



## President's Corner

Some say it is a time of Thanksgiving while others call it a time of Gratitude. Either way, it is a very special time for me. I chose a pilgrim because I am a descendent of one of the families that came to American and landed in Plymouth.

We all have different reasons to be thankful and/or grateful. I would like everyone attending the November 21, 2011 meeting to bring a business card and write on the back of it something you are grateful for.

This month's speaker is Bill Napolitano. Bill will show us that each and every one of us can be a leader. He states that leaders are not born but created.

Again, we have 90% of our chapter attending the meeting. I am so thankful for the members of the Crossroads Chapter. We are small, but our entire group is loyal. Thank you all.

I wish you a wonderful Thanksgiving Day!

*Diane Souza*



## 8 CRITICAL INTERVIEWING TIPS:

1. Don't say too much – or too little. On the other hand, make sure not to simply give “yes” or “no” answers. Always try to elaborate. For example, if the person interviewing you asks you if you enjoyed your previous place of employment, they expect a yes or no response followed by the reasoning for your answer.
2. Be likeable. Although the person interviewing you may have a great deal of influence on your future, keep in mind that they are only human. A lot of people regress into robotic answering machines when they are being interviewed. But you have to remember to be human. You certainly want to be professional, but it is okay to reveal your personality. After an interview, many hiring managers will ask their receptionists how you greeted them. If you remember to sport a cheerful attitude and a bright smile, you'll do just fine.
3. Dress appropriately. If you are concerned that you are underdressed for an interview, you probably are. Most companies expect interviewees to wear a nice button down shirt with slacks; however, more professional companies require a suit. If you are unsure

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about what to wear, it is best to consult a professional rather than guess.

4. Ask questions. Nearly every interview will end with the question “So do you have any questions for us?” This is your real opportunity to stand out from the competition. Before the interview, make a short list of questions about the company that you are interviewing with. If possible, ask specific questions about the company’s operations. This will show management that this isn’t just another interview for you; you’re wholeheartedly interested in joining the team.

5. Mimic the interviewer’s subtle mannerisms. This is a bit more difficult to pull off, but if you consider yourself good at reading people, you might be willing to give it a try. First of all, you have to be subtle when duplicating the interviewer’s mannerisms. There is a fine line between nocking and creating a subconscious reflection. There is a simple psychological concept that states that we like people who remind us of ourselves. If the interviewer likes to use his or her hands when speaking, you should do the same. But remember, your objective is to cue their subconscious mind, so keep it subtle.

6. You need a good answer to the question “What are your weaknesses?” Trust me, when you’re asked about your weaknesses, don’t reply by saying “Oh well I am a workaholic and a perfectionist.” This isn’t going to impress them. They want you to open up a bit and be honest with them. Everyone has weaknesses. However, in an interview, it is important to speak about the correct weaknesses. If you are a writer and you say that your grammar isn’t very good, don’t expect to get a call back. But, if you say that you get nervous while speaking

in public, you are much likely to come off as sincere while still being capable of performing the job’s requirements.

7. Your tone of voice, posture and body language say it all. If you have a phone interview, the tone of your voice is as important as what you say. This may sound counterintuitive, but to the person interviewing you, a confident voice strengthens their mental image of you. During a phone interview, stand up, walk around and exert confidence. In a face-to-face interview, vocal tone is also important but body language says just as much. Sit up straight and avoid fiddling with your hands or feet. This is very difficult to do when you’re nervous, so if it helps, practice talking with your hands. Oh, and don’t forget to make eye contact!

8. It’s your opportunity, so give it all you have. Hiring managers will interview a lot of people, so give them someone to remember. The first thing you should do when you meet the person interviewing you is walk over and confidently shake their hand, look them in the eyes, and introduce yourself. This simple process eliminates some of the initial awkwardness of meeting someone for the first time. If you don’t do this, they will still likely walk over to you and shake your hand, but it looks much better if you take the initiative. Your interview may be anywhere from 10 minutes to two hours long. Just remember that once it’s over, the only thing that matters is the impression you left. Even if you are less experienced than some of the other candidates, you can still get the job if you leave the right impression.

By Jerad Maplethorpe of HireResume.com

Save the Date  
December 19, 2011



“Records & Retention, Why Is It Important?”

Rosemarie Kingsbury’s, CAP – OM, this program will answer the question...Why is records management important? Learning can be fun!!! This program will answer that question. The difference between a vital record and a file will be discussed as well as how long should different types of vital records be maintained. Various methods of storing records will also be covered, including digital document management.

A THOUGHT TO REMEMBER

A GOOD NEIGHBOR DOUBLES THE  
VALUE OF A HOUSE



Understand the perceived threats of  
Change

Implementing a new strategy or any other kind of substantive change in your organization can unnerve your employees. But what exactly are they afraid of? You’ll do a better job of introducing and following through on change initiatives if you pay attention to these specific threats:

**\*Loss of Status.**

Employees may worry that under new rules or a different structure they’ll be forced to start over in their careers.

**\*Uncertainty.**

Rumors and gossip can take over when employees don’t know what’s going to happen.

**\*Loss of Control.**

Autonomy is important to employees. They want to be able to decide how to do their work, and the prospect of learning a new procedure or a different set of rules can threaten their sense of self-control.

**\*Isolation.**

Reorganizing a department (or a company) can displace employees. They may be working for and with different people, and have less contact with their friends and trusted colleagues.

**\*Unfairness.**

When employees don't understand the reasons behind the change, they'll view it as arbitrary and unfair—something your organization decides without taking their opinions into account.

The solution to all of these issues is communication. Explain what's going to change in detail, and why it's necessary. The more employees know about the change, the less they'll fear it and fight it.

-Adapted from Motivationalmanager.biz.

[www.colorhunter.com](http://www.colorhunter.com) Find colors to match a picture or logo

[www.translate.google.com](http://www.translate.google.com)  
Google translate

[www.maps.google.com](http://www.maps.google.com)  
Google maps

[www.newseum.org](http://www.newseum.org) World newspapers

[www.yelp.com](http://www.yelp.com) Reviews about everything

[www.prezi.com](http://www.prezi.com) Alternative presentation format

**FOR YOUR INFORMATION "SOME COOL WEBSITES"**

[www.posterous.com](http://www.posterous.com) Create web pages by e-mailing text, photos, video, YouTube, documents, etc.

[www.evri.com](http://www.evri.com) Keep up with news and trends

[www.xtranormal.com](http://www.xtranormal.com) Create your own films using your own script

[www.wordle.net](http://www.wordle.net) Word Clouds

[www.toondoo.com](http://www.toondoo.com) Create your own cartoons

[www.join.me](http://www.join.me) Share your desktop, files, etc. Online meeting – up to 250 people

[www.wolframalpha.com](http://www.wolframalpha.com) Computational search engine

[www.live.com](http://www.live.com) Cloud Computing – Windows Live SkyDrive – 25gb of free storage

**Gratitude**

**This is a time for being grateful.**

**Bring your Business Card and on the blank side write what you are grateful for.**

**At the November Meeting, we will read each Card and put them in a hat to draw 3 winners!**

**Certification Exam  
May 5, 2012**

**Try your hand at these sample Certification questions!**

**(Answers immediately following)**

1. The control unit is that part of the processor that reads and interprets program instructions.

- A) True
- B) False

2. Bus speed is always the same as core speed.

- A) True
- B) False

3. How many ANSI bytes can be stored in a 32-bit word:

- A) 2
- B) 4
- C) 8
- D) 6

To Another 60



Congratulations to the R.I. Chapter of IAAP. May all your Members enjoy another Sixty! Also, your Chapter of Excellence Banner looks great....Do it again next year.

## Coming Attractions

January 17<sup>th</sup>, 2011 Crossroads Meeting with guest speaker, Janet Letourneau. "Managing Up", Understanding Your Boss!

February 21, 2011 Crossroads Meeting "Mutual Funds & Investment Basics" a high level overview of the basics of investing. Brian Lopes, Training Analyst for Columbia Management Investment Services Corp.



## Certification Questions Answers

- 1. (A)
- 2. (B)
- 3. (4)