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Benton County Chapter Newsletter
August 2010 Issue

Editor: Mary Louise Malik (mlmalik@msn.com).

Deadline for submissions is the 25th of each month.

Benton County Chapter Officers, 2010 - 2011

President: Tina Keel, tmkeel@bluebunny.com

President-Elect: June Ball, jball@lindsey.com

Vice-President: Beanie Smith, beanie12@cox.net

Secretary: Netta Gibson, nettakay@cox.net

Treasurer: Melissa Sweet, melissa.sweet@kellogg.com

Message From The Board

PASSION &
PURPOSE



Hello BCC Members!

Along with the dog-days of summer things are heating up in IAAP BCC too. We had our brainstorming session during our last member meeting and have a great line-up of programs for 2010-2011.

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Don't miss our next chapter meeting

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

Date: Thursday August 12, 2010

Time: Networking 6:00 p.m., followed by a short business meeting – program 6:30 – 7:30 p.m.

Program: The Three Healthy Habits of Happy People – see synopsis below

Presented by: Dr. Janice LaBrie DC

IAAP is all about personal and professional development. With that in mind we have a well rounded calendar. There are several programs that will earn certification points and others that are focused on a more personal note. Thanks to everyone that took “ownership” of a program.

By now you have received the information to log on to **Typensave** to key in your recipes for our Benton County chapter cookbook. Our goal is complete our cookbook and have the books in time to sell for Christmas. You are welcome to add to any recipe category but we definitely need additional recipes for **Appetizers/Beverage, Salads, Vegetables & Side dishes, Bread and Rolls, Cookies and Candy and This and That**. Please find a few minutes to add a couple recipes to help make our book the best it can be. The deadline for keying is August 1st as we need to get it proofed and sent off to the printer.

We need volunteers to attend the Chamber of Commerce After-Hours to help promote IAAP. We'd like at least two people each month to attend.

If you are looking for educational opportunities but don't have time or funds for conferences and training courses, podcasts are a great alternative. Below is some information for **FREE podcasts for members**.

If you haven't heard any of the [free podcast interviews](#) with content experts now being posted on the IAAP website, then you need to listen up! These podcasts are interviews with experts, authors and those connected to business of the office professional. Here are some of the titles:

- How To Get Things Done When You're Not In Charge
Getting things done relies more on demonstrating influence than having formal authority. Learn three easy tips on how to

increase your professional influence so you can take charge and get results.

- Ethics, Integrity and Admins
Explore the meaning of ethics, why it's vital and becoming increasingly complex, the number one reason employees engage in unethical behavior, and the role of the admin in maintaining personal and professional ethics.
- Revising Your Job Description
Learn the in's and out's of revising your job description – how often you should update, the kinds of responsibilities you ought to include, and the new skills employers are looking for.
- Negotiation Tips For Admins
- Emotional Intelligence
- Employee Benefits – What's Up?
- From Unsung Hero To Super Hero
- Creating Newsletters That Get Results
- Meeting and Event Planning For Admins
- Humor – It's Nothing To Laugh At
- How To Say What You Mean Without Being Mean

And there are more to come. All podcasts will be archived so you can catch the ones you missed or revisit ones you especially liked. Having this up-close-and-personal with a recognized expert is a new member benefit, so be sure to take advantage of it.

Tina Keel – President

Ralph Waldo Emerson

A hero is no braver than an ordinary man, but he is brave five minutes longer.

AUGUST 12, 2010 PROGRAM:

Dr. LaBrie will present "The Three Healthy Habits of Happy People". These daily "habits" are important for gaining and maintaining a healthy body and mind. Dr. LaBrie spends a lot of her time helping her patients improve their health with these daily practices. Her goal is to educate people to take better care of themselves with simple yet very effective health habits. Her desire is to present it to you in a logical, enjoyable and accessible format. When you're healthy, you can be more effective in all that you do.



Dr. LaBrie is a Doctor of Chiropractic and a Fellow of the International Academy of Medical Acupuncturists. She was a licensed massage therapist for many years before becoming a chiropractic physician. Her extensive knowledge and experience qualify her to work effectively to restore motion to joints, strength to muscles, and function to the body as a whole. She uses her hands to adjust joints and treat soft tissue problems, needles to treat energy imbalances, and high quality vitamins and herbs for support and preventative care. Dr. LaBrie practices yoga and qi gong, and encourages her patients to do the same in order to experience increased flexibility, muscle tone, and mental focus. Dr. LaBrie's mission is not only to help her patients find relief from pain and discomfort, but also to develop a lifestyle that will keep them healthy and energetic in their daily lives.

Chamber of Commerce Calendar of Events:

Tuesday, July 20, **New Member Orientation**, 9 a.m. Chamber of Commerce, 200 E. Central Ave., Bentonville.

Thursday, July 22, **Connecting Professionals Networking**, 8 a.m. World Garden, 2905 S. Walton Blvd., Ste. 29, Bentonville, AR.

Thursday, July 22, **Business After Hours**, 5 - 7 p.m. Northwest Medical Center, 3000 S.E. Medical Center Pkwy., Bentonville, AR.

Wednesday, August 4, **New Teacher Luncheon**, 11:30 a.m. Bentonville High School, Bentonville.

Monday, August 16, **Teacher's Fair**, 11 a.m. Bentonville High School, Bentonville.

Tuesday, August 24, **ATHENA Women's Leadership Luncheon**, 11:30 a.m. DoubleTree Guest Suites, 301 SE Walton Blvd., Bentonville.

Thursday, August 26, **Business After Hours**, 5 - 7 p.m. The Edge Studio, 700 SE Walton Blvd., Suite 6, Bentonville.

Save the date!

September 21, **NWA Business Women's Conference**, John Q. Hammons Convention Center, Rogers, AR.
www.nwabusinesswomensconference.com.



Spotlight On: Kathy Bauman

Name: Kathy Bauman

IAAP Join Date: 3/11/2010

Employer: Wal-Mart Stores, Inc. / Global Internal Audit Services

Job Title: Executive Admin

Length of Service: 21 years

Best thing about your current position: My team of administrators I'm working with daily. They are a great group of ladies.

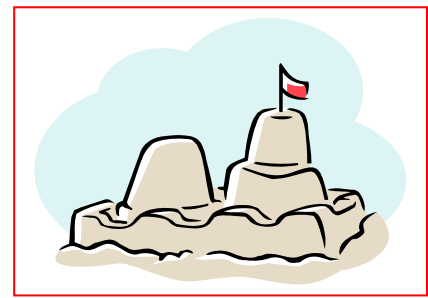
What would you change about your present working experience? Nothing

Worst job you ever had: I can't say I have had a bad job; you make it what it is.

Best job you ever had: Working for VP Construction, great person, very caring about others

The one office product you couldn't live without: Laptop

How long have you worked in the admin/secretary field? 36 years



What is the most interesting thing you've learned in the working world? Realize the source of the situation, be positive and help with the resolution. Pick your battles. You cannot take on all of them.

What do you like about being a member of IAAP? Friendships so far,

The person who had the biggest influence on your life: My Parents

What do you like to do away from work? Ride my Harley, take long trips, enjoying life.

Where were you born? Stillwater, OK (dad was a "OSU Cowboy")

If you were born elsewhere, when did you come to NW Arkansas? Why did you come here? Moved to Arkansas in 1987, Walmart transferred my husband into the Home offices.

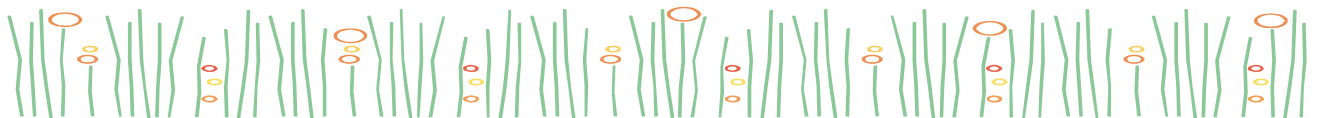
Any Words of Wisdom to share (your own, or others)?

No sure who wrote this, but I have it posted on my desk wall: "It is better to be liked for the true you, than to be loved for who people think you are". I make a point to never talk negative about others; I look for the good in everyone.

Note from your editor: I'm adding a little section on Best Practices, Hints and Pet Peeves. So if you have anything you would like to say, send them to me and you may see it in a future issue. (Thanks for the suggestion Melissa!) Also if you have a general question that the other members could answer, send it in too!

Yrjo Kallinen

Grace means more than gifts. In grace something is transcended, once and for all overcome. Grace happens in spite of something; it happens in spite of separateness and alienation. Grace means that life is once again united with life, self is reconciled with self. Grace means accepting the abandoned one. Grace transforms fate into a meaningful vocation. It transforms guilt to trust and courage. The word grace has something triumphant in it.



Question of the month ---

I'm new to being in a cubicle so I'm not used to the noise, causing noise that may affect others, etc. I used to sit in our Lobby and didn't have to listen to others or worry about my tone of voice unless someone was in the Lobby with me. I still answer our switchboard so my phone constantly rings and I'm constantly talking. I'm sure it gets on my neighbors nerves but I don't have any way around it. Does anyone have any tips on "cubicle etiquette"?

Send me your answers and I will put them in here next month....

A-O Division Education Forum

Register now to attend A-O Division's Education Forum to be held on Saturday, August 21, 2010 from 8:00 AM to 4:00 PM at the Wyndham Garden Hotel Oklahoma City Airport. Check out all the details in the registration flyer linked below. Cost to attend is \$30, and registration forms must be postmarked on or before August 13.

[Education Forum Registration Flyer](#)

We have an exciting keynote speaker...[Marathon Runner Mark Bravo](#)...to motivate us with **Passion & Purpose** for the new IAAP year. He asks, "**Are you ready to become the hero of your own life?**" Come let him inspire you to do just that.

Upcoming Events (Programs and other things)



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

Member News



* Great News! We have confirmed Doubletree Inn Express Hotel & Suites in Bentonville as the venue for 2011 AR-OK Division 53rd Annual Meeting. The core committee met June 22 and the Div President for 2011, Cheryl Cook CAP®, will sign the agreement. Save the Date for June 10-12, 2011!!!

Netta Gibson started her new job at Unilever on July 12, 2010. We all wish her the best!

Brenda Schader is our new program chair for 2010-2011. Thanks for volunteering!

Programs for 2010 - 2011

August 2010 – *The Three Healthy Habits of Happy People*

September 2010 – *Micro Messages. Discussion of A/O meeting in June 2011*

October 2010 – *Communication with Boss & Co-workers*

November 2010- *Women's Health Issues*

December 2010- *Holiday Social*

January 2011- *Internet Safety/I Phone & BB Technology*

February 2011- *Financial Debt Free Future*

March 2011- *Social Networking*

April 2011- *Administrative Professionals Seminar*

May 2011- *Conflict Resolution, Officer nomination & voting*

June 9, 2011- *Installation of chapter officers*

June 10 – 12, 2011 *A/O Division annual meeting*

July 2010 – *Brainstorming for 2010-2011 programs*

Best practices - submitted by Melissa Sweet

A best practice I use in my job is to check the conference room schedules for our office for the next two week period and make note of any meetings that will last through the lunch period. Then I contact the person facilitating the meeting to see if they will need catering, what they want, etc. This keeps me from having to jump through so many hoops at the last minute. (People in our office are notorious for "forgetting" they will need lunch and then calling at 10:30 a.m. or later and tell me they need catering for 30 people at noon)

For a good site to convert your PDF file back to a word document to be able to work on it:
www.pdfword.com

Thanks to those who've returned their profiles. I now have enough for a few more months. I would like to see everyone send one back!
Mary Louise

Hello BCC members,

Here is the seventh and last in the series of articles by Dr. Sharon Livingston that will be running this year. I found this to be very informative and interesting site. It's always fun to find more about ourselves and others and how to relate to them by understanding their personalities. I hope you will enjoy them and be sure to visit Dr. Livingston's web site: <http://www.tlgonline.com/index.asp>. There are many different articles to check out; and if you can't wait you can see what the other personality types are. You can also take the test to find out what your personality is.

Thank you for letting me present this series of articles to you. **Let me know what you thought of this series – should I look for more of this type?**

Mary Louise

Snow White and the Seven Dwarfs: Identifying the Seven Personality Types of Group Participants



Anyone who has ever run a meeting knows that dealing with the various personalities in the group can be a challenge. In an intriguing and lighthearted way, Dr. Livingston identifies seven personalities - each named after a Dwarf from the Snow White story - frequently found in groups. She entertains and informs audiences about how each of these personalities can destroy the cohesion and creativity of a group or be harnessed to positively impact the group's dynamics. "Happy" is so cooperative that he (or she) agrees with everything the leader says without contributing anything new. "Doc" is a know-it-all who wants to monopolize the meeting and steamroll anyone who gets in the way. And "Bashful" is so insecure he (or she) remains tight-lipped and unwilling to share key ideas that might lead to solutions. By identifying these personalities early on, the leader can deflect the negatives and encourage the positives through subtle body language cues and well-timed comments. The end result is a meeting that was well worth the time and effort and a team of people who feel valued.



Dr. Sharon Livingston, founder of Executive Solutions, Inc. has conducted over 5000 meetings in her twenty years as a marketing consultant. Although she doesn't necessarily fancy herself to be Snow White, Dr. Livingston says:
"It's amazing - in every group people seem to fall into one of the seven classic dwarf roles. They even seem to sit in the same positions each time. And once you know who's who, it's a piece of cake to run the meeting!"

- Let them know what the ultimate objectives are for the group
- Since they are great at remembering facts and details, refer back to them about those particular aspects for clarification
- Avoid asking them to take risks
- Give them some responsibility in the group
- Let them be the leader's helper

Potential Interventions to Diffuse Sneezzy Dwarf Problems:

- If appropriate, screen out allergic or sick people upfront
- Acknowledge his annoyance and complaints
- Ask other group member to exchange seats
- Have him ask hostess to lower/raise heat, etc.
- Let him know that you care about him

General Description of Sneezzy Personality:

Sneezys are quiet and reserved individuals who are interested in security and peaceful living. They have a strongly-felt internal sense of duty, which lends them a serious air and the motivation to follow through on tasks. They are organized and methodical in their approach.

Sneezys take pride in their loyalty, faithfulness, and dependability. They place great importance on honesty and integrity. They are "good citizens" who can be depended on to do the right thing for their

families and communities. While they generally take things very seriously, they also usually have an offbeat sense of humor and can be a lot of fun - especially at family or work-related gatherings.

Sneezzy respects laws and traditions, and expect the same from others. They're not comfortable with breaking laws or going against the rules. They tend to believe that things should be done according to procedures and plans. In a meeting, they may become overly obsessed with structure, and insist on doing everything "by the book".

Sneezzy is extremely dependable on following through with things which he or she has promised. For this reason, they sometimes get more and more work piled on them. Because Sneezzy has such a strong sense of duty, he may have a difficult time saying "no" when given more work than can reasonably be handled.

Sneezzy will work for long periods of time and put tremendous amounts of energy into doing any task which they see as important to fulfilling a goal. However, they will resist putting energy into things which don't make sense to them, or for which they can't see a practical application. They prefer to work alone. They like to be accountable for their actions, and enjoy being in positions of authority. Sneezzy has little use for theory or abstract thinking, unless the practical application is clear.

Sneezzy also has tremendous respect for facts. They hold a tremendous store of facts within themselves, which they have gathered through their Sensing preference. They may have difficulty understanding a theory or idea which is different from their own perspective. However, if they are shown the importance or relevance of the idea to someone who they respect or care about, the idea becomes a fact, which Sneezzy will

internalize and support. Once Sneezy supports a cause or idea, he or she will stop at no lengths to ensure that they are doing their duty of giving support where support is needed.

Sneezy people are not naturally in tune with their own feelings and the feelings of others. They may have difficulty picking up on emotional needs immediately, as they are presented. Being perfectionists themselves, they have a tendency to take other people's efforts for granted, like they take their own efforts for granted. They need to remember to pat people on the back once in a while.

Sneezy guys are likely to be uncomfortable expressing affection and emotion to others. However, their strong sense of duty and the ability to see what needs to be done in any situation usually allows them to overcome their natural reservations, and they are usually quite supporting and caring individuals with the people that they love.

Sneezy is extremely faithful and loyal. Traditional and family-minded, they will put forth great amounts of effort at making their homes and families running smoothly. They are responsible parents, taking their parenting roles seriously. They are usually good and generous providers to their families. They care deeply about those close to them, although they usually are not comfortable with expressing their love. Sneezy is likely to express affection through actions, rather than through words.

Sneezy people have an excellent ability to take any task and define it, organize it, plan it, and implement it through to completion. They are very hard workers, who do not allow obstacles to get in the way of performing their duties. They do not usually give themselves enough credit for their achievements, seeing their accomplishments simply as the natural fulfillment of their obligations.

They are the first to notice distractions in the meeting room.

Under stress, Sneezy may fall into "catastrophe mode", seeing nothing but all of the possibilities of what could go wrong. They will berate themselves for things which they should have done differently, or duties which they failed to perform. They will lose their ability to see things calmly and reasonably, and will depress themselves with their visions of doom. In a meeting this may be externalized as complaints about group process or focused on the test materials.

<http://www.tlgonline.com/index.asp>

ALBERT EINSTEIN

How on earth are you ever going to explain in terms of chemistry and physics so important a biological phenomenon as first love?



HOW TO RELAX: WAYS TO TAKE A BATH

After a long, hard day, you get home. You kick off those killer shoes, drop that by-now-sweaty sweater, and get ready for some relaxation. The kids are out; the spouse is working late or another shift. This is your time to de-rush and de-stress. Here is how you can reduce the stress in your life easily at home after work.

So, your toes touch the soothing water of the bathtub. You get in, and close your eyes. Oh yes... This is the LIFE! And oh, after ten minutes of watching the water just sit there, you're already bored out of your mind. Thinking about the dishes that are waiting... And you're running out of socks, so the laundry... And not to even start about... Bye-bye relaxation. It doesn't take long or you've given up on the whole idea, dry off and get cracking at the chores you wanted to avoid for a little while longer. The "me" time is down the drain, together with the bath water.

So what can you do about this? It's little aspects. It depends on your own preferences, but it'll keep you in the tub till you're wrinkly and as flexible and relaxed as a wet noodle. (And a lot less grouchy than when you came in the door.).

Point one: Get music. Do you have an old radio/CD player, move it toward the bathroom. You might want to leave it just outside of it so the steam and moisture stay out of the electronics, but close enough to hear the music. (No talk-shows allowed, unless it's one with a few laughs in it. NO politics, no deep profound problems. They just tense you up again, and that defeats the purpose).

At this point you have an option. You either sing along with the music to your heart's content/listen to it, or, you do something else. But what? Pick up that magazine you've been meaning to read all month. The poetry book, the newspaper (Hey, everyone else had a chance to read it already, and who cares if the comics get wet? As long as you get to read them when the wording's still legible!). Hey, you can even try singing some Opera. The acoustics in the bathroom should be perfect for it.

Finally use that Lavender bath foam your aunt got you so long ago. Go crazy with it if you like. When you were small you made funny hairdo's using the foam... Think you're too old for it? TRY IT! You're never too old to re-live a bit of stress-free childhood! And don't forget a drink for that tired throat. Kool-Aid is fantastic on summer days, believe it or not. And it is yet another taste of way-back-when innocence.

You're wrinkly now. You're practically falling asleep in the tub, and the water's getting cold. You've been in there for the past hour and a half. Uh-oh. Stayed in too long, it was too much...Fun...!

The very last suggestion: take a little alarm clock with you into the bathroom. After 45 minutes the relaxation should've taken effect, and it's a nice time to call it a day... You've had your share of unadulterated relief, now it's time to get back into the real world. Long enough for it to be a treat: short enough not to load you with feelings of guilt over those unwashed socks. Try it today. You'll love it.

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