



The Amarillo Chapter Newsletter



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Pursue Excellence With These 3 Winning Workplace Strategies

By Joan Burge

“Last week, I had the privilege of speaking at Microsoft’s Global Conference for Administrative Professionals in Redmond and at the International Association of Administrative Professional’s annual Convention in Reno. (Talk about having to prove myself!) Both speeches were based upon one of my new books, “Become an Inner Circle Assistant,” which explores various ways assistants can partner with management to pursue excellence and create effective, productive work teams that have real impact on the bottom line.

Starting today and for the next few weeks, I thought I’d share some of the insight from those sessions because the pursuit of excellence applies to us all, regardless of our positions or where we work! Let’s explore three of the most important points, starting today:

1. **To succeed, you must be brilliant at the basics.** When I consult with individuals or businesses, I often see the same trend: employees who’ve advanced in their professions falling short on the “basics.” But to be excellent, you must constantly build upon your key workplace skills, including communication (verbal, written and electronic), leadership, organization, time management and the like. These basics are the foundation for more advanced skills, such as persuasion, negotiation, crisis management and conflict resolution. So remember: The more finely honed your basic skills are at all times, the more successful you’ll be in your job going forward.
2. **We can all be part of an “Inner Circle.”** I coined the phrase “Inner Circle Assistant” to describe an administrative professional who – through hard work and efforts to earn managers’ trust, among other things – advances to a coveted position far beyond job-title limitations. An Inner Circle Assistant becomes a vital part of a management team. The same is true for every position, when you think about it. If you care about excellence, you’re always striving to reach the Inner Circle – or to ensure that your work keeps you there. Why? Because that’s where the action is!
3. **Become a learning sponge, especially when you’re a veteran in your profession.** Today’s economy and workplace are ever-changing. No matter how well versed you are in your profession or how well you know your business, ongoing career success absolutely depends on continuing education. So avoid resting on your laurels! Challenge yourself to learn something new. It’s sure to be an asset in your current position, and you’ll be able to take that knowledge with you wherever you are in life! It’s a win-win strategy.

One quick side note: I was struck last week by how hungry people are for information that can help them advance their careers! Many, many professionals approached me after both events and said that what I had to share with them was not just good information, but critical to their career futures! This proves to me that, without a doubt, learning and enrichment opportunities are more valued by employees today than ever before.”

Joan Burge is one of North America’s foremost authorities on workplace excellence and administrative effectiveness, and the CEO and founder of Office Dynamics – a premier training and development provider since 1990. Her programs and “Star Performance” philosophy have been embraced and endorsed by some of the world’s leading businesses and organizations. Learn more at OfficeDynamics.com, or call 800-STAR-139.

Benefits of IAAP Membership Retirement Trust Foundation (RTF)

In 1958 a Declaration of Trust created the National Secretaries Home Trust Fund and the Retirement Trust Foundation (RTF) was created in 2000 as an independent, non-profit organization. The foundation is administered by board of elected officials consisting of a Chairman, Vice Chairman, Secretary and RTFC Liaison. The IAAP International President and Treasurer also serve on the board. The members currently are: Chairman Janine Riemersma CPS/CAP; Vice Chairman Linda M. Cook CPS/CAP; Secretary Barbara G. Carter CPS/CAP; RTFC Liaison C. Joyce Hawkins CPS/CAP; International President Sandra P. Chandler CPS; and International Treasurer Susan K. Shamali CPS/CAP.

The Trust was formed for the primary purpose of acquiring, maintaining and operating homes for the needy and elderly administrative professionals and otherwise assisting needy and elderly administrative professionals. The demand for comfortable, affordable housing for retired administrative professionals is growing and the RTF seeks to help fill that need with Vista Grande.

The RTF owns and operates Vista Grande Retirement Center in Rio Rancho, NM, northwest of Albuquerque. Vista Grande is the only retirement community in the world dedicated to serving administrative professionals and their families. Vista Grande has 168 apartments, a community building, lounge, library, crafts room, laundry center, meditation chapel, a resident nurse, exercise room and management offices. It is within walking distance of banks, restaurants and shopping.

They have many activities throughout the months including “Coffee Breaks” with scheduled speakers including lawyers, doctors and public safety officers. The residents also enjoy a monthly potluck dinner along with organized craft sessions.

Vista Grande has an active Project Happiness group which makes afghan blankets for charities. And Vista Grande hasn't forgotten IAAP—it has its own IAAP chapter.

The RTF is funded by contributions from IAAP members and chapters. Contributions to the RTF are always welcome, and there are ways other than cash gifts to contribute: through bequests, legacies, devises, transfers or gifts. Patio Pavers can be purchased to honor current or former IAAP members, or anyone you wish to honor. Cost is \$50 and an order form can be downloaded from the RTF website. Currently you can order Christmas cards from the RTF as well. Visit <http://www.iaap-rtf.org/holidaycards.pdf> to view the cards and to download an order form.

The benefits of the RTF begin from the time you become an IAAP member. The trust publishes RTF reVisions quarterly for all members. Members may stay at Vista Grande when visiting the Albuquerque area for a nominal fee. Members may also arrange a facility tour when in the area.

The Amarillo Chapter supports the RTF through our monthly door prize drawing. Proceeds from the drawing are accumulated throughout the year and a check is sent to the RTF each June. Our contribution this year was just over \$50.

For more information on the RTF or Vista Grande, visit www.iaap-rtf.org or contact: Manager, Vista Grande Retirement Center, 4101 Meadowlark Lane SE, Rio Rancho NM 87124, 505-892-9300.



Your Finger's on the Hot Button: Print

To print, not to print, how to print. Those everyday decisions can cost or save your organization thousands of dollars. How? In a large company such as CitiGroup, each employee using a double-sided copy on just one sheet of paper a week would save \$700,000 a year, according to the Minnesota Office of Environmental Awareness. If you're an average office worker, you use 10,000 sheets of paper a year. In addition to printing on both sides of a page, you could save paper resources—and associated costs such as filing and postage—in these ways. ✓ Use lighter-weight paper. ✓ Switch from paper to online forms and reports. ✓ Place paper already printed on one side in your fax machine or a pile to write on as scratch paper. ✓ Preview documents before printing to catch errors that will ruin the printout. ✓ Quit making “extra” copies. ✓ Encourage colleagues to share paper documents by routing, rather than making or ordering one for each person. ✓ Replace letters and faxes with e-mail. ✓ Squeeze more words on each page with slightly smaller margins. ✓ Call for copier maintenance at the first signs of trouble, instead of waiting until a lot of paper is lost to jams and poor quality. Find more ideas and posters to help with your paper reduction efforts online at www.reduce.org. From AdministrativePROFESSIONAL July 2005

Gear Up to Talk About a Raise

A list of past glories isn't enough to snag the salary boost you want. Arm yourself also with:

- A plan for *future* success. A bonus rewards what you did; a raise is a down payment on what you will do. Describe for the boss what else you'll be doing in the future to justify the higher pay, such as using the skills from an upcoming class to tackle a new assignment.
- Good timing. Your best bets for catching the boss in a generous mood: when the boss is celebrating some workplace success or on a Friday.
- Patience. After making your best case to the boss, shut up. If the response is silence, wait. You'll gain no position by saying more.

And if the boss offers less than you requested, repeat the amount, and then appear to quietly consider the offer. By not rushing to accept, you may be rewarded by the boss sweetening the pot, such as adding perks to the dollars.

Adapted from "How to get a raise," Evelyn Nussenbaum, Details, From AdministrativePROFESSIONAL, July 2005

Location is Everything for VIP Seating

Help meeting participants rub elbows by strategically assigning seating ahead of time. Your most important objective: Put VIPs in the right seat, depending on the setup.

Table Setup	Where to seat the VIP(s)
Round tables	Closest to the center of the room and facing the stage or perceived front of the room.
Head table (one-sided)	By hierarchy from the center outward.
Boardroom	At the end of the table facing the exit/entrance, so the VIP can see people coming and going.
Square or U-shaped	In the center of the U or in the center of one side of the square, facing the exit.
Theater seating	In the front row, ideally seated stage right, unless the lectern is set up stage left. This gives the VIPs the best view of the speaker.
Less formal banquet Other function	Intermingle the CEO and the management team with junior employees to foster exchange.

Tip: If two or more VIPs of the same rank are attending, seat them by seniority. If they are of the same age and rank, give the seat of honor to the visiting VIP. From AdministrativePROFESSIONAL, September 2006

Grammar School

Ad Hoc or Ad Lib—Both of these Latin expressions are concerned with things done at short notice, and are sometimes treated as though they are interchangeable. They're not.

Ad hoc means '(organised) for a particular purpose' rather than being permanent. *Ad hoc* arrangements are to be makeshift: *Ms. Jacob's most powerful writings have always embodied the same qualities she has celebrated in urban life: they have a spontaneous, ad hoc nature, eschewing a systematic approach in favor of a more intuitive one.* (Michiko Kakutani, The New York Times)

Ad lib (from *ad libitum* - 'at will') means 'spontaneous', 'unrehearsed'. It generally applies to off-the-cuff speakers, who will get a reputation for *ad-libbing* if they make a habit of it: *On stage, he was a seasoned raconteur and ad lib humorist.* (Daily Telegraph)

How to avoid: *Ad-libbing* is generally connected with speech/performance so some association between 'lib' and 'lip' might be helpful. *Ad hoc* is almost always tied to structures, arrangements, committees, etc.

From *Who's Whose A No-Nonsense Guide to Easily Confused Words*, Philip Gooden

Read 12 life-changing books this year. Sound impossible? Simply read 10 pages every day. That will chew up a 300-page book every month, 12 books a year. From AdministrativePROFESSIONAL, July 2006

Information Center

Monthly Networking & Education Session

Date: Thursday, September 14, 2006

Time: 5:30 p.m. Networking
6:00 p.m. Dinner
6:30 p.m. Program
7:00 p.m. Business Meeting
7:30 p.m. Adjourn

Location: Pacific Rim
2061 Paramount

Program: Michelle McPhail
Leadership Texas
“Giving Women a Voice”

Menu: Open Menu
Order from the menu; pay Pacific Rim directly

RSVP: Please contact Tammy Norton at 806-358-2936 or
Tammy_Norton58@hotmail.com for more information.

On Your Calendar

October 16
National Boss Day

November 3 & 4
CPS/CAP Exams

December 2
Christmas Party

2007
March 4—7
Professional Education Conference
San Diego CA

May 18—20
T-L Division Annual Meeting
Crowne Plaza Hotel
Houston

As administrative professionals, we are often called upon to organize meals for in-house meetings. While there are several restaurants in town that deliver, there is a new service in town that can make this task even easier: Dine-In Delivery, “bringing the Texas Panhandle’s finest restaurants to your door.” Dine-In Delivery will pick up your order from any of their selected restaurants and deliver it to your workplace, home, or meeting place. There is a minimum \$12 order from each restaurant and the delivery charge is a minimum of \$3.75 per restaurant. They currently offer delivery service from Nacho’s, Zoo-kini’s, Thai Orchid, Bourbon Street Café, B-B-Q Barn, The Potato Factory and Thai Cuisine. Their hours are Monday thru Friday, 11:00 a.m. to 1:30 p.m. and 4:30 to 8:30 p.m. and on Saturday, 4:30 to 8:30 p.m. You may contact them at 806-331-3663 for more information or look for one of their booklets at the restaurants listed. This service offers variety to your events.

August Membership: 22

SEPTEMBER

Happy Birthday to:

1 Barbara Barber CPLS
16 Chris Lyles

Happy IAAP Anniversary to:

Billie Jo Cooks 1979
Janet Howe CPS/CAP 2000
Kayla Batenhorst 2002



Realize more of your ambitions by attacking them with this conviction: “If someone is going to win and someone is going to lose, the winner is going to be me.”

Adapted from *The Power of the Obvious*, Aldo Papone, Palo Alto Press
From *AdministrativePROFESSIONAL*, July 2006

Door prizes for the following months will be provided by:

September—Tammy Norton
October—N/A
November—Emily Garner CPS/CAP
December—N/A
January 2007—Barbara Burris
February—Nancy Howard
March—Janet Howe CPS/CAP
April—Barbara Barber CPLS
May—Chris Lyles
June—TBD

Upcoming Programs

October—Boss Day Luncheon
November—Kyle Vest
Edward Jones
December—Christmas Party
January—Janie Braddock
Christian Women’s Job Corps of
Amarillo, facility tour and overview
of services

Congratulations to Lisa Thomas and Tammy Norton on their new jobs. Lisa is working at Coffee Memorial Blood Bank as a technical writer. Tammy works in the Accounts Payable department at Happy State Bank.