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Benton County Chapter Newsletter  
May 2010 Issue

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

Deadline for submissions is the 25th of each month.

#### Benton County Chapter Officers, 2009 - 2010

President: Susana Bailey, [Susana\\_BCC2005@cox.net](mailto:Susana_BCC2005@cox.net)

President-Elect: Tina Keel, [tmkeel@bluebunny.com](mailto:tmkeel@bluebunny.com)

Vice-President: Netta Gibson, [nettakay@cox.net](mailto:nettakay@cox.net)

Secretary: Sarah Wetherbee, [swetherbee333@yahoo.com](mailto:swetherbee333@yahoo.com)

Treasurer: Tish Carter, [tcarter@technisource.com](mailto:tcarter@technisource.com)

#### Message From The Board



International Association  
of  
Administrative Professionals



#### **Hello BCC Members!**

If you weren't able to attend the Administrative Professionals Day "Power of Commitment Conference" – We missed you - and you missed it! The entire day was well spent in celebration of the hard work office personnel provide. Great information, wonderful speakers, great lunch including yummy desserts,

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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 May 13, 2010

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

Program: Free Seminar Followed by Elections for Officers and Planning Programs for 2010-2011

Presented by: Chapter Officers

lot's of door prizes, and a book directed at finding your inner strengths...WOW!

The NWA community is recognizing IAAP and the Benton County Chapter. We are growing our list of dependable sponsors and supporters.

Results from the feedback forms will be reviewed in a couple of weeks. Post event comments I have received are mostly: Overall - GREAT!

Annie's presentation Wednesday 4/21 and Ralph Marston's motivational piece on Thursday 4/22 regarding "True Purpose & True Self"...

There are a lot of determining factors that make you the person you are today The question is - are you happy where you are? Or - have you settled? Deep question...

Please mark your calendar for May 13 - time to vote for our 2010-2011 BCC Officers and OFFICE TEAM will be presenting a program. A special guest is dropping in!

Please mark your calendar for June 10 - time to install the new officers. I must say that I am so excited for the coming year- no - make that years! BCC leadership is continuing to grow, as we the members develop our skill sets.

#### **Thursday, April 22, 2010**

Embrace your best possibilities - anger is a way of avoiding the things that will really bring fulfillment to your life. So is resentment. In fact, so is envy, procrastination, perfectionism, apathy, overindulgence, and a whole lot of other negative

behaviors and attitudes. They all enable you to avoid the fulfillment of your true purpose. Why would you want to avoid that fulfillment? Because it feels more comfortable to just stay where you are. But comfort is highly overrated. Deep down, you don't really want just comfort. Deep down, you have a burning desire to express the unique and magnificent person you truly are. Deep down your spirit longs to soar to heights that you cannot even imagine. What feels like comfort now, will soon become regret, but you don't have to let that happen. Stop hiding from your purpose, embrace your best possibilities, and give life the beautiful meaning that you know it can have.

■ Ralph Marston

Either you are a Mother - or know someone that is... Enjoy the month of May for beautiful flowers... and Have a wonderful Mothers Day!

Starting April 30th you can buy stamps at the post office and at USPS online that help to buy food for shelter pets. You can pre-order them online. This would be a great thing to spread around. Could you please forward to everyone you know?

<http://www.stampstotherescue.com/>

#### **RALPH WALDO EMERSON**

What I must do is all that concerns me, not what the people think. This rule, equally arduous in actual and intellectual life, may serve for the whole distinction between greatness and meanness. It is the harder, because you will always find those who think they know what is your duty better than you know it. It is easy in the world to live after the world's opinion; it is easy in solitude to live after our own; but the great person is one who in the midst of the crowd keeps with perfect sweetness the independence of solitude.

*You are invited!*

*SAVE THE  
DATE!*

## **FREE SEMINAR**

Hosted by: IAAP Benton County Chapter

Presented by: **Office Team**

Is belonging to a professional organization important? Yes!

Endless opportunities for growth, networking, enhancing the skill sets you already have, and continued learning on ever changing technology.

Fun and informative development!

For more information -BCC website:

<http://www.iaapbentoncounty.com/>

**DATE: May 13, 2010 TIME: 6:30-7:30PM PLACE:  
Clarion Bentonville**

**RSVP by Tuesday May 11 :**

2009-2010 BCC Program Chair

Michelle Hunsaker

[mhunsaker6@cox.net](mailto:mhunsaker6@cox.net)



## **Spotlight On: Susana Bailey**



**Name :** Susana Bailey

**IAAP Join Date:** 10/1/2004

**Employer:** Walmart Corporate

**Job Title:** Administrative Assistant

**Length of Service:** 16 years

**Best thing about your current position:** Know most everyone that comes by:-)

**Worst thing about your current position:** Way too many samples ... Most anything you find in the Frozen Foods area of a Walmart Supercenter – has been personally sampled/ tested by me... must be why I stay mostly happy:-) ... because of all the comfort food!

**What would you change about your present working experience?** Learn how to say no to samples... and other I have to keep silent about, but it regards not being able to schedule meetings out farther than a month for fear of them having to be moved... and moved, and moved yet again...back to where it was to start...sometimes...

**Worst job you ever had:** Working in the cash office at the Walmart in Bentonville

**Best job you ever had:** Probably managing a 24 hour restaurant in Texas... lot of hours, but had a great time meeting new people, visiting with the regulars, and made really good money for a woman back then... early eighties.

**What's the one office product you couldn't live without?** My locking filing cabinet that has more than files in it.

**How long have you worked in the admin/secretary field?** About 12 years

**What is the most interesting thing you've learned in the working world?** Admins work HARD, and the wheel would not turn without the administrative professional “cog” in that wheel!

**What do you like about being a member of IAAP?** Several things, but uppermost – the comradery! The commonality of most admins “been there, done that”...

**Would you like to share the following?**

**Any Words of Wisdom to share (your own, or others')?** **Anne Franke** is one of my heroines... here are two of her best quotes:

Everyone has inside of him a piece of good news. The good news is that you don't know how great you can be! How much you can love! What you can accomplish! And what your potential is!

Then, without realizing it, you try to improve yourself at the start of each new day; of course, you achieve quite a lot in the course of time. Anyone can do this, it costs nothing and is certainly very helpful. Whoever doesn't know it, must learn and find by experience that a quiet conscience makes one strong.

**The person who had the biggest influence on your life?** My mother- Juanita Anguiano Sanchez, the sweetest most gentle spirit that I strive to emulate...

**What's one thing you're good at that would surprise people you work with or friends and peers in the industry?** ... ummm... I plead the 5<sup>th</sup> on this one:-)!!!

***If you could change places for a day with anybody in history (world leader, sports figure, movie star, and so forth), who would that be?*** Mary Magdalene – the woman that Jesus delivered from her sin... Mary Magdalene was one of the most devoted of Jesus followers, always by his side and 'ministered to him of her substance.' She attended him to Calvary, stood weeping at the foot of the cross, and was the first to see the Christ risen.

**Any personal information you feel comfortable about sharing?**

Where were you born? Texas girl, but Arkansas has my heart...

***Any brothers and/or sisters?*** 12 siblings – \*\*\* 4 older brothers, 4 older sisters, 4 younger brothers..  
\*\*\* 2 brothers with Jesus

***If you were born elsewhere, when did you come to NA Arkansas? Why did you come here?***

Purchased a lot from my Mother-In- Law, Pearl Greene Bailey - in Bella Vista, to build our (my husband Mark & I) retirement home.

***Do you have any pets? What kind – what are their names? Any cute stories?***

We currently have three “kidanimals”, though there are at least two outside kitties that have adopted us!

**Buddy is our Maltese** – high maintenance but so sweet and way to smart... we started spelling TREAT so he wouldn't catch on... well he did! Every time we say it, he dances on his hind legs, NOW when we spell it... yes that's right.. he dances on his hind legs!!!

My longhaired Himalayan will be 19 in March, and is still Ms. Persnickety, even though her name is **Angel Baby**...She and Buddy are so very jealous of attention the other gets!

**Oreo** is my son Russell's - Black & White Shorthaired, Big Yellow Eyed, Independent, Very Smart Kitty... He tried to wake me up by poking me in the face ... something he never does...the night my husband left Buddy outside and he was missing for almost 24 hours... We got Buddy back... but Lord did I ever cry so much... my heart ached for my little Buddy.....

***Best place you ever lived?*** Bella Vista is awesome! God's country named appropriately !!!

***Best vacation ever (location and year)*** DENVER 2006

***If you had to pick a last meal, what would be on the menu?*** Southern deep fried chicken, home made mashed taters, fried okra, blackeyed peas, and peach or blackberry cobbler...maybe both!

\*Now I'll have to fix that for Sunday dinner..yummm...

***The one movie you hate to admit that you enjoy watching again and again:*** Ha! Forest Gump!!!

***What's the one expression that drives you crazy every time you hear it?*** Repetitive “UH” from a speaker... well... maybe worst than that is “LIKE”

***Anything else we might want to know about you?*** Proud grandmother of 2 granddaughters, and 3 grandsons in Texas they call me Ma-Maw & Mark is Pa-Paw... Precious gifts...

**PETER F. DRUCKER**

The leaders who work most effectively, it seems to me, never say "I." And that's not because they have trained themselves not to say "I." They don't think "I." They think "we"; they think "team." They understand their job to be to make the team function. They accept responsibility and don't sidestep it, but "we" gets the credit. This is what creates trust, what enables you to get the task done.

## Upcoming Events (Programs and other things)



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

## Member News



Our own Chris Halverson, CPS/CAP, has received a Johnson & Johnson Leadership award. Here is a short synopsis from Chris to tell us about it. **CONGRATULATIONS CHRIS** on a job well done!

Goal: To bring our growing team of 80 colleagues into a new office with upgraded technologies, ample meeting space and opportunities to be more environmentally friendly and a state-of-the-art modular room.

I received a J&J Leadership Award for being a part of a team of 4 (included a business director, finance director, information manager and myself) who worked on our new LEAD Certified 33,000 square foot office space. It was a two and half year project. I collaborated

## Programs for 2009 - 2010

May 2010- ***Free Seminar, Officer Elections & Program Planning for 2010-2011***

June 2010- ***Chapter Annual Meeting and installation of officers***

July 2009 - ***Financial Planning***

August 2009 - ***Webmaster 101***

September 2009 - ***Continuing Education***

October 2009 - ***Dress for Success***

November 2009- ***Women's Health Issues***

December 2009- ***Holiday Social***

January 2010- ***Office 2007***

February 2010- ***Ten Tips for Communication With Your Boss***

March 2010- ***Individual Development Plans***

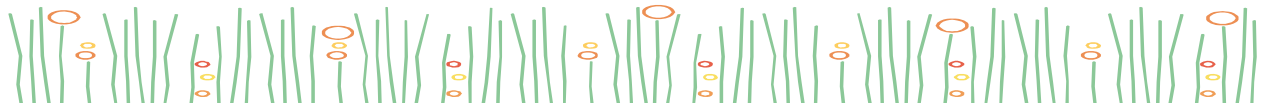
April 2010- ***Administrative Professionals Seminar***

with the team to assure office needs were met. We implanted a few new items in the office. Examples: included meeting room schedule monitors located outside each meeting room showing availability, soda fountains, instead of cans, to keep environmentally friendly and water coolers utilizing the buildings water system instead of having to store and lift the large Culligan water bottles. I collaborated with the team to strategically place people in offices and cubicles and was there as the office "expert".

I lead a few small groups. One was designing the interior of the office, ordering furniture, choosing fabrics, furniture (some furniture was designed to fit our needs), choosing paint colors, collaborating with J&J's internal Design Team to align with the J&J "look". We also worked through a "branding" of the office. The second team was on the move itself. I organized a group of 12 people to coordinate all aspects of

moving our office of 80 people, including keeping the team focused on tasks at certain stages, staying cost effective and we even had a theme song and made a dance to kick-off. Theme was Madagascar's Move It theme song. The goal of this team was to move the entire office as seamless and with minimal interruption to the daily business.

Editor's note: I don't know about the rest of you, but I think this was an award well deserved. Leadership skills are one of the areas that IAAP can help all our members learn and improve on.



Hello BCC members,

Here is the fourth 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.

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!"*

**Article**

**Grumpy Dwarf Personality Type**



Note; if you don't know your dwarf personality type yet you may spend 5 minutes and take [Snow White Personality Test](#) right now.

**Some Strengths which Grumpy may exhibit in a Group Meeting:**

- Grumpy likes to see things running smoothly and systematically
- Grumpy values competence, efficiency, and likes to see quick results
- Grumpy charges people, knowing what he expect and having no tolerance for those who don't give it to him
- Grumpy is self confident and assertive
- Grumpy-dwarf people need to know what the standards are for any assignment so that they can meet their expectations
- 

**How do you know when you have a Grumpy dwarf in your meeting?**

- Grumpy tends to sit opposite the leader
- Grumpy often disagrees or says, "No"
- Grumpy may sit with arms crossed backed away from table
- Grumpy looks annoyed, mild sneer, raised eyebrow
- Grumpy is negatively critical or judgmental of whatever is being tested as well as other group members' ideas

- Grumpy is suspicious and distrustful
- Grumpy may be argumentative and hard to control

**Some Difficult Behaviors which Grumpy may exhibit in a Group Meeting:**

- Grumpy avoids expressing real thoughts and feelings because he is too busy arguing.
- Grumpy fights for leadership of the group
- Grumpy makes others feel uncomfortable about their opinions
- Grumpy overpowers the group

**Assumed Feelings Underlying BOTH Strengths and Weaknesses for Grumpy:**

- Grumpy is afraid of not being liked
- Grumpy wants to be seen as a "good boy"
- Grumpy desperately needs attention, but afraid to give over control or power of rejection to another person/authority
- Grumpy longs to be part of the group but afraid of being engulfed
- Grumpy defiantly asserts his independence

**How to Leverage Grumpy Strengths:**

- Create a situation where they will see logical results
- Likes to work on specific assignments and organize them by a series of steps and imagining appropriate resources
- Grumpy-dwarf people make great leaders of debate teams. Utilize them as a resource to marshal support for a particular argument or sales pitch.

### Potential Interventions to Diffuse Grumpy Problems:

- Enlist Grumpy's help/give him a task like handing out paper
- Give praise
- Restate Grumpy's hostile question or comment and open it to the group
- Stand to his left
- If necessary, anchor silence
- Decrease eye contact

### General Description of Grumpy Personality:

Grumpy people live in a world of facts and concrete needs. They live in the present, with their eye constantly scanning their personal environment to make sure that everything is running smoothly and systematically. They honor traditions and laws, and have a clear set of standards and beliefs. They expect the same of others, and have no patience or understanding of individuals who do not value these systems. They value competence and efficiency, and like to see quick results for their efforts.

Grumpys are take-charge people. They have such a clear vision of the way that things should be, that they naturally step into leadership roles. They are self-confident and aggressive. They are extremely talented at devising systems and plans for action, and at being able to see what steps need to be taken to complete a specific task. They can sometimes be very demanding and critical, because they have such strongly held beliefs, and are likely to express themselves without reserve if they feel someone isn't meeting their standards. But at least their expressions can be taken at face-value, because Grumpy is extremely straight-forward and honest.

Grumpys need to watch out for the tendency to be too rigid, and to become overly detail-oriented. Since they put a lot of weight in their own beliefs, it's important that they remember to value other people's input and opinions. If they neglect their feeling side, they may have a problem with fulfilling other's needs for intimacy, and may unknowingly hurt people's feelings by applying logic and reason to situations which demand more emotional sensitivity.

When bogged down by stress, Grumpy often feels isolated from others. They feel as if they are misunderstood and undervalued, and that their efforts are taken for granted. Grumpy's verbal comments can be devaluing of others, further isolating him from the group.

Grumpy will dutifully do everything that is important to work towards a particular cause or goal, although they might not naturally see or value the importance of goals which are outside of their practical scope. However, if Grumpy is able to see the relevance of such goals to practical concerns, he will try to understand them and become cooperative in a team meeting's process.

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



### GEORGE WASHINGTON CARVER

How far you go in life depends on your being tender with the young, compassionate with the aged, sympathetic with the striving, and tolerant of the weak and strong. Because some day in life you will have been all of these.

# 7 Ways to Help Boost Your Self Esteem

Author: [parkmeadows](#) :

In today's busy world, it's sometimes difficult to find the time to do something for yourself. Yet spending just a little time everyday on yourself will boost your self esteem, ultimately allowing you to be a better person for yourself and your family. Try out these 7 ideas.

## **1. Do something you've been putting off.**

From the simplest task of writing a letter, to something you've been contemplating for some time like a facelift, taking control and getting it done can have a huge impact on your self-esteem. It will make you feel good to finally be able to place a checkmark by that lingering goal.

## **2. Make time to do something you are good at.**

Getting caught in the day-to-day chores of life can bring down anyone's mood. Make sure you dedicate some time every week to do something you enjoy, and are good at. From painting, to dancing, to writing, or even golfing; whatever you choose make sure it's something that requires your full attention.

## **3. Learn how to relax completely.**

If you are feeling low or anxious about something, the first thing to do is to stop and relax. Feeling anxious or low is often accompanied by stress. When you concentrate on relaxing, your feelings will begin to disappear. Choose to learn a wonderful skill that will continue to help you throughout your life, such as meditation, yoga or Tai Chi.

## **4. Congratulate yourself on things you've already accomplished.**

Look back at your life; what have you completed in your life? Don't look for large items; instead, look for the little things in life. Passing a test, losing 5 pounds after the holidays, and or signing up for a new class are all reasons of celebration.

## **5. Establish goals you can realistically achieve.**

What separates a doable goal from one that will never be achieved is the ability to see yourself accomplishing it. Looking like you did when you were 20 is not possible at the age of 50. But you can have a goal to lose 10 pounds, or to have a Botox treatment twice a year to reduce the fine lines around your eyes.

## **6. Rely on your own opinions.**

Your goals and values have seen you through this far. Don't do things based on the beliefs of others. Instead, choose things that will make you feel better about yourself, and have a more positive attitude towards life. If you've always wanted cosmetic surgery to fix the bump on your nose, then by all means do it. Taking charge will do wonders for your attitude.

## **7. Spend time with nurturing people.**

Take a look at the people you spend time with. Do they have a positive outlook on life? Do they have a positive lifestyle? Spending time with positive people will motivate you to take charge of your life, and turn it into a happy, successful experience.

Boosting your self-esteem isn't a once in awhile thing. Instead, it's a process that should help you live a stronger, healthier lifestyle. Spend time every day taking care of yourself, and find things that will help you become a better you.

Source: [Free Articles](#)