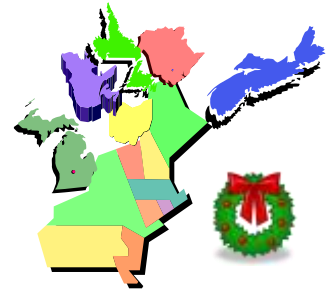


# Northeast Area News

2009 – 2010



*Connecticut, New York, Vermont, New Hampshire, Pennsylvania, Ohio, Maine, Massachusetts, Rhode Island, Michigan and New Jersey and Canada: Labrador, New Brunswick, Nova Scotia, Newfoundland, Prince Edward Islands, and Quebec*

---

---

## Welcome to the New Northeast Area Members!

### **Connecticut**

Ginette Anziano  
Gail Heath  
Dawn Olson  
Linda Reynolds

### **New York**

Annmarie Burgett  
Bridgett McLean  
Jane Price  
Lynn Robinson  
Rosemary Whitton

### **Pennsylvania**

Toni Corinealdi

### **New Jersey**

Kathleen Brusco  
Doreen Continanza  
Christine Law  
Kathy Napier  
Tina Dwyer  
Barbara Doster  
Maria Hernandez  
Roneisha Jarvis  
Lena Kamo  
Josefa Lopez  
Carol Occhuizzi  
Susan Sikorski  
Margaret Simmons



Hello again to all my friends and members of the NAEOP Northeast Area!

This has been a really busy year. In October Connecticut held their Fall Conference. Pam Posey was the keynote speaker and presented “ExploreYour Talents and Let Your Light Shine” and Mary Sumrall presented a workshop “Genus and Species of An Office Professional”. In November I had the opportunity to be invited to attend the New Jersey Association of Educational Office Professionals in Smithville, New Jersey. It’s always good to see familiar faces and make some new friends. They had some great speakers, a wonderful selection of raffle baskets, and gave some awards to a few of their members. Vermont, New Hampshire, Ohio, New York and Pennsylvania also held their fall conferences during October or November. I’m hoping I’ll be invited to attend other State organizations to promote NAEOP in the future.

Mark your calendars to submit nominations for awards by March 15, 2010. Affiliate packets were mailed out with the application forms for nominations for the Olive T. Richie Educational Office Professional of the Year, National Educational Administrator of the Year, Local and State affiliates on the Louise Henderson Nelson Award, affiliate websites, newsletters and magazines.

I wish you Happy Holidays and a Joyous New Year!

Elizabeth Napolitano, CEOE  
Northeast Area Director and Awards Chair



Pam Posey, Elizabeth Napolitano,  
and Mary Sumrall at the CAEOP  
Conference in Connecticut.



## *NEWS FROM NORTHEAST AREA AFFILIATES*



### **Educational Office Professionals of Ohio EOPO**

Educational Office Professionals of Ohio held their annual fall conference at the Cuyahoga Valley Career Center in Brecksville, Ohio on October 23, 2009. We began our day in a beautiful autumn setting. The campus sits in the middle of a lovely wooded area and the fall foliage was spectacular. Vice-President, Vicki East, did an excellent job of assembling speakers with insightful and much needed information. We were welcomed by *Dr. Celena Roebuck, Assistant Superintendent*, of Cuyahoga Valley Career Center. *Karen Starkowski, VocWorks*, gave us handouts and in-depth information about the prevention of serious health care issues related to our gender in *Women's Health Care*. *Christine Cowen, Occupational Therapist*, showed us how to properly set up our workstations in *Office Ergonomics*. *Safety in Today's Schools* - information on the ever changing face of safety, security, and awareness in public schools was presented by *Sergeant Bill Goodrich, Brecksville Police Department*. We finished our day with *Nitin Julka, Smart Solutions*, who spoke on *Personal Productivity*. Nitin shared a multitude of productivity information.

We dined in the CVCC Valley Inn and were served lunch by their culinary students and staff. The setting was beautiful, with windowed walls on two sides and a view of the vibrant fall colors. We were given a choice of Chicken Breast or Vegetarian Lasagna. Both were served with a salad and dessert. They did an excellent job of preparing and serving our meal.

On October 24, 2009 we held our 1<sup>st</sup> Annual Board Retreat. We were able to:

- Create a mission statement:  
*"Educational Office Professionals of Ohio is dedicated to promoting professionalism through developing skills, enhancing knowledge and encouraging growth."*
- Redesign our logo and brochure
- Create a centralized e-mail account ([eopo.ohio@gmail.com](mailto:eopo.ohio@gmail.com))
- Decide on items to be placed in a 'Members Only' section of our website ([eopo-oh.org](http://eopo-oh.org))
- Choose a new display board
- Review our by-laws

We had a very productive day, and I would like to thank all those who attended.

In our continuing effort to attract new members and to advertise our organization, seven members of the Educational Office Professionals of Ohio attended the Ohio School Board Association's Capital Conference held in Columbus, Ohio. The conference attendance consists of Superintendents, Treasurers, Administrators and Board Members from all over the State. We were part of the trade show which was held on November 9<sup>th</sup> and 10<sup>th</sup>. We were able to hand out brochures and talk to the attendees of the conference regarding the professional development opportunities and networking we provide for the educational office professionals of Ohio.

We also give out applications for the Lila Van Sweringen Student Scholarship and the Jacquelyn S. Myers Office Professional of the Year Award.

EPOO Attendees: *Cindy Goga, CEOE, Secretary; JoAnn Culberson, Membership Director; Esther Nesselroad, CEOE, Nominations & Elections; Katherine Reichley, NAEOP State Membership Chair; Michele Newton, CEOE, PSP Chair; Judy Cottle, EPOO Member; and Rhonda Cochran, EPOO Member*



Cindy Goga, CEOE, Secretary  
Judy Cottle, EPOO Member



Katherine Reichley, NAEOP Chair  
Michele Newton, CEOE, PSP Chair  
Cindy Goga, CEOE, Secretary



JoAnn Culberson, Membership Director  
Rhonda Cochran, EPOO Member  
Esther Nesselroad, CEOE, Nominations & Elections



## New Hampshire News

The NHAEOP held their Fall Business Meeting on October 15, 2009 at The Common Man Restaurant in Concord, New Hampshire. Our service project for the evening was making cards to send to the soldiers stationed overseas. Supplies were provided and members wrote short notes expressing thanks for the soldiers' service to our Country. Jenefer White, Martha Oullette, Gretchen Roussin, Marilyn Martell, Brenda Gentile and Robin Despins reported on their trip to the NAEOP National Conference this past July. They told everyone that if they ever have a chance to attend a National Conference – go!

The institutes and sessions were excellent and the connections with friends from across the country are something we look forward to each year.

Our NHAEOP sponsored “Edith E. Hammond 58<sup>th</sup> Annual Conference” will be held in Nashua, NH on May 5, 6, & 7, 2010. We have some great presenters lined up!

FYI - the 2011 conference is slated for The Mount Washington Hotel, Bretton Woods, NH on May 4, 5, & 6, 2011 – plan ahead, this is an “old world resort hotel”.



### **Benefits of NAEOP Membership**

The National Association of Educational Office Professionals (NAEOP) provides the opportunity for members to enhance their professional competencies through academic programs, conferences, and institutes. These incentive activities enable the members to take progressive steps to their desired professional growth level. Each Professional Standards Program certificate is based on requirements in three areas: education, experience, and professional activity. Filing dates for PSP applications are as follows: January 15, May 15, and September 15. You will also appreciate the networking with other members and through information through the *NES Connector* magazine. For more information go to [NAEOP.org](http://NAEOP.org).

## Balance Expectations with Understanding

By Dawn E. Oryszak

Do you ever dream that life would be easier if you: had a different vehicle or lost weight, were married or had a bigger house, had more money or a different job? We all have. Especially at this time of year when commercials flash youth serum, diamond rings and exercise equipment as solutions to meeting those desires. Do you wonder why others don't share the same need perception? Let's take a few moments together and examine the definitions of basic human needs and how to balance our expectations with understanding in our lives and the workplace.

### The Nine Basic Human Needs

- Security** is the need to feel safe, to feel assured that you know what is going to happen, to know ahead of time what the plans are.
- Adventure** is the need for an adrenaline rush, to have new experiences, to travel, to have BIG experiences, to have drama in your life, to have a sense of anticipation about upcoming events.
- Freedom** is the need for independence and spontaneity. It is also the need to have choices and to feel in control of making those choices.
- Exchange** is the need to trade information and knowledge with others, not just to mingle or socialize, but to deliver and receive something of value.
- Power** People with a need for Power need to be in a position of authority, they tend to be good organizers and accept responsibility.
- Expansion** is the need to build something, to add onto, to create an empire, to expand horizons, to go where no one has gone before.
- Acceptance** is the need to accept yourself and be accepted by others. This includes a feeling of belonging.
- Community** People with a need for Community like having people around. They are highly social and will express their enjoyment of gatherings and will seek out people and are able to maintain large numbers of relationships.
- Expression** is the need to be artistic, to be seen, to be heard. It is the need to express oneself through words, speech, actions, dress, art and self-creations of all types.

*Each of us has three primary needs that are more important than the other six. What constitutes a need and how the positive and negative aspects manifest that need for one person may be very different from another persons need perception.*

(June 1997 to read the complete Online Newsletter go to: <http://www.itstime.com/jun97.htm>. Sources: Nine needs material adapted from various workshops by Jose & Lena Stevens, [Pivotal Resources](#) and JP Van Hulle, [Michael Education Foundation](#).)

## **You've Made A Mistake, Now Recover!**

Stressed out, you say something you shouldn't have. Or you overlook a detail that ends up dooming an entire project. If you've said or done something in the past year that jeopardized your career, you're not alone.

"People are feeling anxious, so they're being short-tempered and unproductive," says Martin Yate, a career advisor at GoSavant.com, a career coaching and training site.

"Unfortunately, the way workers typically deal with gaffes is to get defensive and point fingers. They continue the bad behavior and sacrifice promotions and jobs."

Here's how to recover.

1. Take responsibility. Sure, you feel like skulking away, hoping no one notices the gaffe. But, instead, try assessing the situation and looking at it from the other person's perspective. Ask yourself, "What can I learn from this experience so that I have a better outcome next time?"
2. Apologize sincerely, if an apology is needed. Do it in person or with a handwritten note. Don't send a mea culpa via e-mail or wait for the news to spread before doing it. Tell your boss immediately about the mistake and be armed with a plan for making it right.
3. Build a bridge. Use the experience to reach out to a potential mentor. "The only people who don't make mistakes are those who sit in dark rooms," Yate says.

Adapted from "Learn From Mistakes" Alexandra Levit, *The Wall Street Journal*.

### **Information**

A *Northeast Area Newsletter* goes out by email to all Northeast Area members quarterly each year. If you have any information you would like to have included please contact me. You can include conference information, pictures, information about your association, etc.

The Northeast Area is represented on the National Board by myself, Cheri Goldrick from Vermont, and Cathy Eberle from New York. Wendy Heslink was elected at Advisory Council of the NAEOP Annual Conference to serve on the Public Relations & Publications Committee.

The NAEOP Listserv is a great communication and networking tool for members only. If you have a question you need answered about almost anything you can post it on the Listserv and get answers from other office professionals all around the country.

I invite you to join us in Kansas City, Missouri for the 2010 Annual Conference from July 5 – 9, 2010.

### **Questions?**

For more information about NAEOP or the Northeast Area, please contact me. I'm here to serve you as your Northeast Area Director and I would love to hear from you.

**Contact Information:**

Elizabeth Napolitano, CEOE  
Northeast Area Director  
503 South Elm Street  
Wallingford, CT 06492  
[ENapolitano@wallingford.k12.ct.us](mailto:ENapolitano@wallingford.k12.ct.us) or [ENap@aol.com](mailto:ENap@aol.com)

Home Phone: 203-294-1696 (Eastern Standard Time)  
Work Phone: 203-949-6509  
Work Fax: 203-949-6550

“Do your little bit of good where you are; it’s those little bits of good put together that overwhelm the world.” Archbishop Desmond Tutu

***THIS IS THE NORTHEAST AREA NEWS FOR ALL NORTHEAST AREA EDUCATIONAL OFFICE PROFESSIONAL STATE ORGANIZATIONS.*** Please try to contribute an article from your association during the year. Thank you.

