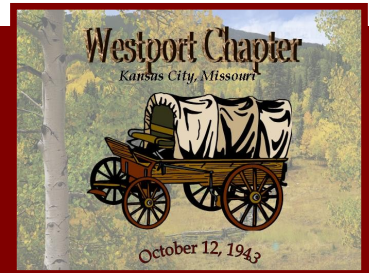




International Association of  
Administrative Professionals®

# Westport Wheel

November 2011



Missouri Division



Chapter  
of Excellence

2010-2011

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## Schedule of Events

**December 13, 2011**

**Holiday Open House**

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

**MARC Offices**

#

**February 15, 2012**

**Deadline to Register for May CAP Exam**

#

**March 4, 2012**

**2012 Spring Conference**

**Las Vegas, NV**

## 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

RTF/R&E: Janice Chronister, CPS

Ways & Means: Alicia Anderson

Website: Crystal L. Thomas, CAP-OM



*You Are Cordially Invited to  
Westport Chapter IAAP  
Holiday Open House  
Tuesday, December 13, 2011  
5:00 pm until 9:00 pm*

*There will be Food, Fun Games and Prizes!  
All are invited!*

*(Please note this is NOT a Recruitment Open House)*

*There is no cost to attend;  
all Westport asks is a donation of an unwrapped item for  
The City Union Mission Christmas Store*

*Click gift box for suggested items:* 

*Location:*

*Mid-America Regional Council (MARC)  
600 Broadway Blvd, Ste 200; Kansas City, MO 64105*

*(Please use the Broadway entrance and drive up the ramp to the  
MARC entrance and visitor parking.)*

*After 5:15 pm call (816) 589-1621 or (816) 810-0976 for entrance to building.*

*Dinner RSVPs are due to Crystal Thomas  
by COB, Monday, December 5th.*

[CrystalThomasCPS\\_CAP@yahoo.com](mailto:CrystalThomasCPS_CAP@yahoo.com)  
*(816) 329-3278*



## A Word from the President



### HAPPY THANKSGIVING!

Time for family, football, pies, turkey and stuffing . . .our faces with pies and turkey, while watching football with the family. Isn't America great!

For November, Westport had its annual food drive and, I am happy to report, donated 118 pounds of food to Harvesters. Good job! Steve Lee from Harvesters was our guest speaker. Steve actually works for AmeriCorps, and was assigned to Harvesters a little less than a month ago. He is a Nutritional Services Educator for Harvesters Community Food Network, where he teaches cooking and nutritional food classes to kids and senior citizens. Steve showed us a short video, and then talked about several Harvester programs, such as:

- ◆ **Plant-A-Row**, where gardeners are asked to plant an extra row of vegetables and then donate them to Harvesters.
- ◆ **Kid's Café**, a summer program for kids that teaches them nutrition and cooking skills in a fun atmosphere.
- ◆ The **Back-Snack** program, where children from low income families receive a backpack on Fridays, during the school year, filled with healthy snacks to eat over the weekend. They return the backpack to school on Monday so that it can be refilled and redistributed to them the following Friday. The kids love the program and it makes them feel like they belong to a special after-school club.



Normally, Westport has its holiday dinner in November at a local restaurant, but this year we decided to do something a little different. Westport will be having its first Holiday Open House on December 13, 2011. I want to stress that this is not a recruiting Open House, but a social gathering for all IAAP members and guests. We thought that it would be fun to get together and talk to people we may not have seen in a few months, or a few years. There will be food, games, and prizes and lots of fun for everyone. Oh and did I mention that it's **FREE!** All we ask is that you bring an unwrapped gift for the City Union Mission Christmas Store. Westport collects items every year to donate and cap our price range at \$5.00 per item; we will be collecting the items at the Open House. Some of the gift items The City Union Mission asks for are new and inexpensive household items, men's and women's personal care items (young and old), clothing for all ages and genders, and toys for boys and girls. For a complete list and further explanation of the program click [Mission Christmas](#).

We do hope that you will be able to join us. Please RSVP by December 1, 2011 so that we will have enough food for everyone. Hope to see you there!

Making the Leap to Remarkable Together.



Crystal L. Thomas CPS/CAP

Westport Chapter President 2010-2011



## International President's Message



Thanksgiving is just around the corner. And, speaking of being thankful, I just returned from the fall board meeting in Kansas City, MO this past weekend, and one of my highlights was the headquarters staff appreciation luncheon. What a wonderful headquarters staff we have and this is the perfect time of year to say thanks to everyone who works so hard for our members.

We're moving into the holiday season when things often slow at work and pick up in our personal lives. Sometimes the season gets frenzied. It's a busy time of year where important things can get pushed aside for the urgent. Don't let that happen to you. Before we get too carried away, reflect on these words from Ralph Martson, "Make it a habit to tell people thank you. To express your appreciation, sincerely and

without the expectation of anything in return. Truly appreciate those around you, and you'll soon find many others around you. Truly appreciate life, and you'll find that you have more of it."

We now have the [annual report](#) and the [audited financial reports](#) for 2010-2011 posted in the web community. Please [log in](#) to view the documents.

Financially, this fiscal year continues to improve even with the lower attendance at this year's EFAM in Montreal. More information is available in the [first quarter financial update](#), found here.

What if you could give the perfect gift to a co-worker or even a friend that would not only show you care, but help his or her career? We have just such a gift. You can give the Gift of Membership or a gift certificate to IAAP for books, [conference registration](#) and more.

To gift a membership is to open the world of IAAP to someone who may be laid off or even lost in where to go next in their career. Maybe you can use it to encourage an admin who just got laid off, or as a holiday gift for a family member who is now a part of the profession. Find out more about the [Gift of Membership](#) and give something that lasts to your friends, family and co-workers this holiday season.

For a [gift certificate](#), log into the [IAAP Bookstore](#) and look for "gift certificates" at the right. It's the perfect way to let someone choose their own gift.

As we move into this month of thanks, I am grateful for IAAP and what being involved in the association has done for me personally, and for my career. What about you? Think about what IAAP has done for you and consider sharing that with the world in the Anniversary Edition of *OfficePro* coming in May 2012. You can send your 100-200-word essay by sending your submission to [officepro@iaap-hq.org](mailto:officepro@iaap-hq.org). Put "Anniversary-What IAAP Has Done for Me" in the subject line.

Have a Happy Thanksgiving!

Tamra Goodall, CAP-OM  
International President





## OFFICETEAM®

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### Laugh It Up At The Office

Everyone loves to laugh. At work, having a good sense of humor can help you not only enjoy your day more but also build rapport with colleagues, managers and other business contacts. In addition, being able to laugh during challenging situations can ease stress, allowing you and those you work with to remain productive and focused on the task at hand.

Keep the following do's and don'ts in mind the next time you crack a joke at work:

- DO be willing to laugh at yourself. Showing you can take a joke, or even poke fun at yourself, can put others at ease in your presence. Plus, you don't risk offending someone else by making him or her the target of a joke.
- DON'T use sarcasm, which can be viewed as a subtle way of insulting other people.
- DO tailor your approach to each individual. For example, discussing a funny episode of a TV show with a colleague who also watches the program is a great way to start a conversation.
- DON'T make light of mistakes. Lending a helping hand to correct problems is a better strategy.
- DO laugh with others. You can be perceived as having a great sense of humor without ever telling a joke. Just tune in to the humor styles of those around you and share in the fun.

Fostering camaraderie and open communication with your colleagues can help you advance on the job. Add a little bit of laughter, and you'll set yourself up for even greater success.

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

### Can We Talk?

*By Helen Wilkie*

Joan Rivers' famous catch phrase has taken on new meaning, at least according to a story in this morning's Metro Newspaper.



It's obvious that texting, and not only among young people, is growing in popularity every day. There's nothing intrinsically wrong with that, but Metro reports that Sherry Turkle, a professor of social sciences at the Massachusetts Institute of Technology, sees a looming problem. According to Turkle, people are so reliant on the time that texting, as well as posting to Facebook and LinkedIn, gives them to think about their message that they don't have the skills to respond spontaneously in a live conversation.

Erynn Brook, an acting coach in Toronto, forces her students to have a live conversation once a day, because they are having difficulty relating with fellow actors in their scenes. That's because all this texting means they don't pay attention to body language, listen to nuances in language and tone, or generally hone the skills of normal human conversation.

If actors can't connect with fellow actors, how can they act? They can't. If people can't connect with others through the spoken word, how can they communicate? They can't.

If we lose the ability to connect through conversation with our fellow human beings, haven't we lost an essential part of our human-ness?

If we keep going down this road, the answer to Joan Rivers' question, "Can we talk?" may one day be a text message that says, "Sorry, we can't."

Helen Wilkie is a professional keynote speaker, workshop leader and author of *The Hidden Profit Center: a tale of profits lost and found through communication*. Visit Helen's blog at <http://www.communi-keys.com> and join in the conversation.

Reprinted with permission – Communi-Keys, October 28th, 2011





## 8 Mistakes to Avoid on LinkedIn

by ASAPorg.com Staff

LinkedIn is a great place to meet new people and to make new friends, business associates, and networking partners—when it's used correctly. Here are 8 moves that have the potential to wreck your LinkedIn experience, and what to do instead.

- Don't use an inappropriate photo.** Don't use an image of yourself holding a bottle of beer, or worse, out-and-out drunk and making an odd face. A clear, appropriate headshot (not a full body shot) is best.
- Don't leave your profile blank.** How would a potential employer or client know that you're a good fit if you've included little to nothing about yourself? A comprehensive profile helps you to gain trust and establish authority. Describe current and past roles, and provide links to your website, Twitter feed, etc.
- Don't neglect to use keywords.** Everyone wants to get "found" on LinkedIn, but not using key words makes that much more difficult. Enhance your profile with the key words that people are likely to look for via search engines.
- Don't show anger or insult people.** Don't put down your organization, your boss, or recruiters. Headhunters and potential employers are likely to be members of your groups and have access to your content. You want these folks to read your information and to recommend you for a job interview, not to feel insulted.
- Don't brag or sell products.** Tooting your own horn or promoting products or services are huge turnoffs on LinkedIn. You should instead post articles that will be helpful to others, as well as announcements about events of interest. You should also request advice and spark discussions about a topic relevant to a particular group.
- Don't pass up the opportunity to ask and answer questions.** You're on LinkedIn for a reason—so use it to full advantage. Asking questions regularly lets others know who you are and what your business is about (without boasting). This can quickly establish you as a credible professional.
- Don't be afraid to post updates that you've used on other sites.** Yes, it's okay to post updates on Facebook, Twitter, and LinkedIn. You probably have different followers on LinkedIn than you do on FB or Twitter. You can use content across all three social channels; just change it up so that it's fresh, timely, and has a different "spin" for each account.
- Don't ask strangers to recommend you.** If you've never met or barely interacted with a contact, don't expect that person to endorse you. They may value you as a connection, but they're hardly in a position to write a recommendation. Instead, ask close colleagues to recommend you. Their words will be much more targeted and meaningful.

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### A Thanksgiving Day Prayer

--Scott Wesemann

Lord, so often times, as any other day  
 When we sit down to our meal and pray  
 We hurry along and make fast the blessing  
 Thanks, amen. Now please pass the dressing  
 We're slaves to the olfactory overload  
 We must rush our prayer before the food gets cold  
 But Lord, I'd like to take a few minute more  
 To really give thanks to what I'm thankful for  
 For my family, my health, a nice soft bed  
 My friends, my freedom, a roof over my head  
 I'm thankful right now to be surrounded by those  
 Whose lives touch me more than they'll ever possibly know  
 Thankful Lord, that You've blessed me beyond measure  
 Thankful that in my heart lives life's greatest treasure  
 That You, dear Jesus, reside in that place  
 And I'm ever so grateful for Your unending grace  
 So please, heavenly Father, bless this food You've provided  
 And bless each and every person invited  
 Amen!

*Thanksgiving dinners take eighteen hours to prepare. They are consumed in twelve minutes. Half-times take twelve minutes. This is not coincidence.*

—[Erma Bombeck](#)

### Solution to October's "Fright Night"

W	A	F	T		T	A	B	S		P	A	S	H	A		
E	U	R	O		I	N	R	I		A	S	T	O	N		
D	R	E	S	S	E	D	A	S	A	G	H	O	S	T		
S	A	D	H	U						I	T	E	R	A	T	E
						M	A	S	C		E	R	A			
S	A	S	H		S	N	A	P			M	A	N	N		
I	M	P	E	R	I	A	L	I	S	M		R	O	E		
S	O	A	P	E	D	T	H	E	W	I	N	D	O	W		
A	C	T		D	E	C	O	R	A	T	I	O	N	S		
L	O	S		S		H	U	R	T		P	R	E	Y		
						O	D	E		N	E	S	T			
O	C	A	R	I	N	A					O	S	A	K	A	
B	O	B	B	E	D	F	O	R	A	P	P	L	E	S		
I	S	L	E	T		R	U	E	D		R	E	E	K		
S	T	E	T	S		O	T	T	O		Y	E	N	S		



## When You Can Never Catch Up



### Dr. Cal LeMon

You know, there are “to-do” lists everywhere. From picking up the laundry to writing your annual performance review...to calling the customer who you know has a scripted diatribe which will cascade into what was going to be a good day...they all conspire to

smother you. And, all of the time management workshops you have attended, the multi-colored interactive daily planners you have purchased and the reams of scribbled notes you have stuffed into hip pockets and purses... do not help. So, here are six strategies, I am convinced, will finally end the games we all play when there is more to do than the time in our time-planners.

First, begin to say that dreaded word, “no.” You are already seething out threats and sending them my way that sound like, “You have no idea of what you are suggesting. I cannot say ‘no’ to my boss or the people who sign my check.” Well, there is “no” in, “With what I have to get accomplished for you/our team right now, I cannot get to that assignment until next Tuesday. Tell me, will that work for you? If not, which of these other six items do you not want me to get finished so I can take on this task?” Notice, I am the one writing the script. If I cannot get this all done then your job becomes the arbitrator of what is next on my list.

Second, at the end of each day write a new “to do” list using a cluster. A cluster works like this. Put a circle in the middle of a clean sheet of paper and put tomorrow’s date in the middle. Then, using all your sources, start writing down (use your own shorthand) all the tasks you have to finish that day. Put a circle around each one and draw a line from the circle to the circle in the middle with the date in the center. Now, here is the genius of this device. Ask yourself this question, “If I only had the opportunity to do one idea on this page today, which one would it be?” Put a #1 next to that circle. Work on that item until it is finished and then repeat the process including asking yourself the same question. You will be elated, when using this visual aid, of all you are

accomplishing!

Third, using the method in my second suggestion, are there any of these items you can “empower” someone in your home/workplace to do? Really, do you, personally, have to do all these items? If the answer is “no,” plant this on another lucky person.

Fourth, on long projects, factor in “dusting out your brain” break time. These R&R (rest and reignite) sessions must include two agreements you make with yourself: (a) each break must have a rigid beginning and ending time and (b) the “break” is not used to get additional items completed.

Fifth, design a reward that is a “turn on” for you. You see, we do not repeat a behavior unless that behavior is rewarded. So, will the reward be a special meal with an equally special person, the purchase of a Z6 BMW (o.k., a little over the top!) or a 30 minute jog in the park?

Sixth, and finally, if you are still struggling “catching up,” it is time to pull out the big guns! Someone, who has referent power in your life, needs to be enlisted to ask you, “How are you doing getting in control of all you have to get accomplished right now?” A spouse, a child, a coworker, a clergyperson, a best friend and...well, you see where I am going with this. There are “power brokers” in our lives who, when they speak, give us the kick in the posterior we need to cut out the procrastination games, focus and just get it done! Figure out who those people are in your life environment and ask for their help. Remember, these should not be people who are going to give you a “free ride” when you start making excuses.

Obviously, you know you are not alone! There are a lot of people, like you, who have downloaded this article. As a matter of fact, this article was on my “to do” list and I have used two of these suggestions to get it finished and move on.

And, I have to go right now, because this completed article has earned me the reward of one hour plying the waters of Springfield Lake...in my kayak!

*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).*





## Member Profile— Terry Anderson, CAP-OM (MODIV President-Elect)

### Where Employed/How Long

Mid-America Regional Council,  
15 years

### Current Position

Program/Administrative  
Assistant for the Research  
Services and Transportation  
departments.



**Previous Companies Where Employed** Admin positions with National Center for State Courts, Williamsburg, VA; The Department of Defense, Charleston, SC and KCMO; a semiconductor plant in Pocatello, ID.

**College Education** Bachelor of Arts degree from Southwest Baptist University (music major and psyche minor).

**CPS and/or CAP; When Certified** CAP earned in May 2010

**If You Were Not an Administrative Professional, What Would Your Job Be?** Growing up, I always said I wanted to be just like my Dad. He was a mechanical engineer. I didn't go that route. I occasionally think about being a music director (I have been an interim

church music director at two different churches that totaled three years).

**Birthdate/Birthplace** August 1953, Kansas City, MO

**Family** Married to Doug for 29 years; two children, Wes and Alicia, who are 27 and 25; one grandson by Wes and two from Doug's first marriage.

**Favorite Vacation Spot** I have been to visit or passed through almost every state, but I still enjoy the Colorado mountains and waterfalls the most.

**Other Countries Visited** Mexico (by car to Mexico City; now recommend flying); Canada—Niagara Falls area and most recently Montreal.

**Favorite Foods** Lobster bisque, t-bone steaks, rainbow trout (if deboned), and chocolate.

**Favorite TV Shows** All the detective shows, MASH, House, Little House on the Prairie, etc.

**Something Unique About Your Life** It was a privilege playing in the Springfield Community Symphony my last 1-1/2 years of college. I still play viola at church. Used to play piano for a vocal quartet, but they disbanded several years ago.

**Hobbies/Things That You Enjoy** Teaching 5-6 year olds at church, Sudoku, baking desserts and soups in the fall and winter, spending time with family, and enjoying all that God created.



## Websites to Check Out

Are you an adminologist? Do you know what it is? To find out, go to [www.adminology.org](http://www.adminology.org) and sign up. Membership is free. This website is hosted by Office Dynamics and has lots of free articles and videos on adminology. I recommend reading the white paper first.

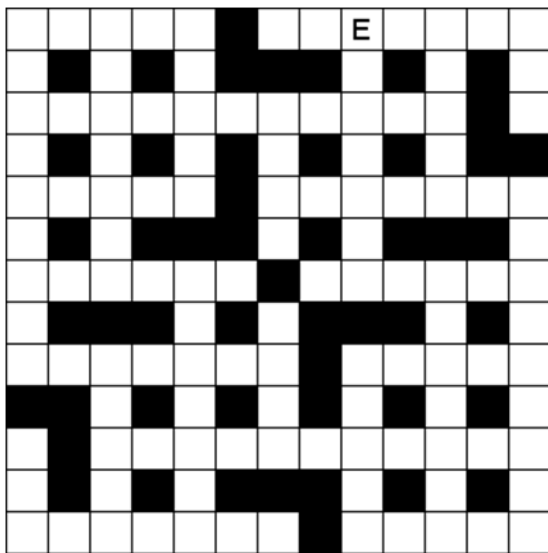
Another interesting site to go to for information is Mind Tools™ at [www.mindtools.com](http://www.mindtools.com). Their "toolkit" has articles on Leadership Skills, Team Management, and Decision Making to name just a few.



# Exercise for Your Brain

## Alpha-Cross 01

The first letter of each answer is written next to its clue in alphabetical order. One letter has already been entered. Can you find the words then fit them correctly into the grid?

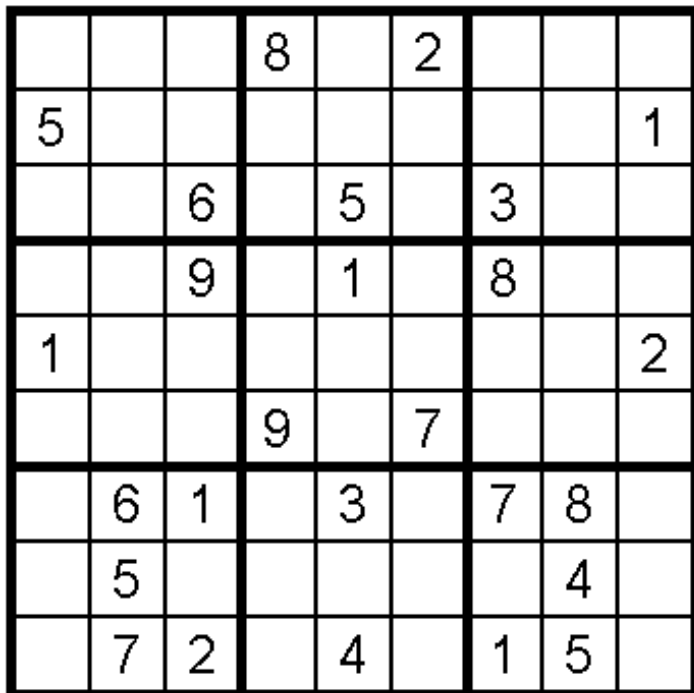


- A. Sharp (5)
- A. Remedied (7)
- A. Protective garment (5)
- C. Hoard (5)
- C. Tapers (7)
- C. Group of bovines (6)
- C. Fake (11)
- E. Epoch (3)
- E. No longer in existence (7)
- G. Chivalrous (7)
- I. Lit up (11)
- L. Terse (7)
- L. Lackadaisical (7)
- L. Prevarication (3)
- M. Award (5)
- N. Pleasant (4)
- N. Observed (5)
- O. Sumptuous (7)
- R. Send payment (5)
- S. Short tail (4)
- S. Begin (5)
- S. Powerful (6)
- S. Proposed (9)
- T. Rising current of warm air (7)
- W. Bet (5)
- W. Capricious (9)

### MOVIES WITH ONE WORD TITLES:

- IN ALE
- LEGAL FOODS
- AIRY HARPS
- SHY COP
- CRY OK
- TREK NOW
- HUG BEST SORTS
- RECEIVE LAND
- BASIC SUITE
- LATE COLLAR
- RE AXE LAND
- FLAG PLINTH
- POISONED

### Sudoku hp1





## 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
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