



Benton County Chapter Newsletter
September 2009 Issue

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Deadline for submissions is the 25th of each month.

Benton County Chapter Officers, 2009 - 2010

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Message From The Board

Greetings BCC Members!

The August 13th Webmaster 101 member meeting was a huge success being very informative, and I dare say entertaining. BCC members attending learned how to create, and maintain their own website, and received certificates of attendance to add to their portfolios. CPS & CAP attendees received re-certification points. Most everyone did say they were no longer hesitant to go in and play with a website of their own after having witnessed first hand and seeing how easy it is.

Please join us for the September 10th BCC member Meeting regarding continued learning. BCC Vice President Netta Gibson is the contact for this presentation. For more information please visit our BCC website: <http://www.iaapbentoncounty.com>.

September also brings an outlook to the Labor Day Holiday and the Fall Season creeping upon us... Where has the year gone? Our time spent at work, busy with family, putting out fires at work and at home, has left us each in a whirlwind of decision making. That brings to fact that, all in all, we get through each day the best that we can. We savor our accomplishments, look at our undone task list, reprioritize, and start all over again. The never-ending, though never a dull moment, fast-paced office environment; we can't live with it, and can't live without it.

My belief is that is why we joined IAAP... the commonality of peers understanding exactly what we go through daily. So if you haven't made it to a meeting lately - please do not dismay... we miss you when you can't make it, and look forward to seeing you when you can.

(Continued on Page 2)

Don't miss our next chapter meeting

Place: Clarion Hotel & Conference Center
211 SE Walton Blvd. (near Rainbow Curve)
Bentonville, AR

Date: Thursday, September 10, 2009.

Time: Networking, 6:00 p.m., followed by a brief business meeting and program

Program: Continuing Education

Presented by: Netta Gibson

Officer's Message (Continued from Page 1)

BCC is still collecting recipes for our cookbook fundraiser. The timeline has been pushed, and we would appreciate as many members as possible getting involved with this effort. We would be honored to place some of your recipes in our cookbook and credit the cook. For instance, if you have a recipe grandma gave you, we'll give you the credit for submission, and give grandma credit too! VP Netta Gibson will be sending out another request and directions for submitting your recipe. You will be able to go directly to the site and post your recipe!

Last but not least - please review and reflect on:

Our core values:

- **Integrity:** We demonstrate this cornerstone of our profession through honesty, accountability and high ethical standards.
- **Respect:** We create respect within our profession and association through listening, understanding and acknowledging member feedback.
- **Adaptability:** We ensure the success of our association by embracing positive change and by nurturing diversity, creativity and visionary thinking.
- **Communication:** We cultivate and maintain excellence by remaining approachable at all levels, communicating openly and building strong relationships.
- **Commitment:** We are steadfast in our goals to develop learning opportunities for career-minded administrative professionals and to strengthen efficiency and effectiveness.



Would you like to know more about some of interesting and prominent business people in Northwest Arkansas? Would you like to know what traits these people want in an assistant? How about their thoughts on topics that matter to you?

If so, you won't want to miss our newest feature in next month's issue:

BCC Biz Review, by Donna Gilzow CAP

Donna will be interviewing different area business people every month. She is more than qualified for this, as she is currently writes a regular column for Fishin' Magazine and helps her husband with the editing of the magazine. Donna is also an expert networker, and knows many of the moves and shakers of Northwest Arkansas.

We're very excited about this new column for the Benton County Beacon! If you have ideas for Donna, you can email her at Donna.Gilzow@motorola.com.

A-O Division News

Short recap on the A-O Leadership Conference

The Arkansas-Oklahoma Division Leadership Conference held in Van Buren on August 22nd was absolutely a fun and informative session. Attendees from the Arkansas- Oklahoma Division now have more insight to leadership progression, the importance of commitment, and most of all the POWER of Commitment, which is the theme for this year. BCC members attending received certificates of attendance to add to their portfolios, and CPS & CAP attendees received re-certification points. A presentation on the Community website was done by Linda Williams CAP, and is posted to the A-O Division site in 3 parts for anyone that wants to review. In the future BCC may vote to move to the community site as well, so it is good information to be knowledgeable on.

The featured presentation speaker was Todd Saxton. Todd has more than 14 years of experience in management, public relations, marketing, training, development, and consulting. With a master's degree in Counseling Psychology, he is a member of Leadership Tulsa and is a Licensed Professional Counselor in Oklahoma. He is also certified to facilitate Achieve Global and Development Dimensions International Leadership Modules. If you weren't in attendance - you missed an awesome speaker! Great Leadership module mixed with the funniest real stories. We laughed so hard... My tummy muscles received an excellent workout!!!

Please visit his web site as there is wonderful information to be gleaned. Following is an excerpt - if you want the rest... visit his website www.coreexcellenceinc.com.

Motivation begins with your thought process-your self-talk. Our passions, goals, and aspirations are mainly influenced by how we talk about ourselves to ourselves. Placing "I can't do that" or "I'm not good at that" limitations on yourself is a motivation killer.

We can speak 180 words a minute, yet think 600 words a minute. The majority of your life is spent talking with yourself and what you are saying is a powerful influence. Are your words motivating your career pursuits, or do you recognize negative thoughts that may be holding you back?

Also covered was information on the **Pathways to Excellence** program. This will be on the agenda for the BCC Board meeting or for more information see A-O Division web site on what it takes to become a **Member of Excellence**: <http://www.iaap-ao.org/>. Our own member **Michelle Hunsaker** submitted criteria - and Congratulations to Michelle for achieving the status of **Member of Excellence!**

Pathways to Excellence (A-O)

July 1, 2009

A-O DIVISION'S PATHWAYS TO EXCELLENCE (P2E) PROGRAM FOR 2009-2010

Just as we did during the 2008-2009 year, A-O Division will once again offer its own P2E Recognition Program for 2009-2010 that is closely aligned with International's Program...but entirely different.

The documents below outline the program, the awards, the criteria, and the documentation for both Member of Excellence and Chapter of Excellence. We hope all our chapters and many of our members will begin right now to chart their journey down the pathway of excellence with the POWER OF COMMITMENT.

Please address specific questions to your Division Board Contact. Thank you.

Member of Excellence Program

Member of Excellence Criteria

Member of Excellence Documentation Worksheet

Chapter of Excellence Program

Chapter of Excellence Criteria

Chapter of Excellence Documentation Worksheet



Quotation

The old begin to complain of the conduct of the young when they themselves are no longer able to set a bad example.
Francois de la Rochefoucauld (1613-1680)



Spotlight On:

Name: *Tina Keel*
BCC President-Elect

IAAP Join Date: *3-1-08*

Employer: *Wells' Dairy, Inc. (Blue Bunny Ice Cream)*

Job Title: *Sr. Administrative Assistant*

Length of Service: *3 years*

Best thing about your current position: *Variety*

What would you change about your present working experience? *Work more closely with my boss on projects to help relieve his work load and help me learn more.*

Worst job you ever had: *I have actually liked every job I've had but my least favorite would be my first job since it paid the least ☺. I worked in an accounting position for \$3.35 per hour.*

Best job you ever had: *Veterinarian Technician – This was the second worst paying job but still my favorite.*

The one office product you couldn't live without: *Ink pen because I need it to write on my beloved post-it notes ☺*

How long have you worked in the admin/secretary field? *31 years (I started when I was 14 helping my dad with his paperwork for the farm).*

What is the most interesting thing you've learned in the working world? *To not take anything personally.*

What do you like about being a member of IAAP? *Opportunities to continue to learning.*

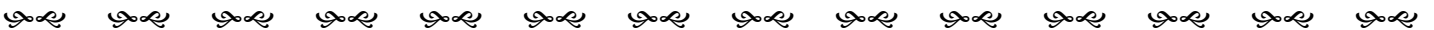
The person who had the biggest influence on your life: *Dad.*

What do you like to do away from work? *Yard work, hiking, horseback riding, cooking.*

Where were you born? *Neosho, MO.*

If you were born elsewhere, when did you come to NW Arkansas. Why did you come here? *I do not, and have never, lived in NWA. I live in Missouri about 28 miles north of the Arkansas state line near where I was raised. I did move away for about eight years but moved back to live in a less populated area, be near my family and be able to enjoy the beautiful area and changing seasons.*

Any Words of Wisdom to share (your own, or others')? ***Good friends and family are like stars.....you don't always see them, but you know their always there.*** Author Unknown



Quotation
Anyone can do any amount of work provided it isn't the work he is supposed to be doing at that moment. Robert Benchley (1889 - 1945)

Coming Events (Programs and other things)



*Talk about our programs
and bring a friend to the
meeting with you!*

Programs for 2009 - 2010

September - *Continuing Education*

October - *Dress for Success*

November - *Women's Health Issues*

January - *Holiday Social*

February - *Roberts Rules of Order*

March - *Individual Development Plans*

April - *Administrative Professionals Seminar*

May - *Nominations & Planning*

June - *Annual Meeting*

July - *Financial Planning*

August - *Webmaster 101*



HEALTH SECTION

Elaine & I thought it would be a nice addition to have a health section each month. There are so many articles out there on so many subjects. We found a variety of subjects that we thought would be fun to incorporate into our newsletter each month. Some may be very short, or some a little longer; it just depends on the topic and how interesting we find it.

I thought since winter is fast approaching that an article on cold remedies would be a great choice for the first one. Everyone seems to have the remedy that works best for them, so why not add some more choices? If there is a topic that interests you, just email us – we'll then see if we can find a free article out there that can be shared with the chapter.

As always, your feedback is appreciated.

Mary Louise

NATURAL COLD REMEDIES

Some do not believe in over-the-counter drug remedies for the aiding in the fight against the common cold, unless the symptoms are so severe that it may suggest something much deeper than that of just a cold or light flu symptom. For anything more than the common condition, you should seek a doctor's advice or care. Many have over the years devised their own way of attacking the nagging cough and sniffles that come with that dreaded condition.

Many suggested remedies can be researched and found in most self-care or herbal remedy books available today. It is not hard to find any information that you may be seeking in reference to herbal or natural care these days.

(Continued on page 6)

Natural Cold Remedies (Continued from Page 5)

Natural care began even in Moses' time and before. Since we did not have drugs in the ancient times we had to rely on other methods for our self proclaimed cures. Everything had already been supplied for us just by looking out our back doors and turning to nature.

Below I will list several examples that have been tried and weeded through to include only the best ones that are most effective. It is our hope that you will have great success with these wonderful weapons against the everyday common cold. Colds are caused by any one of about 20 different viruses. Continuing on, the following paragraphs are some of the many ways that people choose to fight the common cold.

Herbal Therapy

Garlic can help prevent colds and help reduce symptoms because it contains a potent antibiotic called allicin, which is released when cloves of garlic are chopped, crushed or chewed. You can add raw garlic to foods as a preventive measure, or you can buy garlic supplements, which are available in most health food stores (or drugstores such as Wal-Mart pharmacy). The best supplement form is "enteric-coated capsules". They are easier for the body to absorb. Please follow label directions for dosage. 300 milligrams daily is the norm for as long as symptoms persist. It has also been found that if you boil a couple of very strong white onions and cover your head, as you would with a vaporizer, you will find good relief from nasal stuffiness. You may also purchase these capsules in an odorless and tasteless form for those of you that have intolerance to garlic. It can be quite offensive.

Juice Therapy

"Fresh" pineapple juice is wonderful for colds! It's less allergenic than citrus and less acidic in the stomach, it won't upset it and cause that burning feeling that you can get with orange juice, and it actually contains more vitamin C. It also breaks down mucus better. To treat a cold, drink four to eight ounces of juice at least four times a day. Please be sure and dilute the pineapple juice with the same amount of water.

Food Therapy

Grapefruit is a great food for fighting a cold. One reason is it is high in vitamin C. A lesser-known reason is that grapefruit helps detoxify the liver. Your liver is the front line to the immune system and when the immunity is impaired, you need something that is alkaline and not acidic to detoxify it. All citrus fruits become alkaline when metabolized in the body, but oranges and other citrus fruits are too sweet to promote proper liver drainage, so you get much better detoxification from grapefruit. By eating one or more grapefruit and their white bitter pulp each day, you will help prevent colds and build immunity. Grapefruit is also known as a wonder drug for breaking down fatty tissue and helping you in weight loss.

Aromatherapy

At first sign of a cold, if you have one, turn on your aromatic diffuser. Scenting a room with the right scents can relieve the symptoms of a cold. Great ones to use are exotic essences such as ravensare and niaouli for their natural anti-infectious and antiviral properties. Because these oils have strong, slightly medicinal smells, you could blend them with a sweeter-smelling oil such as rosewood, lemon, fir, cherry, coconut, blackberry, eucalyptus, or pine. All if these have an antiseptic effect. The most important thing is to start using aromatics as soon as you start feeling weak and run-down.

There are other natural ways to ward off a cold, such as homeopathy but this article will choose not to go into that in that at this time. Surely with this you will understand the basics of herb, juice and food therapy and be able to form and begin a suitable regimen on your own.

Article

Five Stumbling Blocks To Successful Networking And How To Overcome Them

The ability to connect with people is essential to success in any business. Professional networking events present opportunities to interact with others on a personal level and to develop profitable relationships. These occasions are critical for anyone who wants to grow a business or promote a career.

Many people are simply not comfortable walking into a room full of strangers and striking up conversations. Here are five common stumbling blocks that you may face and tips to help you overcome them.

1. A Reluctance To Talk To Strangers.

You were taught at an early age not to speak to people you don't know. It's not safe. In certain situations today this is still good advice. In business, however, talking to strangers is a way to generate interest and support for your products and services. If you only talk to the people you already know, you will miss out on opportunities to make new connections and establish valuable contacts.

To get past your discomfort in talking to strangers, set a goal for yourself before you attend any networking event. Decide how many new contacts you want to make or how many strangers you want to meet. In some cases, you may specifically target individuals whom you'd like to know.

Next come up with some icebreakers or conversation starters. Have questions prepared that you can ask anyone you meet at the event. You may want to inquire about other people's business, their connection to the sponsoring organization or their opinion of the venue.

2. Lack Of A Formal Introduction.

It's much easier to make a new contact when there is someone else to handle the introduction and pave the way. If you wait for another person to make the move you may not meet anyone. At networking events, the goal is to meet as many people as possible.

This is the time to take the bull by the horns, walk up to people you don't know, introduce yourself and start a conversation. You can do this if you have prepared your self-introduction in advance.

You will not introduce yourself the same way on every occasion. Perhaps it is your first time to attend an association meeting. In that case, you might want to say that as part of your introduction. Let people know who you are, why you are there and give them a reason to ask more about you.



3. Fear Of Being Seen As Pushy.

You may think that you will turn people off if you are assertive and that if they want to talk to you, they will make the first move. If this is your line of thinking you will find yourself spending your time alone at the reception or meeting function and leaving without a single new connection. Being open, friendly and interested does not turn people off.

You will not come across as overly aggressive if you seek out the "approachable" people. These are the ones who are standing alone or who are speaking in groups of three or more. Two people talking to each other are not approachable because they may be having a private conversation and you would be interrupting.

4. Thinking That Other People May Not Like You.

There is always the risk that the other person is not interested in you and doesn't want to meet or talk to you. It happens. If that is the case, don't take it personally. Nothing ventured is nothing gained. When you get a cold shoulder, smile, move on and say to yourself, "Next?"

5. Having Your Intentions Misunderstood.

Approaching someone of the opposite sex to begin a conversation may seem more like flirting than networking. This is more of an issue for women than men. Women have an equal place in the work arena and need to make professional connections the same as men do. Women in business can no longer afford to hold back when there is opportunity at hand.

Neither men nor women will have their motives misinterpreted if they present themselves professionally in their attire and if they keep the conversation focused on business issues or topics that are not personal or private. Whatever your stumbling blocks, face them before the next networking event and devise a personal plan for getting past them. Once you do, you will find yourself connecting with confidence and courtesy on every occasion and the results will be reflected in your bottom line.

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About the Author

Lydia Ramsey is a business etiquette expert, professional speaker, corporate trainer and author of *MANNERS THAT SELL - ADDING THE POLISH THAT BUILDS PROFITS*. She has been quoted or featured in *The New York Times*, *Investors' Business Daily*, *Entrepreneur, Inc.*, *Real Simple* and *Woman's Day*. For more information about her programs, products and services visit her web site at <http://www.mannersthat sell.com>.

