

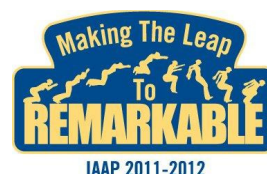


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www.iaap-amarillo.org

January 2012



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Learning to Love Change in the Workplace

by Chrissy Scivicque

This article is the fourth in a 10-part series on the topic of overcoming career-limiting habits.

I heard once that the Chinese character for the word “change” was a combination of two other characters: chaos and opportunity. Now, don’t quote me on this. I have no idea of if it’s correct. But in theory, it makes sense.

When a recent study ranked [“resistance to change” as number 4](#) in a list of the most common career-limiting habits, I immediately remembered this little piece of trivia. Change is indeed a combination of chaos and opportunity. Those who are resistant, I think, are only looking at one side of the equation. They’re forgetting about the opportunity and focusing only on the chaos. And who wouldn’t resist that?

We all know that change is the only constant in life and nowhere is that more true than in the workplace. Technology alone forces us to be adaptable and learn new things on nearly a daily basis. The business world is always evolving in big ways and small (think: mergers, acquisitions, restructuring, etc.).

Change is absolutely unavoidable so, as the trekkies say, resistance is futile. Successful professionals have to be willing to embrace change, even when the outcome is still unknown. Here are a few tips for learning to love change in the workplace:

Recognize When You’re Resisting

A great first step for most people is simply to recognize when change is happening and how you’re reacting. If you’re resistant, figure out what’s beneath the resistance. Is it fear? Why are you pushing back when everything around you is moving forward?

Look for the Opportunity

Remember that change = chaos + opportunity. It’s a two-part equation. What potential exists within the change? Shine a spotlight there.

Make It Less Dramatic

An overnight, sudden change is much harder to handle than a gradual shift. It’s like the “frog in a boiling water” scenario (which, being an animal lover, I hate!!). When you see change on the horizon, be proactive. Do what you can to ease the transition, minimize the chaos and enhance the opportunity.

Release Emotional Attachments

Let go of the feelings you have associated with the old way of doing things. Comfort can be more emotional than rational. Remember that you’re endlessly adaptable and that growth almost always comes with discomfort. Learn to simply go with the flow and see where the wave takes you.

Chrissy Scivicque is a writer, career coach and professional trainer. She helps professionals develop strategies and take meaningful action toward achieving career goals. You can find her at [EatYourCareer.com](#). Stop by and pick up your FREE mini-workbook to find out just how NOURISHING your career really is and how you can make it even more so.

A Note From Our President . . .



**Carla Banks,
CAP-OM
President**

Wow! Was the holiday season as hectic for you as it was for me? I truly love the holidays but I'll be honest, I'm glad they are now behind me. I am not a fan of crowds so shopping can be a challenge. I try to go out when most of the crowds are still sleeping or preparing to go to bed. Unfortunately, there are many with the same idea, and some of them are unique characters. I'm positive I'm not one of 'them.' I enjoy listening to holiday music but by the time I've heard it in ALL the stores, on ALL the radio stations in my car, and at every party we attend, I'm tired of hearing how "Santa ran over Grandma" and about "Santa Baby." Then you have all the food. Oh my goodness. I've decided I need to start keeping at least one, ummmm, maybe two pair of pants one size bigger so I can at least snap, zip, or button them up for the next month. Then what do you do with the tons of leftovers? Yep! You eat them disguised so no one knows you are eating leftovers. The turkey may become enchiladas, the green beans become, well, green beans. The ham gets chopped up into breakfast burritos. After each meal everyone fights over their favorite place to sleep off the indulgence. It is amazing how the men can watch football with their eyes closed. I think I need to start exercising before the next food binge. Maybe I'll just think about it for a while longer; I wouldn't want to rush into anything, you know. The year 2012 will be a great year. This is the time to make changes, set new goals, and complete the ones already started.

Follow the money to succeed at work

Gain a new perspective on how your organization operates by answering these four simple questions:

1. "Where does our revenue come from?"
2. "Exactly where does it enter? Across whose desk?"
3. "How is it deployed internally?"
4. "Whose desk does it cross as it leaves?"

By mapping the money trail, you'll better understand what's important to the organization's operations.

From AdministrativePROFESSIONAL, July 2005

2011—2012

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25 Ways to Drive Your Co-workers Crazy

By Scott Cullen

1. Clip your nails in your cubicle.
2. Sing, sing a song, sing out loud, sing out strong (or my personal favorite—play your radio or CD player just loud enough to annoy those around you).
3. Whistle while you work.
4. Wait until a co-worker is in the middle of an intense task, then pop into his cubicle and ask him if he's busy.
5. When making or taking a personal phone call, make sure you speak as loudly as possible so that everyone around you can be up-to-date on your personal business.
6. Talk in a very low voice so that people can barely hear you.
7. Send a co-worker an email, then five seconds later, drop by his cubicle to make sure he received it.
8. No matter how insignificant your position is in the company, whenever a meeting is scheduled that you're expected to attend, consistently arrive fashionably late.
9. Steal co-workers lunches out of the office refrigerator.
10. No matter how sick you are, show up and then complain to everyone about how you left your sickbed to come to work that day.
11. Arrive late, take long lunches, make tons of personal calls throughout the day, and then work until 9 or 10 every night, complaining to everyone how busy you are and how late you stayed the night before.
12. Don't clean up the mess you make when changing the office copier or printer toner cartridge, especially when you spill gobs of toner on the floor.
13. Don't refill the paper tray.

(Continued on page 3)

(Continued from page 2)

14. While everybody around you is frantically working on a major project that has to be out the door by 5, take a break and play Solitaire on your computer.
15. Wear something inappropriate on casual Friday.
16. Contradict everybody, just to be contrary.
17. Every time somebody does something to annoy you, send them an email about it.
18. Click on "reply to all" when responding to an email.
19. Forward every junk email, stupid joke, and computer virus-infected email you receive to everybody else in the office.
20. Become a cubicle-to-cubicle salesman for your kids, selling Girl Scout cookies, wrapping paper, and other over-priced fundraising items.
21. Borrow your co-worker's pencils and pens without asking and then never return them.
22. You don't want to work you just want to beat on the drum all day.
23. Be a Gossip Girl or Guy.
24. Use your speakerphone whenever you're on the phone.
25. Suck up to your boss.

Scott Cullen is *OfficeSOLUTIONS'* editorial director. Even though he works from a home office, he still does a pretty good job of annoying himself from time to time.

From *OfficeSOLUTIONS*, Winter 2009

Hunt's Headlines

Tips, Tricks and Ticklers from Todd Hunt

Are you familiar with the "Banished Word List" from Lake Superior State University in Sault Ste. Marie, MI? Every year since 1976, the committee has issued a collection of words and phrases they'd like to see dropped from the English language.

Among the 2012 entries:

- Baby bump
- Man cave

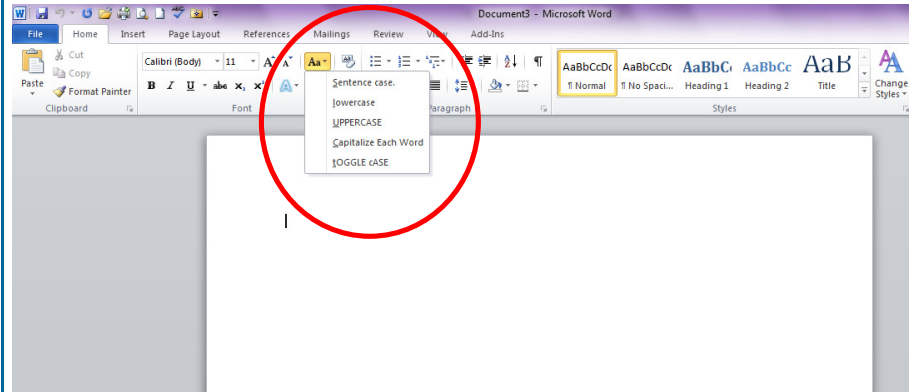
COMPUTER CORNER

Submitted by Chris Lyles, CAP-OM



A co-worker was working on a sizeable mailing with the addresses coming from a data base. Some of the addresses were in all caps and she wanted only the first letter capitalized, without having to retype everything. She asked for my assistance. I had to play but I knew there had to be something.

In the Font box indicated below, toward the right, is this Aa indication. Highlight the text, click on the drop-down arrow of this function and voilà, five options.



In this case, we selected "Capitalize each word" and that did the trick! How fabulous is that!!!

I hope your New Year is sane! TTFN - Chris



CHRISTMAS PARTY 2011



Front L-R: Jo Ann Haddock, Carla Banks, CAP-OM, Barbara Burris, Janet Howe, CAP-OM, MOS
 Back L-R: Chris Lyles, CAP-OM, Lisa Thomas, MOS, Linda Hall, Emily Garner, CAP-OM, MOS

- The new normal

Awesome, don't ya think?? To view the complete list visit:
<http://www.issu.edu/banished/current.php>

Visit Todd Hunt's website at: <http://toddhuntspeaker.com/print-flyer.html>

Information Center

Monthly Networking & Education Session

Date: Thursday, January 12, 2012

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

Location: Edward Davis Room
Chase Tower, 9th Floor
6th & Tyler

Program: Tina Wiggins, CAP-OM
Texas-Louisiana Division President-Elect

Menu: Croissant Platter (apricot walnut chicken, ham, or turkey) chips, peach cobbler, tea

Cost: \$7.00 (for the meal)

RSVP: Please contact [Carla Banks, CAP-OM at 806-651-2365](mailto:Carla.Banks@wtamu.edu), or cbanks@wtamu.edu by Friday, January 6 to make a reservation or to cancel a standing reservation.

On Your 2012 Calendar

February 14
Valentines Day
Flower Delivery Fundraiser

February 15
Deadline to register for
May CAP and CAP-OM Exams

March 4—7
Spring Conference
Las Vegas, NV

May 4 & 5
CAP and CAP-OM Exams

May 11 & 12
Mother's Day
Flower Delivery Fundraiser

May 18—20
T-L Division Annual Meeting
South Shore Harbor Resort
League City, TX

July 22—25
International EFAM
Gaylord Texan
Grapevine, TX

MONTH	INVOCATION	INSPIRATION	DOOR PRIZE	SPEAKER'S GIFT
Jan.	TBD	Janet Howe	Denise Jordan	Lisa Thomas
Feb.	Jade Jennings	Jo Ann Haddock	Linda Hall	Emily Garner
Mar.	Janet Howe	Emily Garner	Kim Lockhart	Jo Ann Haddock
April	TBD	Lucinda Morales	Chris Lyles	Linda Hall
May	TBD	Kim Lockhart	Ann Stanford	Sue Kile
June	Chris Lyles	TBD	Lucinda Morales	Denise Jordan

JANUARY

HAPPY BIRTHDAY TO
16 Ina Eick

HAPPY IAAP ANNIVERSARY TO
Lisa Thomas, MOS 2003
Chris Lyles, CAP-OM 2005
Linda Whipple 2007



Members as of 12/31/2011: 32

A happy New Year! Grant that I
May bring no tear to any eye
When this New Year in time shall end
Let it be said I've played the friend,
Have lived and loved and labored here,
And made of it a happy year.
~Edgar Guest

The essential question is not, "How busy are you?", but "What are you busy at?" ~ Oprah Winfrey~

Home is where you can say anything you like cause nobody listens to you anyway. ~Unknown



Upcoming Chapter Programs

February
Information Distribution
(Ethics, Legality, Confidentiality)
Michelle Bonner
City of Amarillo

March
Membership Drive

April
Administrative Professionals Week
Celebration

May
New Member Orientation

June
How to Be the Best You Can Be
Victor Leal