

Cherokee Rose Review

Cherokee Rose Chapter—Tucker, Georgia

Volume 10, Issue 7

May/June 2011

2010-2011 CHEROKEE ROSE BOARD MEMBERS



Pictured left to right: President Michelle Williams, CPS, Treasurer Dorothy Chatt, Vice President Dana Morgan, CPS, Director Nina McNeive, Secretary Vivian Irby, CAP, and President-Elect Linda Parrish, CPS/CAP.

Inside This Issue

CRC 2010-2011 Member of Excellence	2
CRC Georgia Division Chapter Awards	2
“Illuminated the Way” May and June Recipients	3
2011-2012 Officer Installation	4
Don’t Bring me Problems—Bring me Solutions	5
Finding Harmony with Difficult Colleagues	6
Office Humor	7
International News	8

PRESIDENT’S MESSAGE by Michelle Y. Williams, CPS

As we close out the 2010-2011 year, I want to express my sincere gratitude for the opportunity to have served as President of this “fantastic” chapter for a second term. Serving as President has been the most thrilling and sometimes challenging experience for me. However, it has given me the opportunity to grow and learn both professionally and personally, challenging me to be out front instead of working behind the scenes.

“Guiding Professionals to the Next Level” with “Passion & Purpose” has been our theme this year and our chapter has been very successful in achieving that. As you know, I became President when my Mom passed away two years ago and I dedicated each term to her. During my presidency, I applied the values that Mom taught me — that we are not all exactly the same, but we are all in this together. She taught me to love God, to honor my family and to love myself. I am thankful to have been raised by an extraordinarily amazing lady.

I am truly honored to have had the privilege to work with some of the most wonderful, talented and skilled administrative assistants in Georgia. I am very proud of what we have accomplished as a chapter and as individuals. Borrowing a line from President Hubbard’s farewell address “we didn’t always agree but we did respect one another and handled the business of the chapter.” We did exactly that and we had a lot of fun along the way.

Many of our members continued in their leadership roles for a second year which showed that they still had “Passion & Purpose.” This type of dedication and devotion has proven to be what makes the Cherokee Rose Chapter such a successful chapter — one that I am very proud to be a part of.

We met many of our goals and accomplished our Strategic Plan: Several members earned their certification and other members were recertified, CRC members participated in various Community Service/Outreach programs throughout the year, our events for the year offered 14 total recertification points, at least eight members have qualified for the International Member of Excellence award, and I am most proud of the fact that we have acquired enough points to qualify for the Chapter of Excellence award again for the third year in a row. WOW – what a year!

It has been very rewarding and exciting to be a “Rose”. Again, thank you for your support and encouragement. I am amazed to see how much we accomplished and how we continued to raise the bar. I have had the time of my life being the President of the Cherokee Rose Chapter. I have grown so much and I thank you for the opportunity to have served you and our chapter. I am looking forward to a new year and I am confident that our members will continue to be strong leaders within the Chapter and the Georgia Division.

**Cherokee Rose
Chapter IAAP**

Mission Statement

To enhance the success of career-minded administrative professionals within our chapter, by providing opportunities for growth through education, leadership development, and community involvement.



CONGRATULATIONS!



Pictured left to right: President-Elect Linda Parrish, CPS/CAP and award recipient Vice President Dana Morgan, CPS.

**CRC CHAPTER
2010-2011
MEMBER OF EXCELLENCE**

DANA MORGAN, CPS

Nominees were Nina McNeive, Lenni Thigpen, Demetrice Clayton, CPS/CAP, and Michelle Williams, CPS.

The Cherokee Rose Chapter was awarded the following during the Georgia Division Annual Meeting held June 10-12, 2011, Albany, Georgia:



- ♦ Doris Englehart, CPS Award – for chapters with 26-50 members
- ♦ Amelia Barclay, CPS Chapter Professional Development Award for chapters with 26-50 members
- ♦ Chapter Website Excellence Award
- ♦ Fran Kinchen, CPS Chapter Newsletter Excellence Award
- ♦ 3rd Place in Georgia Division BEACON Award - \$100
- ♦ Received Special Recognition for outstanding support of the Georgia Division Golf Tournament - \$50

“Illuminated the Way”

May

Congratulations to

Nina McNeive



Nina is recognized for her outstanding contribution and leadership to the Cherokee Rose Chapter. She currently serves as the chapter’s director and has been a confidante and therapist throughout the year for President Williams. Nina is very supportive and is always ready to help do whatever is needed for the chapter and because of this, she has “Illuminated the Way” for the Cherokee Rose Chapter.

June

Congratulations to

Demetrice Clayton, CPS/CAP



Demetrice has served as the Award’s Chair for Cherokee Rose. She has done a tremendous job of keeping up with information needed by the Georgia Division and International. Demetrice is a very dedicated and loyal CRC member. Her passion, support, and dedication has definitely “Illuminated the Way” for the Cherokee Rose Chapter.

BIRTHDAYS

Dana Morgan, CPS	May 14
Janet Wright	May 19
Linda Parrish, CPS/CAP	May 25
Patricia Campbell	June 2

IAAP ANNIVERSARIES

Joyce Berger	3 Years
Dora Carrasco	2 years
Dana Morgan, CPS	4 years
Susan Pierce	3 years
Sherrie Wong	2 years
Sharon Yearwood, CPS/CAP	6 years
Naomi Toole	9 years

congratulations

To Michelle Williams, CPS for obtaining her CPS rating. Michelle studied hard and the Cherokee Rose Chapter is very proud of her achievement.

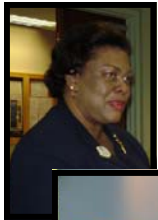
The CPS and CAP exams are based on the premise that an administrative professional should have basic knowledge of office systems, technology, office administration, and management, and know how to apply the principles of good human relations and communications. Some of the examinations are based on knowledge acquired by the office professional through formal education and informal reading. Questions and answers about the examination can be found at www.iaap-hq.com.

Installation Ceremony for New Officers—June 16, 2011



2011-2012 Cherokee Rose Board Members

Pictured front row left to right: Secretary Vivian Irby, CAP, Director Michelle Williams, CPS, President Linda Parrish, CPS/CAP. Back row left to right: Vice President JB Hilliard, CAP, President-Elect Dana Morgan, CPS, and Treasurer Sharon Yearwood, CPS/CAP.



CONGRATULATIONS!



SAVE THE DATE...

YOUR PASSPORT TO PROFESSIONALISM



What: Georgia Division 58th Annual Meeting

Who: **CHEROKEE ROSE HOST CHAPTER**

Where: Hilton Atlanta Marietta Hotel & Conference Center
500 Powder Springs Street
Marietta, Georgia

When: June 8-10, 2012

More details to come....



Don't Bring Me Problems – Bring Me Solutions by Susan Fenner, PhD, IAAP Staff

I always remember a sign I saw once on a manager's desk. It read – Don't Bring Me Problems Bring Me Solutions.

It's easy to see what's wrong with things and find fault. Maybe that's why so many people like to assume the role of critic. It makes them feel important and in the know when they "catch" things that are slightly off. They take great delight in finding an error and are the ones who tear out the page and circle the grammatical mistake or misspelled word in red magic marker and then mail it to the magazine editor or copy the world so that everyone can see what a great eye they have in spotting what's wrong. Now don't misunderstand...we all make mistakes and it's good when people catch them (especially before the piece goes to print or the contract is signed). But the problem with focusing only on what's wrong with things means that you aren't looking to see what's right! Generally these folks see the micro picture and oftentimes totally miss the macro. Let's take an example...

How many of you have someone (hopefully not more than one) at chapter meetings who delights in picking apart ideas and undermining plans by pointing out the flaws or why the proposal won't work? Of course, before you commit to a course of action, you want to look at all angles and weigh the consequences. That's good. But the people I'm talking about aren't there to make the plan better. No, they are there to show everyone how smart they are and how stupid everyone else is. They aren't building on the idea presented, but rather



tearing it down. They don't offer an alternative course of action; they find flaws with what's on the table. That's the role they play – every time there is a discussion, a decision to be made, or a job to be done.

So what's wrong with that?

What's wrong is that they are a one-person demolition crew. They sit back and plot just the right moment when they can spot the error and shoot down what's being built. You'll notice that they never offer another course of action. Why? Because their goal is not to move things forward, but to mire things in points of contention. If only they realized how easy it is to critique, but how difficult

it is to construct and execute a workable plan. That's why it takes so much longer and so much more intellect to design and erect a building, than it does to implode one. The mind required envisioning, enacting, and refining something is so much more complex than the simple act of finding fault. And note how often the faults they find are a result of not seeing the big picture, but rather shrinking the situation to fit their preconceived notions. It's a lot like going through life using only a magnifying glass when others are looking through a telescope.

So, why do I remember the desk plaque so well? It holds the secret to a promotion, professional recognition, and achieving greatness. You can either be the person who reports the problems or the person who solves the problems. Who do you think is worth more in the organization? Would you rather spend your life scrutinizing the minuscule or exploring the universe? The choice is up to you. It's all in your viewpoint.

FINDING HARMONY WITH DIFFICULT COLLEAGUES

It goes without saying that there are always difficult people in the workplace. They come in many varieties too – some are grumpy, some have to have the last word, some think they are always right, some think they wear a crown. The list could go on and on. One thing we do know is that these employees can create a negative work environment.

Lee Iacocca once said, “The statement, ‘He’s good, but he has trouble getting along with other people,’ is the kiss of death for management potential. The major reason capable people fail to advance is that they don’t work well with their colleagues and customers.”



What’s the point in getting along?

When you recognize a difficult colleague, it may be tempting to just keep a low profile and try to ignore this person. However, our work life takes up a huge portion of our lives. At some point you will have to deal with the colleague. It is wise to try to be on good terms with everyone to make your day go by smoothly. This doesn’t mean you have to be best buddies. Doing your part to get along with the difficult person demonstrates your professionalism.

How to get along

There are several ways to help you get along with the challenging colleague. Take a look at these:

- **Do not hesitate to be friendly.** Even if you cannot think of anything to talk about, you can at least acknowledge the person with a pleasant “Hello.” Once you get in the habit of the greeting, you will finally think of more things to say. Remember that even your colleague is your customer.
- **Maintain patience.** Even though you may say “Hello”, you could be ignored. Do not give up. It could be that the person is shy or has a lot on his mind. Just be satisfied that you have done your part in trying to maintain a professional relationship.
- **Do not gossip.** If you are caught gossiping with a colleague, even if you are not talking about the difficult person this time, he may think you are.
- **Show respect.** Some people are hard to get to know. Try to shake off your first impression. Respect everyone’s ideas, even if you do not agree. Usually you can learn from having different viewpoints in a conversation.
- **Do not throw stones at glass houses.** Don’t complain about the work habits of others when you may have some issues yourself. Look at yourself in the mirror and determine if you may also be a difficult colleague.

Upcoming IAAP Events/Deadlines

Education Forum & Annual Meeting
Sun, 07/24/2011–Wed, 07/27/2011

Deadline: November Certification
Exam

Registration

Mon, 08/15/2011

November 2011 CPS/CAP Exams
Fri, 11/04/2011–Sat, 011/05/2011

It is not easy to predict which personalities will make up a work team and who is going to clash with whom, but unless everyone tries to get along, the work environment will be full of stress and poor morale. And who wants to go to work every day to face that?

Source: Georgia Statement.

Quote of the Month

"The highest reward for a person's toil is not what they get for it, but what they become by it."

– John Ruskin

About John Ruskin

John Ruskin was an English art critic who influenced the attitude of a whole generation toward art and architecture. He was born in 1819 in London. His career began with an essay defending his friend, artist J.M.W. Turner, from critics. His book *Modern Painters* made Turner popular and gave stature to the Pre-Raphaelite movement. He founded the Cambridge School of Art in 1858, now known as the Anglia Ruskin University. Leo Tolstoy called him one of those rare men who think with their heart. When Ruskin inherited wealth, he gave most of the money away. He died in 1900.

OFFICE HUMOR

The manager told the newly hired employee, "If you start working today, you will make \$10.00 an hour and in three months I'll raise it to \$15.00 an hour. So when do you want to start?"

The new employee replied, "In three months."

Source: Georgia Statement



QUALITY LIVING

Forty percent of approximately 86 million Americans age 50 to 84 have knee osteoarthritis and are obese or both. Added to that is disability, pain, and other deterrents to leading a quality life.

Elena Losina, co-director of orthopedics at Brigham and Women's Hospital in Boston, said, "Obesity and knee osteoarthritis are among the most frequent chronic conditions in the second half of life." "Having those conditions doesn't only make people feel badly, but it can be quantified as real losses in quality-adjusted life expectancy."

As you age, if your knees begin to hurt, it may be time to weigh in. Failing to lose weight can rob a person of many remaining healthy years. On an average, obesity and knee osteoarthritis cut the quality and duration of life by an average of 12%.

A study on the impact of knee osteoarthritis and obesity on older Americans' quality and quantity of life led by Losina, showed that if obesity rates could be rolled back to a decade ago, the health and longevity gains would be significant. The need for total knee replacements would drop by 111,200 plus cases, heart disease cases would drop by 178,000, and diabetes cases would fall by almost 890,000. Additionally, the quantity and quality of life would be gained. To reverse the current trend, Americans would need to lose the equivalent of four pounds per person.

Losina said, "Because of the large percentage of Americans who are obese, "on average everybody lives one healthy year less than they otherwise would if they weren't obese." Losina believes that helping people see what they could gain by maintaining a good weight may better inspire them to lose weight rather than haranguing them about dieting and exercising. "It has been shown that people stop smoking and stop engaging in risky behavior when they feel their life is at stake," she continued.

"If we can make people healthier and reduce the need for knee replacement, we would be able to move more and enjoy more quality of life, but we would also save more on our health-care utilization," said Losina.

Source: Georgia Statement. Marketwatch.com, Health Matters by Kristen Gerencher. Study on the impact of knee osteoarthritis and obesity on older Americans' quality and quantity of life, led by Elena Losina, was published in the *Annals of Internal Medicine*.

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Cherokee Rose Chapter of IAAP

The Cherokee Rose Chapter was chartered on November 29, 2001 with 21 charter members. Members are administrative professionals from companies in Tucker, Georgia and surrounding cities and communities. The chapter's name is coined after the Georgia state flower. The Cherokee Rose Chapter is one of 24 chapters in the Georgia Division, one of over 150 chapters in the Southeast District and one of over 600 chapters worldwide.

- **CHAPTER MEETINGS:** Third Thursday from 11:30 a.m.—1:00 p.m. (unless otherwise noted).
- **LOCATION:** Oglethorpe Power Corporation, 2100 East Exchange Place, Tucker, Georgia 30084-5336.
- **LUNCH:** \$9.00 (or as specified), or you can bring your own. If you have any dietary restrictions, please inform us beforehand.



We're on the Web!
www.cherokeerose.org



**Montreal, Quebec, July 24-27,
Montreal Convention Center
Hotel: Hyatt Regency Montreal**

Registration: <http://www.iaap-hq.org/events/conferences/efam>



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Administrative Professionals®**