

Created by: Diane Souza



How To Win Over Your Boss

1. **Do your job, and do it well.** It may seem obvious, but plenty of employees fail to accomplish the basic tasks that are required of them. If you make a diligent effort and do a good job, your boss will be impressed. "It all starts here," says Al Coleman (author of *Secrets to Success*). If you don't do great work it'll be difficult, if not impossible, to win over your boss, even if you follow all of the remaining suggestions well. Employees who do good work, consistently, efficiently, and professionally, are a joy to manage and ultimately allow their manager to focus on critical issues within the organization. The less your boss has to focus on your accomplishing your daily tasks, the more he or she can focus on accomplishing his or hers."

2. **Really get to know your boss.** "When you first start working with your boss, you should sit down and have a conversation about how he or she likes to communicate." Ask your boss if he or she likes to correspond by phone, e-mail or in person, find out how often he wants status updates from you, and figure out how much detail he wants in those updates. Great communication is vital for building a strong relationship with your boss.

3. **Assist and support your boss's professional goals.** A primary job of any employee is to make the boss's life easier. And just like you,



President's Corner

Best Wishes for a wonderful holiday season to everyone!!!

This is my favorite time of the year. People seem to get caught up in the joy of the holidays, have smiles on their faces, and show kindness to one another.

Our December 19th meeting will have Rosemarie Kingsbury as speaker. Her subject is one that you will find on the IAAP Certification Exam for 2012. Come and get a head start on your studying for Certification!

We will also get in a little fun at this meeting. I am putting together some surprises.

I hope to see you on Monday, Dec.19th, 2011

Diane Souza

What in this issue?

President's Corner	Pg. 1
How To Win Over Your Boss	Pg. 1
Keep an Eye Out	Pg. 3
Coming Attractions	Pg. 3

your boss has professional goals that he or she is trying to accomplish, Coleman says. “Find out what’s on your boss’s plate, and see how you can help to lighten the load.”

4. Be loyal to your boss. Always be a dedicated and honest employee. “Never talk about your boss to colleagues in the office, and never go around him or her when you have an issue,” Attridge, (Anita Attridge – executive coach) says. “If there is an issue, sit down and talk to your boss. Be a respectful and loyal employee, and keep those conversations between the two of you.” A lack of trust can severely damage the relationship and your career.

5. Make your boss’s priorities your priorities. “Your job is essentially all about meeting the boss’ priorities the way he or she wants them to be met,” Attridge says. “Remember that it’s a team effort, with your boss the lead person. If something isn’t at the top of your list but your boss expresses that it’s a priority – then it immediately becomes your priority too.” Communicate with your boss regularly to make sure your goals and priorities are in sync.

6. Take the Initiative with projects and assignments. Volunteer to take on new projects-but don’t overload yourself. You want to have enough time and energy to do a great job on everything. One thing that will really impress your boss: “Try to think of valuable projects or assignments that you can start and complete without much supervision or guidance from your boss,” Coleman says.

7. Seek solutions to problems. Don’t rely on your boss to fix everything. “When a problem arises don’t just point it out. It’s likely obvious to everyone that something has gone wrong, “ Coleman says. “Instead, offer suggestions And, if appropriate, roll up your sleeves and try to

address the problem.” When a problem surfaces, never whine about it. “No one likes a negative person,” he adds. “That reduces morale and may impede productivity. When adversity comes, and it will, try to avoid complaining and instead seek ways to solve the problem.”

8. Show an interest in an activity your boss is passionate about. Don’t be afraid to tap into your boss’s personal life. “No one is all work and no play,” Coleman says. Find out what the boss likes to do outside of work and take an interest in the activity. “Consider reading the same book she’s started and discuss key points or chapters with your boss, or join her in a round of golf if she loves the links. She’ll appreciate your efforts to share in something they find pleasurable, and you may get some invaluable one-on-one time to display your skills and competencies.”

9. Demonstrate a long-term interest in your organization. “Although younger employees rarely remain with the same company for life, there’s nothing stopping you from thinking and acting in the long-term interest of the company,” Coleman says. “Learn about your key customers and products and figure out how you can support increased growth.” He also suggests asking questions to get a better idea of where the company is heading and to figure out how you can align your career development and professional goals with the company’s goals. “Over time you’ll develop into a valued employee, and hopefully you’ll acknowledge your boss as a key supporter in your growth and development – which ultimately indicates to others in your organization that your boss is a great developer of talent.”

KEEP an EYE OUT FOR AN UPDATE ON the JANUARY MEETING 2012

Due to the holiday, Martin Luther King Day; we may have to move our meeting up by one week or back by one week.

Speaker will still be Janet Letourneau.



Simple Strategies for Sustained Success

Step One:

Focus on priorities. Target your organization's changing needs and devote your energy to keeping up with its objectives.

Step Two:

Express a positive attitude: You may face challenges and problems, but don't let them overshadow the opportunities. Let people see your excitement about doing good work, helping customers, and developing talents. Everyone wants to work with a person who is upbeat and enthusiastic.

Step Three: Be honest with people. Don't pretend you have all the answers or that you're never confused or nervous. Be open about what you're feeling –just don't let your emotions control you. People will respond better to honesty than to false bravado or a manufactured know-it-all attitude.

Step Four: Be a role model. Demonstrate the kind of professional behavior you expect from others. You'll do a better job of motivating people if you show them, through your actions, what good performance and the right attitude looks like.

Step Five: Pay attention to your moods. Everyone has a bad day, but don't take it out on your workforce. Learn to be aware of your emotional state so you can stay in control of how you behave around others.

Step Six: Have some fun. Your organization's work may be serious, but that doesn't mean the atmosphere has to be heavy and humorless. Look for opportunities to share a laugh or relax a little so you and your colleagues don't burn out.

Step Seven: Trust your instincts. Don't second-guess every decision you make. Listen to your colleagues, but learn to trust yourself first and foremost.

Adapted from the Work Awesome website

Coming Attractions

January^h, 2012 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.

March 19th, 2011 Crossroads Meeting with Julie Fanning as our guest speaker. She will be speaking on the software program "SharePoint".



Need to Remember Something? Don't leave the Room!

Ever have a brilliant idea and then walk into another room only to find your idea vanished? A new study suggests it's not just you: Walking through a doorway makes it harder to remember thoughts from the previous room. Researchers theorize that the doorway serves as an event boundary where new memory episodes are created, thus hampering recall of prior memories.

Like information in a book, unfolding events are stored in human memory in successive chapters or episodes. One consequence is that information in the current episode is easier to recall than information in a previous episode. An obvious question then is how the mind divides experience up into these discrete episodes? A new study led by Gabriel Radvansky shows that the simple act of walking through a doorway creates a new memory episode, thereby making it difficult to recall information pertaining to an experience in the room that's just been left behind.

Dozens of participants used computer keys to navigate a virtual environment presented on a TV screen. The virtual world contained 55 rooms, some large, some small. Small rooms contained one table; large rooms contained two: one at each end. When participants first encountered a table, there was an object on it that they picked up (once carried, objects could

no longer be seen). At the next table, they deposited the object they were carrying at one end and picked up a new object at the other. And on the participants went. Frequent tests of memory came either on entering a new room through an open doorway, or after crossing halfway through a large room. An object was named on-screen and the participants had to recall if it was either the object they were currently carrying or the one they'd just set down.

The key finding is that memory performance was poorer after traveling through an open doorway, compared with covering the same distance within the same room. "Walking through doorways serves as an event boundary, thereby initiating the updating of one's even model [i.e. the creation of a new episode in memory]" the researchers said.

But what if this result was only found because of the simplistic virtual reality environment? In a second study, Radvansky and his collaborators created a real-life network of rooms with tables and objects. Participants passed through this real environment picking up and depositing objects as they went, and again their memory was tested occasionally for what they were carrying (hidden from view in a box) or had most recently deposited. The effect of doorways was replicated. Participants were more likely to make memory errors after they'd passed through a doorway than after they'd travelled the same distance in a single room.

Another interpretation of the findings is that they have nothing to do with the boundary effect of a doorway, but more to do with the memory enhancing effect of context (the basic idea being that we find it easier to recall memories in the context that we first stored them). By this account, memory is superior

when participants remain in the same room because that room is the same place that their memory for the objects was first encoded.

Radvansky and his team tested this possibility with a virtual reality study in which memory was probed after passing through a doorway into a second room, passing through two doorways into a third unfamiliar room, or through two doorways back to the original room – the one where they'd first encountered the relevant objects. Performance was no better when back in the original room compared with being tested in the second room, thus undermining the idea that this is all about context effects on memory. Performance was worst of all when in the third, unfamiliar room, supporting the account based on new memory episodes being created on entering each new area.

These findings show how a physical feature of the environment can trigger a new memory episode. They concur with a study published earlier this year which focused on episode markers in memories for stories. Presented with a passage of narrative text, participants later found it more difficult to remember which sentence followed a target sentence, if the two were separated by an implied temporal boundary, such as “a while later...”. It's as if information within a temporal episode was somehow bound together, whereas a memory divide was placed between information spanning two episodes.

**Certification Exam
May 2nd, 2012**

**Try your hand at these sample Certification questions!
(Answers immediately following)**

1. Applying the Simplified Filing Standard Rules established by ARMA International for alphabetizing business names, which one of the following is placed first using a alphabetical ordering?

- A) \$ One Jewels, Inc.
- B) \$ Discount Store
- C) Dollar or Two Store
- D) The \$ Off Store

2. Attorney Ronstat has just completed a case she's been working on for six months and no longer needs access to the files. Which type of records transfer would be most appropriate for these files?

- A) Perpetual
- B) Periodic
- C) Nonessential
- D) Permanent

3. When a manager prioritizes activities in order to accomplish a goal, the major factors that require attention are:

- A) Deleting & Feedback
- B) Training & Motivation
- C) Importance & Urgency
- D) Objectivity & Control



Certification Questions Answers

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