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President's Message ~ Sarah Beach

Welcome to Fall 2011! This has always been my favorite time of year. I love the way the weather begins to cool off just a little, and the fall fragrances of pumpkins, apples and cinnamon are found wherever you go. Soon the trees will be filled with beautiful colors, and preparations will begin for holiday family gatherings.



While I love so many things about this season, it also seems to be one of the most stressful times of the year. Kids go back to school, extra-curricular programs and church activities suspended for the summer are now ramping back up, and Christmas is right around the corner. Added to this are increased work demands as companies race to finish out the year.

With the onset of autumn and a calendar that is bursting at the seams, I have found myself frantically searching for ways to make things easier. Though it can be difficult to find time for self-improvement, I firmly believe that being more organized and applying better time management techniques will ease much of the stress that descends on me each fall.

I am extremely thankful for membership in IAAP, which provides many great opportunities for education and tools for implementing new strategies. At the Arkansas-Oklahoma Division Education Forum in Ft. Smith, we learned about how to avoid procrastination and tackle unpleasant tasks, and coming up next month, our Education Meeting will focus on tips for using Microsoft Outlook more effectively.

In November, A-O Division will be hosting a weekly study session via conference call, in preparation for the CAP certification examinations in May. I anticipate receiving my textbooks in the next few days, and I am excited about the possibility of becoming a Certified Administrative Professional. Without all these tools provided by IAAP, I don't know how I would even begin the process of trying to improve in these areas.

I hope that you will take advantage of all that IAAP has to offer, and that you will find new ways to Make the Leap to Remarkable in this busy season. In the words of Ella Wheeler Wilcox, "Always continue the climb. It is possible for you to do whatever you choose, if you first get to know who you are and are willing to work with a power that is greater than ourselves to do it." ♦

| Upcoming Events | | |
|-----------------|--------------------|--|
| Oct. 25 | 5:30 pm – 7:00 pm | Chapter's Business Meeting at Voice of the Martyrs, 1815 SE Bison Road, Bartlesville |
| Oct. 27 | 10:00 am – 3:00 pm | Chapter Fund Raiser, On-Line and at the Turcott Financial Center, 312 S. Johnstone, next to the old Flowerland location in downtown Bartlesville |
| Nov. 3 | 5:00 pm – 6:30 pm | Chamber of Commerce Business after Hours at Oklahoma Wesleyan University, Bartlesville |
| Nov. 7 | 5:15 pm | Study Group for IAAP Exam via Teleconference |
| Nov. 8 | 5:30 pm – 7:00 pm | Chapter's Educational Meeting "Microsoft Outlook Calendar" at Voice of the Martyrs, 1815 SE Bison Road |
| Dec. 1 | 5:00 pm – 6:30 pm | Chamber of Commerce Business after Hours at Johnstone Apartments, Bartlesville |
| Dec. 13 | 11:45 am – 1:00 pm | Chamber of Commerce Hot Topics for Business "Managing Change" at Hilton Garden Inn, Bartlesville, \$10 for training |
| Dec. | TBD | Chapter's Holiday Dinner |

2011 IAAP EFAM ~ Kathy Reddy

After weather delayed our plane from Tulsa International Airport to Chicago O'Hare, Amy Swindell, Heather Mackey (new member) and I arrived in Montreal, Quebec late Friday evening as the beginning for the 2011 IAAP Education Forum and Annual Meeting (EFAM). It was an exhausting day but glad we had each other to get us through all the airport waiting. After going through Customs and a short cab ride, we checked into our rooms at the Hyatt Regency, unpacked, got our clothes ready for the next day, then crashed sometime after midnight of exhaustion. It didn't matter much that we hadn't eaten since leaving Tulsa International Airport!!!

A 5:30 a.m. wake up call started my first morning in Montreal and my first IAAP EFAM. Amy, Heather and I met for breakfast in our hotel, then we were off to find the Montreal Le Palais des congres, where the IAAP EFAM activities would be held during our stay. This convention center is located in Montreal's downtown core and within walking distance of our hotel. Since we arrived in Montreal at night, it was nice to see some of the architecture on the way and enjoying this beautiful morning spring-like weather in Montreal. AHHHHH!!!

We found the Montreal Le Palais des congres without getting lost, got checked in at EFAM, received a tote bag full of information and trinkets, checked in at the Hospitality Room, and then headed off to our first EFAM workshop. Most IAAP members will tell you to make sure you attend at least one of Gini Courter's

Microsoft 2010 workshops. She is funny, informative, and you will leave the workshop full of new experiences and expertise. We actually spent the entire first day in two of Gini's Microsoft 2010 workshops, "Word for Power Users" and "Power Charts, Graphics, Presentations". Since ConocoPhillips is switching to Microsoft 2010, we took full advantage of all Gini's workshops during the entire week at EFAM. We were not disappointed.

When we broke for lunch on Saturday we decided to explore the downtown underground passageways that we read about in our brochure. *"A hub of activity straddling the city's business center, international district, Old Montreal and Chinatown, all connected by indoor climate controlled passageways."* It was incredible. It was just like a shopping mall full of shops and eateries with hotels and businesses connected on three underground levels. Hot summers, rain and harsh winters will never slow down this city. Everything you need or want can be found underground and indoors never seeing the light of day or darkness of night. But don't. Montreal is a beautiful city.

We made reservations Saturday evening at the VieuxPort Steakhouse in Old Montreal that was recommended by the hotel's staff for our first dinner in Montreal. We were told it was a 20 minute walk to Old Montreal but since we didn't want to miss our reservations and we didn't know where we were going, we chose to take a taxi to the restaurant. Since the weather was

awesome we asked for a table in their outdoor section. French Canadians love food and are proud of their restaurants and we were not disappointed. The atmosphere, food, and wine were incredible. The Crème Brulee for dessert was delicious so after this wonderful dining experience we decided to walk off some calories. As we headed back to our hotel we were able to see Old Montreal which was full of narrow streets, restored buildings, shops, and old houses.

Sunday was a full day packed with IAAP business activities. Since I was representing our Bartlesville Chapter as a voting Delegate, I attended the Delegates Briefing where I met the Parliamentarian, Jeff Neurauter, who instructed us on how the proposed amendments to the By-Laws would be conducted and elections on Monday would be run. After the briefing, the IAAP EFAM Opening Business Session began with a Parade of Nations; both the Canadian and USA Anthems; and Presentation of Colors. Then we met the VIPs and 2012 Candidates running for offices. After lunch, the Office Expo was opened with vendors showcasing the latest and greatest products, services, programs, etc. Then it was back to our hotel to drop off all the free samples and freshen up for the Evening of Welcome. At our arrival, we were greeted with music, dancing and given an IAAP engraved wine glass with a drink ticket inside for our choice of beverage. We had a few photo opportunities with the Canadian Mounted Police and a dancing Canadian Moose was on the loose, joining the ladies out on the dance floor.

Monday morning was election day for the delegates. We were instructed to stick around in case there were any ties that would require a second vote. After that, Heather, Amy and I attended a Leadership Luncheon with keynote speaker, Bob Abrames. Bob lead an emotional and entertaining journey about who leads and who follows as he told us a story about nine men and women who had to lead, follow and paddle a 750 pound birch-bark canoe expedition through Canada's rough wilderness. Then Heather and Amy went to another of Gini's workshops on "Outlook Tips & Tricks," while I attended another Delegate Briefing and Business Session on the proposed amendments to the By-Laws.

Tuesday morning was our chance to see and hear

Clinton Kelly, host of the TLC's *What Not to Wear*. His session was on "Making a Great First Impression" and how we can improve the image we project in the office by buying classic, quality items that will last and how it's important not to skimp on quality. He was also available afterwards to autograph his books that we purchased. Some of us even snuck in a photo op with him while he signed our books.



Then it was off to more workshops and another keynote speaker to wrap up a full Tuesday of events. Sam Glenn was the evening keynote on "A Kick in the Attitude: Recharge Your Team, Work and Life". Sam is known as *The Attitude Guy*, as well as a chalk artist, and as he shared his story on how he turned his life around, he was also drawing an enormous picture of a lighthouse scene. He continued by giving us tips on how to energize our work and life, and how to get people positively charged for taking action and achieving positive results. The Lighthouse beacon was a symbol to empower you to reach all the goals you set for yourself. Of course, being a lighthouse enthusiast, I wanted that drawing and wondered what was going to happen to it.

Wednesday was chalked full of more workshops: SharePoint for Power Users (another Gini Courter workshop), Raise Your Profile in the Workplace, and PowerPoint Presentations that Pop, both presented by Marion Grobb Finkelstein. We ended the day with the IAAP Banquet, introduction of the new 2012 officers, some awards, including our A-O Division President, Cheryl Cook CPS/CAP, M.S. receiving the Division of Excellence Award, and an ending that almost cost me a few thousands of dollars! Yes, Sam Glenn's 'Beacon' drawing went up on

an impromptu auction benefitting the IAAP Research and Educational Foundation. But unfortunately, my \$1,000 starting bid did not intimidate anyone and I had to concede after \$2,000. The winner was DecolynneJo Barteski CPS, who was Montreal's Host Committee Chair for this event, with a winning bid of \$4,000. (If looks could kill, I would have been arrested.)

Thursday morning had a few more leadership-type workshops slipped in before the 2011 IAAP EFAM officially closed. Heather, Amy, and I used the rest of the day to explore Montreal as much

as we could before our Friday morning flight back to Tulsa, hot three-digit heat and the reality that our week in Montreal, Quebec, Canada had finally come to a perfect ending for this IAAP *Passion and Purpose* year. Now we look forward to a year of *Making the Leap to Remarkable* and the 2012 IAAP EFAM which will be held in Grapevine, TX.

Ladies, start saving your money. The IAAP A-O Division members need to show those Texans how to be 'Remarkable'. ♦

Arkansas-Oklahoma Division Education Forum Trip Report ~ Jodi McMillin CPS/CAP

On Friday afternoon, August 26, 2011, the long trip to Fort Smith, Arkansas was made by me and Chapter President, Sarah Beach. We both felt fortunate to attend the Making the Leap to Remarkable A-O Division Education Forum held at the Holiday Inn.



Saturday morning we were up bright and early as the conference began at 8:00 a.m. with 2011-2012 A-O Division President, Michelle Hunsaker, presenting "*Eat That Frog*". The presentation discussed the concept of getting rid of the large tasks (frogs) each morning to leave the little tasks (frogs) for later in the day. Procrastination, prioritization, and focus on key results were the main topic of her discussion. The subject focused on maximizing your personal powers to get more done and to keep yourself motivated.

Next, 2011-2012 President-Elect, Cheryl Cook CPS/CAP explained the criteria to become an A-O Division Member of Excellence as well as a Chapter of Excellence. She also discussed the Member of Excellence criteria in her

presentation for the International program and encouraged everyone to participate.

We then enjoyed a delightful lunch together with deli-type sandwiches and decadent desserts. Following lunch we had an outside speaker, Tim Hast, M. Ed., talk to our Association about our Remarkable Listening Skills. In Tim's presentation to the group he explained how important it is for everyone to have good listening skills. He also gave us the list of components of listening – sensing, processing, and responding. To become a great listener everyone needs to listen patiently, listen with their body, listen with their voice, and to listen with their minds. Tim also discussed the consequences of not listening which can cause conflict, alienation, misunderstandings, which can also lead to the unspoken message which states, "you aren't important to me."

Finally, Cheryl once again took the podium for the last presentation of the day, "*Conflict Resolution*". All employees must deal with the big babies, those who like to stir the pot, those who live for drama, bullies, and those on a power trip just to name a few. But Conflict Resolution is built like a triangle consisting of victims, heroes, and villains. In the middle of the triangle lies the problem.

There are 5 steps to resolve the problem:

1. Set the stage
2. Share our stories
3. Create an agenda
4. Explain interests and needs
5. Solve the problem

All players must be in touch with the solution and resolution. Remember to look for common ground in all situations.

The conference was adjourned at 3:30 p.m. to allow travel back to each individual's location. It was a great conference, the best A-O Education Forum I've attended. ♦

Bartlesville IAAP Educational Meeting Highlights from Presentations by Chapter Officers Nance Allen and Jodi McMillin CPS/CAP



On Tuesday, August 9, Nance Allen presented "Learning about the Web Community" with tips about navigating the IAAP website [<http://community.iaap-hq.org>].

Nance Allen has worked at the Voice of the Martyr's for eleven years and feels very blessed. Her job as Administrative Assistant to the Director of Operations encompasses a range of duties. She helps seventeen full-time employees learn new tips and tricks in the Microsoft Outlook, Excel and Word programs and does the purchasing and time keeping for the three departments that make up the Operations Department. Many volunteers go to the Voice of the Martyr's on a daily basis to work at jobs that need

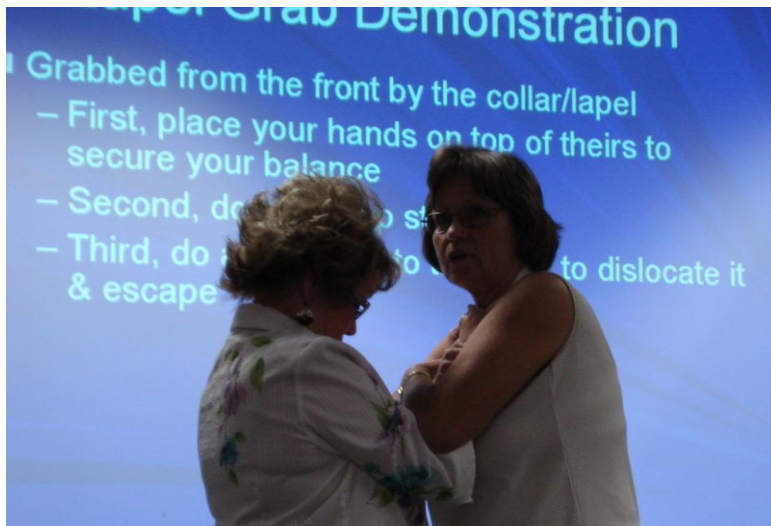
to be done in the Resource Assembly and Mail Shop areas. Nance is pleased to be able to greet them all as they arrive.

Nance was President of our Bartlesville Chapter from 2009-2011 and has now stepped into the role of Vice President for 2011-2012. She has been the Historian since 2008 and handles the publicity so that we are always reaching out to possible new members from the community.



On Tuesday, September 13, Jodi McMillin CPS/CAP led an informative session entitled "Women's Self Defense".

Jodi works at ConocoPhillips but at one point was employed at a prison in Oklahoma. While working there she enrolled in courses and was certified to teach self defense. At that point in her career among other duties she instructed the guards.



Jodi shared her expertise. She advocated maintaining vigilance, of being aware of vehicles and people. After pointing out common weapons found in our purse and illustrating parts of the body that might be more susceptible to the impact of strikes if we were attacked by an assailant, she paired us with another person and we practiced breaking holds. Jodi challenged us to think about strategies for enhancing our safety while shopping accompanied or alone, while visiting an ATM, while having our vehicle serviced, and while at home. We were encouraged to have an escape and rendezvous plan for our family in the event of a break in.

This year Jodi is treasurer of the Bartlesville Chapter. ♦

Consider joining upcoming business and educational meetings of the Bartlesville Chapter.



November
Microsoft Outlook Calendar
December
Holiday Dinner
January
Social Media

Subject to change without notice
For details, please contact
Sarah Beach, President

Bartlesville Chapter Joins Regional Chamber of Commerce ~ Judy Bastian

The Bartlesville Chapter joined the Bartlesville Regional Chamber of Commerce in 2011. Members of the Bartlesville IAAP Chapter attend the Chamber's Business after Hours gatherings as schedules permit. The next is on Thursday, November 3, from 5:00 - 6:30 p.m. at Oklahoma Wesleyan University, Bartlesville.

So far I have had the pleasure of attending one session. In August the Hilton Garden Inn provided the venue for a free come and go reception. There I had the opportunity to meet our chapter's president Sarah Beach and past treasurer Coleen Seals, to learn about some other members of the Chamber, to sample hors d'oeuvres, and to enter to win door prizes.

Keep the November date in mind and bring your business cards.

The Chamber of Commerce has announced that its *Hot Topics for Business* has expanded to include professional development. The "Six Habits of Success" series will feature training on managing change on Tuesday, December 13, from 11:45 a.m. to 1:00 p.m. at the Hilton Garden Inn in Bartlesville. See:

<http://bartlesville.com/chamber/category.php?cat=1036>

One can register in advance and pay the \$10 fee which includes any handouts and a certificate of attendance. For an additional \$10 one can purchase a boxed lunch. ♦

Fitness ~ Judy Bastian

Studies suggest we not sit for prolonged periods of time but rather that we take periodic breaks. Can't move around? Here's an example of finger stretches at your desk.

Interweave your fingers. With your palms facing your monitor, extend your arms forward. Hold for ten seconds. Repeat eight times.

Other stretches can be found at <http://www.wholeliving.com/article/wipe-out-office-aches-and-pains>. ♦



LEAD is a publication of the Bartlesville Chapter of IAAP. For more information about IAAP or how to become a member, please visit <http://www.iaapbartlesville.org>.

If you would like to submit a piece, offer comments, or ask questions about the newsletter's form or content, please E-mail President Sarah Beach at sarah@totelcsi.com.