



Wichita, Kansas

MINISA CHAPTER  
CHARTERED 1942

**2008-2009 Board of Directors**

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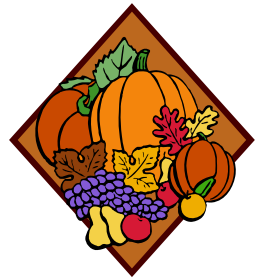
**PARLIAMENTARY ADVISOR**

Patricia Pickard CPS

The **Pow Wow** is a monthly publication of Minisa Chapter.

## Meeting Notice

### Executive Night



PROGRAM: **Humor Me**

REPORT BY: **Dr. Julie Gilpin-McMinn**

DATE: Thursday, October 2, 2008

TIME: 5:30 p.m. Networking  
6:00 p.m. Dinner  
6:30 p.m. Program (60 minutes for recertification points)

PLACE: Tallgrass Country Club  
2400 N Tallgrass (and Rock Road), Wichita

MENU: London Broil; Potatoes; Salad; Roll; Chef's Choice  
Dessert; Coffee and Iced Tea

COST: \$18 (dinner); \$2 (meeting only)

**Reservations Required:** We recognize emergency situations do come up. If you need to cancel your reservation please contact:

**Monique Richardson CPS/CAP (work 526-4940)**

no later than noon, Monday, September 29. The chapter is charged for the guaranteed number of meal reservations made, and members will be billed for reservations not canceled in time.

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Inserts (to members only): September 4 Meeting Minutes; Treasurer's Report;  
Approved Chapter Budget; Christmas Social Ballot



**"Character gets you out of bed; commitment moves you to action; faith, hope, and discipline enable you to follow through to completion."**

~ Zig Ziglar

## Greetings from the President . . .

Executive Night, October 2, is fast approaching. If you haven't already invited your executive to this special evening, please consider it. This will be a memorable evening as our Executive of the Year will be announced. It is also a wonderful and timely opportunity to honor all executives as October 16 is National Boss's Day. Our speaker, Dr. Julie Gilpin-McMinn will present "Humor Me". Dr. Julie has presented to Minisa members before and we look forward to her return. And for those who have not had the opportunity to hear Julie present, be prepared for humor, laughter, entertainment and most importantly, learning.



The Kansas Division Fall Workshop will be held Friday, October 24 in Kansas City. A link to the website for the registration form was e-mailed to members. The workshop early bird registration fee will be paid by the chapter, but you will need to get your completed form to Ruth Smith CPS/CAP by October 12.

The Membership Committee is busily organizing our IMPACT meeting scheduled for November 6. Brochures and flyers will be printed and ready for distribution soon. Please talk with your colleagues and encourage them to attend. Alicia Holloway from Select Search, LLC will give a short presentation on *What's Hot and What's Not in Employee Selection*.

In the September issue of the *Pow Wow*, I listed two of the eleven criteria for the *Pathways to Excellence* awards program. We will continue with a few more of the criteria. The third criterion is to actively participate in the IAAP web community forum discussions or submit an article for an IAAP publication (chapter, division, or international level). A short article for the *Pow Wow* qualifies for this criterion or logging on to the IAAP website and having a discussion on one of the many forums. If you are unsure how to log on to the website or join a forum, contact Bethel Banzhaf CPS/CAP or me and we will be glad to assist. The fourth criterion is to attend non-IAAP professional educational workshops, seminars and conferences. Any training your company allows you to attend or training you attend on your own counts for one point and fulfills this criteria. The next criterion may be a little more difficult. You need to hold a degree, certificate or equivalent (a minimum one year in length) from an accredited college or earn a Microsoft certification. If you have a degree, you have earned your point. This is different from the CPS/CAP certification. Remember, "A Member of Excellence commits to being active and involved in the association, always keeping in mind the vision, purpose, and objectives of IAAP."

Last month I touched briefly on the book *Becoming A Person of Influence* by John C. Maxwell. International President Barb Horton CAP recommended this book in her book club discussions. This month, I would like to present some further information from Mr. Maxwell's book.

Mr. Maxwell states there are four levels of influence; modeling, motivating, mentoring and multiplying. He suggests that modeling is how people are first influenced. "For most people, if they perceive that you are positive, trustworthy and have admirable qualities, then they will seek you as an influencer in their lives." He says this can be done from a distance, but the second level of influence has to be up close. This level, Mr. Maxwell says, is motivating. A motivational influencer encourages people and communicates with them on an emotional level. Once you reach the motivational level (beginning to see a positive impact), you move to the mentoring level. Mentoring is "pouring your life into other people and helping them reach their potential". Mentoring allows you to truly make a difference in someone's life. The multiplying stage is the highest level of influence you can have on others. You help people become positive influencers for others by what they have received from you and what they have learned on their own. "What you say, and more important, what you DO, is a model for those who follow you. Their actions will reflect your influence."

The next board meeting will be held October 30 at the South Side Education Center on 47th Street on the second floor of the building in room E203 at 5:30 p.m. Any member is welcome to attend. We encourage all members to attend board meetings and bring questions, comments, and/or concerns or just sit back and listen to the proceedings. Board meetings are usually an hour long.

*Cyndi Mullins CPS/CAP*



*Success is ninety-nine percent mental attitude. It calls for love, joy, optimism, confidence, serenity, poise, faith, courage, cheerfulness, imagination, initiative, tolerance, honesty, humility, patience and enthusiasm.*

~ Wilferd A. Peterson

## Dates to Remember



<b>October 2</b>	Chapter Meeting – Executive Night
<b>October 16</b>	<b>Pow Wow</b> Deadline (e-mailed [ <a href="mailto:minisachapter@hotmail.com">minisachapter@hotmail.com</a> ] submissions are greatly appreciated!)
<b>October 24</b>	Kansas Division Fall Seminar – Kansas City, Kansas
<b>October 30</b>	Board Meeting
<b>November 6</b>	Chapter Meeting – Membership Drive – Outstanding Member of the Year speaker
<b>November 6-7</b>	CPS and CAP examinations
<b>November 20</b>	<b>Pow Wow</b> Deadline (e-mailed [ <a href="mailto:minisachapter@hotmail.com">minisachapter@hotmail.com</a> ] submissions are greatly appreciated!)

## About Our Program and Speaker

**Dr. Julie Gilpin-McMinn** received her Ph.D. in psychology from Wichita State University in 1998, specializing in cognition, human computer interaction, industrial engineering/ergonomics, and aerospace. In 1997, she joined the Boeing Company which has since become Spirit AeroSystems, Inc. Dr. Gilpin-McMinn is currently the senior human factors design psychologist and ergonomist in research and development. In addition to conducting research in biomechanics and performing ergonomic analyses, she serves as a subject matter expert in cognitive aging, human simulation and dealing with workplace stress.



In ***Humor Me*** we will learn about:

- Identifying the signs and symptoms of prolonged stress.
- The physiological and psychological results of exposure to chronic stress.
- Coping techniques, stretches, and methods to reduce the effects of stress.
- The benefits of laughter: physiological and psychological.
- The effective use of laughter to reduce stress and improve the quality of life at home and at work.



## COMMITTEE REPORTS

### Publications Committee

*Pam Dinwiddie, Chairman*

The Publications Committee has updated the large chapter roster for the 2008-2009 year. This will be distributed to members at the October meeting and mailed to absent members. The roster contains chapter and association events for the year, committee and officer information, member contact information, chapter awards criteria, bylaws, protocol, etc. It is your one-stop reference for the chapter.



## Executive Night Committee

Margo Landis CPS/CAP, Chairman



Jocelyn Pickard and Margo Landis CPS/CAP (chair) form the Executive Night Committee this year. Executive Night will be held during our regular chapter meeting on October 2 from 6-8 p.m. at the Tallgrass Country Club when the award winning recipient will be announced.

We would like to encourage all of you to invite your executive to attend our dinner and program meeting. All executives in attendance will be recognized. The cost of the dinner for your executive will be \$18. This cost will not be paid by the chapter so please plan to pay for your executive or, if you choose, ask your executive to pay for his or her own dinner.

Come help us celebrate Minisa Chapter's *Executive of the Year!*

## Program Committee

Monique Richardson CPS/CAP, Chairman



The Program Committee met on September 19 to discuss the Christmas social program. Several options are being investigated and will be presented to the membership for vote.

The committee discussed the following:

- Stay at Tallgrass Country Club with special entertainment.
- Prairie Pines - \$32.00 includes show and dinner.
- Mosley Street Melodrama.
- Crown Uptown - \$34.40 includes show, dinner, sales tax and gratuity.
- Wichita Symphony Orchestra on December 9 – free show but would have to meet for dinner somewhere else.

A ballot will be presented to the membership and votes will be tallied at the October 2 meeting.

If you would like to vote but cannot attend the meeting, send your ballot to Monique Richardson before the meeting so it can be included in the tally.

## Publicity/Community Service Committee

Monique Richardson CPS/CAP, Chairman



The committee is working on several community service projects for the upcoming months.

- **November** – Donate 4-8 count crayons, coloring books, word search books, etc., to hospital children's wards.
- **December** – Homeless shelters always need socks (maybe members could clean out their closets for other clothes).
- **February** – Contact nursing homes to find out what their needs are, i.e., yarn, puzzles, etc.

Members who are interested in participating in these projects can start collecting items now. More information will be provided each month. Please contact Monique Richardson if you know of any other projects the chapter might participate in.

## Programs at a Glance

### August 14, 2008

*Report of IAAP International Convention*  
Cyndi Mullins CPS/CAP

### September 4, 2008

*From To Do . . . To Done\**  
Gary Sachs, Esselte Corp.

### October 2, 2008

*Humor Me\**  
Dr. Julie Gilpin-McMinn

### November 6, 2008

*What's Hot and What's Not in Employee Selection*  
Alicia Holloway, Select Search LLC  
Networking/Membership Drive

### December 4, 2008

*Christmas Social*  
TBD

### January 8, 2009

*Etiquette At Work\**  
Office Team

### February 5, 2009

*Computing Tips/Technology\**  
TBD

### March 5, 2009

*Certification: How and Why*  
Sue Houser CPS/CAP

### April 2, 2009

*Swing Into Action: Keeping You on Par for Strategic Success\**  
David Walker

### May 7, 2009 (Annual Meeting: closed)

*Event Planning: Who, What, When, Where, Why \**  
Robin Ruse

### June 4, 2009

*Your Partner In Success\**  
Pat Jones  
Installation of Officers

\* CPS/CAP Recertification Points Awarded  
– 60 minute programs

## Membership Committee

Bobbie Frye CPS/CAP, Chairman



The Membership Committee is working on the IMPACT invitations and will be distributing them to prospective guests by October 9. Do you know of any co-workers, friends, or other office personnel you are in contact with during the course of the work day who would benefit from membership in IAAP? If so, please provide their names and addresses to the Membership Committee to be added to the mailing list. We are counting on YOU to spread the word and attend the meeting!

Members are encouraged to bring co-workers and friends to acquaint them with the chapter and to learn about IAAP's resources. A person does not have to be an administrative professional to attend – he or she can be a support person in any department of a company: purchasing, finance, clerical, mailroom, whatever the case may be. Guests are free, members pay the normal meeting charge.



## Ways and Means Committee

Bobbie Frye CPS/CAP, Chairman

The Ways and Means Committee is getting off to a very good start. Our Terri Lynn nuts and candy have arrived and I should have them priced and ready for the next meeting. Entertainment Books also are available.

The Southern Living at Home show was held on September 20. To date, we have sales totaling \$1,612.80 between the two orders sent in resulting in \$322.56 commission for our chapter. The next order will go in October 3 so it's not too late to order. The consultant gave four door prizes to those in attendance valued from \$34.95 to \$49.95. Winners included: June Crawford, Juanita Esparza, Nicole Wyrick and Lori Townsend. Other members and guests present received a SLAH recipe booklet.

On October 11, we hope to have a booth at the Rose Hill Fall Festival to sell our merchandise. If you are interested in assisting with the booth, please let me know. The hours will be from 8 a.m. to 5:30 p.m. including set up and tear down; the craft fair is from 10:30 a.m. to 5 p.m. We prefer to have at least two members tending the booth at all times.

November 4 is the volunteer day at the election polls. A special THANK YOU to all the ladies who volunteered their time for this event!! They have a FULL schedule from 4:45 a.m. to 8 p.m. or later. Hopefully there will be lots of coffee available to keep our eyes open! If you volunteered and have not received your assignment, please let me know.

*Hear Ye! Hear Ye!*

## Special Membership Recruitment Program!

Thursday, November 6, 2008

5:30 p.m. – 7 p.m.

### *What's Hot and What's Not in Employee Selection*

Presented by Alicia Holloway of  
Select Search, LLC, Wichita,  
Kansas

- Find out what skills you need in today's workplace – are yours competitive?
- How can membership in IAAP help you achieve professional and personal excellence?
- Come see what we're all about!





## MinisaDentalPlans.com

Over 30 Available Plans

Do you or someone you know need dental insurance? Why not check out what's available on the chapter dental plan website at <http://www.minisadentalplans.com/>? There are several options to choose from and Minisa Chapter receives a percentage whenever someone joins. This is an ongoing fundraiser for Minisa Chapter and can be linked from the chapter website at <http://www.orgsites.com/ks/MinisaIAAP>.

Contact Bobbie Frye CPS/CAP if you have any questions.

**Minisa Chapter IAAP proudly offers its members and their friends and families an extra 10% off any discount dental plan!** Discount dental plans provide individuals and families with an affordable and easy-to-use alternative to costly dental insurance. Save 10% to 60% on most dental procedures, including checkups, cleanings, braces, root canals and even cosmetic dentistry on select plans.

**Join now and save 10% on any discount dental plan by using coupon code MINISA to join!** Enter your ZIP code in Step 1 or call us toll-free at 1-888-632-5353 to learn more.

<http://www.minisadentalplans.com>

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|---|---|
| <ul style="list-style-type: none"><li>• Plans Starting as low as \$79.95 per year</li><li>• Choose from 30+ Discount Dental Plans</li><li>• 100,000+ Providers in Combined Networks</li></ul> | <ul style="list-style-type: none"><li>• Save 10% to 60% on Most Procedures</li><li>• Join Online Instantly</li><li>• Receive Three Additional Months Free</li></ul> |
|---|---|

## For Our Newer Members



### What is "IMPACT"?

IMPACT is an IAAP in-house term for a chapter meeting/event devoted strictly to recruiting members. It's a technique used successfully by many other professional associations. Unlike periodic membership campaigns, the concentrated all-out effort of IMPACT:

- Focuses attention on membership. The planning devotes a month or more of chapter activity to membership.
- Gets everyone involved. An IMPACT meeting offers opportunities for all members to participate.
- Allows members to hone their public speaking skills by talking about how IAAP has benefited them.
- Brings together qualified prospects with IAAP members to learn the many benefits of membership in IAAP.
- Information and speakers are directed specifically to the interests and needs of prospective members.
- Conducts organized follow-up. With a membership committee and a prospect list in place, follow-up efforts will ensure that prospects are given the opportunity to join.

**NOTE:** do not use the word "Impact" when you invite a guest to an IMPACT meeting. This is an IAAP in-house term only. It will not mean anything to your guests, and may even confuse them!

*FYI is a feature column for the benefit of all members.  
Information presented is to assist new members as they begin to explore chapter offerings.*

## News From Around The Association . . .

### KANSAS DIVISION

Fall Seminar: Friday, October 24, 2008



### Fall Seminar Friday, October 24, 2008

**Motivation and Goal Setting**  
Tiffany Hentschel, SPHR

\$40 IAAP Members  
\$45 Non-IAAP Members

*[\$5 discount deadline October 13]*

Providence Medical Center  
8929 Parallel Parkway  
Kansas City, KS 66112

The Fall Seminar will be held on **Friday, October 24** in Kansas City, Kansas, co-hosted by the KCK Sunflower Chapter and the Kansas Division Board. If you have not yet been able to attend a Kansas Division seminar, and your supervisor will let you take a day for professional development, this is a great opportunity to do so. All members are encouraged to attend for a great day of education and networking with fellow members from different parts of Kansas.

Tiffany Hentschel, SPHR will present a five-hour program on *Motivation and Goal Setting* which will qualify for five CPS/CAP recertification points.

**Goal setting** is a powerful process for thinking about your ideal career future. Learn how to identify personal development needs and a process for writing realistic goals.

**Tiffany Hentschel** is currently the employee relations manager for Johnson County Government. She has worked in human resources and training since 1990 and has a passion for her work.

Mark your calendars now and plan to attend. The registration form is available from the website at: <http://www.iaap-kansas.org> or from any Kansas Division officer. Minisa Chapter will pay the early bird registration for any member who would like to attend, and a car pool will be arranged for anyone interested. Send your application form to the chapter treasurer, Ruth Smith CPS/CAP, **before October 12**.

### INTERNATIONAL

#### International President's Book Discussion

*From International President Barb Horton CAP:*

I love to read. And I love to share books. And I wanted to find a way to connect with each member in a way that had purpose and significance. What better way to merge my love of books with my passion for IAAP with you than to create a series of book discussions?

Over the course of the next year, I'll give you the titles of 12 books that will help you develop as a leader. Each quarter I'll announce the next three books. If you love reading, then read all 12. If you don't, then aim for at least one.

Each discussion will be held from the 15th of each month to the 15th of the next. After that, the discussion will close (but stay archived) and the new one will open. You can find all the discussions on the forums. Here are the next three books:

**September** – *Never Check E-Mail in the Morning And Other Unexpected Strategies for Making Your Work Life Work* by Julie Morgenstern (2004).

**October** – *The 7 Habits of Highly Effective People – Powerful Lessons in Personal Change* by Stephen R. Covey (2004).

**November** – *The Five Dysfunctions of a Team: A Leadership Fable* by Patrick M. Lencioni (2002).

Every couple of days, I will review your comments about the current book. However, I encourage you to direct any comments or questions to those participating in the forum. It is my hope that over the course of the **Excellence in Action** year that you will enjoy these titles as much as I enjoyed choosing them.



### Birthdays

Jacki Redd – October 18  
 Diane Walters CPS/PLS – October 19  
 Jeanelle Seals – October 21  
 Terri Fiscus-Goforth – October 22  
 Bronda Boley CTM – October 24  
 Kirsten Adams – October 29  
 Diana Smith – October 29

October

### Service Anniversaries

Fern DeShazer (2006)	Cyndi Mullins CPS (2005)
Margo Landis CPS (2005)	Jacki Redd (2005)
Diana Loux (2006)	Ruth Smith CPS (2005)
Linda McCurdy CPS (1988)	Robin Ruse (2007)
Monique Richardson CPS (2005)	

## Computer Corner

### MS Word® Table Tips

Here are a couple of tips for using the versatile Table function in Word:

- Positioning tables where you want them can sometimes be tricky, especially if you want to position text beside them. If you place your table inside a text box you can position it wherever you want. To do this simply:
  - ☞ Select **Insert/Text Box** from the menu bar or click the **Text Box** button on the Drawing toolbar and draw a text box in your document.
  - ☞ Next, place the insertion point inside the text box.
  - ☞ Now insert your table by selecting **Table/Insert Table** from the menu bar or by clicking the **Insert Table** button on the Standard toolbar.
  - ☞ You can now adjust the table's position and wrapping style by customizing the text box's position and wrapping settings.
- You typed a 10 row table and then realized that row nine should have been row two. Rather than inserting a new row and then copying row nine to the new row and going back to delete the row you copied, there is a much easier way.
  - ☞ Place your cursor anywhere in the row of the table and select **Alt + Shift + ↑** or **↓** (up or down arrow keys). Each time you hit the up arrow key, your row will move up one row in your table.
  - ☞ Or if you want to move a row down, hit the down arrow key and the row will move down one row. How easy is that?

This only works with the rows, not the columns. If you want to move a whole column left or right, select the column you want moved, and then click and drag it to the left or right.



### How to Apologize with Grace and Style

**W**e all make mistakes. I've made many myself, so through the years I've become somewhat of a master of apologies. Here are the three key components of any successful grovel.

- Don't Wait.** Speed is of primary importance. If too much time passes between the act and the apology, the harm solidifies.
- Accept Responsibility.** No excuses! Just come straight out with it: "What I did was just plain unforgivable. I was terribly wrong, and I want you to know how sorry I am."
- Gift-wrap It.** For maximum impact, send a small gift to the offended party (along with letter of apology). It might be flowers, a box of good chocolates, or even a can of golf balls, which you'd accompany with a note: "Hope you'll hit some with me, not at me."



## Are You A High-Tech Trendsetter?

According to a survey conducted by OfficeTeam and the International Association of Administrative Professionals (IAAP), a little technical know-how can help you move forward in the administration field. Forty-six percent of executives polled felt technological advances will play a key role in shaping how business is conducted over the next five years. With technology progressing at the speed of light, professionals who keep on top of the latest software and hardware trends will have a definite advantage over those who don't.

In addition to the Microsoft Office® suite of applications, in-demand computer programs include contact management, accounting, payroll applications and personnel software. Here are some suggestions to help you become your office's tech-savvy trendsetter:



**Keep ahead of the curve.** Read mainstream technology publications and visit computer-industry websites. These resources can give you a detailed overview of emerging software and hardware and help you determine how the tools might apply to the workplace.

**Take classes.** There are many classes available that allow you improve your technical skills. Online training can be particularly convenient. Don't forget to ask your manager if your company has a tuition reimbursement program to help with the cost.

**Offer suggestions.** Once you have improved your technical skill set, apply what you have learned to your job. Provide suggestions on how to best to use existing technologies or on new tools the company should consider adopting.

**Share what you've learned.** Take what you have learned back to work. By teaching others, you can improve the efficiency of the whole office and increase your visibility. Many companies rely heavily on administrative professionals to serve as early adopters of new technologies and be willing to share their knowledge with others. By becoming a technology guru, you can significantly increase your value to your firm.

*Provided by the career experts at Office Team*

### . . . *Style Editor*

#### The "th" on Dates

It is considered substandard North American English to place an "rd," "st" or "th" after a number directly following a month.

**Example Incorrect**

January 14th, 2008

**Example Correct**

January 14, 2008

**Examples Correct**

14th of January or 14th day of January (The number comes before the month – perfect for legal documents and formal invitations.)

We will meet on the 14th. (This is correct because the month is not used.)

People often complain that their computers automatically add the "th." When you upgrade your software to Office 2007, this will not happen.

## 7 Daily Rules

- ❖ **Wake Up!** . . . Decide to have a good day.
- ❖ **Dress Up!** . . . The best way to dress up is to put on a smile. A smile is an inexpensive way to improve your looks. Man looks at the outward appearance, but evolved people look at the heart.
- ❖ **Shut Up!** . . . Say kind things and learn to listen. There is a reason we have two ears and one mouth. It was meant for us to do twice as much listening as talking.
- ❖ **Stand Up!** . . . For what you believe in. Stand for something or you will fall for anything.
- ❖ **Look Up!** . . . It can always be worse. There's the man who has no shoes and then there's the man who has no feet.
- ❖ **Reach Up!** . . . For something higher. Most people say, "I'll believe it when I see it." But the truth is, "You'll see it when you believe it."
- ❖ **Lift Up!** . . . Encourage yourself and others. It's important to keep a positive attitude. Attitudes are contagious. Ask yourself if yours is worth catching.

*From Jane Boucher.com*

## On The Lighter Side

**F**or everyone who has ever had an evaluation, just remember – it could have been worse. These are actual quotes taken from federal government employee performance evaluations.

- Since my last report, this employee has reached rock-bottom and has started to dig.
- I would not allow this employee to breed.
- This employee is really not so much of a has-been, but more of a definite won't be.
- Works well when under constant supervision and cornered like a rat in a trap.
- When he opens his mouth, it seems that it is only to change feet.
- This young lady has delusions of adequacy.
- He sets low personal standards and then consistently fails to achieve them.
- This employee is depriving a village somewhere of an idiot.
- This employee should go far, and the sooner he starts the better.
- Got a full six-pack, but lacks the plastic thingy to hold it all together.
- A gross ignoramus – 144 times worse than an ignoramus.
- He doesn't have ulcers, he's a carrier.
- I would like to go hunting with him sometime.
- He's been working with glue too much.
- He would argue with a signpost.
- He brings a lot of joy whenever he leaves the room.
- When his IQ reaches 50, he should sell.
- If you see two people talking and one looks bored, he's the other one.
- A photographic memory but with the lens cover glued on.
- A prime candidate for natural de-selection.
- Donated his brain to science before he was done using it.
- Gates are down, the lights are flashing, but the train isn't coming.
- He's got two brain cells, one is lost and the other is out looking for it.
- If he were any more stupid, he'd have to be watered twice a week.
- If you gave him a penny for his thoughts, you'd get change.
- If you stand close enough to him, you can hear the ocean.
- One neuron short of a synapse.
- Some drink from the fountain of knowledge; he only gargled.
- Takes him two hours to watch *60 Minutes*.
- The wheel is turning, but the hamster is dead.



## Tips For Admins Who Train Others

Admins are frequently asked to train others on new software applications. Here are some tips that might be helpful to you as you plan that next training session.

- Treat the audience as adults. Adult learners have different needs and expectations than “kids.”
- The more the audience is involved in the training, the better.
- Survey them and find out what they know already, what they need to know, and how they will be using the technology. Adults want practical, “use-it-now” info.
- Avoid lectures. Get the group to participate as much as possible. People learning by doing, not hearing about doing.
- Teach them what they want to know to do their jobs, even if you have to deviate from your plans.
- Get them out of the work setting for the training (at least get them where there won’t be interruptions or where they will be thinking about unfinished work). If you can’t do that, insist that all phones be turned off or forwarded.
- Get the managers to support this training. Meet with them first and share an outline of the sessions. Let them know what you intend to accomplish and by when. Remind them that there will be a lag time where employees are learning how the system works – encourage them not to expect overnight results.
- Match up the quick learners with the slower learners. It’s also good to have this connect ongoing after the training session. So if the slow learners need help or have a question, they can go to a colleague (and not all come to you).
- Have good detailed handouts that take the group step-by-step though the training. But insist that they also take personal notes.
- Provide them with help desk phone numbers and web sites where they can get additional support after the session.
- Get an “assistant” if the training is hands-on so that person can circulate and troubleshoot as you explain.
- Get a big screen projection system, even if you have to rent one for the day. Don’t have folks crowd around a small image. They need to see you doing the moves – equally true if you have computers for all the audience members.
- People will learn best if they have hands-on. If you can’t commandeer a room and move in a few computers for the group training, consider going to a college or tech school and renting a computer lab. Everything will be set up and networked nicely and staff will be on hand to help you with any glitches. Believe me, it is worth the money (it’s also off-site and people see it as a day out and are away from their workplace interruptions).
- Do follow up after the training. E-mail them a questionnaire to see what problems they are having, what additional info they need and how their work has improved as a result of the training. It’s an excellent move to schedule more training in the future!



Many admins move from administration into the training field. Apply these techniques successfully and you might find a new career for yourself!

# Highlights of the September Meeting . . .

Linda McCurdy CPS, Photographer



*Demonstration of Esselte Products*



*Learning about new filing tools*



*New Member Welcome for Vera and Danielle*

## One-Minute Idea

### Membership Best Practices

Share your copy of the *OfficePRO* or monthly newsletter with a friend or co-worker, or print it and leave it in your office break room.

Keep your boss adequately informed about your participation in IAAP. Most bosses appreciate their employees' involvement in a professional organization.

Be sure your membership in IAAP is noted on your resume.



## Quick. Name the leading association for office professionals.

If you named IAAP®, you agree with professionals around the world who acknowledge IAAP® as a leader of office professionals for the enhancement of individual and collective value, image, competence, and influence.

Visit our next chapter meeting.

Call any officer for more information.

## Care and Share



**Bronda (Robins) Boley:** Mr. and Mrs. Ron (Bronda) Boley wish to thank you for the beautiful card and your good wishes for our new life together. Our wedding was beautiful – my daddy performed the ceremony, my daughter was my maid of honor, and my son gave me away (my groom even wrote part of the ceremony!) – definitely a family event!! We are settling into life as a family of four, and look forward to many decades together!

## Wanted: Members' Articles

This newsletter is dedicated to all chapter members. Members are encouraged to contribute articles for publication. These do not have to be just personal accomplishments at work, school, or associations. If you are a subject matter expert or have great knowledge of a certain subject, please write and submit an article. Have you read any good books lately and found something that pertained to assisting you in your career or personal life? We want to hear about it. What about that great website you bookmarked that you keep returning to? Inquiring minds want to know!

The *Pathways to Excellence* criteria require 200 words minimum and the Minisa Chapter incentive points criteria require at least 450 words for three points or a shorter length for one point.

The deadline for submission for any given month is the third Thursday of the month.

Dress for success . . . but pay less!

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### WE'RE ON THE WEB:

<http://www.orgsites.com/ks/MinisaIAAP>

# Newsletter Information

See your name in print! All chapter members are encouraged to submit articles, information, personal updates, anything you think would be of interest to other chapter members. All members who submit articles will receive incentive points.

### SUBMISSION DEADLINE

**3RD THURSDAY OF EVERY MONTH**

Submit articles to Bethel Banzhaf  
[minisachapter@hotmail.com](mailto:minisachapter@hotmail.com)  
P O Box 854, Wichita KS 67201;  
phone 269.2137, fax 269.9348

### SUBMISSION REQUIREMENTS

FONT: Arial  
SIZE: 10  
PARAGRAPH: justified  
NAMES: first and last  
CPS/CAP: always, no comma  
ALL COPY **must be proofed**  
**ONE SPACE** after periods

### ADVERTISING

SPACE AVAILABLE:  
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Submit check with your business card made payable to Minisa Chapter, IAAP, c/o Bethel Banzhaf CPS/CAP, P O Box 854, Wichita, KS 67201

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