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Benton County Chapter Newsletter  
December 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](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



#### Seasons Greetings BCC Members!

#### The Gift of a Helping Hand

For the month of December: Feelings of goodwill toward man arise amid thoughts of everyone in my circle... You know... that circle of people in your life that enter into your world whether it be via email, a phone call, sometimes even a sweet, unexpected handwritten note. Family, friends, coworkers, and people you pass in the aisle shopping for groceries at the market... Doing something that brightens at least one person's day... that's where we should be this December...

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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, December 10, 2009

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

Program: Holiday Social

Presented by: BCC Members



The gift of a helping hand... yes it can be monetary, but if your money is as tight as mine this season... then a heartfelt note sent via email can still reach out to someone in need... an encouraging word can go a long way... You never know when just a smile in passing will give a person a measure of hope that someone in this world cares... Maybe checking on that elderly neighbor to make sure they have someone that is keeping an eye on them... I know being out of a basic need like milk & bread is not to my liking... when it's icy weather; maybe they need a hand shopping for them? Or maybe just getting their mail to them?

What... you may ask, does that have to do with professional development? Well guess what... when your endorphins are up, so is your metabolism! You have more energy, feel better, look better... and on... and on! How productive can we get when we feel good??? So if you give a helping hand of love - it is a

gift that is priceless! The person receiving gets a gift, and so do you... knowing that like a pebble thrown in the water, your gift ripples out! There are many ways we can give a helping hand... Being an admin - you are creative and can come up with something...

During this season of ultimate celebrations, whether you celebrate Christmas, Hanukkah, Kwanza, Three Kings' Day, Ramadan, New Years, or no holidays at all, your families and friends will celebrate in the spirit of giving, if all you do is share love. Please - Reach out and let someone know you care... and the great feeling you'll get in return is awesome!!!

May you all have a wonderful season of love, now and always... The best is just beginning... **Remember to check the website for an update regarding our December Social ...** <http://www.iaapbentoncounty.com/> **More info will post by this weekend...** Big Hugs! To all of you... :- ) SB



Quotation

**GRACE NOLL CROWELL**

**Let Us Keep Christmas**

Whatever else be lost among the years,  
Let us keep Christmas still a shining thing;  
Whatever doubts assail us, or what fears,  
Let us hold close one day, remembering  
It's poignant meaning for the hearts of men.  
Let us get back our childlike faith again.



## Spotlight On: Melissa Sweet



Name: *Melissa Sweet*

IAAP Join Date: *May 2009*

Employer: *Kellogg's*

Job Title: *Administrative Assistant*

Length of Service: *9 ½ years*

Best thing about your current position: *The pay/benefits are good. My favorite part of my job is making travel arrangements and meeting planning for various people in our office.*

What would you change about your present working experience? *I would like for my work area to be somewhere other than the front lobby.*

Worst job you ever had: *Working for a moving company in Memphis; the owner/boss was what nightmares are made of.*

Best job you ever had: *Working at an FBO (airport for private and corporate aircraft) in Memphis. I met many people and even a few celebrities; it helped me "get out of my shell" and not be so shy. I met my husband working at the FBO so the past 19 years of my life are a result of that job. I also enjoy working for Kellogg's. But my favorite job is being a wife and mother.*

The one office product you couldn't live without: *My spiral notebook; I'm writing in it constantly throughout the day.*

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? *When I started working in the vendor world, I found it interesting that many different brands, that you normally wouldn't put together, fall under one company. In general, I've learned that no matter where you are or what company you are with, there are many different personalities that you have to learn to work together with; you don't necessarily have to like them but you have to figure out a way to work together.*

What do you like about being a member of IAAP? *I enjoy going to the monthly meetings, talking to others in the administrative field and the educational information and opportunities I have access to.*

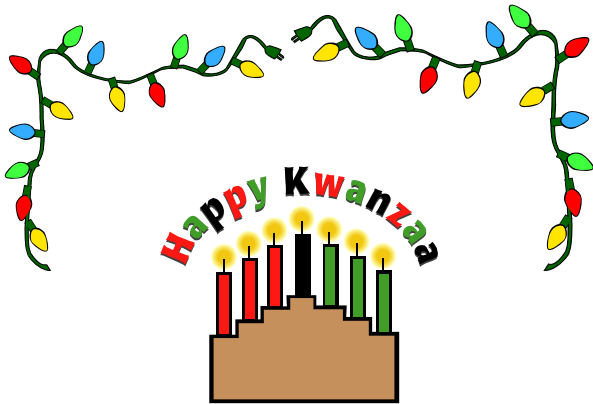
The person who had the biggest influence on your life: *My family*

What do you like to do away from work? *I like to spend time with my husband and daughter. I also enjoy photography - even though I'm not very good at it, I like to take a lot of pictures. If I have time, I like to cook although my daughter tells me that I need cooking lessons (I agree). I guess watching all those shows on The Food Network hasn't actually helped me any.*

Where were you born? *Memphis, TN*

If you were born elsewhere, when did you come to NW Arkansas? Why did you come here? *My husband is an aircraft mechanic and he got a job in the area so we moved here in September of 1999.*

Any Words of Wisdom to share (your own, or others')? *Just to like yourself and find pleasure and happiness in the simple things in life. I like the words to the Kenny Chesney song Never Wanted Nothing More, written by Ronnie Bowman and Chris Stapleton "I'm what I am and I'm what I'm not and I'm sure happy with what I got. I live to love and laugh a lot and that's all I need".*



**MERRY CHRISTMAS FROM YOUR CO-EDITORS ELAINE & MARY LOUISE**

Quotation

**JOHN GREENLEAF WHITTIER**

Somehow, not only for Christmas  
But all the long year through,  
The joy that you give to others  
Is the joy that comes back to you.  
And the more you spend in blessing  
The poor and lonely and sad,  
The more of your heart's possessing  
Returns to you glad.



## Upcoming Events (Programs and other things)



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



### Programs for 2009 - 2010

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*

November - *Women's Health Issues*

### Member News



**Please welcome new member** Michelle Marshall, who joined BCC in November. Michelle works at CONAGRA Foods – her work email is [Michelle.Marshall@conagrafoods.com](mailto:Michelle.Marshall@conagrafoods.com)

**Article**

*(This is the second in a series of monthly interviews conducted by Donna Gilzow with area business and civic leaders on subjects of interest to BCC members.)*

## **Winning Strategies to Increase Your Indirect Authority with J. Cné Breaux**

*J. Cné Breaux is president and founder of Project Strategies, a project management firm that designs and executes technical initiatives for companies who need strong leadership, accountability and communications for their most critical projects. Previously Ms. Breaux directed the Systems Engineering effort for Motorola's Americas*



*International Theater and the Global Accounts program. Prior to joining Motorola, Ms. Breaux lead the Professional Services division of Metromedia Fiber Network/AboveNet in the Mid-Atlantic US and Europe as well as a start-up technology consulting firm providing global managed engineering services for high-transactional, high-security websites on Wall Street, state and local governments, and in the retail and automotive industries. A political scientist by training, she transitioned her national campaign management experience to the technology arena over 13 years ago.*

*Ms. Breaux has served in the membership and leadership ranks of several boards and organizations including the Project Management Institute and the Association for Competitive Technology. She served on the national Board of Directors and chaired the Technology Research Committee for Citizens for Government Efficiency and was a think tank participant for Central Houston, Inc., a business development group for the city's central business district. Currently, Ms. Breaux holds a board office for Horses for Healing, and serves Decision Point Treatment Center as a board member as well.*

*Ms. Breaux currently resides in Northwest Arkansas after living in Washington, D. C., New York, Amsterdam, Paris, Houston and Bangkok.*

Slim, attractive and with a perennial flair for fashion, I listened to J. Cné Breaux as we sat across from each other at Rubaie's Café last month. While admiring the new eye-catching hair highlights, I thought about the support and backing Cné has given to Benton County IAAP the last several years. If you weren't around for the 2008 Forward Moving Administrative Professionals Week event at John Q. Hammons, you missed her wowing 200+ attendees. The audience was enthralled with her personal style, charisma and the easy confidence that she portrayed while delivering a talk on projecting a winning image.

That 2008 seminar was a small piece of the Project Strategies Short Training or PSST entitled *Project Yourself - Winning Strategies for Increasing Your Indirect Authority*. Cné shared some highlights from her 2-day program while we dined. The course defines project management as "a set of tools, techniques, and knowledge that when applied, helps you produce intended results for your project."

Cné explained that since project managers often do not have the authority to hire or fire team members; the successful PM must develop and project indirect authority.

*Project Yourself* teaches students that project managers must be large and in charge and that their ability to influence others depends on it. Cné snapped her fingers one-two-three-four as she counted out the number of seconds it takes for a person to form an opinion about you. Unfair or unfortunate though it may be the assessment we receive in that four seconds breaks down like this:

- 55% is your physical presentation
- 38% is your behavior/mannerism
- 7% is what you actually say

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Image matters so look congruent to the position you hold. Develop your personal presence. Learn to make a compelling, persuasive first impression.

While image is a very important piece to developing indirect authority, it is obviously not the only skill needed to be an effective PM. When I reviewed the *Project Yourself* PSST program materials I found it jam packed with information, drills, feedback, resources and suggested reading. There is no fluff or fat in the curriculum and the usual blah-blah business-eze jargon is blessedly absent.

*Project Yourself* teaches the aspiring PM to assess the characteristics of highly influential people and learn the behaviors of charismatic individuals. In other words, discover what makes influential people influential. Cné reminded me that Springdale's Chief of Police Kathy O'Kelley, another speaker at the 2008 APW, claimed she was promoted because she sought out special projects and excelled at managing them. This expanded the chief's influence with her superiors.

Our visit was drawing to a close. Ever the busy professional, Cné had quickly glanced at incoming messages on her cell phone several times, yet turned her attention promptly back to our discussion after a brief check. She was dashing off to a meeting at Walmart, but took another moment to share a story about an individual who had influenced her. "Amanda Jones was the 1973 Miss America.

In the dreaded question-and-answer portion of the pageant she was asked, 'If you could live in any time period past, present or future, what era would you choose?' She replied 'the Renaissance' and explained she chose it because it was an age of rebirth – new knowledge, new talent."

I spoke to Cné today and asked her to expand on this and tell me how Jones' response inspired her. Cné explained, "Not only do my classes or any classes force you into something better, they promote a rebirth of knowledge, create new situations and enlarge individual capacities." She laughed and added, "I love the television show Trick My Truck." I had to sheepishly admit I had never seen it. Cné shared why the program speaks to her. "The creators of it and What Not to Wear understand the power of transformation. Likewise, when you seek to learn and grow by taking classes, reading and so forth, you are catapulted into new knowledge – your own personal little Renaissance."

In the words of the fabulous Ms. Breaux - Ta Da!

To contact Cné e-mail her at [jcbreaux@project-strategies.com](mailto:jcbreaux@project-strategies.com) or visit her Web site at <http://www.project-strategies.com/>



Quotation

**EMILY DICKINSON**

Before the ice is in the pools,  
Before the skaters go,  
Or any cheek at nightfall  
Is tarnished by the snow,  
Before the fields have finished,  
Before the Christmas tree,  
Wonder upon wonder  
Will arrive to me!



## THE BENEFITS OF CHOCOLATE

You're probably looking at the title and thinking there couldn't possibly be any benefit to eating chocolate. Chocolate is so delicious, smooth and creamy. It's been described as one of life's sinful little pleasures. Can anything this wonderful be good for you?

Dieters can keep chocolate in their diets by just working it into their total calorie count. The average chocolate bar is 250 calories.

Most of the bad reputation chocolate has been given is based on the fact it contains saturated fat and caffeine. The level of saturated fat in chocolate is due to the presence of cocoa butter, which increases blood cholesterol levels. On the other hand, it also contains a high level of phenol and that lowers the risk of heart disease. A regular cup of coffee contains one hundred thirty to one hundred fifty milligrams of caffeine whereas a one ounce piece of chocolate contains only six milligrams. At this rate, it's better to give up coffee than chocolate.

In a study by Holland's National Institute of Public Health and Environment, chocolate was found to have four times the antioxidants of green tea. Catechins are powerful antioxidants in the prevention of cancer and heart disease. One hundred milligrams of black tea contain 13.9 milligrams of catechins. The same weight of dark chocolate has 53.5 milligrams of catechins.

Chocolate also provides endorphins, which act like natural opiates in treating chronic pain. Endorphins also bring on a relaxed state of mind, enable more oxygen to reach our inner blood supply and even improve our memory. Serotonin, a neurotransmitter is found in chocolate and works in our body as an anti-depressant.

Other good things to note about chocolate is chocolate doesn't cause acne or irritate it. It's also known to contain the vitamins B1, B2, D and E as well as the minerals potassium and magnesium.

I know what you're going to say: What about chocolate and tooth decay? No problem. Researchers found that the cocoa butter in chocolate coats the teeth while it's being consumed making it one of the least likely snacks to cause tooth decay.

If you're afraid you might be a chocoholic and won't be able to stop at just one bar or reasonable handful, buy chocolate in smaller personal-sized packs rather than large bars or bags. You can still enjoy chocolate. In fact, now there is more reasons to. Chocolate still has negative affects as well.

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### Quotation

**CHARLES DANA**

Yes, Virginia, there is a Santa Claus. He exists as certainly as love and generosity and devotion exists, and you know that they abound and give to your life its highest beauty and joy.

Editorial in the New York Sun, 1897, responding to a letter from 8-year-old Virginia O'Hanlon.

