

NAEOP State Department Council Newsletter



You Are An Essential Piece of the NAEOP Puzzle!

Let's work together to continue to Shine Brightly, Touching Lives Around the World as we promote NAEOP's cornerstones of Service, Information, Recognition and Fellowship!

NAEOP Conference Recap

Nearly 400 NAEOP members joined together in July in Bloomington, Minnesota to attend the 75th Annual NAEOP national conference. What a marvelous time of service, information, fellowship and recognition.

(Continued on page 4)

Networking—the Puzzle Piece to Your Success

1. Networking is about building mutually beneficial relationships with other people. These are relationships in which people do the giving and taking.
2. Networking is not limited to work. You have a social network and a professional network. You have a network in any group of which you're a member..
3. Networking takes time to see results. If you're networking to grow a business, it can take up to a year to see results.
4. Networking offers a variety of benefits. You may get support, information and friendship. You may also find mentors, people to mentor, and leisure time partners.
5. Networking is a way to add richness to your life. It's a way to access information and events that you may not have never discovered on your own.

In NAEOP we build both social and professional networks at the same time. Many people you have met at conferences turn into valuable friends as well as colleagues across the country that you may compare situations with from work and home. These relationships are what we members of NAEOP value and look forward to building over time.

Set a goal for the next conference you attend. A simple goal would be to find someone who has a work situation like yours. You feel you are over worked and don't have enough time to complete the tasks given you on a day to day basis. In talking with those you meet at the conference, you find a person with the same challenges. You compare notes and ideas on how to get past the challenge. Throughout the next year, stay in touch via email and compare success stories on how you met your challenge and succeeded in making the necessary adjustments. This is networking!

(Printed with permission) Networking: The Skills the Schools Forgot to Teach by Cynthia D'Amour. Check her web site: <http://www.peoplepowerunlimited.com/>



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Help Pave the Way



Buy a Brick NAEOP Foundation

Paving the Way

There is still time to purchase a brick for the Jackie Evans Memorial Garden located at the national headquarters in Wichita, Kansas. You can have your name on the brick, or honor your administrator, past affiliate presidents, family members, or loved ones.

The memorial garden was dedicated in 1999 in memory of Jackie Evans, retiree and long-time dedicated member of NAEOP. A flag pole and bench were given as a gift when the

Garden was dedicated. The NAEOP Foundation is paving the way around the flag pole and bench with 4" x 8" bricks to enhance the garden.

The NAEOP web site has a link to information about the garden on the home page at <http://naeop.org>

Look for the symbol at the left as the link.

*"To love what you do and feel that it matters...how could anything be more fun."
- Katherine Graham*

NAEOP Reminders

Remember to encourage your local and state associations to affiliate early with NAEOP. Forms were recently sent to association Presidents. If you don't have a local association within your State Department, *ask me how to help set this up!*

Coming soon to you will be the latest issue of "Keeping Affiliates Active" and the *NES Connector*. Keep up to date with your association by reading these invaluable networking tools! If your local President doesn't send them out, I can send you a copy. Carol Bom

2009 NAEOP Conference Attendees

Have you filled out your 2009 Conference Evaluation?

This year conference attendees received an e-mail on August 27 regarding an online tool as the 2009 conference evaluation form. By going to http://www.surveymonkey.com/s.aspx?sm=Ab9YtSM02ypTrbN4F0mSRA_3d_3d members can fill out a simple evaluation form. This form is available online through September 30. If you attended the national conference in Bloomington, please let our national office and Board of Directors know what you thought of the conference.

Your opinion matters! Comments are read and changes are made to future conferences based upon your suggestions. If you prefer to fill out a survey on paper, simply contact the national office for a copy. Jennifer Jackson, NAEOP Affiliate Coordinator, is happy to assist in this matter. You may contact her via email at affiliates@naeop.org, or by phone at 316.942.4822, ext. 130.

Let's make our voices heard and help shape future conferences! Thanks!



State Department Council Breakfast Meeting at NAEOP Conference. In attendance: Back row: (L to R): Pat Whitley (MS); Guest: Pat Bensinger (DE); Carol Bom (NE); Gwen Kramer (KS); Linda Heller, (DE); and Beverly Smith (KS).

Front Row: (L to R) Theresa Cote (KS); Pat Fleming (MD); Debbie Geib (MO); Sibyl Hoover (DE); Sue Gilleland (NE); and Charlotte Zeller (KS).

2009 SDE Council Breakfast

Our annual breakfast was held during the 2009 NAEOP conference in Bloomington, Minnesota on Friday, July 24 with 12 members present, representing six states. Members in attendance were:

Pat Bensinger (DE); Carol Bom, CEOE (NE); Theresa Cote', CEOE (KS); Pat Fleming, CEOE (MD); Debbie Geib (MO); Sue Gilleland (NE); Sibyl Hoover, CEOE (DE); Gwen Kramer (KS); Bev Smith (KS); Willie (Pat) Whitley (MS); and Charlotte Zeller (KS). We also had a couple of guests stop by, who missed their council meeting, but were more than welcome to join us. Susan Boyd and Linda Hendrickson (VT) were in attendance at the conference, but due to family commitments, had to leave on Friday and weren't able to attend our breakfast.

Since our council meeting is often small in number, we have a relaxing breakfast and networking session. When I asked if they would like to have a speaker come next year to our breakfast meeting at the annual conference, I received a resounding chorus of "no" as a group reply. Members prefer to be informal and build our network of educational office professionals.

What is it that is so attractive about "networking?" What attracts us to networking is the fact that it is all about building relationships. Simply, it is a series of skills that help us build relationships with people. This simple definition comes from Cynthia D'Amour in her book *Networking: The Skill the Schools Forgot to Teach*. Look for a summary of this book on page one of this newsletter.

Next year we'll begin networking early at the conference with a "game night!" Watch for more information throughout the year.

Thanks to Our State Department Council Committee Members:

Carol Bom, CEOE Chairman	Nebraska
Susan Boyd, CEOE	Vermont
Theresa Cote', CEOE	Kansas
Denise Fisher	Nebraska
Alice Fournell	Nebraska
Debbie Geib	Missouri
Yvette Gilbert, CEOE	Mississippi
Sue Gilleland	Nebraska
Linda Kamble	Nebraska
Gwen Kramer	Kansas
Bitsy Longan	Nebraska
Beverly Smith	Kansas
Pat Whitley	Mississippi

Advisor:

Pat Fleming, CEOE	Maryland
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If you would like to participate as a committee member on the State Department Council, please contact me at carol.bom@nebraska.gov

Member News:

Susan Boyd (VT) retired on August 31! Congratulations!

Pat Bensinger (DE) is moving from the Department of Education to a public school district. Keep in touch!

SMART Goals

When we make our goals, let's remember to make them SMART—

S—Specific

M—Measurable

A—Attainable

R-Realistic

T-Timely or Tangible

You can use this model for short term and long term goals. Let's use these when we attend our fall workshops or conferences. Make a goal for a specific networking opportunity you would like to accomplish, as on page 1 of this newsletter.

Check out the following web site about SMART goals and find out the six "W" questions to qualify for a Specific goal:

<http://www.topachievement.com/smart.html>

What's Your Strategy for Recognition?

Contributed by Denise Fisher, NDEOPA

The Nebraska Department of Education Office Professionals (NDE-OPA) is gearing up for year two of our existence! One of the Association's goals is to promote and acknowledge employee contributions to the success of the agency. As easy as that may sound to pull off, we encountered road blocks that were totally unexpected!

The Recognition Committee developed a small program for employee recognition. We envisioned the program to be very simple. If someone helped you, let us know and we'll send them a "you did good" note. Simple enough, right?

We were a bit side-tracked when our Human Resource Department asked us *not* to proceed with our program. After several failed attempts to explain the program and a request to meet and discuss why, we were told that HR is responsible for all employee recognition programs. We countered with a more detailed explanation of our simple "thank you" efforts. HR countered with the offer to send out the announcement of the program, note that the cards were donated by NDE-OPA and that all requests would go through HR before we could send the thank you card. After a week of negotiations, we decided to offer HR the idea as an employee suggestion.

HOWEVER!

The Recognition Committee, determined to succeed at this effort, went back to the drawing board and developed another way

to foster good will by coming up with a "Pay It Forward" campaign--issuing a small card of thanks with instructions to pay the thanks forward to someone who helped them. If anyone needed a card, NDE-OPA would be happy to supply the card for them to use. Sounds the same, doesn't it?

Our original intent was to foster good will and improve morale. It was also a way of making others aware of our Association and how we can work together in the work place. I am surprised that some view our organization as "a little group of secretaries" or "union organizers." We have so much work to do to change perspectives!

The success of our Pay It Forward program is yet to be seen. But, many other things happened as a result of our efforts. First and foremost, I became happily aware of the commitment our members have to the Office Professionals organization. I was impressed with the perseverance of our committee when I was ready to chuck it all. I am very proud of the ownership the members took in instituting this program and remaining faithful to our goals.

We are very disappointed that we were not able to co-lead this effort with our HR office. However, we did gain from the experience. We'd be interested to hear how other organizations have worked toward shared leadership in improving the work place. Any words of inspiration are also welcome.

NAEOP Conference Recap, continued from page 1

Quality institutes, briefings and opportunities for communicating with peers is always a highlight of the conference. What you gain and experience personally depends on the goals you set.. Personally, I get something different out of the conference each year.

This year I thought our last keynote speaker was very effective. He reminded us about the importance of taking time with students and those we serve. He told stories using props from various people and stages of his life. I've been learning recently about the effectiveness of "telling your story" when you are the presenter. He certainly told his story and helped us understand how to deal effectively with students. The way we look at things and the way others see them are not always the same. By sharing a story, others learn how you perceive it and learn and grow from it. It's exhilarating that we can interact this way! Next time you're at a workshop or conference, try to change your perspective and see what you learn in addition to the material covered!

Questions and Answers

Let's use this portion of our newsletter to learn from each other.

Pat Whitley, Mississippi, asked the following at our Council Breakfast:

“Do any other state departments keep record/copies of diplomas or transcripts of all high school graduates in their state?”

Please respond via email to Pat if you are able to help her with the answer to this question. Her email is PWhitley@mde.k12.ms.us and copy me at carol.bom@nebraska.gov and I'll compile the answers and report back to you.

In **Nebraska**, I found that it is up to each school district to keep that information. Our state department of education does not. Our Adult Education team keeps records of any graduates of the GED Testing Service. Let's compare and learn from each other!

Please share any questions you may need answered, and I'll include it in our next newsletter. Thanks!



You are an Essential Piece of the NAEOP puzzle!

“Individuals do not become professionals because of some sudden leap that they make into the stratosphere. Individuals become professionals because of their lifetime dedication and commitment to higher standards and ideals, honorable values, and continuous self-improvement.”

Jim Ball, “Professionalism is for Everyone”

KSDE AEOP Members Benefit From Webinars

Contributed by Gwen Kramer, KSDE

What can we do to make professional development more meaningful, helpful, and beneficial for local members? That is the question local members of the Kansas State Department of Education (KSDE) AEOP charged officers with trying to figure out. Not all members are able to attend the state or national conferences where professional development happens. Some of the reasons that prevent members from attending conferences are cost, interference with family time, and time away from work when conferences are scheduled.

Searching the internet was one method used to find professional development relevant to the needs of the state department and assistants in general. Joan Burge webinars kept popping up for training of assistants. After viewing some of the series, it was decided to use them for local professional development training. There is a blog connected with the trainings to make comments and ask questions which is a great way to expand your professional network.

A process was set up to help members get the most out of the trainings. KSDE AEOP is allowed to hold business meetings each month during the work day for an hour. The officers decided to cut the business portion of the meeting to 30 minutes which hopefully makes it a more efficient use of time. For the remaining 30 minutes, discussion time was set aside for the webinars. Participation in the webinars is up to

each individual and can be done during work hours. The average length of a webinar is 7-10 minutes. The time for each webinar is listed so time for viewing can be planned. There are 26 weeks in the Joan Burge **free** webinar series. The officers divided it out for the year and decided it would take 7 to 8 months to complete the series if we did at least 4 per month. To receive credit for an agency professional development certificate, each participating member is required to bring a comment or question about each webinar to share with the group. Due to the timeframe allotted, not all questions and comments can be discussed. For the benefit of all, the comments and questions will be compiled into a document to be shared at the end of the training.

Joan Burge's webinar trainings focus on soft skills to be used in the assistant workforce. Joan assigns exercises to try with your boss or immediate supervisor at the end of each webinar. A different perspective is sometimes refreshing to the tasks we tackle every day.

Positive feedback from the webinars has been received by KSDE AEOP members to date. If more information is needed, visit www.officedynamics.com and consider joining the Joan Burge 26 weeks of free webinars.

National Association of Educational Office Professionals

The mission of the National Association of Educational Office Professionals (NAEOP), the only national professional association for educational office personnel, is to provide professional growth opportunities, leadership, and service for employees in education through a specifically-designed certification program, quality training, a network for sharing information and ideas, recognition of achievements, and fellowship."

Stay Connected With NAEOP!

Let's be sure to utilize all the benefits of NAEOP membership!

Stay connected by:

- NAEOP List Serve—if you're not a member, go to the NAEOP home page and click on "Mailing List" link. You'll need your NAEOP member to log in and utilize the list serve.
- Members Only—Log on to this site and utilize information for Members Only.
- NAEOP blog—managed by Carolina Wilson, IA—this began as an email on the NAEOP list serve. Participants shared comments about books read. The latest question posed dealt with "what did you learn from the NAEOP conference?" Check it out at <http://naeop.blogspot.com> Join the fun and help grow the blog!
- Remember to order your conference photos by September 28. Go to <http://naeop.org> to view the site. Type in "NAEOP2009" and the password is "4778".
- Begin planning now for the 2009-2010 NAEOP Conference—July 5-9, 2010 in Kansas City, Missouri.

SDE Council Goals For 2009-2010

Contributed by Carol Bom

In June, each NAEOP Council Chairman was asked to submit goals for their year of service. Following is what I submitted on behalf of our State Department Council:

- Encourage NDEOPA members (local association) to join NAEOP
- Visit the Kansas Department of Education members at a monthly meeting in the fall of 2009
- Communicate with Lola Young from Central Area and work on expansion in our area of the country with the Missouri, Iowa, Indiana and Illinois Departments of Education and other school administrative associations in the area to promote membership in NAEOP
- Continue to strengthen current network of SDE members
- Prepare and submit articles to *NES Connector*, *Keeping Affiliates Active*, and State Department Council newsletter
- Maintain/update State Department Council web page
- Assist Nebraska EOPA in planning the 2009-2010 NAEOP annual conference to be held in Kansas City

These are a lot of goals, but I believe we can work together to accomplish these goals. Do they look like **SMART** goals to you? The Council web page, located on the NAEOP site, will soon be updated. Please let me know what you would like to see added there that would be of benefit to you as a NAEOP member.