



March 2010

## The Jackson Chapter IAAP

Cordially invites you to attend our  
**Meetings**

**Date:** Tuesday, March 9, 2010  
**Time:** 6:00 p.m. (dinner at 5:30 p.m.)  
**Location:** Holiday Inn, Jackson, TN  
**Speaker:** Darron Billings, Workplace Safety

**Date:** Tuesday, April 13, 2010  
**Time:** 6:00 p.m. (dinner at 5:30 p.m.)  
**Location:** Holiday Inn, Jackson, TN  
**Speaker:** Veronica Broadnax, CAP, Continuation of Microsoft Excel



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## Fighting Frustration at the Office

It doesn't take Monday morning traffic to cause extreme frustration at work. It can even be things as small as a co-worker showing up to a meeting late, or a client calling to cancel his latest order, or the coffee pot being empty in the break room.

Unfortunately, when you don't handle your frustration in a constructive way, it tends to build up. As your stress levels rise, you tend to be less productive, thus finding it harder to concentrate or multi-task, says clinical psychologist Nancy D. O'Reilly. The solution is to manage your frustration and stress effectively so that they don't get in the way of a productive workday. Here are some tips O'Reilly offers for handling frustrating situations in the workplace:

- Use affirmations. When you start to feel stressed by a frustrating situation, try thinking positive statements such as, "While I may have to do many things that are difficult, unpleasant or boring, they are almost never impossible to accomplish" or "In order to achieve pleasant results, I often have to do challenging things."
- Follow up with a "workout" that will get your endorphins moving. Although it doesn't seem like a typical fitness program, laughing gives your body a great workout and releases endorphins, which can improve your mood, focus and energy. Even though you may not work up a sweat, laughing brings great benefits. So, keep a humorous book on your desk or just find something amusing to think about during the next frustrating situation.
- Take up a new hobby or go back to doing something you enjoy. By trying new things or opening your mind to new experiences, you're bound to find something that resonates with your personality and boosts your confidence. You will also benefit by having a positive distraction from your frustration.
- Create support systems. Learn to confide in your friends and family members during particularly stressful times. Also look into support groups and social activities that will introduce you to new people and create new friendships.
- Find a place or activity that's frustration-free. For some people, walking their dog, going to the park or just being outdoors helps. For others, going to the museum can be a stress-reliever. Whatever it is, find that place that allows you to be "you" in a peaceful, stress-free way. Not only will you improve your mood and your health, but your productivity and energy will make the office a better place to be.

Article taken from *Workplace Wellness*: **FIGHT FRUSTRATION AT THE OFFICE** February 2008, [http://www.theofficeprofessional.com/Article.php?art\\_num=5463](http://www.theofficeprofessional.com/Article.php?art_num=5463)



## President's Message

Tamara Henry CPS

Here it is already the beginning of March. It's hard to believe that two months have already gone by in 2010. Time passes by too quickly. Many of us have so much going on with our jobs, family, and personal life that we tend to lose track of time - and self - so we could all use some self-management tips (provided by Joan Burge of Office Dynamics):

- See life as an adventure.
- **Make** time for friends.
- **Make** time for family.
- Develop a strong and diverse support system at work and home.
- Create "me" time.
- Be organized.
- Turn off the technology.
- De-clutter your life.
- Develop a high tolerance for change.
- Focus on the wins in your life and reward yourself.
- Delegate--to spouse and kids!
- Be flexible. Go with the flow.
- Be assertive.
- Put problems on the back burner and let them simmer.

The Jackson Chapter of IAAP has been busy getting ready for many activities this year. Several of the board members attended the President & Officer's Forum and Tennessee Division Education Seminar in Hendersonville, TN on February 19-20th. Many topics were discussed that included conflict resolution, succession and strategic planning, EFAM 2010, and a roundtable discussion from presidents of the many chapters. One great suggestion was to take advantage of E-Groups located on the web community. I hope you as members are taking advantage of the many different areas on the website.

One of the seminars included was on a topic of "Decide to Triumph" by Vanessa Kennon. The four main steps towards being triumphant is to make quality decisions, commit to those decisions 100%, take actions to support those decisions, and to persist until you achieve it. I hope each of you are doing that in your professional and personal life. There was so much more information that she shared with us that I am sure each of you would be interested in. One thing she said that keeps people from moving forward to being triumphant is our past failures. Her advice, "Forget the past, what are you doing with today?" This is true in so many ways – what are you doing as an IAAP member and as a professional in your organization? "The life you are living today is a result of the decisions you have made in the past. The decisions you make today will decide your future."

### IAAP Jackson Chapter 2009-2010 Slate of Officers

President.....Tamara Henry CPS  
 Vice President..... Glory Griffin CPS  
 Secretary..... Veronica Broadnax CAP  
 Treasurer ..... Janie Moore CPS/CAP  
 Director ..... Brenda Welch CPS  
 Advisor .....Jo Ellis CPS/CAP



## DATES TO REMEMBER

April 13	<b>IAAP Meeting</b> Holiday Inn
April 18-24	<b>Administrative Professionals' Week</b>
April 21	<b>Administrative Professionals' Day Luncheon</b> Double Tree
May 7	<b>Pinnacle Award Application Deadline</b>
May 7 & 8	<b>CAP/CPS Testing</b>
June 4-6	<b>Tennessee Division Annual Meeting and Education Forum</b> Pickwick, TN
June 30	<b>Member of Excellence Submission Deadline</b>

### MARCH JACKSON CHAPTER IAAP ANNIVERSARIES

Tamika Bonds  
Robyn Hicks  
Janie Lewis

### MARCH WEDDING ANNIVERSARIES

March 4: Brenda and Ted Welch

### MARCH BIRTHDAYS

None



### COMMITTEE REPORTS

#### NEWSLETTER

The deadline for the April issue is March 26, 2010. Please submit your newsletter information or photos to Janie Moore, CPS/CAP at [Janie.moore@horne-llp.com](mailto:Janie.moore@horne-llp.com) and Glory Griffin, CPS at [ggriffin@jssc.edu](mailto:ggriffin@jssc.edu)

#### PUBLICITY

Please contact Janie Moore, CPS/CAP at [Janie.moore@horne-llp.com](mailto:Janie.moore@horne-llp.com) and Glory Griffin, CPS at [ggriffin@jssc.edu](mailto:ggriffin@jssc.edu) if you have any type of announcement.

#### SUNSHINE COMMITTEE

If you know of a member that is hospitalized, sick, etc., please let Shirley Jones at [sajones@jacksontn.com](mailto:sajones@jacksontn.com) or Janie Moore, CPS/CAP at [Janie.moore@horne-llp.com](mailto:Janie.moore@horne-llp.com).

#### PHOTOGRAPHY/SCRAPBOOK COMMITTEE

If you have photos from any of our chapter activities please forward them to Jo Ellis at [vedeba@charter.net](mailto:vedeba@charter.net).



## **MEMBER SPOTLIGHT Carol Dix, CPS/CAP**

Carol Dix has been the Executive Assistant to the President and Publisher at The Jackson Sun for 11 years. She has earned certification for CPS and CAP. She was previously the Executive Officer of the Jackson Area Association of Realtors for 5 years.

Carol enjoys gardening and is a lifetime member of the Madison County Master Gardeners. She enjoys playing in the dirt and feeding backyard wildlife. She also likes construction projects and has helped build five Habitat for Humanity homes.

In 2009 Carol began presenting Sun Snipper coupon seminars to various organizations and monthly at the library. Her research includes a lot of tips and strategies for smart shopping using coupons to save 30-50% every time you buy groceries. Everyone learns something new each session.

Carol is also active in ministry at Northside United Methodist Church and participates in the Room in the Inn program to house homeless men and serves as trustee.

## Health

### **Reduce Your Stress by Removing Clutter**

**By Abbas Abedi**

You can gain time and energy in your life. This can be done by spending a few minutes each day making your life simpler. "Downsizing" your life a little at a time will lower stress and bring you a sense of satisfaction.

You may be wondering what do I mean by "Downsizing"? There are times in life when you need to get rid of things. Things that clutter your life. Things that no longer have value to you and your family.

We all have a tendency to collect more than we really need. Some of us are collectors to the extent that we have a totally cluttered life. Others have a neat life, but still have more than they need stored away in the depths of their closets.

Once a year we need to go through our closets, garages, dresser drawers and boxes stashed in the attic and find out what we can get rid of.

There is a saying, "Get rid of what you do not want to make room for what you do want". If you were to follow this advice, you would find your life less cluttered than it ever has been, or at least less cluttered than it has been in a long time.

Do you save clothes in hope of returning to the size you were when you stored them? This clothing can add up to boxes and boxes of things that will be out of style by the time you actually can wear them again.

Your local charities can use donations of clothing. They can use good clothes to sell in their thrift shop and to help clothe the needy. They can even use holey and moth eaten clothing which they bale and send off as rags.

Maybe you have boxes or cabinets with mismatched dishes. How about old silverware and utensils you no longer use. Put them all in the donation box.

## Stay ahead in a changing workplace

*Applies to: [Microsoft Office PowerPoint 2003](#)*

By Susan Fenner, Ph.D.

The office workplace is changing rapidly. Administrative professionals have greater responsibilities than ever before. What can administrative professionals do to adapt to these changes and to maximize their value to their employers? The International Association of Administrative Professionals (IAAP) offers seven tips:

1. **Become a software expert.** Demonstrate your mastery of business productivity software programs, which typically include word-processing, spreadsheet, database, presentation, and scheduling programs. Learn to navigate the Internet and gather information on the World Wide Web to further your organization's goals and to serve customers' needs. Become a webmaster or a Web content provider for your employer.
2. **Actively pursue continuing education.** Attend business-related workshops and seminars, or pursue a college degree. Polish your written and oral communications skills.
3. **Learn how to plan conferences and meetings.** Make the meetings well organized and user-friendly by having good room and site selections, meeting arrangements, and audiovisuals. Understand audio conferencing and videoconferencing. Become adept at using presentation software such as Microsoft Office PowerPoint 2003.
4. **Be a good teacher and leader.** Many administrative professionals are training and supervising other staff members. IAAP offers many opportunities to practice organizational leadership roles.
5. **Become a communications hub for your workplace.** Clients and vendors often judge the character of a business by the quality and efficiency of its administrative support staff. Customer service skills are critically important. Interpersonal skills (tact, diplomacy, negotiation) are also essential.
6. **Be an adept organizer and information manager.** Use computerized data as well as paper office records to provide information needed by managers. Today's administrative staff members increasingly conduct research and help manage projects from conception to completion.
7. **Get involved in selecting and maintaining office equipment.** Stay abreast of the types of available office equipment, and know what is most suited to your organization. Seek out appropriate vendors. Learn to oversee equipment purchases, evaluate office supply needs, and schedule equipment maintenance.

### Tips for filling competency gaps

Here are some suggestions to follow and some questions to answer so that you can identify the skills that you need to improve and identify the right development and educational opportunities for your career.

**Analyze your skill set** Are there tasks you can't do now because demands have increased or because tasks have become automated or computerized? Did your manager point out some skills that you need to improve in your last review? Are others in the company getting recognition for skills that you don't have? Analyzing your skills is where to start.

**Where do you want to go with your career?** Do you want to remain in the administrative field? Do you want to move into management? Would you like to specialize — such as by focusing on HR or working exclusively with desktop publishing programs? Answering these questions will help you decide whether you need to focus your skill development on a new area.

**What are you good at?** What do you enjoy? It's best if you can build on the talents you have, not force yourself to learn or do things you aren't naturally good at or like. (Ask yourself whether "I had the choice ...," and then remember that you do!)

**How much are you willing to invest in your future?** If you move into a technical area, you'll constantly have to learn new skills and upgrade old ones. You'll never feel totally secure with your skill base because technology will continue to change at a rapid pace and you'll have to keep up or lose out. You'll also be working with (and taking instructions from) younger people. Ask yourself, "Is that a problem?"

**How much responsibility do you want?** If you want to move up to management, you're almost guaranteed to work more hours and be on the firing line more often. At that level, you're held responsible for the mistakes of everyone who reports to you. Is that a problem?

**What's your time frame for developing needed skills?** Do you need them this month or can you add to them gradually, over the year? Some skills and positions require a long-term commitment (like a college degree or college courses of a semester or more). Other skills can be learned in a one-day seminar with determination to apply the skills on the job. Some skills can be learned on your own time by taking Internet courses, which require lots of discipline (many people start these courses but never finish them).

cont.

**How do you learn best?** Some people like face-to-face classes where they can interact with an instructor and other learners. Some people can purchase a user manual or how-to book, sit down and wade through it — and like doing it all by themselves.

**Do you like immediate feedback and individualization?** If so, an online training program or CD-ROM tutorial might be suitable. Or do you learn best by watching someone and then trying the task yourself?

**Is there anyone on site at your company who can teach you what you need to learn?** Is there a training department? Are there mentors? What about clubs or informal networks (for example, for users of a particular software program)?

**Ask other people how they got the skills that you need** They might be able to recommend a person, a tutorial, or a class that would work well.

**Sign up for the mailing list at your local community college or vocational/technical school** For each course period, see what's being offered and select the courses that you could benefit from the most. Then sign up! Also sign up for the mailing list of public seminar companies to find out which skills are most valued by today's employers.

**Read your local newspaper and free local newsletters** Look for user groups (to keep up your computer skills), support groups, and library discussion groups. It's a great way to meet new people whose interests are similar to your own. You may feel more freedom talking about professional ambitions with people outside your company. That said, do not make negative remarks about your employer, which can backfire on you.

**Keep abreast of everything that IAAP can offer you** The IAAP Web site ([www.iaap-hq.org](http://www.iaap-hq.org)) can provide you with educational events, seminars, and products that we've reviewed and developed especially for those in administrative positions. Some offerings may have a cost, but acquiring skills is a good investment, and your employer may reimburse you.

**Look at certification programs** The Certified Professional Secretary (CPS) and Certified Administrative Professional (CAP) exams will give you an excellent foundation in management and administrative skills. In addition, the Microsoft Office Specialist (MOS) certification program will verify what you can do (and at what level of proficiency) with Microsoft Office System programs. In many cases, certifications are as good as degrees and are better than seminar certificates.

**Actively participate in a professional network like IAAP** There are other good professional networks too. You'll be on top of the skills that you need to get ahead, and you'll have a caring support system to see you reach your goals.

**Read OfficePRO magazine and other publications that can keep you up on the latest news and developments** These publications put you in the driver's seat, more in charge of your own career.

These suggestions and resources will point you in the direction of identifying your goals and will provide you with the tools you need to stay ahead in a changing workplace.

**\*\*About the author** Susan Fenner, Ph.D., is the Manager of Education and Professional Development at the International Association of Administrative Professionals (IAAP), the world's largest association for administrative support staff.

**\*\*Article taken from <http://office.microsoft.com/en-us/powerpoint/HA012217041033.aspx>**

cont.

Have you been saving books and magazines that you plan to read or re-read some time in the future. If you have not read them in the last three years, do you really think you will read them in the next three? It is unlikely. I know you are saving many of them as references. With the Internet, you have all the reference material you will ever need right at your fingertips. Get rid of books and magazines. Put them in the donation box.

If you really cannot stand to give things away because it all has value, have a garage sale. Make it a challenge to have tons of stuff at your sale. When it is over, take whatever does not sell and donate it to a charity. Promise yourself you will get rid of the leftovers.

To sum up clutter, it robs valuable time from your life. It takes away some of your life energy and makes you wonder how you will ever organize it all. Do not organize it all; get rid of a lot of it.

You can often save money by spending \$3 at the store rather than spending three hours looking for something you know you have, but cannot find. You end up buying the lost item anyway.

Get rid of what you do not want to make room for what you do want! Your stress will decrease automatically.

Source: <http://www.healthguidance.org/authors/435/Abbas-Abedi>

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For more information, email Janie Moore at Janie.Moore@horne-llp.com or Glory Griffin at ggriffin@jscc.edu.

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### Jackson Action

We would like to hear from you! Please submit any newsworthy topics or photos you would like to see in future issues to me at the address below.

April deadline: March 26 , 2010

Articles: Word, PDF, Plain text

Pictures: JPG or TIF

Contact: Janie Moore at [Janie.Moore@horne-llp.com](mailto:Janie.Moore@horne-llp.com) or Glory Griffin at [ggriffin@jsc.edu](mailto:ggriffin@jsc.edu).



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### We're on the Web!

<http://www.iaapjacksontn.org>

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

**Vision:** *To inspire and equip all administrative professionals to attain excellence.*

**Purpose:** *To provide information, education, and training, and to set standards of excellence recognized by the business community on a global perspective.*

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