



# The Amarillo Chapter Newsletter



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October 2006

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## My, How Time Flies!

Do you remember 1976? Here's a refresher for you...

- Americans celebrate our Bi-Centennial. Happy 200th Birthday, USA!
- Jimmy Carter was elected President defeating Gerald Ford.
- Apple Computer introduced the Apple II personal computer. Apple II was the first serious home computer, and would result in a desktop computer revolution throughout the world.
- Pulitzer Prizes: Fiction: *Humbolt's Gift*, Saul Bellow; Music: *Air Music*, Ned Rorem; Drama: *A Chorus Line*, conceived by Michael Bennett.
- Nobel Prize for Literature: Saul Bellow
- Miss America: Tawney Godin (NY)
- Grammy Awards: Record of the Year: "Love Will Keep Us Together," Captain and Tennille; Album of the Year: *Still Crazy After All These Years*, Paul Simon (Columbia); Song of the Year: "Send in the Clowns," Stephen Sondheim, songwriter.
- Academy Awards: Best Picture: *One Flew Over the Cuckoo's Nest*, Saul Zaentz and Michael Douglas, producers (United Artists). Best Actor: Jack Nicholson, *One Flew Over the Cuckoo's Nest*. Best Actress: Louise Fletcher, *One Flew Over the Cuckoo's Nest*. Best Supporting Actor: George Burns, *The Sunshine Boys*. Best Supporting Actress: Lee Grant, *Shampoo*.
- Emmy Awards: Outstanding Drama Series: *Police Story* (NBC). Outstanding Lead Actor—Drama: Peter Falk, *NBC Sunday Mystery Movie: Columbo*. Outstanding Lead Actress—Drama: Michael Learned, *The Waltons*. Outstanding Supporting Actor—Drama: Anthony Zerbe, *Harry O*. Outstanding Supporting Actress—Drama: Ellen Corby, *The Waltons*. Outstanding Comedy Series: *The Mary Tyler Moore Show* (CBS). Outstanding Lead Actor—Comedy: Jack Albertson, *Chico and the Man*. Outstanding Lead Actress—Comedy: Mary Tyler Moore, *The Mary Tyler Moore Show*. Outstanding Supporting Actor—Comedy: Ted Knight, *The Mary Tyler Moore Show*. Outstanding Supporting Actress—Comedy: Betty White, *The Mary Tyler Moore Show*. Outstanding Comedy-Variety or Music Series: *NBC's Saturday Night Live*.
- Born in 1976: Candace Cameron, *Full House*; Jennifer Capriati, pro tennis player; Sarah Chalke, *Scrubs*; Soleil Moon Frye, *Punky Brewster*; Lukus Haas, *Witness*, Melissa Joan Hart, *Sabrina, the Teenage Witch*; Joey Lawrence, *Blossom*; Peyton Manning, Indianapolis Colts QB; Freddie Prinze, Jr., *She's All That*; Buddy Rice, winner of 2004's Indy 500; Pat Tillman, NFL player turned Army Ranger, died April 22, 2004; Jaleel White, *Urkel*; Reese Witherspoon, *Legally Blonde*.

## Spring cleaning: Take time to spruce up career

Joan Lloyd

[Editor's Note: I know it is Fall, but the advice is timely any time of year.]

Does your job need some spring cleaning? Are you feeling bored, frustrated or stressed? Does the change of season makes you restless -- itching to clean up the garden, clean out a closet or organize your work space? Why not channel some spring energy into sprucing up your career?

**Polish your results:** Identify what you love best about your job, and talk to your manager about doing more of it. Often we only talk to our manager when things go wrong or during planned performance reviews. Why not think back during the past six months or so and ask yourself, what did I really enjoy? What was motivating about that work? Why was it so much fun for me? Then, set an appointment with your manager to share your thoughts. Ask, "How can I do more of that kind of work? Do you see any opportunities for me to expand my skills in this area?"

Some people carry their bitterness and anger like thick coats of paint. Each negative experience seems to cling to them until their friendliness and cooperation are deeply buried. Removing the layers takes a lot of elbow grease and determination.

Identify your damaged relationships and make a promise to yourself to extend a helping hand to at least regain a professional relationship. If an old issue is the problem, scrape it off and resolve to put it behind you. If you discover that the bitterness is too deep, consider starting over with a new job.

**Buff your relationships:** Most people don't think about networking until they're job hunting but that's a poor time to be scratching together a contact list. Relationships don't work like that. The people I know who have successful careers have made it a regular practice to keep their network alive. They lunch with colleagues in other companies to keep in touch. They also attend conferences, in part, to meet new people. They are willing to help people who seek them out for information. In turn, people are quick to help them when they want a new career move.

**Recycle your skills:** If you've been on the job more than three years, it's time to ask yourself if it's time to move on. Most jobs can be mastered in a three-year time span. It's enough time to learn the job and achieve some significant results. Now, I'm not advocating you jump ship just because you're at the three-year mark. But don't make the mistake of staying on your job out of complacency or desperation. Every three years, ask yourself whether you still enjoy your work. Does it satisfy you? Do you enjoy the people? Are you good at what you do? If so, stay -- but do it on purpose.

**Dust off your resume:** When was the last time you pulled out your resume and looked at it? Probably when you got the job you have now, I suspect. Why not update it? You never know when a good opportunity will arise, and you need to be ready. Dig through your accolades file. (You DO have a personal file which contains thank-you letters, accomplishments, awards and complimentary letters from customers, don't you?) Update your resume with the experiences and results you've garnered during the past few years. The longer you wait to do this, the more you're likely to forget. If you end up looking for a new job five years from now, how on earth will you ever remember all of your accomplishments?

**Clean out the clutter:** Talk to your manager about delegating some of your routine work. These tasks used to be interesting -- and will be to someone new -- but you are bored to tears with them. Perhaps you can redesign your job so that you will have more time to focus on more challenging projects.

@Work Joan Lloyd & Associates specialize in leadership development, organizational change and teambuilding. This includes executive coaching, 360-degree feedback processes, customized keynote presentations & leadership training, conflict resolution and retreat facilitation. Reach her at (800) 348-1944, info@joanlloyd.com or visit Joan's website, www.JoanLloyd.com.

## Use 'Branding' to Market Yourself

Ensure that your ideas are more memorable by "branding" them. Use these three tips so your thoughts stand out from the crowd:

1. **Brand yourself** with a signature phrase. Your phrase or word might be a positive attribute that defines you or a point of view that people associate with you or your organization. *Example:* Employees at Ritz Carlton are known for saying "My pleasure," a signature phrase that links them with good service.
2. **Brand your ideas** by naming them. A name will help people visualize and understand your idea or the point you're making. Plus, a name gives your idea the potential to be a "big idea." *Example:* The idea to gather a group at lunchtime to share knowledge becomes more compelling when you call it a "Lunch 'n' Learn."
3. **Brand with stickiness.** Use quirky words that will stay in people's minds. *Example:* At GE, Jack Welch used the strange word "boundarylessness" for the idea of employees finding good ideas everywhere and sharing them throughout the company. Welch could simply have said "idea sharing," but it wouldn't have had the same impact.

From *AdministrativePROFESSIONAL*, October 2006

## Grammar School

**Lay or Lie:** There aren't that many English confusables which one can honestly claim as nightmarish, but this is one of them. Not only do these basic words relate to the same sort of action—being put down/putting oneself down—but the past tense form of one is the same as the present tense form of the other. The confusion is built in and even careful users are likely to have problems with this pair.

To *lay* is to 'put down' and is a transitive verb (i.e. one which is generally followed by an object): *Lay your sleeping head, my love...* (first line of poem by W. H. Auden).

To *lie* is to 'be at rest on a horizontal surface' and is an intransitive verb (one which is not followed by a direct object): *He told the dog to lie down at once.*

Confusion mostly arises from the fact that the past tense of *lie* is *lay*: *The dog lay down and went to sleep straightaway.* While the past tense of *lay* is *laid*: *They laid the picnic food out on the rug.* The past participle form (i.e. the one used after 'has' or 'had') is *lain* for *lie*: *The farmhouse has lain empty for almost two years now.* and *laid* for *lay*: *The soldiers had laid thousands of mines in the course of the war.*

Mistakes like those in the following examples are quite frequent: *The coffin had laid in the chapel overnight...* (Independent) (should be ***The coffin had lain...*** because after 'has' or 'had' *lie* changes to *lain*.). *Take a rug to lay on and a sheet to shield you from prying eyes.* (Sun) (should be ***a rug to lie on***—unless you're a chicken contemplating the production of eggs.)

To *lie* in the sense of 'not tell the truth' takes a different (and regular) past tense/past participle: *He lied in claiming he was elsewhere at the time.*

**How to avoid:** Before using *lie* or *lay*, ask yourself which of the two you mean. Then work out whether it refers to an action in the present or past, and follow the *lie-lay-lain* or *lay-laid* pattern. This is also one of those differences where a sensitive ear to the sound of a sentence can help.

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

### Excel Tips

You can change the defaults in Excel for the number of sheets that appear in a new workbook (document). In an Excel workbook choose Tools, Options, find the General tab, and in the bottom half of the dialog box you find "Sheets in new workbook" with the selection 3; you can change that number to be whatever you would like. You can also change your default font in this dialog box.

Some versions of Excel have a Loan Amortization template as a default template. To access, open an Excel workbook then follow these steps: Choose:

"File"

"New"

A "New Workbook" dialog box opens on the right side of your screen.

"On My Computer" (lower part of the dialog box)

On the Templates dialog box choose the "Spreadsheet Solutions" tab.

"Loan Amortization"

Fill in the blanks and watch the magic happen

### 7 Rules for PowerPoint Simplicity

Using PowerPoint visuals that only Einstein could decipher doesn't make the presenter look smarter. Complicated visuals will cause an audience to focus less on what the presenter is saying and more on trying to figure out the images. So, when creating a PowerPoint presentation follow these seven rules for keeping visuals clear and powerful: **1. Follow the "Six-by-Six rule":** Use no more than six words per line and no more than six lines per visual. **2. Apply the "billboard" test** to each slide or transparency: "Could people read and understand the information while driving?" **3. Realize** that people may forget lists, but they'll recall images. Just don't overdo the graphics. **4. Avoid using "chart junk,"** fancy shading and patterns in most drawing software. You'll create the "Two C" effect—comical and confusing—by trying too hard to jazz up a chart. **5. Think "thin"** when deciding on line thickness and "discreet" when picking colors. *Reason:* Thick lines and garish colors will distract readers. **6. Use the "one" principle:** Limit each visual to one idea, one concept or one point. **7. Put it to the 1-minute test:** If the audience will need more than 60 seconds to figure it out, it's too complex.

From AdministrativePROFESSIONAL, October 2006

### How to Build Rapport with Almost Anyone

You'll encounter three types of people: visual, auditory and kinesthetic. If you can figure out which of those categories a person falls into, you can deliberately build rapport with her, says master mediator Jeffrey Krivis. *Use these tactics: Speak their language,* by using the same words and phrases they use. *Examples:* Visual people say things like, "I'm getting a clearer picture now," or, "Can we look into this further?" Auditory people might say, "I hear you loud and clear." And a kinesthetic person might say, "That feels right to me." **Set out props** to break the ice and bond with people. In his conference room, Krivis has an electric guitar signed by

(Continued on page 4)

# Information Center

## 2006 NATIONAL BOSS DAY LUNCHEON

MONDAY, OCTOBER 16, 2006

11:45 TO 1:15

THE AMARILLO CLUB

CHASE BUILDING

30TH FLOOR

MEMBERS & GUESTS: \$25/PERSON

NON-MEMBERS & GUESTS: \$30/PERSON

RSVP BY FRIDAY, OCTOBER 13, 2006 TO

TAMMY NORTON

806-358-2936 OR

TAMMY\_NORTON58@HOTMAIL.COM

(NO REGULAR MONTHLY MEETING)

## On Your Calendar

**October 16**

National Boss Day

**November 3 & 4**

CPS/CAP Exams

**November 7**

Election Day

**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

(Continued from page 3)

Bob Dylan. When a person wants to talk about it, Krivis knows he's an auditory person. Visual people are drawn to his crystal ball, and kinesthetics seem to be snared by his touching photo of a black person and a white person holding hands at the funeral of the Rev. Martin Luther King Jr.

From AdministrativePROFESSIONAL, October, 2006

Be a trouble-shooter. When you run into a problem, try to think of at least two solutions before you take that problem to your boss. It shows that you're a thinker and problem-solver, as well as a doer.

Source: *You Can find More Time for Yourself Every Day*, by Stephanie Culp, Betterway Books

Volunteer for the tough jobs that no one else wants. It may be risky, but if you do them well, you'll become known as a "can-do" person.

Source: *The Wall Street Journal*

From Communication Briefings, Volume XXII, Number I

## OCTOBER

Happy Birthday to:

5 Kayla Batenhorst

25 Barbara Messer CPS

No October Anniversaries



## MEETING FEE

Effective immediately the chapter will collect a \$2 meeting fee from IAAP members in attendance for all regular chapter meetings.

September Membership: 22

Door prizes for the following months will be provided by:

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 PLS/CPS

May—Chris Lyles

June—TBD

## Upcoming Programs

**October**—Boss Day Luncheon

**November**—TBA

**December**—Christmas Party

**January**—Janie Braddock, Christian Women's Job Corps of Amarillo, facility tour

**G**ood luck to our members who will be sitting for the CPS or CAP exam in November.

