

Oak Ridge Chapter
International Association of Administrative Professionals®

Visions



Editor: Sherry Crass, CPS/CAP

President's Message

Inside this issue:

New Chapter Challenge	2
We asked. You answered. We listened. — Part 1	2
A Good Reference: Worth Its Weight in Gold	4
Member Moments	5
Another Staffing Source	6
CPS/CAP Certification Review Classes Scheduled	6
Tennessee Division Leadership Development Conference	7
Education Forum and Annual Meeting Summary—Boston 2010	8
Chapter Officers and Executive Advisory Board	10
Upcoming Events	10



Brenda Lee, CPS/CAP

Boston, Massachusetts—we had all been looking forward to EFAM and Boston since last July. I, for one, was excitedly packing in anticipation of my flight up to Boston

early on Saturday morning. Everything was ready—reservations made, contact list of chapter members prepared and issued, schedules checked and rechecked, camera and laptop packed—I'm ready, in every sense of the word. Bu wait, it's 5:30 a.m. that Saturday morning and my cell phone rings—it's Christine—our flight is cancelled! What is she saying—our flight is cancelled? It finally sinks in, and I immediately call Rita on the house phone. So, with a phone in each hand, we're all trying to figure out what is happening. We resolve nothing at first, but I decide to go on and meet them at the airport. Shortly thereafter, we are all at the airport—and this is where my pearls that were safely packed away in my suitcase should have been around my neck—I could have used something to hold on to!

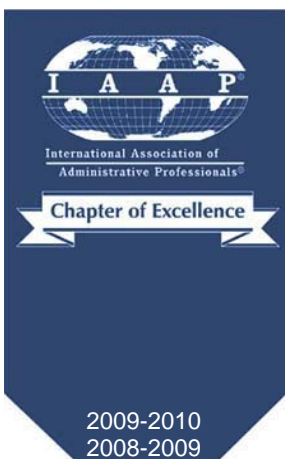
Since, of course, we were not the only ones whose flight was cancelled, the line at the airport was out the door—and three counter people were working feverishly to try to reschedule everyone

in the line. So, what did we do—we went to get something to eat and regroup—what real women do, right! We worked together as a team rescheduling shuttle reservations, etc. And we rebooked by phone rather than waiting in the line. The silver lining in this story was that we all got first-class, window seats to Boston! Leave it to us to make lemonade out of lemons! And it all worked to my theme—the Power of Diversity—we worked together as a team and made the very best of the situation—and made it work for us.



Pictured left to right: Christine Bealer, CPS; Sandra Solands; Janice Allgood, CPS; Linda Malone, CPS; Brenda Lee, CPS/CAP; and Rita Ayers CPS

And to think—we are going to Montreal, Canada, next year! Now tell me, how long does it take to drive there?



2009-2010
2008-2009

Visit our website at:
www.iaap-oakridge.org

New Chapter Challenge

Most of us are familiar with the *Box Tops for Education*® program coupons found on many food items at our local grocery stores that can be clipped and submitted to participating schools that can, in turn, redeem them for cash and then use the money to help rebuild playgrounds; fund under-budgeted programs; or purchase classroom equipment, library books, computers, and other much needed supplies.



the difference
1 can make.

Beginning last year, over 1,000 specially marked Avery brand school and office supply products, such as labels, binders, dividers, highlighters, glue sticks and many more products, carry these same *Box Tops for Education* program coupons. In addition, Avery and IAAP have just announced their own Box Tops Challenge. An educational grant of \$2,000 will be awarded to the chapter (less than 40 members) and to the chapter (40 members and over) that collects the most Box Tops coupons. A grant of \$500 will be awarded to the chapter in each group that collects the second largest number of Box Tops coupons.

I want to challenge each Oak Ridge Chapter member to join me in collecting *Box Tops for Education* coupons from food items as well as all the Avery office products you and your company orders—get your office teammates to assist you in this challenge. I know what the Oak Ridge Chapter members can do when we all work together—it could mean \$2,000 toward an educational seminar for us.

At each chapter meeting, Sandra Solands will have a basket on our sign-in table to collect these coupons. If you have coupons and can't get to a chapter meeting, get them to Sandra just the same. We would like to monitor our progress monthly—to keep the challenge spirit going strong. Besides benefiting our chapter and its members, we will also be making a difference in children's education.

I am counting on every Oak Ridge Chapter member to participate in this challenge—a small effort can gain us great rewards!

Submitted by Jean Norris CPS/CAP

We asked. You answered. We listened. – Part 1

This article is the first in a series to update members of the Oak Ridge Chapter on the results of the Member Survey that was conducted earlier this year. Executive Advisory Board Member Beth Jinkerson compiled the survey responses and provided the report. This first article will be a general overview of the responses for several of the generic questions that were asked on the survey.

The Chapter Board has reviewed the survey report and the recommendations of a special

ad hoc committee formed by 2009-2010 Chapter President Rita Ayers. Over the next several months, members may start to see some changes based on the responses given in the survey.

Those of you who submitted a response to the survey can rest assured that the Chapter Board is looking at the responses and will make decisions based on what is best for the entire Chapter. Everything won't be fixed overnight;

(Continued on page 3)

(Continued from page 2)

hopefully, the changes made will improve the overall experience of all members.

This first article will be a general overview of the responses for several of the generic questions that were asked on the survey.

Response Rate: Only 23 of 49 members (47 percent) returned their survey. The survey was mailed via USPS to the member's address listed on the membership roster. It was noted that few responses were received from new members (less than 5 years).

Question-by-Question Results (including the number of responses and written comments, if provided)

Question 1. Why did you join the Oak Ridge Chapter?

Summary: Develop skills, network with others, and certification/recertification were the top answers.

- 22 – to develop professional skills
- 11 – educational opportunities
- 20 – network with others
- 05 – to enhance my resume
- 07 – to participate in social setting in a non-working situation
- 13 – professional certification and recertification points

Written comments: transfer, to belong, to better myself, to be what I have dreamed of all my life

Question 2. How long have you been a member of IAAP?

Summary: Only 6 of the responses came from members with less than 10 years. Only 3 responses came from members with less than 5 years. The average length of membership is 14.67 years (ranging from 1.5 to 30 years).

Question 3. Are you aware of Chapter activities?

Summary: Responses show that most members (20 out of 23) are aware of events and activities.

Question 4. If I had a concern or complaint, I am comfortable approaching any Chapter officer.

Summary: Majority of responses indicate a good level of comfort.

- 15 – Always
- 04 – Usually
- 01 – No opinion
- 03 – Never

Question 5. Are you aware of monthly meetings?

Summary: The responses showed that most people are aware of the meetings.

- 19 – Always
- 02 – Usually
- 02 – Sometimes

Submitted by: Linda Spitzer, CPS

**The Oak Ridge Chapter website is for the MEMBERS.
Please let Website Administrator, Cristal Case, CPS,
know what you would like to see on the website.**

Reputation is only a candle, of wavering and uncertain flame, and easily blown out, but it is the light by which the world looks for and finds merit.

James Russell Lowell

A Good Reference: Worth Its Weight in Gold

A good resume and in-person interview may put you in the running for that long-awaited position, but a new survey suggests that your references could be the real deal maker — or breaker — when it comes to landing the job. Hiring managers we polled said they remove more than one-fifth of candidates from consideration after speaking to their professional contacts.

To set yourself apart from the competition, assemble a solid group of references who can persuasively communicate your qualifications and professional attributes. Here are some additional tips for creating a reference list that works in your favor:

- **Select carefully.** Choose people who can discuss your abilities and experience that directly relate to the position you're vying for. Offer a variety of individuals who can speak about different aspects of your professional life. For example, a peer may be able to talk about your collaboration skills, while a past direct report can address your management style.
- **Alert your contacts.** Always ask potential contacts for permission to include them as references. Be sure to provide them with a copy of your most up-to-date resume and the job description of the position you seek, as well as the name of the person who will likely reach out to them.
- **Think ahead.** Gather contact information for all your references

before you start interviewing with potential employers. Be sure you have their full names, titles, daytime phone numbers and e-mail addresses. Also, a short description of your relationship with each individual can help the person making the reference calls. Consider supplying more references than are requested in case the hiring manager can't get in touch with one of your contacts and needs to move on.

- **Think creatively.** It is not uncommon for employers to seek out additional contacts by going online or tapping their own networks. Since you never know who a hiring manager might reach out to, you should remain on good terms with your past supervisors and colleagues, if possible. Also be selective about who's in your online network on sites such as LinkedIn.

Have an attitude of gratitude.

Thank those who agree to serve as references, even if they aren't contacted by employers. Keep them updated on your job search and offer to return the favor by providing a recommendation should they need one.

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 320 locations worldwide and offers online job search services at www.officeteam.com.

Member Moments

Linda Spitzer has told me repeatedly how IAAP has changed her life. I never really understood the full impact of how it possibly could have until now. I recently was among the blessed ones who attended the Educational Forum and Annual Meeting in Boston, Massachusetts. I had never really been to an event other than at Chapter level and a District meeting. To say that I was impressed is an understatement. Yes, I was somewhat like Elle Mae on her first trip to California – with wild-eyed wonderment. I do not think I would have ever seen Boston otherwise.

My biggest goal now is to see where else I can go in IAAP; but, like Linda, all I know is — it has got to be up. The plates I chose for the Impact Meeting this past spring said “Experience the World.” I truly think IAAP will open doors for me and let me experience things I never thought possible. “Thank You” goes out to Donna Meredith for introducing me to this fabulous organization.

Submitted by: Janise Humphreys

In addition to getting married on July 23, 2010, my daughter, Holly was selected to attend the Bill Gatton College of Pharmacy at East Tennessee State University. On Saturday, August 7, she received her “white coat” during the Class of 2014 White Coat Ceremony at the Veterans Affairs Memorial Theatre. Needless to say, we are very proud of her accomplishment



Holly Lowe

and look forward to her receiving her Doctor of Pharmacy in 2014.

Submitted by Sherry Crass, CPS/CAP

Chapter Anniversaries

JULY 2010

14 years
Janice Allgood, CPS

8 years
Judy Wilson, CPS/CAP

6 years
Nance McElmeel, CPS

AUGUST 2010

25 years
Pat Row, CPS/CAP

20 years
Brenda Stevens, CPS

18 years
Melissa Martin, CPS
Tonia McPeters, CPS/CAP

15 years
Renetta Godfrey, CPS

11 years
Gloria Petrowski, CPS/CAP

10 years
Paula Merriman, CPS

9 years
Rita Ayers, CPS
Darla Watson, CPS

1 year
Beth Jinkerson, CPS

Good friends are like stars. You don't always see them, but you know they are always there.

Another Staffing Resource



While I was working a Veterans' Administration conference at the Y-12 National Security Complex (Y-12) earlier this week, I made contact with a former Y-12 employee I have known for years who would be an excellent resource in case any of us are looking for temporary or permanent work.

Workforce 2000 Staffing, Inc., is positioned for "Delivering Tomorrow's Workforce Today." Taking on the challenge to provide highly qualified personnel who match a company's needs is their first priority. They energize company workforces with trained individuals who are committed, reliable, and ready to meet the employment needs of today.

They have the following staffing divisions: Engineering and Technical, Medical, Construction/Laborer/Janitorial, Administrative and Professional, and Hospitality.

Please add this resource contact to your reference information:

Walter L. Ghosten, M.A.
President/C.E.O.

Workforce 2000 Staffing, Inc.
E-mail: waltergho@aol.com

1545 Western Avenue, Suite 210
Knoxville, TN 37921

Office: (865) 522-7581

Fax: (865) 522-7582

Cell Phone: (865) 567-7372

Submitted by Jean Norris, CPS/CAP

***Keep away from
people who try
to belittle your
ambitions.
Small people
always do that,
but the really
great make you
feel that you,
too, can
become great.***

Mark Twain

CPS/CAP Certification Review Classes Scheduled

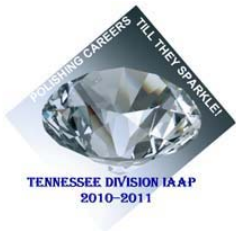
The Oak Ridge Chapter, partnering with Roane State Community College, is pleased to announce the fall schedule for their CPS/CAP Certification Program review classes. The schedule is as follows:

- Part 1 (Office Systems and Technology): Scheduled August 24, 2010, through September 14, 2010;
- Part 2 (Office Administration): September 21, 2010, through October 7, 2010; and
- Part 3 (Management) October 14, 2010, through November 4, 2010.

Part 4, (Organizational Management) will not be available this fall but will be scheduled in the spring.

All classes will be 5:30 p.m. through 8:30 p.m. at the Oak Ridge campus. If you are interested in signing up for the classes or know of others that are interested, please contact Sonya Parker, CPS, Roane State Community Outreach Office, at 481-2031.

Submitted by Jean Norris, CPS/CAP



Tennessee Division Leadership Development Conference



SATURDAY, SEPTEMBER 25, 2010
8 a.m. — 3:30 p.m.

The Renaissance Center
855 Highway 46 South, Dickson, Tennessee

Registration Fee: \$40 Member \$20 Student
(includes all sessions and lunch)

Registration forms will be distributed by August 16.

Several exciting educational and professional Development sessions are planned.

Details will be included on the registration form issued by August 16.

Recertification points will be awarded.

A limited number of tables will be available on a first come/first served basis for chapter fundraising efforts.

Send table reservation requests to Pam Kober by September 17.

Make plans now to attend this fun and educational event!

Questions? Contact Pam Kober, Division President-Elect

Phone: (423) 752-2333 Email: pam.kober@power.alstom.com

Educational Forum and Annual Meeting Summary—Boston 2010

Saturday brought my first visit to Boston, Massachusetts; and it was a jammed packed adventure. The flight to Boston was an adventure within itself. The hotel conference site was wonderful. Everything was within walking distance which included a full shopping mall, grocery store, favorite familiar restaurants (including the Cheesecake Factory and P.F. Chang's) and other exciting places to try for the first time. Getting to the hotel was an adventure in that our shuttle driver was very entertaining and gave us little tidbits about the city as he weaved his way trying to avoid baseball game traffic and also to make us forget that the shuttle did not have air conditioning and was blowing out hot air. Arriving at the hotel, the host committee was on hand to welcome us and help with information and directions — very refreshing after a long hard trip. Registration was easy considering my flight had been cancelled, and I arrived much later in the day. I barely made getting my packet before closing time for the day. We had 15 chapter members to attend!!!!

Sunday started very early with the Delegates Briefing before the 9 a.m. Opening Business session, and I found my assigned seat for the next couple of days. The Opening Business Session started out with the Parade of Flags, which I did not volunteer this year; and we were introduced to a new chapter from North Korea. Bianca Constance, Northeast District Director, sang the national anthem, which was very moving. We went right into our business session which included:

- Registration and credentials report
- Adoption of annual meeting rules and annual meeting program
- Committee on Nomination report
- Introduction of the 2010-2011 candidates for election to the International Board of Directors and Retirement Trust Foundation International Board of Trustees (which our own Pat Row ran for but sadly did not win.)
- State of Association – International President
- Retirement Trust Foundation (RTF) report
- Avery Achievement Awards (Rita Ayers accepted the award for 2010 Avery Great Results Chapter and Division Achievement Awards for Chapter Honorable Mention Award, 40+ members.)



Pat Row, CPS/CAP

Right after the opening session, we gathered for a Tennessee Division group picture followed by our chapter picture. Next was the Office Expo with a lot of cool products; but I think the most awaited for purchase was my chocolate covered raisins from the Terry Lynn representatives. I then attended the Southeast District Caucus where awards were given out. We received our Chapter of Excellence letter and our 2009-2010 appliqué for our banner.

Prior to heading out to the Evening of Welcome, which had a baseball theme and where we dressed in baseball shirts from the Tennessee Division, a few of us had dinner at the Cheesecake Factory—a great time was had by all.



Pictured left to right: Daisy Mullins; Brenda Lee, CPS/CAP; Christine Bealer, CPS; Rita Ayers, CPS; Janice Allgood, CPS; and Linda Malone CPS.

Monday began very early, and I was out the door for voting. While waiting to see if I would have to

(Continued on page 9)

(Continued from page 8)



Brenda Lee, CPS/CAP

vote a second time (I didn't), I revisited the Office Expo. Daisy and I then met for a quick tour of Boston since we had two and a half hours of free time before going to the delegates briefing prior to the business session. During the business session, we voted on bylaws, received the election results, and installed the 2010-2011 officers/trustees. The host committee invited us all to Montreal, Canada, for next year's Education Forum and Annual Meeting. Afterwards, Oak Ridge chapter members met for dinner at P.F. Chang's. It was a wonderful evening with chapter members and some new friends.



Erin Brockovich

Tuesday I was still early out the door to attend the first of our keynote speakers. Vernice Armour, the first black female fighter pilot who served as a Marine before becoming a professional speaker spoke to us. Her theme was "Breakthrough to Win in 2010;" and she was a very motivating speaker. Things in life are not always written in stone; and when one door closes, it makes way for other doors to open. I thought she was very good speaker with a good message, and I went out and bought her book and video. Next, I attended my workshops for the day: "How to Create Attention Grabbing Designs" and "What's New in Office 2010." This was followed by Erin Brockovich, our keynote speaker; and she really had a story to tell about her life and her accomplishments. It was a long day, and I ended it by having a very nice steak and seafood dinner with Rita and Christine.

Wednesday was a day full of workshops, which included "How to Get Things Done When You're Not in Charge" and "Make Every Event a Red Carpet Affair" followed by the Awards Banquet. I met Monnie Champion (Executive Advisory Board member) and Phil Andrews, both from Oak Ridge Associated Universities (ORAU), at the door to escort them to our table. Phil and I went on stage to accept the Award for Excellence for a company of less than 1000 employees. It was a wonderful moment for ORAU and for the Oak Ridge Chapter to win this award. Our new International President Mary Ramsey-Drow gave her incoming president speech to end the evening.

Thursday was again an early morning as I had to pack to leave before going to my leadership workshop, "Embrace Your Lazy Leader for Outrageous Results" by Cynthia D'Amour. She was a very energizing speaker who spoke on how to spread the work from planning events to recruiting new members. I bought her book, and one of my initiatives will be to start a president's library. In all, the EFAM was a very good educational trip; and I learned a lot and will try to incorporate some of the ideas I learned during my term.

My one recommendation is that the next president and president-elect get to the EFAM in Canada a day early.



Pictured left to right: Renetta Godfrey, CPS; Christine Bealer, CPS; Renee Hagins, CPS; Rita Ayers, CPS; Phil Andrews; Brenda Lee, CPS/CAP; Shela Gregory; Linda Spitzer, CPS; and Janise Humphreys

Submitted by Brenda Lee, CPS/CAP

Chapter Officers

PRESIDENT

Brenda Lee, CPS/CAP
brenda.lee@orau.org
(865) 576-6834

SECRETARY

Jean Norris, CPS/CAP
norrisja@charter.net
(865) 966-2972

BOARD MEMBER

Eileen Shea, CPS/CAP
eileenshea09@comcast.net
(865) 241-3019

PRESIDENT-ELECT

Daisy Mullins
daisy_daizy@yahoo.com
(865) 483-4385

TREASURER

Betty Williams
bwilliams@tnbank.net
(865) 483-9444

ADVISOR

Rita Ayers, CPS
rayers09@gmail.com
(865) 574-6609

VICE PRESIDENT

Sandra Solands
solandssl@ornl.gov
(865) 574-7996

BOARD MEMBER

Lynn Christman
lchristman@orcc.org
(865) 483-1321

Executive Advisory Board

Monnie Champion
Beth Jinkerson
Judge Russell E. Simmons

Upcoming Events

SEPTEMBER

- September 7 — Board Meeting
- September 14 — Chapter Meeting: Recognition Meeting
- September 25 — Leadership Development Conference, Dixon, TN

OCTOBER

- October 4 — Board Meeting
- October 11 — Chapter Meeting
- October 19 — M-O-R-K Seminar

NOVEMBER

- November 1 — Board Meeting
- November 8 — Chapter Meeting
- To Be Decided — Fundraiser
- To Be Decided — Chapter Retreat

DECEMBER

- December 7 — EAB/Board Meeting
- December 13 — Christmas Social