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Benton County Chapter Newsletter
Bentonville, AR

January 2012 Issue

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

Deadline for submissions is the 25th of each month.

Benton County Chapter Officers, 2011 - 2012

President: Melissa Sweet, Melissa.sweet@kellogg.com
 Secretary: Chris Halverson, chalvers@its.jnj.com
 Treasurer: Mary Louise Malik, mlmalik@msn.com

Message From from the Board



Happy New Year's Everyone!

It's hard to believe that it's already 2012. Last year just raced by! Our APW Committee is hard at work trying to get all the details worked out.

April 25th will be here before you know it. We can certainly use your help – our next meeting is on January 10 at the Holiday Inn Hotel in Springdale — you can contact me, Melissa, Chris, or Michelle for the time if you would like to come.

(Continued on Page 2)

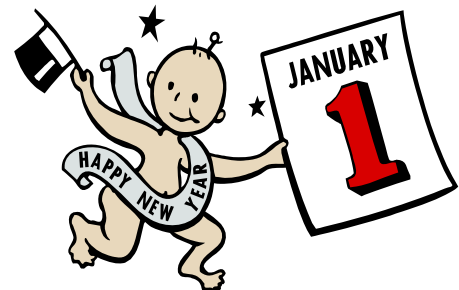
Don't miss our next chapter meeting

Place: **Hyatt Place – Rogers/Bentonville**
4610 W. Walnut Street
Rogers, AR 72756

Date: Thursday January 12, 2012

Time: Networking 6:00 – 6:30 p.m.
 Business Recap 6:30 – 7:00 p.m.
 Program 7:00 – 8:00 p.m.

Program: Organizational Tips Presented by Elaine Malik – How you can organize the mess in your life so you can actually find your things!



We also will be looking for help the few days before in putting together the goodie bags, programs, etc. If you know of anyone who can donate items for the goodie bags or door prizes, please let us know. It's very hard these days to find sponsors. There are other items we need help with, so please get in touch with us to help out. Let's make our 6th year the best convention ever!

I hope some of you are pursuing the Member of Excellence or your Certification this year. I'm going for the Member of Excellence, and am working at getting our Chapter of Excellence this year too! These are wonderful opportunities for us all.

I hope you have taken the time to go to the International Site and investigate all they have to offer – webinars, library, e-groups – lots of information there! Don't forget to check the Division site either – they will have updated information on what's going on.

Our next meeting on January 12 should be an interesting one – Elaine Malik (yes my sister!) will be presenting the program on Organizational Tips. Believe me she knows organization – both at home and at work. I think you will enjoy it!

Don't forget about the Arkansas/Oklahoma Division Meeting in June in Little Rock. It should be a lot of fun and is a great time to meet with members from the other Chapters. I went to last year's here in Bentonville and had a great time – I can't wait to attend this year's!

I hope you all have a safe and prosperous 2012!

Mary Louise Malik
2011-2012 Treasurer

Benton County Chambers of Commerce

Business after Hours
January 19, 2012
5:00 pm - 6:30 pm

Location:

2522 S. Pinnacle Hills Pkwy.
Rogers, AR 72758



Chamber members from across Benton County are invited to attend the Benton County Business After Hours at 2252 S. Pinnacle Hills Pkwy. The event is co-hosted by the Rogers-Lowell Area, Bentonville/Bella Vista, and Siloam Springs Chambers of Commerce.

Business After Hours business-building networking continues to grow, with approximately 100+ in attendance at each event. You can mix and mingle with other NWA business professionals and find out what other businesses have to offer. Make sure to bring plenty of business cards to this fun networking event!

This is a free event to Chamber members and registration is not required.

So, grab a co-worker, bring a stack of business cards and be ready to make some new connections. This is a free event to Chamber members and registration is not required.

Christopher Hitchens

Owners of dogs will have noticed that, if you provide them with food and water and shelter and affection, they will think you are god. Whereas owners of cats are compelled to realize that, if you provide them with food and water and shelter and affection, they draw the conclusion that they are gods.

14 Tips on Business Etiquette: Setting a professional tone with co-workers, clients and customers

Business Etiquette Tip #1

Cubicle etiquette: 8 close-quarters rules

Even if there aren't four walls and a door marking the area, you need to respect everyone else's work space. Four etiquette rules:

1. Don't "prairie dog." Walk around the partition to see a neighbor, instead of popping your head over the top. And as you walk down the passageways, don't peek into each workstation.

2. Grant your neighbors private time. Stagger lunch breaks to provide everyone a few minutes alone at their desks.

3. Don't chime in to conversations you hear over the wall. Whether it's a work question you can answer or a private conversation you'd rather not hear, ignore comments that aren't directed at you.

4. Keep lunch in the kitchen. Or, when you absolutely can't leave your desk for a meal, choose foods without strong

odors, and dispose of your trash in the kitchen, not in your own wastebasket.

Business Etiquette Tip #2

'Casual dress' etiquette: Demystify your event's dress code

Casual. *Corporate casual*. *Business casual*. *Smart casual*. *Resort casual*. Don't leave meeting attendees baffled about your event's dress code.

Explain what you mean by "business casual" or "corporate casual," etc. with examples of appropriate attire for men and women. One event's "resort casual" encouraged wearing jeans, while another explained that shorts were acceptable, but not denim or cutoffs.

Tip: Map your course of action when attending a meeting where the dress code is unclear. Find out how in [14 Tips on Business Etiquette: Setting a professional tone with co-workers, clients and customers](#).

Business Etiquette Tip #3

How to finesse awkward, embarrassing situations

Knowing whether or not to tell your CEO that he has spinach stuck in his teeth is one sure test of your business etiquette skills. (*Answer:* Tell him, but discreetly.)

The Situation: You find a personal—and potentially embarrassing—document left behind on the photocopier.

Solution: Normally, you'd put forgotten pages in a tray beside the copier, for people to claim later. In this case, though, deliver the document in person, advises Peter Post, author of *The Etiquette Advantage in Business* and great-grandson of Emily Post.

Business Etiquette Tip #4

Handshake etiquette: Setting the stage for instant rapport

A good, well-timed handshake to pair with your smile is a sure way to stand out, whether you're at the company picnic or an industry conference.

Here's how important it is: A prospective employee with the best handshake is more likely to get the job, research shows.

Even if you're not a job-seeker, a good handshake will grant you instant rapport when meeting someone new. Find a refresher course on the business protocol of the perfect handshake in [14 Tips on Business Etiquette: Setting a professional tone with co-workers, clients and customers.](#)

Business Etiquette Tip #5

Job etiquette: When a co-worker gets the pink slip

Your friend at work gets handed a pink slip, and now you feel awkward. So awkward, in fact, that you're tempted to do nothing. But that's the last thing you should do.

Here's how to deal with the situation:

React quickly, or risk appearing insensitive. Even if you can say only, "I'm sorry. And I don't know what to say."

Steer clear of downplaying or saying anything inauthentic. Avoid saying things like, "This place is going down the tubes" or "I know how you feel."

Set up a gathering, once the initial shock has faded. Make it just the two of you or invite others, so you have time to say goodbye outside the office. Keep it focused on the person, and "understand that some things are out of our control," advises psychologist Kenneth E. Reinhard.

Business Etiquette Tip #6

Guest etiquette: Roll out the red carpet for visitors

When a VIP comes to your office, how do you dole out extra-special treatment?

Being friendly and responsive is the key to treating VIPs well, says etiquette expert Peter Post.

Find out how to implement Post's advice and more in [14 Tips on Business Etiquette: Setting a professional tone with co-workers, clients and customers.](#)

Business Etiquette Tip #7

Business phone etiquette: Soothe angry callers

Turn a growling caller into a purring, pleased customer with these telephone etiquette techniques:

Bite your tongue. When someone screams on the phone, your first thought may be, “What a jerk!” But that attitude will only poison an already-tenuous relationship with the caller. Instead, stay calm and listen.

Let ’em vent. Like a whistling kettle, angry callers need to vent some steam. Don’t interrupt—even with a solution—before they tell their story.

Take it down a notch. Instead of raising your voice to match the caller’s volume, speak softly. That will soothe the speaker and show him or her that you’re interested in handling the complaint in a calm, rational way.

Business Etiquette Tip #8

Kitchen faux pas: Who ate my yogurt?

Some employees can tolerate co-workers’ swearing and rude behavior, but don’t even dream of touching their yogurt or ham sandwiches. The most offensive thing an office worker can do is steal colleagues’ food from the office fridge, says a recent TheLadders.com survey of 2,500 U.S. employees.

A full 98% agreed that fridge raiding was unacceptable workplace etiquette.

Respondents also cited, in order: bad hygiene, bad habits, drinking on the job, swearing, wasting paper, cooking smelly food in the microwave and using a BlackBerry in meetings.

Help everyone keep the fridge clean

The greatest mystery in many workplaces is what’s lurking in the office refrigerator. Go beyond scheduling regular “Use it or lose it” deadlines. Follow these tips:

1. Post a copy of the clean-fridge policy on the refrigerator door, so no one will have any excuses.

2. Make it easy for people to label containers with their names and expiration dates by keeping a marking pen and tape in the kitchen.

3. Promote safe food storage by posting the USDA’s cold storage chart.

Business Etiquette Tip #9

Office donations: Keep it low-key when passing the hat

Not only is there no such thing as a free lunch, but those birthday cakes for co-workers can cost you, too.

It’s not unusual to be asked to help pay for celebrations at the office, such as birthdays and baby showers. In a recent survey by Office Team, more than 75% of respondents said employees chip in at least once a year; 15% said employees receive donation requests monthly.

Business Etiquette Tip #10

Business letter etiquette: The art of the personal note

Angela Ensminger, co-author of *On a Personal Note: A Guide to Writing Notes with Style* (Hallmark) told attendees at an International Association of Administrative Professionals convention that great personal notes come from taking these three steps:

1. State why you're writing in a straightforward manner. *Example:* "Thank you for taking the time to visit our offices."

2. Elaborate on step 1. *Example:* "It was so valuable for our entire executive team to meet with you face to face. And your meeting sparked several creative ideas that we're excited to pursue."

3. Build the relationship. "This is the most important step," says Ensminger. "What you're saying here is: 'Your relationship matters and I'm proving it by taking the time to write this note.' In business relationships, time taken is worth everything. If there's a bell curve of emotion to a personal note, this is the top of it."

Access more of Ensminger's business letter etiquette guidelines in [14 Tips on Business Etiquette: Setting a professional tone with co-workers, clients and customers.](#)

Business Etiquette Tip #11

Business dining etiquette: 5 rules

Whether you're lunching with peers at a convention or meeting with a vendor, business dining etiquette can keep you from marring your image with a faux pas.

Here are five etiquette rules for business meals, according to Robin Jay, author of *The Art of the Business Lunch: Building Relationships Between 12 and 2*.

1. Never, ever talk with your mouth full. Instead, take small bites so you can quickly swallow if somebody asks you a question, Jay says.

2. Come prepared with a few casual,

non-business topics in mind. It helps you avoid awkward silences. People enjoy giving their thoughts on subjects like travel, sports and movies.

3. Always be kind to the waitstaff, no matter what happens. Anyone who is nice to you but nasty to the server is not a nice person.

4. Know your lunch partner's business. It's especially key when your tablemate is someone you'd like to impress, but the rule holds true regardless. The fewer times you have to say (or think), "I didn't know that!" the more impressed the other party will be. *How to steal this idea:* Take a few minutes to do a Google search before you leave for lunch.

5. Put some thought into choosing the right restaurant. Too casual or inexpensive and the person may not feel valued. Too expensive and they may perceive you as wasteful. When in doubt, suggest that the other person pick the place.

Business Etiquette Tip #12

Office decorations: Balance personal & professional image

Personalizing our office space is tempting because we spend more awake hours there than anywhere else. But strike a balance by answering these questions about your cubicle décor:

- 1. Who will see it?**
- 2. What does it say about you?**
- 3. Is it distracting?**
- 4. Does it go overboard?**

Business Etiquette Tip #13

Party etiquette: Special occasions with co-workers

Office party etiquette is simple: Don't do anything that you don't want the entire company to be talking about for several years to come. Contrary to popular myth, an office party is not the place to wear a lampshade on your head. Keep your dignity, and respect the dignity of others.

For co-worker special occasions, follow these gift-giving tips in [**14 Tips on Business Etiquette: Setting a professional tone with co-workers, clients and customers.**](#)

Business Etiquette Tip #14

Etiquette questions: Expert advice from Letitia Baldrige

In **14 Tips on Business Etiquette**, "America's foremost authority on manners" Letitia Baldrige answers this sampling of reader questions on business etiquette and protocol.

- What's the proper way to introduce business associates?
- Business dining etiquette: Who pays for lunch?
- Does it matter who opens a door nowadays?
- What's the protocol on presenting my business card?
- Cubicle etiquette no-no: A noisy co-worker is driving me crazy

<http://www.businessmanagementdaily.com/glp/28411/14-Tips-on-Business-Etiquette.html>



Soren Kierkegaard

If I were to wish for anything, I should not wish for wealth and power, but for the passionate sense of the potential, for the eye which, ever young and ardent, sees the possible. Pleasure disappoints, possibility never. And what wine is so foaming, what so fragrant, what so intoxicating, as possibility!

Upcoming Events (Programs and other things)



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

Member News



I found a neat web site –
www.BlogHer.com Visit it when
you get a chance!

This is another great site to help improve your
vocabulary – a necessity in our field –
www.vocabulary.com
Check it out!

Programs for 2011 - 2012

January 12, 2012- **Organizational Tips/Stop
Procrastination**

February 9, 2012 – **Soft Skills**

March 8, 2012- **Digital Camera use in the
Office Environment**

April 25, 2012- **Administrative Professionals
Seminar**

May 10, 2012- **Best Practices/Situational
Outlook/Officer nomination & voting**

June 14, 2012- **Installation of chapter
officers**

July 12, 2012 – **Brainstorming Session**

July 14, 2011 – **Brainstorming for 2011-2012
programs**

August 10, 2011 – **Results of Brainstorming
Session, Business Expo, APW**

September 8,,2011 – **Web Design and BCC
Web Site**

October 13, 2011 – **Chapter Website &
programs discussion by members**

November 10, 2011- **Best Practices- APW
Discussion**

December 8, 2011- **Holiday Social/Lunch**

American Red Cross is currently looking
for one or two part time front desk
volunteers. Especially on Thurs. Please
contact Tammy Ellis at
tellis@redcrossnwa.org or 479-306-4688
ext 212

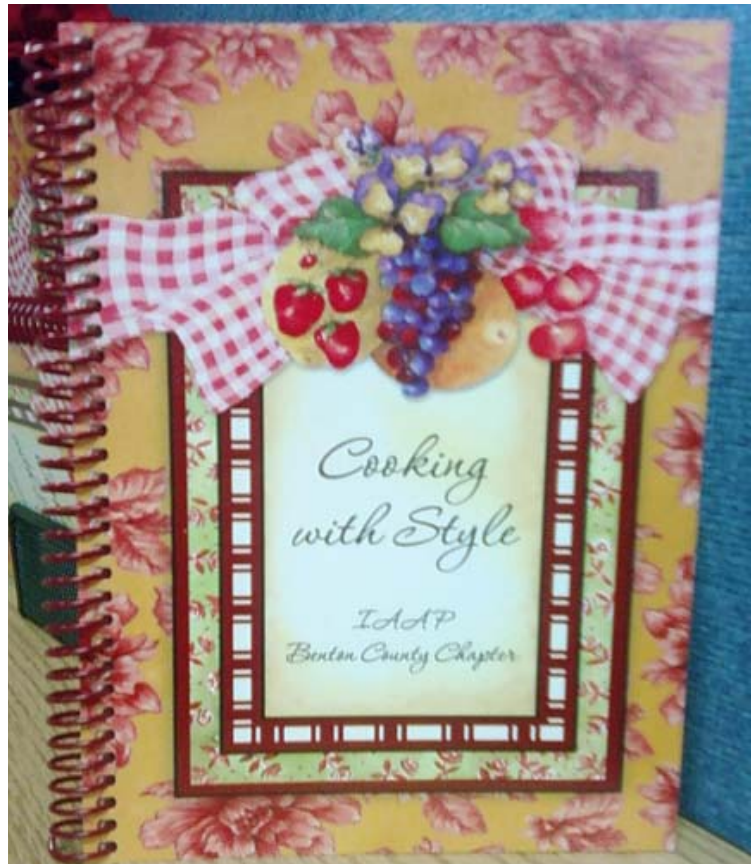
Another great website:

<http://www.keyhero.com>

This has typing tests to sharpen your skills!

Remember to check the A/O Division
website for any current information of
what's going on. For your convenience
here's the link:

[Hhttp://www.iaap-ao.org/Home/](http://www.iaap-ao.org/Home/)



Remember to keep selling the cookbooks! Remember they make great birthday gifts, Valentine's Day gifts, anniversary gifts, just-because gifts – anything you can think of!

At only \$7.50 each, we are finding that they are practically selling themselves. With all the great family recipes there is something for everyone in it.!

If you need books, you can contact Tina, Michelle, Melissa or myself and we will make sure you get some (to buy/sell).

We need everyone's help in order to make this a successful fundraiser.

My thanks to everyone who has already picked up and started selling the books.

Safe Diets to Lower Cholesterol

by: [Todd Peterson](#)

If you have high cholesterol and want to lower it, you may consider changing your diet. There is no shortage of diets on the market today to help you do this.

You can lower your cholesterol by eating foods which include more plant-based foods. Foods like vegetables, fruits, whole grains and legumes are great excellent substitutes for high cholesterol foods. Choose foods like cereals, breads, rice, pasta, and other grains, as well as dry beans and peas. These are high in starch and fiber and low in saturated fat and calories. These kinds of foods naturally contain a low amount of fat and cholesterol and should be added to your menu; but some bakery breads and sweet bread products that are made with high-fat, high-cholesterol milk, butter, and eggs should be consumed sparingly.

Six to eleven servings of foods from this group each day is recommended. People who have a low HDL (the "good" cholesterol) should keep their carbohydrate intake below the maximum of 60 percent of total calories. Too many carbohydrates will force your liver to increase its production of cholesterol resulting in high cholesterol rather than decreasing the cholesterol in the blood.

If you follow a diet regimen that allows low animal product intake, your cholesterol levels should improve. A lot of animal products are high in cholesterol and are high in saturated fats. Saturated fats will actually raise your blood cholesterol level more than

simply eating cholesterol itself. Red meat with visible fat, organ meat,

processed meat like bologna and salami, duck, and goose are an example of some foods that are really high in saturated fats and cholesterol. Foods that are made from animals like butter, egg yolks, cheese and even ice cream are also high in cholesterol and saturated fats. Consuming excess animal products of this type will prevent you from lowering your cholesterol level.

Another diet avenue that you can consider taking to lower your cholesterol is to decrease the amount of Trans fat you consume. Although saturated fats do increase your bad cholesterol Trans fats will do this as well. Trans fat will also lower your HDL levels. This is the good cholesterol. Look at the ingredient list on the food label to see if the food product has Trans fats. Trans fat containing foods usually have words printed on the label like shortening, partially hydrogenated vegetable oil, or hydrogenated vegetable oil. The ingredients are listed on the label in descending order of predominance. Close to the end of the list you will find the smaller amounts of Trans fat. You can also look on the label under "fat". The amount of Trans fat that is contained in the product is often listed just after the saturated fat. Trans's fat is found in foods like salad dressing, vegetable shortening, sweets, baked goods, fried foods, and other processed foods. When trying to lower your cholesterol, these types of foods should be avoided.

About The Author

Todd Peterson has done extensive research on nutrition and heart health for many years. For more information on

diets to lower cholesterol,

Visit his website on maintaining healthy cholesterol, levels the natural and healthy way.



The author invites you to visit:
<http://www.how-lower-cholesterol.com>

Other Articles by Todd Peterson

Article Source:

http://www.articlecity.com/articles/health/article_12379.shtml

Joseph Jaworski

Leadership is about creating, day by day, a domain in which we and those around us continually deepen our understanding of reality and are able to participate in shaping the future. This, then, is the deeper territory of leadership -- collectively "listening to what is wanting to emerge in the world, and then having the courage to do what is required."



January Birthdays

- Jan. 1, 1752 – Betsy Ross – Seamstress who designed the first American Flag
- Jan. 1, 1735 – Paul Revere – Patriot in the American Revolutionary War
- Jan. 3, 1892 – J.R.R. Tolkien – Author of the “Lord of the Rings” trilogy
- Jan. 4, 1809 – Louis Braille – Invented a system of writing for blind people
- Jan. 6, 1878 – Carl Sandburg – Poet who wrote “Chicago Poems” and a bio of Abraham Lincoln
- Jan. 6, 1412 – Joan of Arc – Catholic saint who disguised herself as a man to fight for France
- Jan. 7, 1800 – Millard Fillmore – 13th President of the U.S.
- Jan. 9, 1913 – Richard M. Nixon – 37th President of the U.S.
- Jan. 12, 1628 – Charles Perrault – Author of fairy tales “Cinderella” and “Sleeping Beauty”
- Jan. 16, 1853 – Andre Michelin – Made a fortune from inflatable automobile tires
- Jan 17, 1706 – Benjamin Franklin – American patriot, inventor, writer, and statesman
- Jan. 18, 1782 – Daniel Webster – Politician widely renowned for his powerful speeches
- Jan 18, 1882 – A.A. Milne – Author of the “Winnie the Pooh” series
- Jan. 19, 1809 – Edgar Allan Poe – Dark poet and author of many horror stories
- Jan 23, 1737 – John Hancock – Signed the Declaration of Independence with a flourish
- Jan 25, 1759 – Robert Burns – Scottish poet who composed “Auld Lang Syne”
- Jan 27, 1756 – Wolfgang Amadeus Mozart – Classical composer of operas including “The Magic Flute”
- Jan 27, 1832 – Lewis Carroll – Author of the “Alice in Wonderland” stories
- Jan 29, 1843 – William McKinley – 25th President of the U.S.
- Jan 30, 1882 – Franklin D. Roosevelt – 32nd President of the U.S.

Apple & Apricots Month
Artichoke & Asparagus Month
Bath Safety Month
Be Kind to Food Servers Month
Birth Defects Month
Book Blitz Month
California Dried Plum Digestive Month
Carnival Season (1/6 to 2/21)
Celebration of Life Month
Cervical Cancer Screening Month
Financial Wellness Month
Get Organized Month
International Change Your Stars Month

International Creativity Month
International New Years Resolutions Month for Business
International Quality of Life Month
National Be On-Purpose Month
National Clean Up Your Computer Month
National Hot Tea Month
National Mentoring Month
National Polka Music Month
National Soup Month
National Volunteer Blood Donor Month
Oatmeal Month
Self-Love Month
Tubers & Dried Fruit Month

Celebration of Life Week - Jan 1-7
Diet Resolution Week - Jan 1-7
National Lose Weight/Feel Great Week – Jan 1-8
Someday We’ll Laugh About it Week – Jan 2-8
Women’s Self Empowerment Week – Jan 5-9
Home Office Safety & Security Week – Jan 8-14
Cukoo Dancing Week – Jan 11-17
Heathy Weight Week – Jan 15-21
National Fresh Squeezed Juice Week – Jan 17-23
Week of Christian Unity Week – Jan 18-25
Bald Eagle Appreciation Days – Jan 21-22
Clean Out Your Inbox Week – Jan 23-27
National Handwriting Analysis Week – Jan 23-29
No Name Calling Week – Jan 23-27
National Take Back Your Time Week – Jan 25-29
Meat Week – Jan 2- Feb 5
National Cowboy Poetry Gathering Week – Jan 30-
Feb 4
International Hoof Care Week – Jan 31 – Feb 3

Copyright Law Day – Jan 1
Ellis Island Day – Jan 1
First Foot Day – Jan 1
Mummers Parade – Jan 1
New Years Day – Jan 1
New Year’s Dishonor List Day – Jan 1
Polor Bear Plunge or Swim Day – Jan 1
Saint Basil’s Day – Jan 1
Rose Bowl Game – Jan 2
“Thank God It’s Monday” day – Jan 2
Tournament of Roses Parade Day – Jan 2
Happy Mew Year for Cats Day – Jan 2

National Motiviation & Inspiration Day – Jan 2
55-MPH Speed Limit Day – Jan 2
Drinking Straw Day – Jan 3
National Chocolate Covered Cherry Day – Jan 3
Trivia Day – Jan 4
World Braille Day – Jan 4
Bean Day – Jan 5
Bird Day – Jan 5
Three Kings Day- Jan 6
I’m Not Going To Take It Anymore Day – Jan 7
Orthodox Christmas Day – Jan 7
National English Toffee Day – Jan 8
Show & Tell Day at Work – Jan 8
National Clean Off Your Desk Day – Jan 9
United Nations Day – Jan 10
Blame Someone Else Day – Jan 13
Rubber Duckie Day – Jan 13
Dress Up Your Pet Day – Jan 14
Organize Your Home Day – Jan 14
Humanitarian Day – Jan 15
Nothing Day – Jan 16
Kid Inventors’ Day – Jan 17
Do Dah Parade Day – Jan 18
Popcorn Day – Jan 19
National Hugging Day – Jan 21
Chinese New Year – Jan 23
Fun at Work Day – Jan 27
Seeing Eye Dog Day – Jan 29
Bubble Wrap Appreciation Day – Jan 30
Inspire Your Heart With Art Day – Jan 31