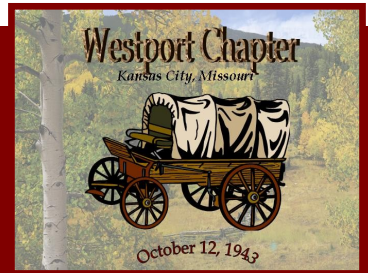


International Association of  
Administrative Professionals®  
Westport Chapter

# Westport Wheel

March 2012



Missouri Division



Chapter  
of Excellence

2010-2011

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## Schedule of Events

**April 10, 2012**

**Chapter Meeting**

5:00 pm Networking; 5:30 pm Dinner;

6:00 pm Program

#

**April 24, 2012**

**APW Event "Secrets of Mental Mojo"**

5:30 pm Networking; 6:00 pm Dinner;

6:45 pm Program

#

**June 1-3, 2012**

**MODIV Annual Meeting**

St. James, MO

## Westport History

The Westport Chapter was chartered on October 12, 1943. Westport IAAP belongs to the Missouri Division, within the Southwest District.



## Westport Mission

To be acknowledged, recognized leaders of office professionals; to enhance their individual and collective values, image, competence and influence; to provide education and training; and to set standards of excellence recognized by the business community in the Kansas City area.

## 2011/2012 Board of Directors

President: Crystal L. Thomas, CAP-OM

Treasurer: Pamela K. Creasman, CAP-OM

Secretary: Lillian Walker, CAP-OM

##

## Committees



Bylaws & Standing Rules: Crystal L. Thomas, CAP-OM

Membership/Sunshine Committee: Pamela K. Creasman, CAP-OM

Newsletter: Sandy Price, CAP-OM

Nominations: La'Sherry Banks

Ways & Means: Alicia Anderson

Website: Crystal L. Thomas, CAP-OM





## A Word from the President



### Happy St. Patrick's Day

March, it comes in like a Lion and goes out like a Lamb. Ha! Not this year! It's been all Lamb, no Lion in sight. Of course now that I've said

that out loud, we'll get a repeat of the Great White Hurricane that struck the eastern part of the US in March of 1888. Oops!

As long as it's nice weather for The Joint Chapter APW Event this year being held at the Cerner Riverport facility, also known as the old Sam's Town Casino. Mark your calendars for Tuesday, April 24, 2012. You should

have received your registration form and information. Don't wait to register. We have a dynamic speaker this year, Roxanne Renee, who will give us all the "Secrets of Mental Mojo." For more information about Roxanne, visit her website at <http://roxannerenee.com>. There will be vendors, a delicious baked potato bar for dinner and cake!

Westport only has a few more meetings left before the end of the year. April is our membership recruitment event and, hopefully, we will have a member of the IAAP HQ staff on hand to join us.

May is our annual meeting and elections. La'Sherry Banks, one of our new members, is chair of the Nominations committee. She will be calling to ask your interest in serving as a chapter officer. All I ask is that you hear her out and think about it.

Finally, be on the look out for a chapter survey, which I hope to get out by March 23rd.

That's all that I have for this month. As always, Making the Leap Together!

Crystal L. Thomas, CAP-OM  
Westport Chapter President 2010-2012  
Member of Excellence 2010-2011



### Reminder About R&E Fundraiser

In honor of IAAP's 70<sup>th</sup> anniversary, the Robidoux Chapter (on behalf of Missouri Division) encourages donations be made to R&E. They have suggested \$0.70 for each five years of being an IAAP member:

- ◆ 0-5 years \$0.70
- ◆ 6-10 years \$1.40
- ◆ 11-15 years \$2.10
- ◆ 16-20 years \$2.80
- ◆ And so forth...



*Coming together is a beginning, staying together is progress, and working together is success.*

*-Henry Ford*



## International President's Message



I just finished Spring Conference and the spring board meeting—both in Vegas this year. I always come away energized after going to one of IAAP's conferences. I return to work more focused, brimming with fresh ideas and ready to dig in.

That's why I want to encourage you to come to Grapevine July 21-25. This year we have three fantastic keynote speakers lined up, an Evening of Welcome that's sure to please attendees and, as always, we have amazing workshops.

I'm excited to hear admin turned executive, Colleen Barrett, the first keynote of the week on Monday, July 23. She started off her career as an admin and ended up as president of Southwest Airlines, now serving as president emeritus for Southwest. She'll talk about servant leadership and the customer service culture at Southwest. On Tuesday we will hear from Olympic Gold medalist Kerri Strug on "The Leap to Remarkable." She's the gymnast that landed an unforgettable vault on an injured ankle to help the U.S. cinch its first Olympic Gold medal in the women's gymnastics team competition. Wednesday's keynoter, Ross Shafer, went from a job as a small town pet shop manager to Emmy award winning TV host to renowned business author and speaker. He'll speak on how to shed blame and focus on yourself and your career.

Registration opens April 1 but you can book your hotel now. Keep your eyes open on the [EFAM homepage](#) next week for a sneak peak at the workshops and be ready for Early Bird registration on Sunday, April 1.

Speaking of EFAM, we have the [list of candidates](#) for international office up. Look in the web community next month on or before April 15 for complete candidate bios and platforms. Also available then will be the proposed bylaws amendments.

Coming up next month is Administrative Professionals Day. This year's theme, "Admins, the pulse of the office" aptly describes who we are and what we do every day in our various workplaces around the globe. This year, IAAP marks the 60th anniversary of APW April 22-28. I'm thrilled about all [the activities chapters and divisions](#) have put together for the APW 2012. With more than 4.5 million admins working in North America alone, we have reason to celebrate. Each one of you plays a vital role in your company's success. Learn more about [APW 2012 at the IAAP website](#) or join the [APW egroup](#) on the Web community.

We are Making the Leap to Remarkable together!

Tamra Goodall, CAP-OM  
IAAP International President



*Lead with your own participation in a way that you believe will create value and will invite others to do the same.*

*-Suzanne Mayo Frindt*



# When Your Boss is...Wrong

By Dr. Cal LeMon

Undoubtedly, you do not work for someone who has sprouted angelic wings, smiles until you are trying to find an air-sick bag or is right about absolutely everything.

Instead, if you are reporting to a power person in your professional life who has demonstrated every mood known to humanity, can turn the air blue with graphic language when angry and regularly makes really big mistakes...read on.

If, indeed your boss is a card-carrying humanoid who often bleeds banality, brokenness and bromide thinking, it is your responsibility to represent yourself with skill when communicating what you just heard is incorrect.

Here are the sequential steps you will have to take to ensure you have been honest and...still employed.

First, you have to decide there is no valor in silence.

This is not an invitation for you to speak before you think. Rather, this is a clarion call for you to remain "engaged" when you know what you have just heard is dead wrong.

Silence is not always golden, especially when working with a fallible boss. If you refuse, with the stamp of approval that comes with your silence, to engage your boss when there is a mistake, flawed information or even dangerous directives, you become part of the problem.

So, the first step is to remind yourself you can become an accessory to the crime of being wrong.

Second, learn the language of honesty.

If your boss says, "Call in this order right away and tell them to charge it to our account." You know this account has been closed because your organization has outstanding balances with this vendor.

What will you say?

Instead of whimpering guttural language which communicates frustration, use an assertive "I statement" which could be structured like this, "I

cannot charge this purchase unless our company's outstanding balance is paid."

Notice you are not picking a fight; you are appropriately informing your boss about the facts that impact his/her assignment.

Third, when you discover a mistake your boss has made, cite the mistake, not the perpetrator.

It may feel so delicious to say, "Well, if you had looked at our last financial statement from this vendor you would know...we don't have a prayer of charging anything with these folks."

Finally, use "assumed agreement" when you need to provide some space for "face-saving" after a mistake.

This is how this skill may be framed, "Since we no longer have charging privileges because of an unpaid balance with this vendor, I will assume that I cannot go forward with this order until I hear about a resolution from you."

This approach squarely places responsibility on your boss to rectify this situation.

You, undoubtedly, have other illustrations about your boss' fallibility. We will all fail, forget and fumble in our professional futures.

Your boss is not perfect or divine.

When your boss volitionally trades in those feathered angelic wings for a pitch fork, it is your responsibility to be honest and then helpful.

In other words, when your boss is...wrong, do not add another wrong to what could be a growing pathetic parade.

*Dr. Cal LeMon, President, Executive Enrichment®, is a corporate educator and organization consultant who can be reached at 800-373-4040 or [www.execenrichment.com](http://www.execenrichment.com).*





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## 'Do You Think Anyone Noticed?'

### Surviving Embarrassing Moments in the Workplace

The meeting couldn't have gone any better. That was perhaps the best idea you've ever pitched. In fact, your colleagues seemed especially intrigued. But how could they not be when you were so witty and dynamic? Even your boss was smiling, which is so unlike him. Standing in front of everyone was a good strategy; it helped grab their attention. You walk back to your desk heady with confidence, sit down, and realize that your fly was unzipped the entire time!

Everyone has experienced the occasional embarrassing moment, but somehow when it happens at work, it seems worse, probably because this is a place where you're trying to prove yourself. Having food stuck in your front teeth while speaking to a colleague or manager might seem like a good reason to assume a new identity and relocate, but in reality, it's just a minor blip on the radar screen. The last time you heard a coworker's stomach gurgle (or worse) during a lull in a meeting, was there any lasting consequence? Most likely not. At most, it provided some momentary levity and was soon forgotten.

Awkward situations are uncomfortable, but it's the self-deprecating moments that can really connect us to our

fellow workers. They just make us seem more human. The next time you find yourself toppled by an office mishap, try these tips to help regain your footing:

- **Be cool.** It's easy to get flustered when you feel embarrassed. Try to let your inner voice do the freaking out while you maintain a calm exterior.
- **Beat them to the punch.** Don't wait for someone else to call attention to the situation; instead be the first to acknowledge the elephant in the room. Use humor to deflect any awkwardness and tension that may arise.
- **Apologize.** If someone else suffered embarrassment because of your mishap, own up to it immediately and learn from the experience so it doesn't happen again.

**Don't beat a dead horse.** It happened, it's over, move on. The best way to recover from an awkward incident is not to dwell on it. The faster you recover, the quicker it'll be forgotten.

*OfficeTeam is the world's leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has 315 locations worldwide, and offers online job search services at [www.officeteam.com](http://www.officeteam.com).*

## Ten Good Reasons to Attend Chapter Functions – Even When You Might Have Something Else to Do

1. You are important to the chapter; your absence will be felt.
2. It's vital to support your teammates. You might need them to support your ventures in the future.
3. You never know when and where opportunity will be knocking. Don't ever assume, "There's nothing in this for me." You'll be wrong more often than you'll be right.
4. Like weddings and funerals, there are times when your presence is essential for relationship building. It's almost guaranteed – you will be glad you made the effort!
5. **You'll never convince potential members of the value of IAAP membership if your own chapter members don't value IAAP activities.**
6. Like nuclear energy, the maximum production of energy requires a certain critical mass. We owe it to our fellow members to participate.
7. Joining IAAP at the chapter level is a commitment to the group. The more chapter members you have who show this commitment, the less chance any one person will be shouldering an unfair or unreasonable burden of this involvement.
8. If your employer is supporting your membership, you owe it to him/her to get a full return on the investment. Your employer will see the difference when you're active and involved.
9. Even the same seminar topic or chapter committee project will be "new" when presented with another viewpoint or while working with a different team. Also, you may be primed for a new epiphany because of your new life experiences or enhanced receptivity.
10. If the chapter event or meeting is not fun or beneficial, why is your chapter doing it anyway? Voice your concerns and give good suggestions before the chapter is committed to a course of action. Create – don't just critique.

*From the IAAP International Website*



## Upgrade Your Career

IAAP has a new specialty for its Certified Administrative Professional program: Technology Applications.

IAAP's new specialty recognizes that technology is integral for every admin. First, complete three Options Technology modules. Following that, pass the test to earn Microsoft certification in at least one of those modules. Then you're qualified to submit an application and fees for the Technology Applications specialty.

More information about the  
Technology Applications available at  
[iaap-hq.org/certification](http://iaap-hq.org/certification)

## JOB OPPORTUNITY

**Baker Sterchi Cowden & Rice L.L.C.** is looking for an experienced legal secretary and two experienced paralegals. If you know of anyone, she/he should contact Shirley Kee (816) 471-2121.

## Websites to Check Out

<http://www.pdfonline.com/pdf-to-word-converter/> Converts PDF documents to editable Word documents.

<http://www.knockknockstuff.com/> Cool/funny office supplies and gifts.

[http://www.212movie.com/...](http://www.212movie.com/) Short motivational video from Simple Truths.



Thank You

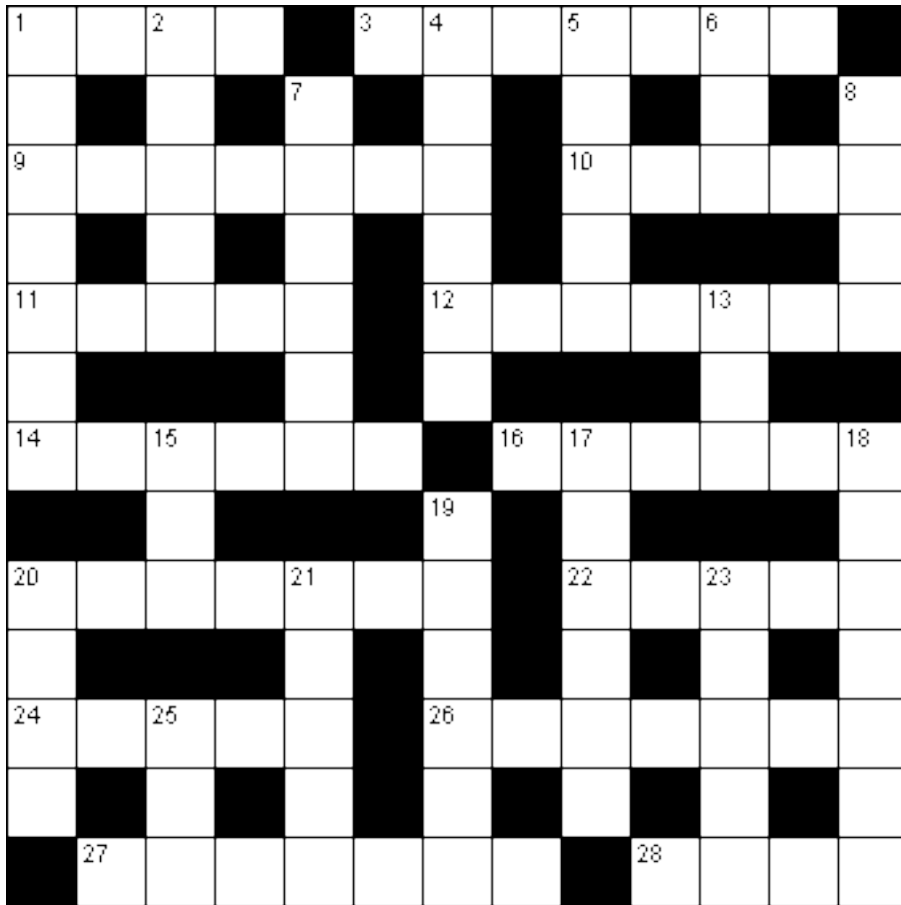
**MARC**  
Mid-America Regional Council

for your  
Support



## Exercise for Your Brain

### Catch-Words 03



#### Across

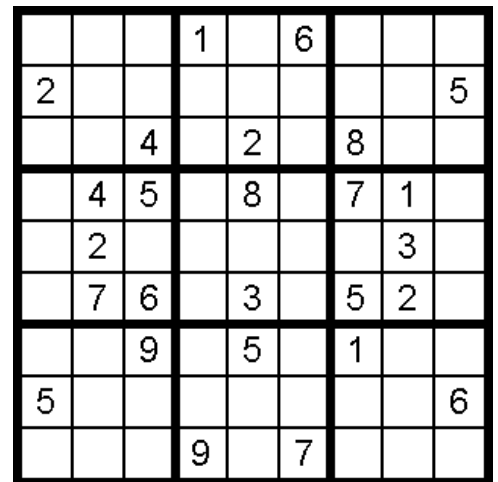
1. A \_\_\_ in sheep's clothing (4)
3. Snakes and \_\_\_ (7)
9. One good turn deserves \_\_\_ (7)
10. Day and \_\_\_ (5)
11. Less \_\_\_ more speed (5)
12. Aided and \_\_\_ (7)
14. From rags to \_\_\_ (6)
16. No man is an \_\_\_ (6)
20. A \_\_\_ audience (7)
22. \_\_\_ and uncles (5)
24. \_\_\_ influence (5)
26. \_\_\_ and lightning (7)
27. Act in haste, repent at \_\_\_ (7)
28. A \_\_\_ end job (4)

**Solution**

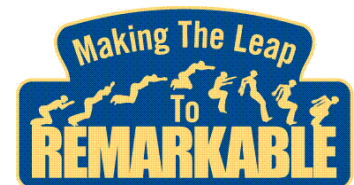
#### Down

1. Under the \_\_\_ (7)
2. If \_\_\_ could kill (5)
4. At home and \_\_\_ (6)
5. Song and \_\_\_ man (5)
6. Like a red \_\_\_ to a bull (3)
7. Say \_\_\_! (6)
8. \_\_\_ poker (4)
13. \_\_\_ and sympathy (3)
15. \_\_\_ and saucer (3)
17. The \_\_\_ quo (6)
18. To achieve the \_\_\_ effect (7)
19. A red \_\_\_ day (6)
20. Join the \_\_\_ (4)
21. Any more bright \_\_\_? (5)
23. A \_\_\_ and a wink (5)

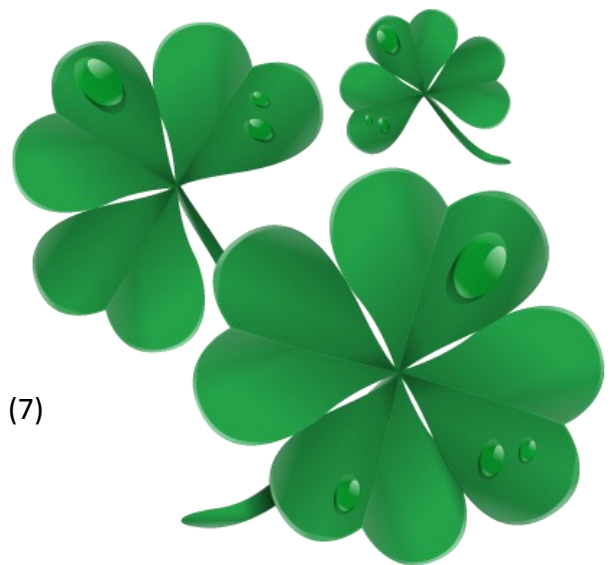
### Sudoku hp7



**Solution**



Missouri Division





## 2011/2012 Board of Directors

<b>President:</b>	Crystal L. Thomas, CAP-OM	<a href="mailto:crystalthomascps_cap@yahoo.com">crystalthomascps_cap@yahoo.com</a> 816.589.1621
<b>Treasurer:</b>	Pamela K. Creasman, CAP-OM	<a href="mailto:pcreas1@hallmark.com">pcreas1@hallmark.com</a> 816.274.8208
<b>Secretary:</b>	Lillian Walker, CAP-OM	<a href="mailto:lillian.walker@hdrinc.com">lillian.walker@hdrinc.com</a> 816.985.7615
Committees		
<b>Bylaws &amp; Standing Rules:</b>	Crystal L. Thomas, CAP-OM	<a href="mailto:crystalthomascps_cap@yahoo.com">crystalthomascps_cap@yahoo.com</a> 816.589.1621
<b>Membership/ Sunshine Committee:</b>	Pamela K. Creasman, CAP-OM	<a href="mailto:pcreas1@hallmark.com">pcreas1@hallmark.com</a> 816.274.8208
<b>Newsletter:</b>	Sandy Price, CAP-OM	<a href="mailto:sandra.price@fmc.com">sandra.price@fmc.com</a> 816.516.6193
<b>Nominations:</b>	La'Sherry Banks	<a href="mailto:lbanks@preservationhousing.com">lbanks@preservationhousing.com</a> 816.531.1920 x101
<b>Ways &amp; Means:</b>	Alicia Anderson	<a href="mailto:aanderson@ourourkesales.com">aanderson@ourourkesales.com</a> 816.694.7901
<b>Website:</b>	Crystal L. Thomas, CAP-OM	<a href="mailto:crystalthomascps_cap@yahoo.com">crystalthomascps_cap@yahoo.com</a> 816.589.1621



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