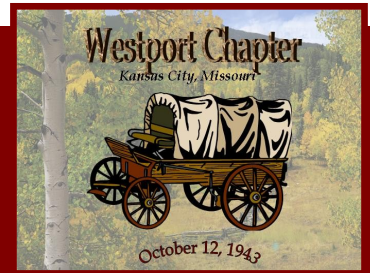


International Association of
Administrative Professionals®
Westport Chapter

Westport Wheel

February 2012



Missouri Division



Chapter
of Excellence

2010-2011

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Schedule of Events

March 13, 2012

Chapter Meeting

5:00 pm Networking; 5:30 pm Dinner;
6:00 pm Program (TBA)

#

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

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Treasurer: Pamela K. Creasman, CAP-OM

Secretary: Lillian Walker, CAP-OM

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Committees

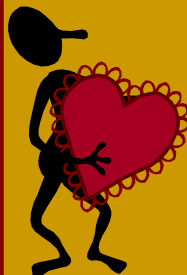
Bylaws & Standing Rules: Crystal L. Thomas, CAP-OM

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

Newsletter: Sandy Price, CAP-OM

Ways & Means: Alicia Anderson

Website: Crystal L. Thomas, CAP-OM





A Word from the President



Is it February already? This year, like last year and the year before that, are flying by. My mother is right, once you past a certain age, the years just fly by. One good thing about this year though, it looks like we might not have any serious winter weather, even though Punxsutawney Phil, Woodstock Willie and Staten Island Chuck (Pennsylvania, Illinois and New York, respectively), couldn't agree if there will be six more weeks of winter or not, I say not. Otherwise Spring and Summer will soon be upon us.

Looking at the IAAP calendar, it means Impact Meeting in March, Administrative Professionals Week in April, Nomination Committee in May, Missouri Division Meeting 2012 in June and EFAM in July.

Our next meeting is March 13, 2012. This will be Westport's Impact/Open House meeting. Although Westport had an Open House in December, that was more of a party, and a lot of fun. This Open House is to assist the chapter with recruitment of new members to the organization and to Westport.

In honor of IAAP's 70th Anniversary, membership is being reduced to \$70.00, plus a onetime \$15 processing fee. This is a great selling point if you know of someone that has wanted to join, but was stuck on price, since a lot of companies are no longer paying for membership for their admins. Normally membership is \$132.00, this includes the association dues of \$83.00; one time processing fee of \$15.00; the Westport Chapter dues of \$25.00 and the Missouri Division dues of \$9.00. Missouri Division and Westport have opted in for this promotion in order to help build our membership.

(Continued on page 5)

International President's Message

I'm sure you all know that 2012 is a leap year. Everyone gets one extra day this year. How are you going to use it? We're always asking for more hours in a day. Getting an extra day is the next best thing. Here's a small fact for you: Did you know that any year that's not a leap year is called a common year? I find it fitting that the 2011-2012 board theme this year is Making the Leap to Remarkable. Let's all decide today to move beyond the "common year" and make this a year to remember—a year to be remarkable.

We can band together in Making the Leap to Remarkable by getting enthused and committed to the 70/70 Membership Campaign. During our 70th anniversary year, new professional members can sign up for IAAP membership at the international, chapter and division level all for only \$70. That's only if the chapter and division they want to join choose to participate.

By chapters and divisions banding together, signing up and committing to be a part of this, we can grow our membership! Members are what make IAAP a great association. And IAAP is what makes great admins. Share this message with each of your members. Encourage each of them to bring new



(Continued on page 4)



The Effects Of Funny Things

by Vicki Churchill

Are you feeling run down? You could try laughing more! Some researchers think laughter could be the best medicine, helping you feel better and bringing that spring back into your step. It makes sense that if people can get more laughter in their lives, they are happier and healthier too.

Laughter is a wonderful thing - that's why we have all heard the saying "laughter is the best medicine". There is strong evidence that laughter can actually improve health and help fight disease. Test the theory and see for yourself!

First I'd like you to think of some really funny things, situations you have been in or pictures you have seen, as long as it's really funny! Now I want you to smile, come on! Let the corners of your mouth turn up. Giggle, chortle, chuckle. And slowly build up into a loud laugh.

How do you feel now? Refreshed? Exhilarated? According to recent studies done by neuroscientists and psychologists, as well as the newest fads in holistic medicine, laughter is the greatest panacea yet discovered. It has been credited with everything from lowering blood pressure and reducing chances of heart attacks and strokes to increasing your intelligence and capabilities to retain process information.

Humor and laughter are regularly being used in a variety of therapeutic situations. Research into the use of therapeutic humor tells us it has the power to motivate, alleviate stress and pain and improve one's sense of well being.

When really funny things make us laugh, natural killer cells which destroy tumors and viruses increase, along with Gamma-interferon (a disease fighting protein), T-cells (important for the immune system) and B - cells (which make disease -fighting antibodies). As well as lowering blood pressure, laughter increases oxygen in the blood, which also encourages healing.

What is laughter?

Believe it or not laughter is not the same as humor. It is the physiological response to humor and is made of two parts - the production of a sound and a set of gestures. Laughing causes our brain to conduct both the production of a sound and a set of gestures simultaneously.

Why do we laugh?

Some researchers believe that strengthening human connections is related to why we laugh because laughter occurs more often when people are comfortable around one another. Have you noticed in an office, everyone in the office laughs when the boss laughs? This is because dominant people use laughter more often than their subordinates.

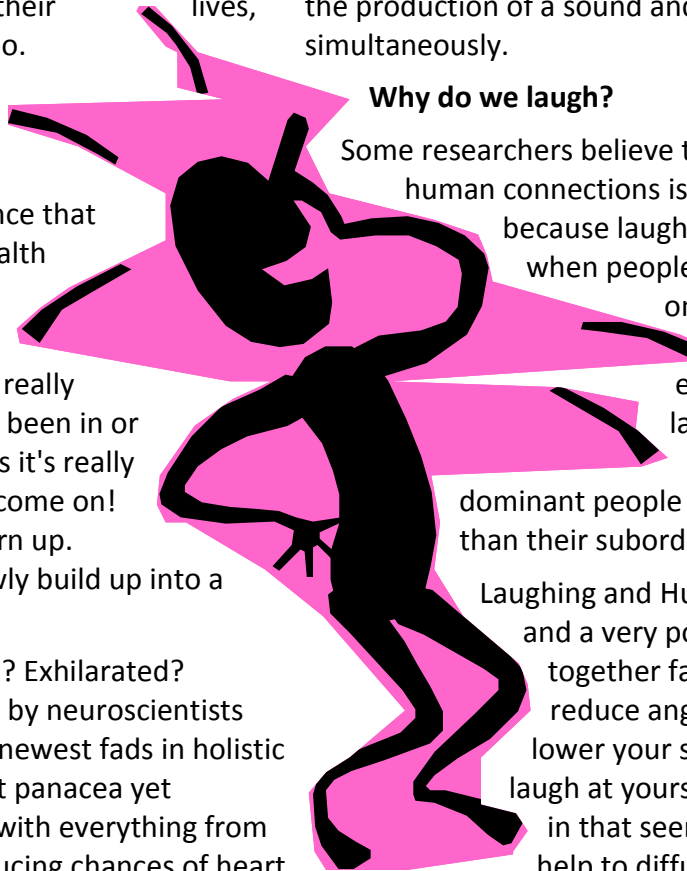
Laughing and Humor is like a medicine and a very powerful one. It can bring together families in troubled times, reduce anger and frustration and lower your stress levels. If you can laugh at yourself or a situation you are in that seems overwhelming, it will help to diffuse the stress.

Laughter and really funny things serve a great purpose in our life, not only from a medical point of view we discussed earlier, but it will make you feel better about yourself and the world around you. It will make a bad situation seem a little less daunting.

A hearty laugh a day may well keep the doctor away, so keep looking at really funny things!

Source:

<http://www.articlecircle.com>





On The Road to Abilene

Susan Fenner, Ph.D, IAAP Staff

There's a great training video called *The Abilene Paradox*. It takes place on a steamy hot day in a small Texas town, the kind of day

when the air is thick, your clothes are sticking to you, and all you want to do is hang out at home with an ice cold drink in front of the fan. Then, someone comes up with the idea, "Let's all go to Abilene for dinner." And that's when the action starts. The ride to Abilene is long, hot, and dusty and the cafeteria food isn't any good. Back home, you find out that nobody (except maybe the guy who came up with the idea) wanted to go to Abilene. Yet everyone went along with it. The blame starts flying, with people asking, "Why the heck did we go to Abilene? I didn't want to go?" "I went along to keep you happy. You'd have to be crazy to get out in this heat." Everyone ends up pointing the finger at everyone else.

So why did they go someplace they didn't want to go to

get something they didn't want to eat? Why would a group of people act against their will and make a decision they soon came to regret? The answer is group think.

Group think occurs when a group makes a poor decision because of peer pressure. In it, people ignore alternatives and tend to take irrational actions. A group is especially vulnerable when members are similar in background, isolated from outside opinions, there aren't any clear rules for decision making, and they're under pressure to make a quick decision. There are many examples of group think in history – some would say the search for WMD in Iraq is among them. In business, one might say that the Bernie Madoff Ponzi scheme and the Enron fiasco could count. In your own backyards, you might be able to cite group think that has taken place in your own home, your own office,

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members into the association. More members equal strong chapters and divisions. We've compiled a [70/70 FAQ](#) from questions the board is getting on the new program. We've also created a [70/70 flyer](#) you can give to members to get them excited about the program. These are located in the web community. You will have to log in to view them.

If you haven't already heard, we're extending the early bird registration rate for [Spring Conference](#) until registration is full. Those who want to sign up can only get the early bird extension through a special link. Share this with your members and your co-workers: <http://community.iaap-hq.org/misc/springconf/> I'm excited about all I'm going to learn at Spring Conference. Did you know Gini Courter is giving a tech session on Sunday? I always learn something new I can apply to my job during one of her sessions. I hope to see you there.

It's time to sign up to [get certified](#). Please remind your members that the deadline for registering for the certification exam or the Organizational Management specialty is Feb. 15. Don't let that deadline pass by.

The 2012 EFAM is months away but I know that many

of you are trying to make plans and adjust your schedules for the most exciting and educational week of the year. There are a few changes for 2012 and we wanted to make sure you had that information as soon as we nailed everything down. Here's an [EFAM 2012 early schedule](#) sheet with a very general breakdown of all the times you'll need for flights in, flights out and hotel rooms.

Thank you for how hard you work for the good of the association and to benefit your members. This month we're debuting something we hope will help you do your job better. The staff at headquarters has created a Marketing Toolbox. Each month, about mid-month, leaders will get a short "toolbox" of two or three marketing pieces you can share with your members. Better yet, included are helpful instructions on how you can to use the pieces. Watch for it in your inbox next week.

That's about it for this month. Thanks again for all your hard work and dedication. I appreciate all the extra time you put in to make this association great.



Tamra Goodall, CAP-OM
International President



How to Handle Career Dilemmas: A Quick Guide

Decisions about how to approach everyday tasks in the workplace are usually pretty straightforward.

Occasionally, though, situations arise where the best course of action is not so clear. Following are three examples of career dilemmas you may encounter, along with suggestions on how to handle them.

You find out a coworker, who has the same job as you, makes more money.

Before immediately going to your boss with your concerns, take this opportunity to do some research first. Consult resources such as the U.S. Department of Labor's website, and the [Salary Guides](#) published annually by *OfficeTeam*. This will give you an idea of what others with skills similar to yours are paid. You can then approach your manager with information that will lend credibility to your request.

You've heard from a friend about a potential new job that sounds intriguing, but you're happy with the job you have.

A change may sound exciting, but be sure to compare salary and benefits packages, opportunities for advancement, and corporate culture before you make a leap. It's also a good idea to meet with your boss to discuss your career path and compensation potential at

your current firm without mentioning the possible new job.

You have the opportunity to head up a challenging project.

Before immediately volunteering, weigh the pros and cons. Is this the best project to help you improve your skills and broaden your scope within the organization? Another key consideration: Do you really have enough time given your current responsibilities? If you are still hesitant, you may want to consider a lesser role instead of spearheading the project. This could still give you the chance to be involved, hone your skills and increase your visibility.

What most workplace dilemmas have in common is that there is no single, obvious way to solve them. Carefully weighing your options can help you feel more confident you've made the decision that's right for you.

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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.

(Continued from page 2)

The Taxman cometh! April 17th to be exact. Did you know that if you, not your employer, pay for your membership, it's tax deductible? [IRS Publication 529](#) states:

"You may be able to deduct dues paid to professional organizations (such as bar associations and medical associations) and to chambers of commerce and similar organizations, if membership helps you carry out the duties of your job."

I can't think of another organization or association that provides assistance for the Administrative Support community to carry out the duties of their jobs. Think of all the education and career related assistance and information that IAAP provides, from an active web community where you can get answers to a basic

Microsoft formatting question; to webcasts and a web library full of presentations and documents to expand your knowledge; to seminars, conferences and annual meetings that provide numerous opportunities for education, job skill improvement and networking.

APW is on track and "Save the Date" emails have gone out. Make sure to mark your calendar for Tuesday, April 24, 2012. This year's APW event will focus on Women's Health, with the topic, "The Secrets of Mental Mojo", by Roxanne Renee. The event is being held at Riverport, which is the former Sam's Town Casino. More information to follow as it becomes available.

As always. . . Making the Leap to Remarkable Together



Crystal L. Thomas CAP-OM
Westport Chapter President 2011-2012



Valentine to an Administrative Professional

By Todd Hunt

She's first one in and last to leave, her mark is everywhere.
 But like a watchful angel, we seldom know she's there.
 She guards the gate, protects the boss, efficient through and through.
 Those binders for this afternoon? All set in Board Room 2.
 Mind reading is among her skills, and putting fires out.
 She juggles tasks and jumps through hoops, yet never one to pout.
 Three hands, you see, she does possess, and intellect well bred.
 Plus humor, tact, diplomacy and eyes behind her head.
 Computer tech and referee, yes party planner too.
 Committee head, Excel sheet queen -- there's nothing she can't do.
 We've used the female pronoun, true, throughout this love decree.
 But sometimes (though it's still quite rare), that admin pro's a he!

*Printed with permission. Todd Hunt is a business humorist who has presented at numerous division and APW events.
 Check him out at www.ToddHuntSpeaker.com.*

Why wait? **GET CERTIFIED!**
 Do something for yourself and your career today.



Exam Dates

May 5, 2012

Nov 3, 2012

Registration Deadlines

Feb 15, 2012

Aug 15, 2012

[Exam Application](#)

[CAP Exam Guide](#)

[Org. Mgmt. Specialty Exam Guide](#)

[Job Function & Employer Statement](#)

[Exam Centers](#)





(Continued from page 4)

and even in your own chapter (surely not!). But, it's true – how many times have we bowed to pressure to say “yes” when we were really thinking “no” but didn't want to buck the others or the wishes of the leader? I'd say that's happened to most of us.

So, how can we avoid group think and all the problems resulting from it? The Psychologists for Social Responsibility offer some advice to keep members thinking and acting independently.

- ◆ Allow plenty of time to review the problem, research it, talk about it, and reflect on it. Hasty decisions are seldom good ones.
- ◆ Encourage each member to be responsible for critically discussing the situation from all angles before a decision is made.
- ◆ Have visuals, to support suppositions or recommendations. Not everyone absorbs

information through their ears alone.

- ◆ Invite an expert from outside the group to give his/her opinions. A different viewpoint may shift your perspectives.
- ◆ Have each person in the group present the pros and cons – get everyone involved and participating in active discussion. No “dittos” or “That's what I was going to say.” Play the devil's advocate.
- ◆ Don't be afraid to look at negative consequences. Now's the time to do it – before you enact a disaster.
- ◆ Don't worry about delaying a decision. If you need more information, get it. Obviously, at some point you have to decide since “not to decide is to decide.”

The take away - Be aware of the group think phenomena and if you see your members going down the road to Abilene, don't be afraid to raise your concerns and turn the vehicle in another direction.

Word Pair of the Month: *farther, further*

The best way to remember the difference between these two words is to note that *farther* is concrete, suggesting a measurable distance, sometimes *far* away. For example, you would say *We moved the desk farther from the door.*

On the other hand, *further* is theoretical. It suggests a greater degree, but not a measurable distance, as in *The psychiatrist delved further into the patient's past.* As a verb, *further* means “to advance or propel,” as in *He used his charm to further his cause.* (Author: UpWrite Press, www.UpWritePress.com)



Thank You

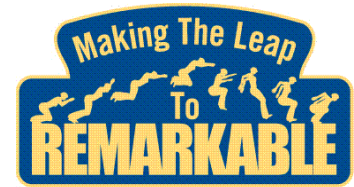
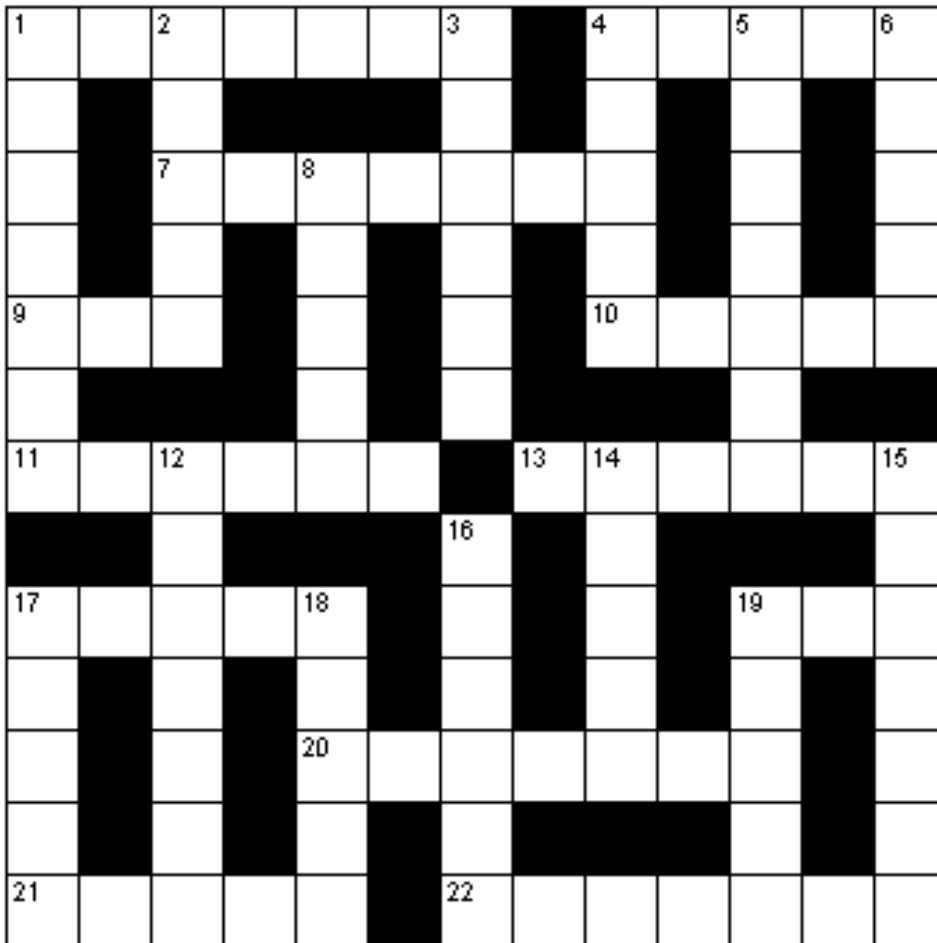
MARC
Mid-America Regional Council

for your
Support



Exercise for Your Brain

Catch-Words 02



Missouri Division



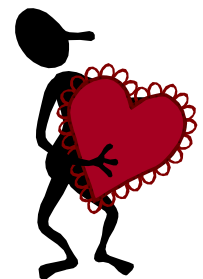
[Click for puzzle solution.](#)

Across

1. ___ and lemons (7)
4. Game, set and ___ (5)
7. Aided and ___ (7)
9. Back to square ___ (3)
10. There are two ___ to every story (5)
11. The ___ of justice (6)
13. Given the 3rd ___ (6)
17. A close ___ (5)
19. ___ the knot (3)
20. History ___ itself (7)
21. It's ___ under the bridge (5)
22. Cups and ___ (7)

Down

1. Keep your ___ open (7)
2. Wide ___ (5)
3. Baby-___ (6)
4. The ___ touch (5)
5. ___ and lightning (7)
6. All ___ on deck! (5)
8. The ___ has landed (5)
12. For and ___ (7)
14. An optional ___ (5)
15. With friends like these, who needs ___? (7)
16. Sour ___ (6)
17. The last ___ (5)
18. Trial and ___ (5)
19. Touch, smell, sight, hearing, ___ (5)





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Treasurer:	Pamela K. Creasman, CAP-OM	pcreas1@hallmark.com 816.274.8208
Secretary:	Lillian Walker, CAP-OM	lillian.walker@hdrinc.com 816.985.7615

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Ways & Means:	Alicia Anderson	aanderson@orourkesales.com 816.694.7901
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