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Benton County Chapter Newsletter
November 2009 Issue

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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

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

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Secretary: Sarah Wetherbee, swetherbee333@yahoo.com

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Message From The Board



Hello BCC Members!

November is upon us... a time for giving thanks for all the blessings we have... From my end of the spectrum, IAAP networking has led to many valued relationships within our chapter, and also in the community. The bonding between like minded professionals is unlike anything I have ever experienced. For that I am truly grateful, and give thanks to my God for bringing me into this overlapping circle.

There are many other blessings that would take up entirely too much space to list, but any of you that have been around me much... I'm certain you have heard me say... I am blessed and highly favored...

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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, November 12, 2009

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

Program: Women's Health Issues

Presented by: Tammy Ellis and Chris Halverson CAP/CPS



Here's a bit of November trivia found on <http://en.wikipedia.org/wiki/November>:

- November retained its name (from the Latin *novem* meaning "[nine](#)") when [January](#) and [February](#) were added to the [Roman calendar](#).
- November starts on the same day of the week as [February](#) in [common years](#), and [March](#) every year.
- [National Adoption Day - November 1](#)
- November 10th is the birthday of the [United States Marine Corps](#).
- The [Great American Smokeout](#) sponsored by the [American Cancer Society](#) occurs on the third Thursday of November, one week before Thanksgiving. Smokers are encouraged to quit smoking for these 24 hours, in hopes that they will quit forever.
- The [United States](#) and [Puerto Rico](#) observe [Thanksgiving](#) on the fourth Thursday in November.
- A famous day for shopping known as "[Black Friday](#)." > The day after Thanksgiving...
- For Western Christians, [Advent](#) usually begins on a [Sunday](#) during the last week of November.

More on November can be found on Wikipedia if you're interested... Following is an excerpt out of an email I received from a friend... I read it and reread it... and really believe it holds truth...

Watch your thoughts; they become words. Watch your words; they become actions. Watch your actions; they become habits. Watch your habits; they become character. Watch your character; it becomes your destiny.

In closing for this November message I leave you with a thought about love and want to give thanks for knowing each of you... for to know you... is to love you! Happiness to each of you...

"Love isn't finding a perfect person. It's seeing an imperfect person perfectly." ~ Sam Keen quote

Susana Bailey
President, BCC IAAP



Quotation

Daniel W. Davenport:

The greatest problem in communication is the illusion that it has been accomplished.



Spotlight On: Chris Halverson



Name: *Christine Halverson*

IAAP Join Date: *May 2008*

Employer: *Johnson & Johnson*

Job Title: *Sr. Executive Assistant*

Length of Service: *4 ½ years*

Best thing about your current position: *I have great healthcare benefits!*

What would you change about your present working experience? *Have more options for growth.*

Worst job you ever had: *Mortgage Loan Proof-Reading when I was 18.*

Best job you ever had: *The one I have now.*

The one office product you couldn't live without: *Label Maker*

How long have you worked in the admin/secretary field? *22 years*

What is the most interesting thing you've learned in the working world? *Corporate Politics*

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

What do you like to do away from work? *Spend time with my three children, Sarah – 16; Kate – 12; Robbie – 10, hiking, boating, gardening, home-decorating, baking.*

Where were you born? *St. Paul, Minnesota*

If you were born elsewhere, when did you come to NA Arkansas? Why did you come here? *Brought my family here 5 years ago for a change in pace, better affordable place to raise our children and MUCH milder winters.*

Any Words of Wisdom to share (your own, or others')? *Say what you mean and mean what you say.*



Upcoming Events (Programs and other things)



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

Programs for 2009 - 2010

November - *Women's Health Issues*
December - *Holiday Social*
January - *Office 2007*
February - *Roberts Rules of Order*
March - *Individual Development Plans*
April - *Administrative Professionals Seminar*
May - *Elections & Planning for 2010-2011*
June - *Chapter Annual Meeting*
July 2009 - *Financial Planning*
August 2009 - *Webmaster 101*
September 2009 - *Continuing Education*
October 2009 - *Dress for Success*

APW 2010 NEWS

The planning has already started for our APW 2010 Seminar being held in April 2010. Here's the latest information hot off the press!

- **APW 2010 Committee update has two confirms to date:**
 - **Venue to be at the Clarion in Bentonville, AR**
 - **One confirmed speaker – Walmart World Editor Annie de Vona**

There will be some surprises we won't be able to pass along, but we will try to let you know what other great things the committee will be planning!

Member News



No new member news this month.

(Due to unforeseen circumstances Donna's article with J. Cné Breaux will be in December's newsletter)

Reasonableness Is Your Best Revenge

To escalate or not to escalate? You have more options than you think.

By Meryl Runion

Communication Catch.

When someone throws a ball at you, what do you do?

Chances are you catch it.

And if you do toss it back, chances are you toss it back in the same way they threw it to you. If they toss the ball gently, you toss it back gently. If they toss it to you hard, you toss it back hard. If they toss it so hard you think they're trying to hurt you, you just might throw it back hard enough to hurt them – and a friendly game of catch becomes a vicious game of hardball.

Communication is like playing catch. You probably automatically catch every conversational ball you're thrown, and throw each one back in the same way you get them.

Sometimes that works – and sometimes it doesn't.

A game of communication catch threatens to get ugly.

After years of a casual friendship, Nora assumed a good level of trust with Jennifer. That's why she was surprised to receive an email from Jennifer that said,

- I just found out you're hiring another realtor for the sale of your company's property. I can't believe you didn't send the deal my way since I've expanded my brokerage services into commercial property in the past few years.

Nora felt affronted. She had no idea that Jennifer practiced commercial real estate. Nora had assumed that she would have heard something about it if she did. Further, although she respected Jennifer as a realtor and had thrown business her

way over the years, she did not appreciate the expectation that she be obligated to use Jennifer.

Nora wished she had asked Jennifer if she practiced commercial real estate before she referred the business to someone else. Had she known, she would have offered Jennifer the listing. But she hadn't known, and was too far into negotiations with another realtor to want to change.

A plethora of response choices.

How could Nora respond? Her options are your options too when you're tossed a communication bomb.

Possible options:

Placate: Give them what they want.

Nora could apologize and appease Jennifer by switching realtors.

Apologize: Say you're sorry.

Nora could apologize for the omission without changing realtors.

Witness: Listen to what they say without responding. Let them vent.

Nora could invite Jennifer to vent and actively listen to her complaints.

Educate: Address misconceptions, ignoring the offensiveness of their expression.

Nora could inform Jennifer she was unaware she had expanded her business.

Express Pain: Communicate the impact of what someone said.

Nora could tell Jennifer how offensive she found her words.



Refute: Point out the error in the accusation. This is similar to educate, but it puts more focus on the error.

Nora could tell Jennifer she was wrong.

Clarify: Ask questions about the intent and other confusing aspects of the communication.

Nora could ask Jennifer if she was suggesting Nora knowingly overlooked her.

Appeal: Ask for good will.

Nora could remind Jennifer of how they have supported each other over the years and suggest they both give each other the benefit of the doubt.

Accuse: Tell them what they're doing wrong.

Nora could charge Jennifer with being heavy-handed and unreasonable.

Escalate: Call their move and raise them one.

Nora could play a heavier hand than Jennifer did.

Terminate: Cut them off.

Nora could ignore Jennifer and cut off communication.

Deliberate: Work together to reach understanding.

Nora could meet with Jennifer to seek mutual understanding.

Mitigate: Respond with the implication that the situation is less serious than implied.

Nora could ignore the severity of Jennifer's email and respond with a lighter tone in an attempt to de-escalate the conversation.

Eviscerate: Fight to win.

Nora could gather every criticism of Jennifer she ever had and apply every bit of power she had to "take Jennifer out." (Not a serious option. Sorry.)

Pick your approach.

These approaches are not mutually exclusive. In email you might use one or two, but in a discussion you will be able to switch between the approaches from exchange to exchange. That's one reason why the phone or face-to-face communication is better.

Determine your approach based your goal and the communication history. Don't determine your approach by their approach. In other words, you don't have to catch every ball someone throws you, and if you do, you get to decide how you will throw it back.

Don't let them mountainize your molehill.

Nora was ready to throw Jennifer a hard ball until she got help from her friend Patrice. Patrice reminded Nora that just because Jennifer seemed to overreact, it doesn't mean Nora needed to overreact too. Patrice suggested that Nora had made a simple omission, and she didn't need to feed the issue by matching Jennifer's intensity.

Nora chose to try to mitigate the situation by responding with a friendly email explanation. (She chose email because in her mind, this was a simple matter, and simple matters are easily handled via email.)

Jennifer responded with a list of reasons why Nora should have known she was practicing commercial real estate.

Nora was ready to escalate again, but she called Patrice first. Patrice reminded Nora that this was still just a simple omission, not high on the Richter scale. Nora still didn't need to match Jennifer's intensity.

"But now I'm angry!" Nora said.

"So let reasonableness be your revenge", Patrice replied. "Stand back from it. If she wants to turn this molehill into a mountain, that doesn't mean you need to."

Patrice's words freed Nora. She decided to respond with the intensity she thought the situation deserved, and not to take her cues from Jennifer. She waited a few days and reassured Jennifer that she did not know, and had she known she would have offered her the business.

Nora hit send, knowing that however Jennifer responded, she would be ready to respond in a way that SHE found appropriate.



In other words, Nora would consider her options to not catch Jennifer's next ball. If she did choose to catch it, she would return the ball in the way she thought appropriate.

As added assurance, Nora did put Patrice's phone number on speed dial.

P.S. I'd give you Patrice's phone number, but Nora won't give it to me. If you don't have your own Patrice, it's time you get one.

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Meryl Runion and Speak Strong (SpeakStrong) provides Power Phrases (PowerPhrases) and other tools to help you improve communication skills at work and at home. You can read more about her at www.speakstrong.com.

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How to Use PowerPhrases, Perfect Phrases for Managers and Supervisors, and How to Say It: Performance Reviews. You can reach her at 719-684-2633, or by email: merylrunion@speakstrong.com.

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Quotation

Lewis Carroll

Everything's got a moral, if only you can find it.

You Have Only One Pair Of Eyes. Do You Keep Them Healthy?

Healthy dieting is very important for your eyesight. Vitamin A is the key to solving many eye problems. You will know that you do not get enough vitamin A, if you feel that your night vision is getting worse. You can get beta carotene (your body converts beta carotene into vitamin A) with yellow and orange fruits and vegetables (apricots, mangoes, sweet potatoes, zucchini and carrots) and green vegetables (spinach and cabbage).

Glaucoma is caused by increased eye pressure and is connected with lack of thiamine and vitamin A. It is a very common disease in people older than 40. See your doctor if you experience unclear vision, night blindness and if you see a rainbow around bright light. Try dieting and home remedies only as an addition to treatments prescribed by your doctor. You can get thiamine with meat, chicken, nuts, peas and cereal. Other sources of vitamin A are poultry and eggs.

A cataract is the clouding of the lens of the eye. It could be a result of the oxidation process in the lens of the eye. Increase the amount of vitamin C you get with food. Also riboflavin will help with cataracts. You can get it with milk, yeast and whole grains.

People who suffer diabetes can get an edema of the retina which is a reason for losing eyesight in some cases. Vitamin C will help protect your eyes in this case.

You can get redness and sharp pain in your eyes, if you do not get enough B vitamins.

What food is good for your eyes?

Spinach has vitamins B1, B2, C, P, PP, K, E, proteins, carotene, and amino acids. Eating 3 oz of spinach a day prevents the dystrophy of the eye retina. Eat it fresh or steamed with olive oil or sour cream.

Blueberries have vitamins A, C and B, iron, copper, cobalt and manganese. Eating 3-4 oz of blueberries a day improves blood circulation in the eye retina, increases the sharpness of your vision and prevents cataract of the eye and glaucoma. It also helps to prevent hemorrhoids, stomach ulcers, cancer and cardiovascular diseases.

Low fat milk has riboflavin (vitamin B2), calcium and vitamin D. Drinking 2 glasses of low fat milk a day or putting it in cereal helps with your night vision and seeing colors better.

Carrots have beta-carotene, iodine, manganese, iron, calcium and phosphorus. Eating 1 medium sized carrot a day will support creating and growing new cells and improve your vision. Eat it with vegetable oil or sour cream.

Eggs have protein and lutein. Eating 1 egg a day prevents getting cataracts and protects the eye nerves.

Beef has protein, vitamins B, A, C and PP, potassium, iron and zinc. Eating 6-7 oz of beef will increase your vision sharpness.

Apricots have vitamins B, beta-carotene, vitamins H (biotin), C and E, phosphorus and cellulose. Eating 2-3 dry or fresh apricots a day will keep your eye capillaries healthy.

Beets have phosphorus, sodium, manganese, iodine, vitamins C, B1, B2, PP, E, U, folic acid and carotenoids. Eating 3-4 oz of raw or boiled beets (or drinking beet juice) a day will help with tired eyes and cleanse your blood.

Wild Rose has vitamins C, P, B1, B2, A, K, E, sodium, calcium, manganese, iron and organic acids. Drinking 1 glass of wild rose tea a day will promote durability and elasticity of eye vessels.



Hawthorn has vitamins C, A, B, pectin substances, falconoid and carotenoids. Drinking 1 glass of hawthorn tea a day (or grind dry fruits and mix the hawthorn flour with honey) will help with nearsightedness and promote healthy blood circulation.

Parsley has calcium, phosphorus, beta carotene, potassium and vitamins C and B. Eating 1-1 1/2 oz of parsley a day will help with cataracts, conjunctivitis, eye cornea ulceration and eye nerve diseases. It will also strengthen your immune system.

Take care of your eyes. You will not get another pair.

Source: <http://www.articlecircle.com>

About the Author

Yulia is a professional makeup artist. It has been her passion to collect the most interesting natural home remedies, healthy diet plans, and beauty and makeup tips from different countries. She spent a few years researching alternative cures and healthy dieting. The result is her website

<http://www.GreatHomeRemedies.com> Sign up for her free newsletter with the exclusive remedy of the week

Quotation

ANATOLE FRANCE

It is better to understand a little than to misunderstand a lot.

