



International Association of
Administrative Professionals®

Chapter www.fortworthiaap.org
Division www.iaap-txla.org
Headquarters www.iaap-hq.org



IAAP Mission Statement

Enhancing the success of
career-minded administrative professionals
by providing opportunities for growth
through education, community building,
and leadership development.

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Please send your comments and
suggestions to:
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Upcoming Board Meeting
February 2, 2012

Upcoming Chapter Meeting
February 16, 2012



Trinity Express

Volume 8, Issue 8

FORT WORTH TRINITY CHAPTER
2008 – 2009 Chapter of Excellence

FEBRUARY 2012

“Building Trust”

Presented by

Susan Noakes CAP-OM

February Program and Dinner

- Thursday, February 16, 2012
- 5:30 pm – Meet & Greet / Networking
- 5:45 pm – Meal
- 6:00 pm – Program
- 6:45 pm – Business Meeting



RSVP to Jackie Potts CPS at fwtrinity.reservations@gmail.com or by phone to
(817) 594-4449 by 5:00 pm, Friday, February 10, 2012. You can also go to our website at
www.fortworthiaap.org.

Cost is \$20 for Program and Dinner. Pay at the door or on PayPal.

Meeting Room: Trinity Point Room – 4050

Tarrant County College Trinity River Campus
300 Trinity Campus Circle – 4th Floor / Trinity Building
Fort Worth, Texas 76102

A Look Ahead to Upcoming IAAP Events

- √ **DATE CHANGE:** March 22, 2012 – Chapter Program: Samsill Corporation.
- April 24, 2012 – APW Event: “Personal Power & Creating Miracles When You Are Done In, Fed Up, & Stressed Out” presented by Bill Beausay.
- √ **DATE CHANGE:** May 10, 2012 – Chapter Program: “Enhancing Your Skills and Image to Move Past Being ‘Just’ an Admin/Secretary” presented by Rebecca Walker, VP, Alcon R&D. Election of Officers.



DATE CHANGES!!!

FOR MARCH AND MAY CHAPTER PROGRAMS AND MEETINGS ONLY.

MARCH 22, 2012

MAY 10, 2012

4 Steps to Conquering Public Speaking

Practice. That's the best way to get comfortable with speaking in front of others. And though the idea of public speaking may sound terrifying, your confidence will get a major boost from stepping out of your comfort zone, and into the spotlight.

Launch your "public speaking career" with one of these methods:

1. **Create a webinar.** You won't even have to face your audience, but you can still get experience by explaining something you know well. Tools such as Slideshare.net can help you create one.

Determine your topic by coming up with three great tips in your particular area of expertise (social media, customer service, technology, etc.). Next, tailor your tips to create a helpful webinar for a particular audience segment (admins just launching their career, admins who want to transition into marketing, etc.).

2. **Sit on a panel.** Does your local chamber of commerce ever hold panel discussions? Do you belong to a professional organization that holds educational panels?

The advantage of serving on a panel is that not all eyes will be on you. And people will be interested in knowing more about the topic you're discussing.

3. **Scan your local business journals for ideas,** recommends Laura Stack, president of the National Speakers Association.

In the calendar section, "You will see a list of groups and contact names just waiting for you to speak. There are many local associations, chambers, and service clubs in your area that need a speaker at each meeting," Stack says.

4. **Contact your local library,** bookstores, churches and nonprofits. Tie your message into theirs.

FEBRUARY BIRTHDAYS



12th ~ Cathy Pikes CAP
27th ~ Linda LeRow

February Anniversaries

Linda Roberts ~ 4 years

Georgia Rippen ~ 5 years

Anita Ringo CAP ~ 10 years

Donna Baker ~ 13 years

Cathy Pikes CAP ~ 19 years

Jackie Potts CAP ~ 22 years

Have news you'd like to share?

Do you have news, brags, accomplishments you'd like to share? Please email me at brenda.fry@trwd.com.

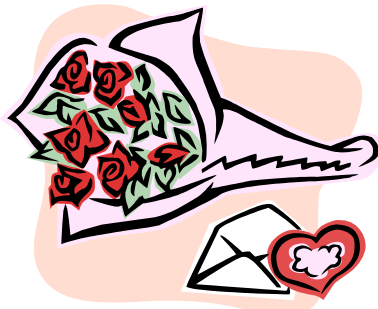


Door Prize Winners at our Christmas Social

Every attendee received a free poinsettia, but three lucky attendees also received their meal for FREE!! The winners were:

Cheryl Barnes
Brenda Fry CAP-OM
Jennifer Partin

Thank you Fort Worth Trinity Chapter!



Future Education Forum and Meetings (EFAM)

2012: Grapevine, TX, July 22-25, Gaylord Texan Resort

2013: Anaheim, CA, July 28-31, Anaheim Convention Center

2014: Milwaukee, WI, July 27-30, Milwaukee Convention Center

2015: Louisville, KY, July 26-29, Louisville Convention Center

**NEW
CERTIFICATION
OPPORTUNITY !!**

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 specialty is available at www.iaap-hq.org/certification

To learn more about the Options Technology program, visit www.iaap-hq.org/events/options.

Tweak Your Way to a Better Solution

An admin's ability to "tweak" a process into perfection is nothing short of revolutionary.

Don't believe us? According to two economists, one of the most significant revolutions in history—the industrial revolution—was thanks to the "tweakers," or the skilled engineers and artisans who refined the signature inventions of the industrial age.

Take Samuel Cromton's invention of the spinning mule, which mechanized cotton manufacturing. No fewer than five British tweakers refined the contraption to make it super productive.

Henry Stones added metal rollers to the mule; James Hargreaves smoothed out the acceleration and deceleration of the wheel; William Kelly added water power; John Kennedy adapted it for fine counts; and Richard Roberts created the "automatic" spinning mule—essentially rethinking the invention.

Now consider the case of Steve Jobs, whose recent biography casts him as more of a tweaker than a large-scale inventor.

Jobs borrowed the mouse and screen icons from Xerox. He introduced the iPod after seeing how existing music players could be improved. And he introduced the iPhone nearly a decade after smart phones appeared on the scene.

Jobs, writes his biographer, "had noticed something odd about the cell phones on the market: They all stank, just like portable music players used to."

So many aspects of Apple's breakthrough designs were due to Jobs' perfectionism. He had developers make tweak after tweak, until he saw something he liked.

The same thing happened with the spinning mule, which was perhaps the most productive invention of the industrial revolution. But the tweaks are what provided an even better solution.

The point is this: Tweaking is necessary to progress.

Resource: Administrative Professional *Today* ~ February 12.
--Adapted from "The Tweaker," Malcolm Gladwell, *The New Yorker*.

How to handle a boss who's a hoarder

What can you do about a boss who's a hoarder?

One admin writes, "My boss carried several boxes of files into the office one day because his wife told him to remove them from their garage. They have been sitting in the office (still in the boxes) for more than two years! Every time I try to straighten up his office, he won't let me throw anything away."

Hoarding is a popular topic these days, thanks to reality television. But what actually makes for a hoarder?

By definition, hoarders are those who acquire a large number of things that appear to be useless—stuff that makes a space so cluttered, people can't function properly in it.

It is not the same as having a cluttered, paper-filled office, or even a chronically disorganized office.

According to a recent CareerBuilder survey, 51% of workers admit they still have paper files in their offices, and 38% say that between 50 to 100% of their desk surface is covered with work and other materials. Thirty six percent of workers claim they have paper files from more than a year ago.

Our advice: For an extremely cluttered office, chip away at the problem. Suggest moving the boxes into a storage closet or offer to weed through a file one at a time. Holding a meeting in a cluttered office might draw attention to its crowded state, and spur action.

If you're certain it's a case of hoarding, consider speaking to a higher-up or to human resources about the problem. They may be able to broach the topic as a safety issue.

Resource: Administrative Professional *Today* ~ February 12

7 LITTLE WORDS

Find the 7 words to match the 7 clues.

Example:

If the clue is “DEEP FRIED TREATS”, choose DO + NU + TS = DONUTS

CLUES

1) Out of the ordinary (7 letters)

2) Place to park (6 letters)

3) Voice inflection (7 letters)

4) Sparkly stuff (7 letters)

5) Has a tail (5 letters)

6) Turned down for (6 letters)

7) Damaging event (8 letters)

SOLUTION

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(Answers on last page)

BYTES

Expanding the cloud

If you already use Dropbox to store and access files no matter which computer you're working on, you can enhance it with these add-ons:

- **Jotform.com:** Use it to create a web format that allows anyone to submit images, video or text through your website or blog.
- **AirDropper.com:** Say you need a bunch of image files from someone. AirDropper sends her a link to a unique upload page. Her upload goes into the Dropbox folder you've specified, without the files ever landing on your hard drive.
- **HelloFax.com:** Edit, sign, email and fax documents—such as contracts—without having to print or scan them.
- **SideCloudLoud.com:** Send files straight to “the cloud” without putting them on your computer first. That means you can find an e-book through your mobile phone, then send it to Dropbox instead of your phone.

Resource: Administrative Professional *Today* ~ February 12

Quick Tip

Everybody learns every way.

Forget the theory about “learning styles.” There's no scientific research behind it, according to two university researchers. Instead, mix things up when you teach or coach.

Resource: Administrative Professional *Today* ~ February 12
-- Adapted from “Think You're An Auditory or Visual Learner? Scientists Say It's Unlikely,” Patti Neighmond, National Public Radio.

1 – Minute Strategies

Stop monopolizing a conversation. Every time someone asks you a question, ask one in return. If you notice that you're getting a lot of one-word answers, ask more open-ended questions. For example, instead of asking, “How old are your children?” try “What sorts of hobbies are your kids into these days?”

Resist the urge to do several things at once. In one study, Dr. David Meyer of the University of Michigan found that the time costs of shifting can be “anywhere from 25% to 50% time increment to complete a task compared to what would be involved if you were to only concentrate on that task,” according to CNN.

Avoid sending an email to the wrong person, with this tip from Patricia Robb, author of the “Laughing All the Way to Work” blog: Turn off the automatic email memory function. Since you'll have to enter each person's complete email address, it “will make it more difficult to make that mistake,” she says.

Start a new job, or the new year, by penning a job manual. Write down your responsibilities as you go through your day, along with the information you need to do those tasks. The benefits? A better way to track your accomplishments and an easy training guide.

Resource: Administrative Professional *Today* ~ February 12

Grammar Repair Shop

Conversation stoppers

While these phrases aren't grammatically incorrect, they tend to be used in all the wrong places.

“**With all due respect ...**” This phrase usually precedes something slightly offensive to or dismissive of the person being spoken to.

How to fix it: If you're worried about offending someone with what you're about to say, think of another way to say it.

“**Does that make sense?**” If you're actually relaying complex information, the phrase is appropriate. If not, you're likely using it as a conversation filler, or as a way to engage the listener. The trouble is, it tends to make a speaker sound insecure about his own words.

How to fix it: Substitute with, “What are your thoughts on that?”

“**I hear what you're saying, but ...**” In any conversation, a speaker wants to be listened to. Hearing this phrase is likely to make him feel less—not more—heard.

How to fix it: Show that you heard what he said. Say, “So you're saying ...” Then repeat back his words. Make sure you don't start your next sentence with the word “but.”

Resource: Administrative Professional *Today* ~ February 12

7 LITTLE WORDS ANSWERS:

1 – SPECIAL; 2 – GARAGE; 3 – CADENCE; 4 – GLITTER;
5 – COMET; 6 – DENIED; 7 – CALAMITY.

Love is, above all else, the gift of oneself.
~ Jean Anouilh