaining
Certification?*

*Lessons from Wally the
Cab Driver*

Individual Highlights:

VISIONS	2
Member News	3
10 Reasons Why Leaders Should Look to Others	4
Member News	5
Certification News	5
One Habit That Can Double Your Effectiveness	6
Wally-A Cab Driver	7

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

Board meetings
are the 4th
Thursday of each
month.

Tulsa Chapter Meeting

Thursday, August 5, 2010

Dinner & Networking 5:15

Meeting 5:45

Program 6:00

Holiday Inn City Center

17 West 7th (corner of 7th & Boulder)

Free parking south across 7th Street.

Menu

Buffet Style

Meat Loaf Mashed Potatoes

Vegetable House Salad

Dinner Rolls

Dessert – Chef's Selection

Ice Tea, Water and Regular Coffee

\$15.00 Members

\$18.00 Guests

Please RSVP

by 1:00 pm, Monday, August 2
to Jenny Flores at
iaaptulsa@att.net

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

Guest Presenter:

Diana Plummer, M.Ed., LPC

DEALING WITH ANGRY CUSTOMERS - ARE YOU PUTTING OUT FLAMES OR FANNING THE FIRE?

How do you usually react to someone else's anger? Do you find yourself trying to defuse the situation? Do you find yourself engaging in the heated situation which results in you getting burned and/or losing control? Anger and stress are real issues that professionals deal with in most any workplace. Getting a grip on handling your own anger and stress levels can dramatically affect handling others' anger and stress levels. Join us to discuss relevant situations, techniques, and healthy strategies for dealing with angry customers. With the information given, you will be equipped with practical tips and coping strategies that can help in resolving anger issues on a personal as well as professional level.

1 Recertification Point approved for this program.

Visions



Jenny Flores
Chair-Hostess Committee

"A key to a vital life is an eagerness to learn and a willingness to change." – Mary Anne Radmacher

Our Tulsa Chapter just started a new term with new officers and committee chairs. New changes bring new challenges in terms of acceptance and adaptability. I'm positive that our members will continue their commitment to demonstrate honesty, open-mindedness and willingness to work together as a team to assist and support our new president, Connie Weddell on her vision and the chapter's strategic planning of this new term. ***Congratulations to our new board and chair committees!***

As your Hostess Chair, I work diligently with the Catering Manager and the Chef at the Holiday Inn Tulsa – City Center to ensure you get a nice meal and that our meeting room and necessary equipment is provided and in working order when we meet.

I appreciate all the feedback and prompt RSVP responses during our last term. Please continue to send your RSVPs *promptly* as this assists me in providing the hotel management and chef an accurate count for meal preparation and room set up. Please send your *RSVP* by 1:00 pm the Monday prior to our Thursday meeting at iaaptulsa@att.net or jennyf@cox.net.

INTRODUCING THE NEW 2010-2011 LOGO



2010-2011 A-O Division Officers

President Cheryl Cook CPS/CAP, Oklahoma City Chapter
President Elect Michelle Hunsaker, Benton County Chapter
Vice Pres. Wanda Perry CPS/CAP, Cent. Ark. Chapter
Secretary Teresa Tidwell CAP, Central Arkansas Chapter
Treasurer Donna Nerio, Will Rogers Chapter

Member News

MEMBER SPOTLIGHT

DENISE FELTNOR - MEMBER SINCE 1988

Denise joined IAAP while she was a student at Oklahoma Junior College. Her decision to join was based on a need for a good network of support while starting her career. She chose Tulsa Chapter because everyone made her feel very welcome. During her long-time membership, Denise has held many positions: Secretary, Ways and Means Committee member, Parliamentary Advisor, Telephone Chair, and has always assisted when needed.

Denise has worked as an Administrative Assistant for the Oklahoma Department of Corrections for 21 years. During that time, she has worked at Hissom, and Rader Treatment Centers, and is now in the Division of Community Corrections. She likes learning about the various areas inside the prison system and how they work.

Denise raised two children, Chris (deceased) and Tina, who is 31, and has been married to her husband, Richard, for six years. He is presently on the liver transplant list, which requires them to travel to Oklahoma City and occasionally to Nashville where the transplant will be performed when he is matched with a donor. She also has two feline children, Pepper and Buffy.

Sewing is Denise's favorite hobby, along with crocheting. She learned how to fish in the past year, and is enjoying that. She says she can bait the hook but doesn't like to touch the fish when she catches them!

Tulsa Chapter is fortunate to have such a dedicated long-standing member such as Denise!

A new position within Tulsa Public Schools brings new contact information for Tulsa Chapter member,

Christine Hilderbrand:

Registrar
Indian Pupil Education
209 S. Lakewood
Tulsa, OK 74112
Phone #: 833-8363
Fax #: 833-8370

NEW IN THE TULSAN

Each month one of our Committee Chairs will be creating the VISIONS letter for The Tulsan. This month, Jenny Flores shares her vision for leadership and member support. She also gives a little insight into her role as the head of Tulsa Chapter's Hostess Committee.

In September, we'll hear from Jamie Ward, CPS/CAP, Tulsa Chapter's Membership Chair.

Happy August Birthday to:
Donna Hickman-16th
Linda Teague - 22nd
Tammie Burgin - 26th



10 Reasons Why Leaders Should Model the Commitment and Positive Attitudes They Expect From Others

Submitted by: Jenny Flores

1. It improves trust and respect at all levels.
2. It protects leadership's reputation.
3. It increases team members' willingness to make and keep their commitments.
4. It eliminates inconsistencies that become obstacles to good team member attitudes.
5. It increases team members' cooperation with leadership.
6. It fosters a positive work culture.
7. It enhances customer service.
8. It increases pride, professionalism, and productivity.
9. It enhances the organization's ability to attract and retain high-quality and diverse team members.
10. It helps ensure the short-term AND long-term success of the enterprise.



And a Bonus Reason ...

It's purely and simply the right thing to do!



CHECK THIS OUT

<http://www.adminology.org/default.aspx>

This website is full of documents and articles to read, videos to watch, and news about conferences for admins.

Interested in obtaining certification?

Jodi McMillan is the 2010-2011 Certification Chair for the Arkansas-Oklahoma Division. She offers a 16-week study session (one began on August 19). If you are interested in participating in these free study sessions, please contact Jodi.C.McMillin@conocophillips.com.

Study Materials:

Firstly, study materials are essential to your success to pass the exams. Depending upon which test(s) you want to study for, the list below are the books you will need:

1. Office Systems & Technology – ISBN: 0-13-114549-5
2. Office Administration – ISBN: 0-13-114551-7
3. Management – ISBN: 0-13-114550-9
4. Advanced Organizational Management – ISBN: 0-13-119337-6

Books 1-3 are for your Certified Professional Secretary (CPS) exam and if you want to go ahead and study for your Certified Administrative Professional (CAP) exam you will also need book 4. It is a lot of information to process, but studying the next book is possible.

These materials are the Prentice Hall material; there are also Metcalf study materials. Materials for both can be found on the IAAP® headquarter site at: <http://www.iaap-hq.org/prodev/certification/reviewmaterials.html> The Metcalf computer data CD ROM gives you mock exams and is a very good source to study from in addition to the books above.

information can be found at the following site: <http://www.iaap-hq.org/prodev/certification/exams.html>. Note: You do not have to be an IAAP member to take the exams; however, there are discounts available for members which will actually result in enough savings to pay for one's membership.

The application can be found at this link: <http://www.iaap-hq.org/prodev/certification/CertAppPacket.pdf>.

The weekly sessions include example tests, along with the answers to these exams the following week. Material studied is for high-content-learning using the experience of former testers. Processes are important to study so those are shared with students.

You are expected to read the assigned chapters weekly and do the book's review questions prior to the study time. The last study session, 11 out of 13 passed their exams; but those that didn't receive their certification did pass portions of the test - this is not a failure because there is a lot of study material. Most are able to pass the second time without any problems.

Additional study guides and help are available from members on the Headquarters' website: <http://community.iaaphq.org/IAAPHQ/IAAPHQ/Resources/SearchLibrary/Default.aspx?Search=CAP&Home=1>

Certification Changes Coming Effective November 2011

IAAP's Certification Program will be changing effective November 2011. They are moving to one-rating system, with areas of specialty. All active CPS ratings will be changed to CAP, and all active CAP ratings will be changed to CAP-OM (Organizational Management).

Additional information can be found at:

<http://community.iaaphq.org/IAAPHQ/IAAPHQ/Resources/ViewDocument/Default.aspx?DocumentKey=c24cede3-2880-4747-8cce-7874bd9696d2>.

One Habit that Can Double your Effectiveness

From One Minute Motivators

-- by Bill Mansell

What would you need in order to double your effectiveness? More time? More education? Better planning of your day? Some quiet time to meditate or pray? Business skills training? You can have all of that, and more by adding one simple habit to your day. Here it is: turn off the car radio. That's it, simple.

Statistics show that the average American spends 500 to 1000 hours per year in the car traveling from place to place. A full-time college student spends less time in the classroom in a year! Just think what you could learn if you put that time to more effective use. Your car can become a phenomenal school, a business seminar, a meditation room, a personal planning sanctuary, and a most efficient classroom.

What if you selected some self-improvement or business training CDs to listen to in your car? You could improve your management skills, build a better vocabulary, learn ways to improve your relationships, think more positively, invest money, start a new business, learn a foreign language -- all this without adding any time to your already busy schedule. There are so many positive, educational, and entertaining things to listen to that we believe you should never get in your car, go for a walk, exercise, or even sit down to the computer, without having access to quality audio learning programs.

Success Tip: Turn off the car radio. It could just change your life.

Submitted by Michele Dodson

Did you know...

Why our time zone is sometimes referred to as CST and other times it is referred to as CDT?

States in our time zone where daylight saving time is observed refer to their time zone during the summer months as CDT (Central Daylight Time) and in other months as CST (Central Standard Time).

Contributed by Connie Weddell



Want to know what time it is somewhere in the world?

<http://www.timezoneconverter.com/>



<http://www.seejanework.com/>

Looking for items to brighten up your office? This is the place for you!

The Story of Wally – A Cab Driver

Contributed by Janet Griebel, CPS CTM

Harvey Mackay was waiting in line for a ride at the airport. When a car pulled up, the first thing Harvey noticed was that the taxi was polished to a bright shine. Smartly dressed in a white shirt, black tie, and freshly pressed black slacks, the cab driver jumped out and rounded the car to open the back passenger door for Harvey. He handed Harvey a laminated card and said:

“I’m Wally, your driver. While I’m loading your bags in the trunk I’d like you to read my mission statement.” Taken aback, Harvey read the card. It said:

Wally’s Mission Statement:

*To get my customers to their destination in the quickest,
safest, and cheapest way possible in a friendly environment.*

This blew Harvey away. Especially when he noticed that the inside of the cab matched the outside. Spotlessly clean!

As he slid behind the wheel, Wally said, “Would you like a cup of coffee? I have a thermos of regular and one of decaf.” Harvey jokingly said, “No, I’d prefer a soft drink.” Wally smiled and said, “No problem. I have a cooler up front with regular and Diet coke, water and orange juice.”

Almost stuttering, Harvey said, “I’ll take a Diet Coke.” Handing him his drink, Wally said, “If you’d like something to read, I have The Wall Street Journal, Time, Sports Illustrated, and USA Today.”

As they were pulling away, Wally handed Harvey another laminated card. “These are the stations I get and the music they play, if you’d like to listen to the radio.”

And as if that weren’t enough, Wally told Harvey that he had the air conditioning on and asked if the temperature was comfortable for him. Then he advised Harvey of the best route to his destination for that time of day. He also let him know that he’d be happy to chat and tell him about some of the sights or, if Harvey preferred, to leave him with his own thoughts.

“Tell me, Wally,” amazed Harvey asked the driver, “have you always served customers like this?” Wally smiled into the rearview mirror. “No, not always. In fact, it’s only been in the last two years. My first five years driving, I spent most of my time complaining like all the rest of the cabbies do. Then I heard the personal growth guru, Wayne Dyer, on the radio one day. He had just written a book called You’ll See It When You Believe It. Dyer said that if you get up in the morning expecting to have a bad day, you’ll rarely disappoint yourself. He said, “Stop complaining! Differentiate yourself from you competition. Don’t be a duck. Be an eagle. Ducks quack and complain. Eagles soar above the crowd. The eagle will fly to some high spot and wait for the winds to come. When the storm hits, it sets its wings so that the wind will pick it up and lift it above the storm. While the storm rages below, the eagle is soaring above it. The eagle does not escape the storm; it simply uses the storm to lift it higher. It rises on the winds that bring the storm.”

“That hit me right between the eyes,” Wally said. “Dyer was really talking about me. I was always quacking and complaining, so I decided to change my attitude and become an eagle. I looked around at the other cabs and their drivers. The cabs were dirty, the drivers were unfriendly, and the customers were unhappy. So I decided to make some changes. I put in a few at a time. When my customers responded well, I did more.”

“I take it that has paid off for you,” Harvey said. “It sure has,” Wally replied. “My first year as an eagle, I doubled my income from the previous year. This year I’ll probably quadruple it. You were lucky to get me today. I don’t sit at cabstands anymore. My customers call me for appointments on my cell phone or leave a message on my answering machine. If I can’t pick them up myself, I get a reliable cabbie friend to do it and I take a piece of the action.”

Wally was phenomenal. He was running a limo service out of a Yellow Cab. I’ve probably told that story to more than fifty cab drivers over the years, and only two took the idea and ran with it. Whenever I go to their cities, I give them a call. The rest of the drivers quacked like ducks and told me all the reasons they couldn’t do any of what I was suggesting.

Great service is a matter of choice. You could either quack like a Duck or soar like an Eagle. According to me, it doesn’t have to be just service. This story can be related to anything. It can be the way you act for certain situations like work environment, about life, our future and so forth.

It’s up to us to be DUCKS or EAGLES on each one of these occasions. Which would you prefer to be?



**September newsletter
deadline:**

August 15, 2010

Send articles to
styler@arrowengine.com

***Our August Chapter
meeting is scheduled for
Thursday, August 5th.***

We're on the Web!

www.iaap-tulsa.org

www.iaap-ao.org

www.iaap-hq.org

Newsletter editor:
Sherry Tyler, CPS/CAP
styler@arrowengine.com



Tulsa Chapter Officers

Connie Weddell
President

Janet Griebel, CPS CTM
Vice President

Jolene Yowell, CPS
Secretary

Regina Thompson
Treasurer

*Minutes from the
July 1, 2010 meeting
are available for
review 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.