



Benton County Chapter Newsletter
July 2009 Issue

Editors: Elaine Malik (esmalik@msn.com) and
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Deadline for submissions is the 25th of each month.

Benton County Chapter Officers, 2009 - 2010

President: Susana Bailey, Susana_BCC2005@cox.net

Vice-President: Netta Gibson, nettakay@cox.net

President-Elect: Tina Keel, tmkeel@bluebunny.com

Secretary: Sarah Wetherbee, swetherbee333@yahoo.com

Treasurer: Tish Carter, tcarter@technisource.com

Message From The Board

Hello BCC Members,

It is my greatest pleasure to serve as Vice President Benton County Chapter for 2009/2010. If there is anything I can help you with, please let me know.

I want to encourage each Member to attend the free Educational Leadership Conference at the Hampton Inn, Van Buren, Arkansas, on Saturday, August 22, 2009 (1916 N. 6th St. – Exit #5 from I-40).

There will NOT be a registration charge for A-O Division Members to attend. Members who register but do not attend will be billed afterwards for their food cost.

There is a block of 10 single and 10 double rooms reserved for IAAP members for Friday evening, August 21, 2009 at a rate of \$94 per room. You will need to call the hotel directly to reserve your room with a credit card guarantee (479-471-7447).

The A-O Division will provide reimbursement again to members for half their hotel room cost for Friday night, up to \$47 plus tax.

Thank You again for allowing me to serving as Vice President.

Netta Gibson,
Vice President, IAAP Benton County Chapter
nettakay@cox.net
(479) 903-1621

Don't miss our next chapter meeting

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

Date: **Thursday, July 9, 2009. Note: New Day! 2nd Thursday of each month.**

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

Program: 7 Steps to Financial Peace, presented by Mike Frost.

This program will review the seven steps that will lead to financial peace in your life when followed in order. Mr. Frost works for Premier Concepts, and has been teaching Financial Peace University classes for several years.

Last Chapter Meeting Minutes

Benton County Chapter IAAP Member Meeting Minutes Bentonville Clarion Inn Tuesday June 16, 2009

Meeting was called to order at 6:30 pm by 2008-2009 President Elaine Malik.

New member Beanie Smith was officially welcomed and pinned by 2008-2009 Membership Chair Susana Bailey. President Malik presented a recruiting pin to Susana Bailey, and also presented a pin to Mary Louise Malik, for recruiting new member Janine Diermann.

Members voted at the May Member Meeting for the incoming Benton County Chapter officers. Razorback Chapter Member Linda Dizney CAP, former A-O Division President, assisted by Razorback Chapter Member Sharon Harvey, performed the installation of 2009-2010 Benton County Officers.

The ceremony consisted of each officer accepting a rose to symbolize their position and duties. Tish Carter was not able to attend the installation and will be presented her treasurer rose and pin at the July member meeting. During the ceremony, 2008-2009 BCC President Elaine Malik presented the president's gavel to incoming BCC President Susana Bailey.

Elected officers compose the board of directors for the IAAP Benton County Chapter effective immediately.

The ceremony and refreshments were enjoyed by several members and guests.

2009-2010 officers installed are:

Susana Bailey - President
Tina Keel - President Elect
Netta Gibson - Vice President
Sarah Wetherbee - Secretary
Tish Carter - Treasurer

Discussion included the A-O Division Meeting in Tulsa, and the bid to host the 2011 A-O Division Meeting in Bentonville. The Bentonville Convention and Visitors Bureau will help and be involved with planning for that event.

Attendees:

Amanda Webb, Angela Hawkins, Beanie Smith, Sheryl Dotson, Elaine Malik, Elaine Sanders, June Ball, Linda Dizney CAP, Mary Beth Watson CPS, Mary Louise Malik, Michelle Hunsaker, Netta Gibson and husband Joe Gibson, Sarah Wetherbee, Sharon Harvey, Susana Bailey and 2 granddaughters, Krista McAlexander and Madison McAlexander, Tammy Ellis, and Tina Keel.

Meeting was adjourned early at 7:03 pm by incoming 2009-2010 President Susana Bailey, for members and guests to enjoy the rest of the gathering in an informal setting.

Respectfully submitted,

Sarah Wetherbee, Benton County Chapter Secretary

A-O Division News

Summary of the 51st Annual Meeting
Arkansas-Oklahoma Division, Inc.
Hosted by Tulsa Chapter
Cherokee Casino Resort, Catoosa, OK -- June 12-14,
2009

It was a terrific experience when 78 IAAP members and guests convened upon the Cherokee Casino Resort to celebrate our year of EXCELLENCE IN ACTION. The enthusiastic members of Tulsa Chapter were wonderful hosts, and they established a standard of excellence in every possible aspect of Annual Meeting. If you were there, you understand. If you weren't there, you missed out!

The Tulsa Chapter offered two separate educational workshops on Friday with Gini Courter MBA, of Triad Consulting. Each earned three recertification points. The morning session was "Making, Managing, Enhancing, and Using Digital Images." The afternoon session was "Surviving Your Move to Office 2007." Attendees walked away with useful information in these areas.

Seven vendors displayed their products at the Vendor Fair, and attendees added further to their payload of items to take home.

The Welcome/Open House/Dinner offered something for everyone: good food, music, entertainment, networking, games, prizes, and dancing. The Long Tall Texan even made an appearance on stilts. We appreciate Al Yowell, husband of Tulsa Chapter President Jolene Yowell CPS, for his willingness to entertain us.

Our Opening Ceremonies on Saturday were inspirational with Tulsa Chapter member Sheryl Tunley providing the Invocation, with the VFW 5th District Honor Guard posting the colors and leading us in the pledge of allegiance, and with Tulsa Chapter member Jill Lingle leading us in the singing of our National Anthem. Cherokee Casino Resort General Manager Bob Zablonksi welcomed us.

A-O Division President Marsha Bryan CPS/CAP called the meeting to order and introduced the members she had appointed to serve on the Annual Meeting Special Committees. The assembly adopted the Registration/Credentials Report. A-O Division Secretary Florence Fly CPS/CAP presented the Meeting Rules and the Agenda as amended, and the assembly adopted them.

A-O Division Treasurer Sandy Tabio reviewed the Division's Financial Report as of May 31, which we will file for audit.

Division Bylaws Committee Chair Carolyn Rufus CPS presented the four proposed amendments to A-O Division Bylaws, Standing Rules, and Procedure that we provided to members 45 days in advance, and the voting delegation adopted all four. The A-O Division Board of Directors proposed an amendment from the floor to add language in our Bylaws for settling an election in the event of a tie between candidates. After several amendments and lively discussion, we adopted an amendment that will allow us to draw a name to settle the election in the event of a tie.

Division Nominations Committee Member Mary Herrington presented the slate of officer candidates for 2009-2010. There were no nominations from the floor. Those candidates running opposed each gave a two-minute speech, and then we voted by secret ballot. There was no tie, and your 2009-2010 A-O Division Officers are:

President Marsha Bryan CPS/CAP, American Fidelity Chapter
President Elect Cheryl Cook CPS/CAP, Oklahoma City Chapter
Vice President Sandy Tabio, Tulsa Chapter
Secretary Teresa Tidwell CAP, Central Arkansas Chapter
Treasurer Donna Nerio, Will Rogers Chapter

We heard oral reports from the Chapter Presidents to supplement their chapter reports provided in the Program Book.

President Bryan called for bids to host the 2011 A-O Division Annual Meeting. The Benton County Chapter made a bid to host, and a representative from the Bentonville Convention and Visitors Bureau was on hand to invite us. The voting delegation approved the bid. We are looking forward to going to Northwest Arkansas in 2011 for our 53rd Annual Meeting.

We enjoyed our networking lunch, and attendees were encouraged to make new IAAP friends by sitting with someone they did not know before. It seemed to go over well.

After lunch, Keynote Speaker Dr. Jennifer Kisamore from the University of Oklahoma-Tulsa presented "Bullying in the Workplace: How to Prevent and Cope with Abuse at Work" for which attendees received one

recertification point. Southwest District Director Toni Smith CPS/CAP presented the International Report, and President Bryan gave her remarks as Outgoing and Incoming President before recessing the meeting.

President Bryan held a brief meeting with the Incoming Chapter Leaders in attendance to review plans for 2009-2010.

The Awards Banquet Dinner was a smashing success. Sheryl Tunley provided words of inspiration. The Blues Brothers showed up to entertain us, announcing afterward that it would be their final appearance. We thank Robert and Jeff Bishop, husband and son of Tulsa Chapter Member Debra Bishop, for their delightful antics. We had a special treat with Debra's father attending on his 87th birthday, and it was our privilege to sing Happy Birthday to him.

President Bryan recognized the nine Past Division Officers in attendance and the 2008-2009 Division Officers, Division Committee Chairs, and Chapter Presidents. We presented Tenure Certificates to 14 members present with 5, 10, 15, 20, 25 and 25 plus years of membership in IAAP.

A-O Division Vice President Janet Griebel CPS CTM presented the Division Membership Awards:

Tulsa Chapter won Greatest Number Increase with 13 new members.

Tulsa Chapter won Greatest Percentage Increase with 54%.

American Fidelity Chapter won Greatest Retention Rate with 96%.

Tulsa Chapter won the IMPACT Award of \$100 for recruiting two new members through an IMPACT Meeting.

Jodi McMillin CPS/CAP from the Bartlesville Chapter won the #1 Recruiter Award for having recruited eight new members. We also recognized other Top Recruiters: Christine Hilderbrand CPS/CAP from the Tulsa Chapter, who recruited seven, Susana Bailey from the Benton County Chapter, who recruited six, and JoAnn Fry from the Will Rogers Chapter, who recruited five.

Tulsa Chapter won the Chapter Retention/Recruitment Award (one paid registration to the 2010 Annual Meeting) for having 92% retention and 54% growth.

President Bryan recognized those who had achieved the CPS and/or CAP designations this past year and those who had recertified.

The Division Officers presented certificates to 16 members who had achieved the designation of A-O Division Member of Excellence. They then presented awards to the one member from each chapter who had attained the most points:

Sandy Hancock CPS, Razorback Chapter
Christine Hilderbrand CPS/CAP, Tulsa Chapter
Lacey Courtney CAP, American Fidelity Chapter
Michelle Hunsaker, Benton County Chapter
Jodi McMillin CPS/CAP, Bartlesville Chapter
Cheryl Cook CPS/CAP, Oklahoma City chapter
Teresa Tidwell CAP, Central Arkansas Chapter
Terrie Scott CPS, Will Rogers Chapter

President Bryan presented the 2008-2009 A-O Division Chapter of Excellence Award to the Tulsa Chapter who had attained the most points of the six chapters who had applied. They won one paid registration and three nights lodging to the 2010 Annual Meeting.

Southwest District Director Toni Smith CPS/CAP installed the 2009-2010 Division Officers.

On Sunday morning, we enjoyed a delicious buffet breakfast with Sheryl Tunley providing the Invocation. Keynote Speaker Gerry Tabio presented "What Business Are You Really In?" for which attendees received one recertification point. During our Omega Service, we paid tribute to deceased members Gussie Jennings CPS of the Tulsa Chapter and Jolene Pitts of the Will Rogers Chapter. President Bryan presented the results of the Division's Member Satisfaction Survey we conducted in early March.

The Oklahoma City Chapter invited us to the 2010 Annual Meeting they will host June 25-27 at the Skirvin Hilton Hotel in downtown Oklahoma City. Room reservations will open on July 1, and the conference rate is \$149 per night with the Reservation Code of IAA, which the Skirvin will offer for three nights before and three nights after the scheduled meeting date.

President Bryan recognized the Tulsa Chapter members for hosting a successful meeting and presented Meeting Coordinator Christine Hilderbrand CPS/CAP with a special gift from the Division. The Division Officers surprised President Bryan with a special gift to her from them. We allowed time for Good of the Order, and then adjourned by forming our Circle of Friendship to the music of "That's What Friends Are For".

Respectfully submitted,

Netta Gibson, BCC Vice-President



Spotlight On: Elaine Sanders

Name: *Elaine Sanders*

IAAP Join Date: *04/01/2006*

Employer: *Bentonville/Bella Vista Chamber of Commerce*

Job Title: *Office Manager*

Length of Service: *10 years*

Best thing about your current position: *I love helping people.*

What would you change about your present working experience? *I would like more benefits.*

Worst job you ever had: *My very first job at the age of 13 was working summers in a chicken house. It was hot and dirty and you had to work weekends.*

Best job you ever had: *My present job.*

The one office product you couldn't live without: *Sticky notes.*

How long have you worked in the admin/secretary field? *10 years.*

What is the most interesting thing you've learned in the working world? *I learned not to be so sensitive to criticism. Sometimes it is helpful.*

What do you like about being a member of IAAP? *Networking with other admins and learning new things with our great programs.*

The person who had the biggest influence on your life: *I have several but if I had to narrow it down I would say my parents.*

What do you like to do away from work? *Spend time with my family, read a good book, watch the life channel on TV and play with my extended family-Coco-part wolf/part German shepherd; Minnie-miniature pincher and Scooter my playful but very mischievous cat.*

Where were you born? *Stuttgart Germany*

If you were born elsewhere, when did you come to NA Arkansas. Why did you come here? *I was 10 years old when my Dad retired from the Army and being born and raised in Arkansas he wanted to move back here to live so I moved around a lot.*



For money you can have everything it is said. No, that is not true. You can buy food, but not appetite; medicine, but not health; soft beds, but not sleep; knowledge but not intelligence; glitter, but not comfort; fun, but not pleasure; acquaintances, but not friendship; servants, but not faithfulness; grey hair, but not honor; quiet days, but not peace. The shell of all things you can get for money. But not the kernel. That cannot be had for money.

- Arne Garborg, writer (1851-1924)

Coming Events (Programs and other things)



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



Programs for 2009 - 2010

- July - *Financial Planning*
- August - *Webmaster 101*
- 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*

EFAM - Educational Forum and Annual Meeting 2009: Minneapolis, Minnesota

July 26 - 29, Minneapolis Convention Center

The International Education Forum & Annual Meeting is IAAP's premier event taking place during the summer with over 1800 attendees. This event offers more than 50 education workshops focusing on topics from management skills to leadership development. Attendees will have the opportunity to see the inner workings of the association by attending the business sessions that highlight the association leadership. And don't forget the numerous networking events that provide social gatherings with your peers.



Changes in Attitudes, Changes in Altitudes

Did you know that you can raise your level of living by improving your attitude? It's true. Most people don't realize that their attitude controls where they are in their life, career and relationships. They blame circumstances or someone else on their mishaps. There are five truths about your attitude that will make you more successful than you have ever dreamed. Attitude is everything. More people are hired and fired because of their attitude than their ability. While many people are chasing the success carrot in life, successful people know that it is their attitude that will get them to the top. In fact, did you know that if you take the letters in the word "ATTITUDE" and assign them their numerical order in the English alphabet (A=1, T=20, T=20, I=9, T=20, U=21, D=4 and E=5) it adds up to 100. Attitude is 100%! "Success" only adds up to 93. Once you realize that your attitude is the key to success, you have most of the battle won. So are you ready to take a journey into improving your level of living by improving your attitude?

1. You choose your attitude. Jim Stovall was a very good high school football player in Oklahoma. His dream was to play football for the Oklahoma University Sooners. But during a routine physical at age 17 he was told that he was progressively losing his sight. By 19 he was legally blind. His athletic dream dashed, he sat in front of his television and listened to old movies. He tried several jobs assisting handicapped children but hadn't found true happiness. Then one day in his early twenties while listening to more old movies on television, he got the idea of narrating the movies so blind people could hear what was happening on the screen. Almost everyone told him that his idea was ridiculous. At every turn he was met with discouragement, but undaunted he would just work harder. First he started a local television show in Tulsa and interviewed any producer, director or star as they passed through town. He produced narrations for the movies in his basement. Several trips to New York (and more discouraging comments later) he formed what is now known as the Narrative Television Network. Today he is a famous speaker and Network executive. His advise: "When people tell you that your idea won't work, ignore them and they'll go bother someone else." Attitude is a choice.

2. You get what you expect out of life. Psychology 101 teaches you this. One of my favorite "philosophers," Flip Wilson, said it better: "What you see is what you get". I tried this with my daughter several years ago on her way to Girl Scout Camp. She had experienced a bad day on Monday, so on her way to camp on Tuesday, I urged her to say, "It's going to be a great day!" I told her she would have the day she expected so to repeat this mantra before every activity. When it is time for crafts, say, "It's going to be a great day." When your group goes swimming, say, "It's going to be a great day." Try this and see what happens. That afternoon When I picked her up, she said, "I've had a wonderful time at camp today. Daddy, you were right. It was great day!" She had the day she expected.

3. Your attitude determines your relationship with other people. In a Stanford Research Institute study, it was found that most job successes were 87% people knowledge and only 13% product knowledge. It doesn't matter what you know, it's who you know and how you treat them. Earl Nightingale coined the phrase: "People don't care how much you know until they know how much you care." You get back what you send out to other people. Have you ever shown up for work feeling great and someone asked you why you were in such a bad mood?

Sure one person can't talk you into being angry, but if two or three people start asking you what is wrong, before you know it your really ARE in a bad mood! What happened? You let other people determine your attitude. Have you ever had a "bad hair day?" Did you notice how your attitude influenced everyone around you? Don't blame it on your hair, blame it on your attitude. Treat everyone as if they are the most important person in the world and notice how it will change their attitude. You'll also notice that you will feel even better in return. You get back what you send out--in abundance.

4. Your attitude will influence how you view problems. How do you view problems? Do you view them as set-backs or opportunities? I talked with a trucking COO one time who told me that he thought problems were just that-- problems. He said, "When you've got a truck broken down on the side of the road somewhere, that's a problem." What a negative view he had. What if you were that trucker beside the road waiting to be rescued? Wouldn't you want your supervisor to see your circumstance to be seen as an opportunity to help you? Wouldn't you as a supervisor want to send the message to other employees that when someone is in trouble in your firm, you will be quick to help them? We can learn from our problems. Problems can be like the warning lights on the instrument panel of your car. Did you know that every miracle in the Bible started with a problem? Isn't it nice to know that if you have a problem it automatically makes you a candidate for a miracle? If you don't have a problem, you don't get a miracle. Learn to look at problems as attitude enhancers, not destroyers.

5. Your attitude will raise your altitude in life. My dentist has one of the most positive attitudes of anyone I've ever seen. His staff considers it a joy to work with and for him. Several years ago they wanted to take off more time at Christmas. So they could continue to log in enough hours to take off a couple of weeks at the end of December, they agreed to work on Fridays--a day the usually are closed throughout the year. Every Friday in autumn, when you come in for an appointment, you hear Christmas music being played over the intercom. The office is decorated for the Yuletide season--only on Fridays! It's a way of keeping the goal in front of everyone. They not only stay focused on working to take off the two weeks at Christmas, but they have fun in the process. Both his patients and his staff enjoy visiting the office from August through November on Fridays. And don't think it doesn't influence everyone's attitude the rest of the week. You might even say it "bleeds over" (I'm sorry, I couldn't resist that one). What is your attitude doing to help or hinder your level in life? Is it lifting you (and others) up, or holding you down? Remember it is your choice. No one gives you your attitude. The choice is yours.

Jim Mathis, CSP is an international Certified Speaking Professional, executive coach and trainer. To subscribe to his free personal and professional development newsletter, please send an email to: subscribe@jimmathis.com with the word SUBSCRIBE in the subject. An electronic copy will be sent out to you every month. For more information on how Jim and his programs can benefit your organization or group, please call 888-688-0220, or visit his web site: www.jimmathis.com.
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