

June 2010
Volume 4, Issue 5



The Tulsan

MONTHLY NEWSLETTER FOR ADMINISTRATIVE PROFESSIONALS



Special Interest Articles:

Will your child be an
Administrative
Professional?

Tulsa Chapter Welcomes
New Member, Liz Tippit

What does RSVP mean?

The Double Meaning of
Staying Focused

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

Tulsa Chapter Meeting

Thursday, June 3, 2010

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

Free parking south across 7th Street.

**RSVP by 1 p.m., Tuesday,
June 1st
to Jenny Flores at
iaaptulsa@att.net**

MENU

Grilled Chicken
Garlic Mashed Potatoes
Seasonal Sautéed Vegetables
House Salad
Dinner Rolls
Brownies drizzled with caramel
and powdered sugar
Ice Tea, Water and Regular Coffee

Election and Installation of Officers

Visions

Dear Members,

Well, this is it—my final letter to you as your chapter president. What a year it was! We tried several new things this last year of my presidency; some were successful and some weren't. Here are a few highlights.

- For the first time that I can remember ALL of the years' chapter programs had been decided and recertification points had already been received from headquarters by the end of August.
- Chapter programs were planned that had continuity. Each month brought a new core competency for the chapter to explore and learn. Plus, each program was worth one recertification point.
- One chapter member prepared and presented those programs. What a thrill it was to witness her growth as well as ours with each passing month.
- We successfully held two fundraisers in April and raised over \$1000.
- We held committee training and provided committee handbooks filled with information to all committee chairs, hoping to create some excitement and see more imagination creep out of our members. In some cases it worked and in others it didn't. Like anything new, it may take another year for committee chairs to really use those books as their "how to" manual.
- We encouraged all members to utilize reminders in Outlook to keep us from having to send out so many reminders. A few members took us up on it, but for the majority of us, it didn't work. We still had to send out reminders to RSVP to meetings or to remind committee chairs to send in their monthly report to their board representative. We'll work on other creative ways to make this happen.
- As of today, we had six new members join since July 1, 2009, and one transfer in to our chapter, but we also had six members that didn't renew. This is a challenge for us to find out what needs we didn't meet for these members.

I hope you are all planning to attend our June meeting. There will be no program because we have a lot of business to take care of. We will be electing and installing officers, voting on our delegates for Annual Meeting, voting on whether to send our delegate instructed or uninstructed to the meeting, plus much more. Check out our chapter website to find out who is running for office. There may be others running from the floor, so please come to the meeting to cast your vote. Whoever your president is, she will need your help. She will be contacting you to serve on committees for the new year. Please consider chairing or being a member of a committee. If you have a committee in mind that you would like to serve on, don't wait for your new president to contact you, give her a call and volunteer.

I would like to thank everyone that gave their time and talent this year. It has been a challenge this year for a lot of us. There has been a lot of downsizing in our businesses and those of us that were fortunate enough to hold onto our jobs saw our responsibilities increase, most of the time without the salary increase to accompany it. Once again, thank you all for your help this past year and for putting your faith and trust in me to help guide you through, something I could not have done without my Board.

Jolene Yowell CPS, President

"The most splendid achievement of all is the constant striving to surpass yourself and to be worthy of your own approval." Denis Waitley

Thank you, Jolene!

If your actions inspire others to dream more,
learn more, do more and become more,
you are a leader.

~ John Quincy Adams



Liz Tippit has chosen Tulsa Chapter as her IAAP home!

Liz is the Owner/President of Travel by Design. She is obviously in the right business because she loves everything travel, from making the business traveler's trip a little less stressful to designing the perfect vacation. Liz believes that when you can make someone's trip enjoyable and create lasting memories, that's what it's all about.

Liz is married to her best friend and business partner, Jeff, who she says has given her so much in their life together. They have three boys ages 17, 7 and 4. They have nicknamed themselves, "Team Tippit," because everyone jumps in and helps when things need to be done.

Liz is a native Tulsan and says there is nowhere else she'd rather call home. She enjoys gardening, her family, and, of course, traveling. She is actively involved in baseball, football, and scouts with her boys.

When asked what made her decide to join IAAP, Liz simply says, "Connie Weddell." She says that Connie told her about all the opportunities to learn and grow and made it irresistible to join.

Liz has been in the travel business for 26 years. She says that in her industry they say that at retirement you get a straight jacket. She hopes she looks good in white!

Please take a minute to say hello to Liz and welcome her to Tulsa Chapter.

10 Signs Your Child May Turn Out to be An Administrative Professional

10. When packing for a sleepover, has a detailed list of who to call in case of an emergency, leaves an itinerary behind, and takes a notebook to record expenses.
9. Practices facilitating meetings with stuffed animals strategically placed on the bed.
8. Has developed a PowerPoint presentation entitled, "10 Ways to Organize Your Toy Chest."
7. Insists on arranging story books by title or author, files greeting cards by occasion, can spend hours circling misspelled words in game books.
6. Puts everything in its place in the playroom before going to bed to start the next day "fresh."
5. Has a different color folder for every family vacation ever taken.
4. Knows everyone's phone number by heart and runs to answer the phone with, "Slater's residence, how may I help you" before the third ring.
3. Teacher writes "spends free time learning new computer programs" on the nursery school report card.
2. Can watch Sesame Street, talk on a Barbie phone, and type on a Fisher-Price computer at the same time.
1. Always knows what needs to be done and does it before anyone has to ask...and never, never says, "I told you so."

From the "Humor Corner," LAAP Bits & Bytes, April 2002.



Submitted by Liz Chandler:

Just a quick idea: I recently ordered a book on Excel 2007 from Dummies.com and noticed they offer free newsletters:

SIGN UP IS AS EASY AS 1-2-3!

1. Enter your e-mail address to begin or access your Dummies.com Newsletter subscription.
2. Choose from these newsletter topics:
 - Computing, iPods, & Cell Phones
 - Digital Photography
 - eBay
 - Food, Home & Garden
 - Health & Wellness
 - Internet
 - Mac **NEW!**
 - Microsoft Windows & Office
 - Personal Finance & Investing
 - Partner Special Offers
 - Dummies UK
3. Enjoy your Dummies.com Newsletters delivered to your inbox. Come back anytime to change topics or unsubscribe.

You get the newsletters of your choice once a week but there are links to cheat sheets for every topic all for free. I've gone to their website for all sorts of referencing, and it is quick, easy and reliable.

What's The True Test of a Tough Leader?

By Margaret Heffernan

When I ran my first business, I was tough. Even my most enthusiastic employees, when giving 360° feedback, said I was tough — but in a good way. I was proud of my reputation. It was a better, I thought, if men didn't think I was a pushover.

One of my jobs was negotiating big contracts with labor unions. Two months into my job, one of these came up for renewal, so the union boss invited me out to lunch, obviously wanting to size me up. We met in a Chinese restaurant; he ordered the food.

As we talked, the most disgusting array of foods began to arrive: ducks' tongues, chicken's feet, gizzards and various body parts. It was clearly a test: was I tough enough to eat it? "If you wanted to intimidate me," I thought to myself, "Boy, did you pick the wrong girl." I thought, gratefully, of a stern upbringing in which clearing my plate was mandatory.

I ate every mouthful. I was so tough.

For many years I told that story with relish. Then, when I was running my first software company, we kept running into problems. We never shipped anything on time, the software was too buggy, nobody would give me a straight answer. The only thing we seemed good at developing was rage and frustration.

Driving to pick my daughter up from school one night, I thought again about the Chinese meal and imagined telling it to her. Suddenly, it didn't seem like such a great story. Was that how I wanted her to remember her mother: the toughest woman in town? I realized with a shock how stupid I'd been. Why did I eat all that disgusting food? I should just have signaled to the waiter and ordered something I liked. Instead of playing someone else's game, I should have played my own.

That night I realized why the company wasn't thriving. I was trying to impress everyone — my investors, my customers — with how aggressive I could be. But I wasn't playing my game; I was playing theirs. What we needed wasn't toughness; it was intelligence. What I needed to inspire in other people wasn't fear; it was confidence that I wouldn't commit to impossible targets.

I needed to stop being a manager and start being a leader.

Today I wonder what would have happened if my daughter hadn't provoked that epiphany. Would I ever have figured out how to lead my business? Now I call this the Dinner Time Test. When you're about to do something important at work picture yourself describing it over a family dinner. Does it make you feel good? Are you sure you're playing your game and not somebody else's? If it's the latter, you may be a manager, but you're not really a leader.

Margaret Heffernan is an entrepreneur, CEO, writer and keynote speaker.
Her motto: *Let's not play the game, let's change it.*

IAAP Announces New Member Orientation Webinars

The Membership Department is pleased to announce that a new member orientation webinar will be held the third Wednesday of each month.

Following are just a few of the items that will be covered:

- networking via the IAAP web community
- understanding the structure of IAAP
- benefits of joining a local chapter
- educational opportunities available
- leadership opportunities available

The first new member orientation webinar was held Wednesday, May 19, and the next webinar will be on Wednesday, June 16 at noon Central Time.

If you are a new member who was not able to attend in May or if you are a seasoned member who feels like a new member, you can e-mail membership@iaap-hq.org to receive the invitation link for the June 16th webinar.



Are you confused about the meaning of R.S.V.P.?

If so, you are not alone. Let's try to clear up a little of the confusion.

Time and again you hear people around you mentioning that they had a party and people didn't RSVP, so they had no firm indications whether guests planned to attend or not, even when RSVP was clearly printed on the invitation. Are people just being rude or do they truly not know what RSVP means? You all know my optimistic side is leaning toward people being ignorant of the true meaning, so let's add a little clarity to the phrase.

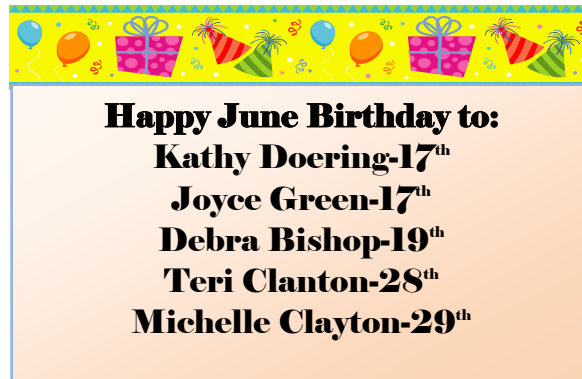
RSVP comes from the French expression "répondez s'il vous plait," which means "please respond." If RSVP is on an invitation or meeting request, it means the invited guest must tell the host whether or not they plan to attend. It doesn't mean to respond only if you're coming or only if you aren't coming. It means the host needs a definite head count for the planned event, and needs it by the dated specified.

When you do not respond, it can cause numerous problems. The host doesn't know the number of handout copies to make, how many chairs and tables are required, or how much food to order.

When you do not respond the host also has to worry if you even received the invitation or meeting request, so a call must be made to determine if you received it. Has that ever happened to you? Someone had to call you to see if you received their invitation because they had not heard from you? Did you feel pretty small?

Next time you see **RSVP** on an invitation or meeting request you receive, please call your host and respond promptly. Even if you are not sure, let your host know. What are you waiting for, something better to come along?

Jolene Yowell, CPS





MEMBER OF EXCELLENCE DEADLINE FOR SUBMITTING YOUR APPLICATION ONLINE – JUNE 30!

http://www.iaap-hq.org/awardssofexcellence/excellence_Member.asp

Below is listed the 2009-2010 calendar of events to assist you with your application process.

Tulsa Chapter's 2009-2010 Calendar of Events

Division	Annual AR/OK Annual Meeting – Tulsa, OK	06-12 thru 06-14-09
Tulsa Chapter	International Business Etiquette	07-02-09
International	International Education Forum & Annual Meeting, New Minneapolis, MN	07-26 thru 07-29-09
Tulsa Chapter	Leadership Development / Committee Training	08-06-09
Division	Education Leadership Conf – Van Buren, AR	08-22-09
Tulsa Chapter	Board Meeting	08-31-09
Tulsa Chapter	Mastering Business Etiquette	09-03-09
Tulsa Chapter	Board Meeting	09-22-09
Tulsa Chapter	Ability to Influence	10-01-09
International	2009 Certification Conference, Portland, OR	10-18 thru 10-21-09
Tulsa Chapter	Board Meeting	10-27-09
Tulsa Chapter	Communication for Results	11-05-09
Tulsa Chapter	Board Meeting	11-24-09
Tulsa Chapter	Board Meeting	01-26-10
Tulsa Chapter	Information Seeking	02-04-10
Tulsa Chapter	Board Meeting	02-23-10
Tulsa Chapter	Interpersonal Understanding	03-04-10
International	Spring Professional Education Conference, Reno, NV	03-08 thru 03-10-10
Tulsa Chapter	Board Meeting	03-23-10
Tulsa Chapter	Organizational Awareness	04-01-10
Tulsa Chapter	Board Meeting	04-27-10
Tulsa Chapter	Focusing on the Bottom Line	05-06-10
Tulsa Chapter	Board Meeting	05-25-10
Tulsa Chapter	Elections and Awards	06-03-10
Tulsa Chapter	Board Meeting	06-22-10

THE DOUBLE MEANING OF STAYING FOCUSED

Submitted by Connie Weddell

What is the first thing that comes to mind when I say, "stay focused"? Most likely you are thinking, "concentrate on what I am doing."

That is one way to stay focused and is an important element to being productive.

Your ability to stay focused on a task until completed is the key to high levels of productivity and personal achievement.

Jumping from one task or project to another is working inefficiently.

By starting a task, putting it down to do something else, then picking it up again, can increase the time needed to complete the task by 500%.

It is not possible to give anything your undivided attention when you are doing this.

Concentrate on focusing on the task at hand until it is completed or until you have reached the point where some outside input is needed to continue.

By working in this manner you can reduce the time to complete any task by 50% or more.

To stay focused on projects such as writing a report, record keeping or planning a meeting or event, requires planning some quiet time.

It is a good practice to set aside an hour or so each day to work on these tasks uninterrupted.

You will get more accomplished than you can possibly imagine, because you will be focused.

This is how you stay in control of your time and manage it well.

"In absence of clearly defined goals, we become strangely loyal to performing daily acts of trivia." ~~~
Unknown

The second meaning of staying focused has to do with your goals.

Once you know what your priorities are for the day and what your goals are for the weeks and months ahead, it is important to stay focused on them.

It is part of your road map to your objectives.

Hyrum Smith, of Franklin Quest said,

"You can be very busy without being effective. What is important is to learn how to do what matters most."

And that means to stay focused on what you are actually out to achieve, and ignore or table those tasks or events that have nothing to do with where you are going and how you are getting there.

It is easy to be distracted by others imposing their priorities on you - wanting you to do what is important to them.

It takes discipline to stay focused on those things that are important to you, job wise and personally, and to stay in control.



Tulsa Chapter Officers

Jolene Yowell, CPS
President

Connie Weddell
Vice President

Jamie Ward, CPS/CAP
Secretary

Michele Dodson
Treasurer

July newsletter deadline:

June 15, 2010

Send articles to
styler@arrowengine.com

***Our July Chapter
meeting is scheduled
for Thursday, July 1.***

We're on the Web!

www.iaap-tulsa.org

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

www.iaap-hq.org

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

*Minutes from the
May 6, 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.