



**TEAMWORK ...**  
*Working towards  
a Brighter Future!*

# VISIONS

SEPTEMBER 2009

SHERRY CRASS CPS/CAP, EDITOR

## A PERSONAL MESSAGE FROM YOUR PRESIDENT

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Last month, I spoke about taking your lives and careers to the next level. Well, that's exactly what some of you did! September is the month that we recognize our members and others who have received their Certified Professional Secretary® (CPS®) and Certified Administrative Professional® (CAP®) certifications. Since I have been a member of the International Association of Administrative Professionals® (IAAP®), our Chapter has always had several members throughout the year who have accomplished this and bettered themselves and their career in doing so. This year is no exception. Whether you are earning your certification for the first time or recertifying for the first, second, third, etc., you are to be commended. The CPS or CAP certification is a significant accomplishment. It takes a lot of work and dedication to earn it. Our Chapter takes pride in helping in this accomplishment. In the past, we have offered review courses for each of the areas of study for the test. Several years ago, Roane State Community College partnered with us and began offering these classes to the public. One of our members conducts the Part 2, Office Administration, review

class. Our Chapter offers mock exams to help those prepare for the tests as well.

Currently, our Chapter has 30 members who have attained their CPS, 7 have attained their CAP, and 22 have recertified (some several times). So far this Chapter year, we are adding one more CPS and two more recertifications to our number. CONGRATULATIONS to Eileen Shea for attaining her CPS and to Christine Bealer CPS and Tonya McPeters CPS for recertifying.

As you can see, the Chapter is proud of the CPS/CAP certification and strives to help each person who wishes to attain certification. As President of the Chapter, I would like to challenge all of our members, who currently do not have their certification, to look into the possibility of attaining it. If you have any questions, you are always welcome to ask any of us for advice or recommendations.

Hope you have a green month! 😊

Your President,

*Rita*



Rita Ayers CPS

## Recognition Banquet

*To accomplish great things, we must not only act, but also dream, not only plan, but also believe.*

~Anatole France

“Do you really believe that modern technology makes our workload lighter?” Dr. J. Michael Simonson’s question presented to us at the 2009 Recognition Banquet. As I pondered his question, I thought of my first job typing letters on an electric typewriter, making three copies of the letter using carbon paper and correcting with a typing eraser, only completing a few letters in a day. And, now we can complete whole documents in a matter of minutes. Hmmmm... maybe Dr. Simonson was on to something?

We had a wonderful evening at the 2009 Recognition Banquet. The Oak Ridge Chapter honored three CPS recipients: Tanza Leatherwood CPS, Eileen Shea CPS, and Teresa Williams CPS. We also honored Christine Bealer CPS who recertified this year. I want to thank our Chapter members for coming and showing their support. You are the best!

A special thank you to the Recognition Banquet Committee--Janice Allgood CPS, Sherry Crass CPS/CAP, Jean Norris CPS/CAP, Nancy Rasnake CPS/CAP, and Pat Row CPS/CAP, I could not have done it without you, ladies!

Submitted by: Sandy Solands



Pictured left to right: Jean Norris CPS/CAP, CPS/CAP Education and Service Chairman; Tanza Leatherwood CPS; Eileen Shea CPS; Teresa Williams CPS; Christine Bealer CPS; and Pat Row CPS/CAP, International Trustee, Retirement Trust Foundation



Pictured left to right: Sandy Solands, Committee Chairman; J. Michael Simonson, Keynote Speaker; and Rita Ayers CPS, Oak Ridge Chapter President

**PLAN TO ATTEND!**

### OCTOBER CHAPTER MEETING

**Monday, October 12, 2009, 5:30 p.m.**

**City Room, Roane State Community College**

**Women’s Wellness: Healthy Lifestyle**

**Presented by Methodist Medical Center of Oak Ridge**

# Living By Ethics Each and Every Day

When you think of business ethics, what is your gut reaction? Is it positive or negative? Is it something you would look forward to thinking about, discussing, and applying to your life? Deep down, do you believe that a person can be ethical and still win? The following is an excerpt from *There's No Such Things as Business Ethics* by John C. Maxwell.

What is wrong with ethics today?

- ◆ People do what is most convenient instead of doing what is right.
- ◆ People do what they must do to win.
- ◆ People rationalize their choices with relation to what is happening at the time.

Ethics are something that we should be living by every day, without really having to think about it. If you live by ethics you do it across the board. So, how can we ensure we live by good ethics?

- ◆ Know what our priorities are – if you don't know what they are you can find yourself making poor ethical decisions.
- ◆ Know what our core values are and live by them everyday!
- ◆ Ethics entail action not debate. We must react in a situation, not just discuss it.

What are your core values? Listed below is the IAAP list of core values that, as members, we should be upholding.

**Integrity** – We demonstrate this cornerstone of our profession through honesty, accountability and high ethical standards.

**Respect** – We create respect within our profession and association through listening, understanding and acknowledging member feedback.

**Adaptability** – We ensure the success of our association by embracing positive change and by nurturing diversity, creativity and visionary thinking.

**Communication** – We cultivate and maintain excellence by remaining approachable at all levels, communicating openly and building strong relationships.

**Commitment** – We are steadfast in our goals to develop learning opportunities for career-minded administrative professionals and to strengthen efficiency and effectiveness.

Ethics is simply treating others as we would want them to treat us: with value, appreciation, trust, respect, understanding, and not be taken advantage of.

Sound easy? It's not; ethics entails action not debate. We have to consciously take action with the decisions we make each and every day, at work, home and play. Practice makes perfect or in this case *good ethics!*

Submitted by: Rita Ayers CPS

*We have  
committed  
the  
Golden Rule  
to memory;  
let us now  
commit it  
to life.*

~Edwin Markham



Seasonal Flu season has begun. Protect yourself by taking these three steps:

1. Take Time to Take the Flu Vaccine
2. Take Everyday Preventive Actions
3. Take Flu Antiviral Drugs if Your Doctor Recommends Them

Find out more about seasonal flu at: <http://www.flu.gov>

## Going Green—Home Maintenance Tips for Autumn

- ◆ Compost is a rich, organic soil conditioner for your lawn and garden. Put raked leaves and other yard wastes in a compost bin and keep these materials out of landfills. Don't forget to add any organic materials cleaned out of your gutters, too!
- ◆ Cool, dry fall days are a great time to paint both the interior and exterior of your home. Properly store any unused paint for future use, donate unused paint to neighbors or charities, or turn in your used paint to a waste collection facility for recycling.
- ◆ When stocking up on cold-weather gear, buy recycled-content items such as fleece clothing and blankets made from recycled soda bottles and snow shovels made from recycled plastic. Buying recycled-content products "closes the loop" and encourages companies to make more items with recycled materials.
- ◆ If you have a tile roof, check it thoroughly for cracks or missing tiles and use roofing made from recycled rubber or plastic to make repairs.
- ◆ Replace old insulation with insulation made from recycled paper, glass, and other recovered materials.
- ◆ Check your heat pump or furnace and change the filter or make repairs, if needed. Properly maintaining your furnace will conserve fuel by keeping it running efficiently and preventing leaks.
- ◆ Before rough winter weather sets in, remove screens from windows and doors and put up storm windows. Strong winds, heavy rains, and extreme cold can all damage your screens and ordinary windows and send them to landfills before their time.
- ◆ Check caulking around windows and do touch ups to conserve energy and natural resources.
- ◆ Clean and properly store tools, toys, and outdoor furniture to protect them from damage, allowing you to keep them longer instead of sending them to the landfill.
- ◆ When performing routine maintenance on your car, properly dispose of used motor oil, coolants, tires, and batteries. Many repair facilities will accept these items and recycle them, or you can call your local solid waste management department to find auto parts recycling facilities in your area.



**Make your plans now to attend our Dinner, Wine Sampler, and Auction scheduled for Friday, November 6, at Rothchild Catering and Conference Center, 8807 Kingston Pike. The evening will begin at 6:30 p.m. with the dinner buffet served at 7 p.m. Tickets are \$30 per person.**

**YOUR HELP IS NEEDED! Without you selling and/or purchasing tickets and obtaining auction items, this event cannot be a success.**

## Labor Day—Did You Know?

Labor Day, the first Monday in September, is a creation of the labor movement and is dedicated to the social and economic achievements of American workers. It constitutes a yearly national tribute to the contributions workers have made to the strength, prosperity, and well-being of our country.

More than 100 years after the first Labor Day observance, there is still some doubt as to who first proposed the holiday for workers.

Some records show that Peter J. McGuire, general secretary of the Brotherhood of Carpenters and Joiners and a cofounder of the American Federation of Labor, was first in suggesting a day to honor those "who from rude nature have delved and carved all the grandeur we behold."

But Peter McGuire's place in Labor Day history has not gone unchallenged. Many believe that Matthew Maguire, a machinist, not Peter McGuire, founded the holiday. Recent research seems to support the contention that Matthew Maguire, later the secretary of Local 344 of the International Association of Machinists in Paterson, N.J., proposed the holiday in 1882 while serving as secretary of the Central Labor Union in New York. What is clear is that the Central Labor Union adopted a Labor Day proposal and appointed a committee to plan a demonstration and picnic.

The first Labor Day holiday was celebrated on Tuesday, September 5, 1882, in New York City, in accordance with the plans of the Central Labor Union. The Central Labor Union held its second Labor Day holiday just a year later, on September 5, 1883.

In 1884 the first Monday in September was selected as the holiday, as originally proposed, and the Central Labor Union urged similar organizations in other cities to follow the example of New York and celebrate a "workingmen's holiday" on that date. The idea spread with the growth of

labor organizations, and in 1885 Labor Day was celebrated in many industrial centers of the country.

Through the years the nation gave increasing emphasis to Labor Day. The first governmental recognition came through municipal ordinances passed during 1885 and 1886. From them developed the movement to secure state legislation. The first state bill was introduced into the New York legislature, but the first to become law was passed by Oregon on February 21, 1887. During the year four more states — Colorado, Massachusetts, New Jersey, and New York — created the Labor Day holiday by legislative enactment. By the end of the decade Connecticut, Nebraska, and Pennsylvania had followed suit. By 1894, 23 other states had adopted the holiday in honor of workers, and on June 28 of that year, Congress passed an act making the first Monday in September of each year a legal holiday in the District of Columbia and the territories.

The character of the Labor Day celebration has undergone a change in recent years, especially in large industrial centers where mass displays and huge parades have proved a problem. This change, however, is more a shift in emphasis and medium of expression. Labor Day addresses by leading union officials, industrialists, educators, clerics and government officials are given wide coverage in newspapers, radio, and television.

The vital force of labor added materially to the highest standard of living and the greatest production the world has ever known and has brought us closer to the realization of our traditional ideals of economic and political democracy. It is appropriate, therefore, that the nation pay tribute on Labor Day to the creator of so much of the nation's strength, freedom, and leadership — the American worker.

~U.S. Department of Labor

*Labor was the first price, the original purchase-money that was paid for all things. It was not by gold or by silver, but by labor, that all wealth of the world was originally purchased.*

~Adam Smith

## The Last Lecture: Five Lessons

In the photo at left, Randy Pausch poses with his family. As was the custom at Carnegie Mellon where he taught, he was given an opportunity to present a last lecture. It seems like the closer one is to death, the more genuine one becomes. The more courageous one is to speak his truth, and nothing but the truth. This was certainly the case with Randy Pausch. He was diagnosed with incurable pancreatic cancer in September of 2006, and he died July 25, 2008, at his home in Virginia.



*Life isn't about  
waiting for the  
storm to pass,  
its about  
learning to  
dance in the  
rain.*

Several years ago, I viewed the video of his last lecture along with the other millions of people who found it or had it forwarded to them on the internet.

His lessons are worth remembering.

They keep coming back to me in silent moments filled with worry or dread or fear. This professor didn't care about silent moments, or a promotion, or any material thing. He saw beauty in every moment, even as he was dying. He celebrated his life to the end. This man was all about the joy in living: finding it, savoring it, sharing it, and believing in the joy of the moment. Though it has been several years since I first saw the video of his last lecture, I received a copy of the book just recently, and it reminded me again of how much we should live each day as though it is our last. Randy Pausch's lessons are ones that we all need to keep in mind:

1. **Tell the truth.** Doing so will simplify your life. Harder in the short run, yes, but honesty leads to intimacy and life is about connection to one another, the shared experiences we have with friends and family. By being honest with those you love---family and friends---doing so will grace all your relationships in the end.
2. **Say sorry when you're wrong.** Of course, when you speak the truth, you may reveal some error, mistake, or misstep for which you need to apologize.

And then move on. What a different world we would have if everyone who made a mistake said sorry and asked for forgiveness. No scapegoats. No excuses. Just a simple, "Sorry. I did the wrong thing."

3. **Dream and dream big.** A large part of Pausch's lecture was about pursuing dreams and how these dreams need to be specific. For him, it was: playing in the NFL, authoring an article in the encyclopedia, winning stuffed animals, meeting Captain Kirk, being a Disney imagineer. And some of them came true. Dreams are important...even the seemingly shallow and unattainable ones.
4. **Have fun and play more.** What a divine sense of humor this man had. He was so charming and entertaining throughout the lecture--the audience breaking into hysteria and laughter--that you could almost forget he was dying. Of all the tools to combat stress---especially the stress of dealing with life as we know it each day---humor is by far the most fun. And just like mastering any other life change, laughing at life (especially at frustrations and things one can't change), the better one becomes at laughter. And the more joy we find in the simple things.
5. **Live today fully.** Randy Pausch clearly did this after his diagnosis. And it's by far the most difficult for most people. It's all about giving up some control over the future and letting things happen as they are meant to happen. It means believing in miracles---such as that of the loaves and fishes---believing that there will be enough, even though we have doubts. This lesson requires worrying less and trusting more. And it means recognizing the joy that is before us---living each day as though it's the last day of our life.

~Submitted by: Pat Row CPS/CAP

# Enhancing Your Presence in the Dining Room

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This month we begin the first of a 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.

Many people fail to recognize a business meal for the wonderful opportunity you have been given to distinguish yourself. It's about your standing out from the crowd; it's about being accessible and connected to others; it's about making others feel important and valued. To take it one step further, it's about demonstrating good manners. And good manners show respect for others and an awareness of social convention. It is looked at as the frame around an oil painting; it just completes the total picture.

Etiquette is a set of guidelines for everyday living and for behaving appropriately in the company of others. Table etiquette helps you to define your level of professionalism. Below are a few helpful tips to help make your business dining experience a remarkable experience—as well as a few pitfalls you can avoid so you don't make a complete fool of yourself.

## Pre-Meal Etiquette

1. Arrive on time.
2. Call ahead if you know you will be late.
3. Wait 15 minutes before calling to check on the arrival status of your dinner partners.
4. Greet your host. Introduce people if necessary.

## Sitting Down

Do not place any bags, purses, sunglasses, cell phones, or briefcases on the table. Cell phones and pagers off, please!

When you are all seated, gently unfold your napkin and place it on your lap, folded in half with the fold toward your waist. The napkin should remain in your lap, except for use, until the end of the meal. That's when the diners are leaving the table, not just when you finish.

## “Reading” the Table Setting

Should you be attending a formal dinner or banquet with pre-set place settings, it is possible to gain clues about what may be served by “reading” the place setting. Start by drawing an imaginary line through the center of the serving place (the plate will be placed in the center of your dining space). To the right of this imaginary line all of the following will be placed; glassware, cup and saucer, knives, and spoons, as well as a seafood fork if the meal includes seafood. It is important to place glassware or cup back in the same position after its use in order to maintain the visual presence of the table. To the left of this imaginary line all of the following will be placed; bread and butter plate (including small butter knife place horizontally across the top of the plate) salad plate, napkin, and forks. Remembering the rule of “liquids on your right” and “solids on your left” will help in allowing you to quickly become familiar with the place settings.

*~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

*You can get  
through life with  
bad manners, but  
it's easier with  
good manners.*

*~Lillian Gish*

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## Upcoming Events

<p><b>OCTOBER</b></p> 	<p><b>October 5</b>—Board Meeting</p> <p><b>October 12</b>—Chapter Meeting: Women’s Wellness-Healthy Lifestyle</p> <p><b>October 20</b>—Seminar—The Administrative Edge, presented by Paula Harriss. Seminar sponsored by Maryville, Oak Ridge, and Knoxville Chapters</p>	<p><b>DECEMBER</b></p> 	<p>December 7—Board Meeting</p> <p>December 14—Christmas Social</p>
<p><b>NOVEMBER</b></p> 	<p>November 2—EAB/Board Meeting</p> <p>November 5—Dinner and Wine Sampler and Auction</p> <p>November 9—Chapter Meeting: Retirement Trust Foundation</p> <p>November 13—15: Chapter Retreat</p>	<p><b>JANUARY</b></p> 	<p>January 4—Board Meeting</p> <p>January 11—Chapter Meeting</p>