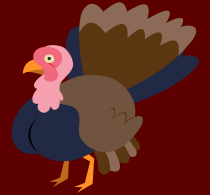


TEAMWORK ...
Working towards
a Brighter Future!



VISIONS



OCTOBER & NOVEMBER 2009

SHERRY CRASS CPS/CAP, EDITOR

A PERSONAL MESSAGE FROM YOUR PRESIDENT

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Oak Ridge Chapter
P. O. Box 7091
Oak Ridge, TN 37830

Fall is in the air! I love October and November and all the changes they bring. It makes me feel revived. Some look at it as the leaves are dying and the cold is setting in. Fall is a time of change, and with that change comes beauty in color. Change is good. It is a reminder to us all that life moves on.

Some take change as a sign of weakness, but I think it's just the opposite. Change shows signs of strength. It shows that you are not afraid to step outside your comfort zone and take a chance. Yes, sometimes that doesn't work; but you will never know if you don't take a chance. Our endurance grows each time we take a chance, no matter the outcome.

Our Chapter has made some changes in the past few months, one of which is adding a member incentive program. It was introduced at the November Chapter meeting and was well received. This program will allow members who attend Chapter meetings, work on various committees, and introduce guests to our monthly Chapter meetings a chance to win prizes! Betty Williams won \$10 towards our fellowship dinner that evening! Another change was redirecting the Leadership Conference sales table and M-O-R-K Seminar proceeds towards our two Christmas community projects that have previously been covered by our members. This year, the Girls, Inc., Christmas tree

and the nursing home sweat suits will be covered by these Chapter funds!

As we all know, many changes/needs occur as we grow older, and the presentation Pat Row CPS gave at our November meeting explaining what the Retirement Trust Foundation was, how it began, how much it helps those going through changes in their lives, and what a wonderful opportunity it is for all of us was a great inspiration. It was evident by the \$140 donated by those in attendance that evening. If you would like to contribute to this great "tax deductible" cause, send your checks to Patsy Williams or bring them to our Christmas Social on December 14.

I would like to challenge each one of you to take a chance and make a change. Let's not get stale in our endeavors; let's step out of that comfort zone we've made for ourselves and find or try something new and challenging.

Take the time to stop and look around you this fall at the beauty that is being created.



Hope you have a green month!

Rita



Rita Ayers CPS

Christmas Social

Make your plans now to attend our annual Christmas Social on Monday, December 14, beginning at 5:30 p.m. at the Sage Brush Restaurant. Bring a gift (no more than \$10) and join in the fun "dirty Santa" gift exchange game!



Counties (ADFACs) Crisis Cupboard chosen as the Oak Ridge Chapter's community project for this Christmas. The Crisis Cupboard provides basic personal hygiene items that are not covered by food stamps. Please bring any of these following items to the Christmas Social with you: toilet

paper, cleaning supplies, laundry detergent, diapers (especially medium and large), shampoo, sanitary napkins/ tampons, dish washing soap, toothbrushes, toothpaste, travel toiletries, deodorant, and disposable wipes. These items will be delivered to the Crisis Cupboard as our donation. Pat Row will drop these off.

Please RSVP to Rita Ayers at rayers09@gmail.com.

Submitted by: Rita Ayers CPS

As we have done for many years, we will again be collecting toiletries for the **Abused Women's Shelter** in Oak Ridge. Please bring any toiletries that you have collected from your trips or anything you have on hand at home that you will not use to the Christmas Social. Jean Norris has volunteered again this year to get the items collected to the Shelter. In addition, if you have any of the large tote bags, like we received at International Convention that are surplus and unneeded, please bring those as well. We will donate those to Girls, Inc., for their garage sales.

We will also collect items for the *Aid to Distressed Families of Appalachian*

The New Pellissippi State Technical Community College

On October 27, I was proud to attend my first meeting as a Board Member for the Office Systems Technology (OST) Advisory Board at Pellissippi State Technical Community College (PSTCC). My daughter attended PSTCC, and they have been good supporters of IAAP. But, other than that, I really wasn't very familiar with them. Well, I learned a lot at the board meeting and thought I would give you an update of this wonderful Institution.

The college is a very upstanding learning institution with a heart for what is needed by those in the area and attending

students. They have already begun work on several new ideas and plans to help bring more studies and jobs to the area. They are constantly looking to the future and the needs of the community.

Office Systems Technology Update:

Our meeting was held in the fully upgraded OST lab with all new computers and projectors installed. In keeping up with the multifaceted changes in office technology, OST is making several changes in the fall. Some of these

(Continued on page 3)

*Education
is an
ornament
in
prosperity
and a
refuge in
adversity.*

~Aristotle

changes are:

- Name change to *Administrative Professional Technology (Admin)*
- Several curriculum changes — watch for changes in curriculum catalog under new title
- Medical Transcription and Insurance Certificate courses added
- New OST 1211 online courses offered

I would encourage you to take the time to check out the new curriculums and many changes going on with Pellissippi State at <http://pstcc.edu>.

Submitted by Rita Ayers CPS,
OST Advisory Board Member

What's All the Buzz About?

The workplace is overwrought with clichés, buzzwords and industry jargon. Although business terms that are familiar to everyone can sometimes make communication more effective, the overuse of these phrases may actually hinder it.

In a recent survey, we asked executives to cite the most annoying or overused phrase or buzzword in the workplace today. Their top responses included:

- *Leverage*, as in, “We intend to leverage our investment in IT infrastructure across multiple business units to drive profits.”
- *Game changer*, as in, “Transitioning from products to solutions was a game changer for our company.”
- *Value-add*, as in, “We have to evaluate the value-add of this activity before we spend more on it.”
- *Circle back*, as in, “I’m heading out of the office now, but I will circle back with you later.”
- *Interface*, as in, “My job requires me to interface with all levels of the organization.”

Following are some suggestions to help you avoid the clichés and voice your thoughts more effectively.

- **Know your audience.** Buzzwords are often exclusionary because at least some people are unfamiliar with even the most seemingly ubiquitous terms. Tailor your message to the knowledge level of the audience and avoid buzzwords or acronyms unless you’re confident everyone understands them.
- **Keep it simple.** One of the best ways to avoid buzzwords is by speaking plainly. Don’t try to roll a handful of thoughts into one breath. Break up your ideas, and they will be easier to comprehend.
- **Show instead of tell.** If you find it difficult to convey your thoughts without using a handful of buzzwords, consider eliminating words all together. Visual examples can often convey more information than words.

Peppering your speech with buzzwords is sometimes unavoidable, especially if you are talking to an audience that truly embraces them. But try to remember that direct, concrete statements typically are the most powerful and persuasive.

OfficeTeam is the world’s leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has more than 325 locations worldwide and offers online job search services at www.officeteam.com.

Recertification Made Easy

In 1998, the new Certified Administrative Professional® (CAP®) was developed and administered to waiting candidates. Along with the new certification designation came the requirement that thereafter any new CPS or CAP holder would have to recertify their certification credentials every five years. Those who do not recertify per the new guidelines will not be eligible to use the certification designations with their name nor be recognized by the Association as certification holders.

In the Oak Ridge Chapter, six members obtained their CPS certification prior to the 1998 change in recertification requirements, which means that these CPS holders are “grandfathered.” Their CPS designation will always be considered as current under our certification guidelines and exempt from the five-year recertification requirement. However, this does not preclude any “grandfathered” CPS holder from recertifying; and we have ten Chapter members who have chosen to do so. If a CPS holder is working and active in the Chapter, it is easy to acquire the required 90 points for recertification. But, once a “grandfathered” CPS holder recertifies, they must then recertify every five years and will no longer be considered as “grandfathered” exempt.

Although CPS and CAP certifications are not mandatory for Chapter members, we have a number of Chapter members who are currently pursuing review classes or studying independently for the CPS or CAP exams this coming November and beyond. They, of course, under our current guidelines will be required to recertify every five years.

As we all know and understand, certifying is an extremely great accomplishment—those who have done it and are studying to certify know the time, effort, and sacrifices required to achieve the goal of certifica-

tion. If anyone has any questions or needs help with the recertification process, I would be more than willing to help—whether it’s understanding the process of recertification, learning what counts and does not count as points toward recertification, or setting up a simple notebook to help you track your points and progress. I also have a Power-Point presentation I can share with you that may help you learn about the process too. It was a presentation I developed a couple of years ago and presented to the Chapter as a program for a recertification point credit. Taking and holding leadership positions in the Chapter; being a major committee chairman; undertaking special projects; and programs/seminars through our Chapter, Division, and Association earn you points toward recertification. Taking classes, whether through work or independently, can earn you points. Teaching a class or writing articles can also earn you points. There are many options to help you achieve recertification even before the five-year period expires. No active Chapter member should find it difficult to have enough points to recertify.

In thinking of the coming year and our annual goal of submitting a Chapter Achievement Award nomination to Avery-Dennison in January/February, I think it would be absolutely outstanding to be able to submit that every member of the Oak Ridge Chapter has either certified, recertified in the past five years, or is studying for certification. When we speak of Chapters and Members of Excellence, all participating would speak volumes for the Oak Ridge Chapter and the professionals that make up its membership. I would like for that to be our goal—full participation.

If I can help anyone in any way, I am always available to assist in your quest.

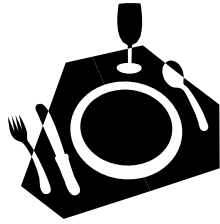
Submitted by: Jean Norris CPS/CAP

Enhancing Your Presence in the Dining Room

This month we continue our series of articles on good manners and proper dining protocol, both of which can make or break a promising business or personal relationship. Proper etiquette can enhance your credibility and make you stand out.

Use of Silverware

Choosing the correct silverware from the variety in front of you is not as difficult as it may first appear. Starting with the knife, fork, or spoon that is farthest from your plate, work your way in, using one utensil for each course. The salad fork is on your outermost left, followed by your dinner fork. Your soup spoon is on your outermost right, followed by your beverage spoon, salad knife and dinner knife. Your dessert spoon and fork are above your plate or brought out with dessert. If you remember the rule to work from the outside in, you'll be fine.



Do not rearrange cutlery to accommodate yourself if you are left-handed.

In American style eating, the left hand is usually kept off the table and in your lap except when it's being used to hold the fork during the cutting of food.

In European style, hands and wrists on the table, not on your lap – it will diminish your posture. And no elbows on the table in either style.

Diner's Digest suggest two common approaches to determine how to begin; and, whichever method is used, it should be followed at the start of each course. At small events, it is common to wait to take a bit until everyone at the table has received a serving and the hostess has begun eating. Sometimes a hostess may urge her guests to eat immediately upon receiving

the food. This is especially true at larger events, where waiting for everyone would allow it to get cold. In this case, wait until one or two of the other guests are ready to begin as well, so that you are not the only person at the table who is eating.

Ordering

If you are ordering food, when in doubt, follow the lead of the host. That includes the consumption of adult beverages. Generally, you will not want to order alcohol at lunch; dinner is okay, but again mirror your host and do the same as he or she does.



Don't order the most expensive item, unless you are the host and want to signal to your guests that their dining pleasure is your pleasure. Translation: you are picking up the tab. Make sure you do.

Order simply. Do not attempt to customize your plate with items from different entrees.

Avoid finger foods or foods that are difficult to eat. No sushi unless you are at a sushi restaurant. It's too much of a mouthful at once. The same with elongated pastas such as fettuccini, linguine or spaghetti. Remember the drip and slurp factor. You don't want to leave the table with your shirt or blouse looking like a Jackson Pollock painting.

~Enhancing Your Presence in the Dining Room by Roz Usheroff. Excerpts taken from the RTF reVisions, Winter 2009, and from other articles obtained from the Internet.

Submitted by: Alice Wittmer CPS

*Children are
natural mimics
who act like
their parents
despite every
effort to teach
them good
manners.
~Author
Unknown*

Fire Prevention — Stay Fire Smart! Don't Get Burned

Testing the water before putting a child in the bath may sound like common sense. Wearing short or close-fitting sleeves when cooking on the stovetop may show foresight. This and other simple actions may be all it takes to prevent devastating burns.



Fire Prevention Week 2009 focused on burn awareness and prevention, as well as keeping homes safe from the leading causes of home fires.

Fire statistics for 2008 show there were 3,320 civilians that lost their lives as a result of fire, 16,705 injuries occurred, and 118 firefighters were killed. Eighty-four percent of fire deaths occurred in residences. Fire killed more Americans than all natural disasters combined. There were an estimated 1.5 million fires in 2008 with a direct property loss of \$15.5 billion.

Please ensure that you and your family are prepared in the event of a fire. Please review the following fire safety checklist:

- Install and maintain a working smoke alarm outside of every sleep area and remember to change the battery at least once a year.
- Designate two escape routes from each bedroom and practice them regularly.
- Teach everyone the "Stop, Drop, and Roll" technique in case clothing catches on fire.
- Avoid storing old mattresses in the home or garage.
- Teach kids that matches, lighters and candles are tools, not toys. If you suspect that a child is playing with fire, check under beds and in closets for telltale signs like burned matches. Matches and lighters should be stored in a secure drawer or cabinet.

For additional information regarding fire safety, visit the National Fire Protection Association website at <http://www.nfpa.org/>.

Blessed Is The Leader

Blessed is the leader who knows where to go, why to go there and how to get there.

Blessed is the leader who knows no discouragement, presents no alibi.

Blessed is the leader who knows how to lead without being dictatorial.

Blessed is the leader who leads for the good of the most concerned; not for personal gratification.

Blessed is the leader who develops leaders while leading.

Blessed is the leader with a head in the clouds, and feet on the ground.

Blessed is the leader who considers leadership an opportunity to serve.

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Betty Williams

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Brenda Lee CPS

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ADVISOR
Cristal Case CPS

SECRETARY
Sherry Tipton

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ADVISORY BOARD**

MONNIE CHAMPION

BETH JINKERSON

Upcoming Events

JANUARY

- January 4— Board Meeting
- January 11—Chapter Meeting: Alpha House, "A Living Promise of Hope"

FEBRUARY

- February 1— Avery Dennison Report Due
- February 1— Board Meeting
- February 8—Chapter Meeting: Producing A Newsletter

MARCH

- March 1— Board Meeting
- March 8—Chapter Meeting Open House: Avery Dennison

APRIL

- April 5— Board Meeting
- April 12—Chapter Meeting
- April 18 to 24—Administrative Professionals Week