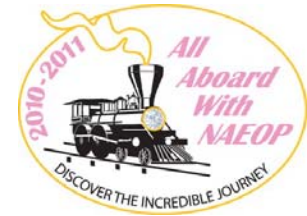


Keeping Affiliates Active



National Association of Educational Office Professionals

A Message from the President



What a glorious fall we have had and, as the winter rains start to fall in Washington, we can be ever thankful for this beautiful country we live in and the freedoms we share.

I have had the privilege of going to four state affiliates this fall on Field Service visits. What a unique opportunity to spread the NAEOP word and enjoy the fellowship of our members! From the beautiful mountains of Jackson Hole, Wyoming to the flatlands of Pittsburg, Kansas, the lakes of Hot Springs, Arkansas to the rugged Catskills of New York – my journey continued. I was thrilled to be invited to present workshops and install officers at most “whistle stops” and encourage everyone to come aboard the NAEOP train! While registrations were low, excitement was high! And, on that we can capitalize! I truly believe that we need to celebrate the members present while continuing our recruitment efforts. After all, if we don’t celebrate who we have, who will be there to recruit others? So, congratulations to all who attended these conferences! I know I have made many life-long friends in my travels thus far and am anxious for the spring conference cycle to begin. If you would like me or one of our board members to attend your spring conference or professional development day, please return a Field Service Form as soon as you can. The days are beginning to fill up quickly and we want to be of service to you if at all possible.

I also had the chance to visit one-on-one with our National Office staff enroute to the Kansas Field Service visit. What a wonderful group of ladies who are extremely dedicated to NAEOP and all it offers. We are very fortunate to have them! They continue to grow as a team and I look forward to even more good things ahead. I know I personally could not do the job I do without their support.

Ideas continue to flow into the Conference restructuring ad-hoc committee. They continue to diligently pursue ideas to provide our members with more professional development at a lower cost. If you are in the New Orleans area during Martin Luther King holiday weekend, stop by the NAEOP Board meeting and hear their progress first-hand. It’s bound to be exciting! Please contact the National Office if you plan to attend so they can help you with directions, hotel room, etc.

Please know that the NAEOP Board members are YOUR elected officers and they have pledged to serve you to the best of their ability this year. You are more than welcome to attend any/all of the meetings of the Board. (continued on page two)



Information from:
Executive Board
Area Directors
Council Chairmen &
Committees
Affiliates News
Conference Information



- continued from Page 1

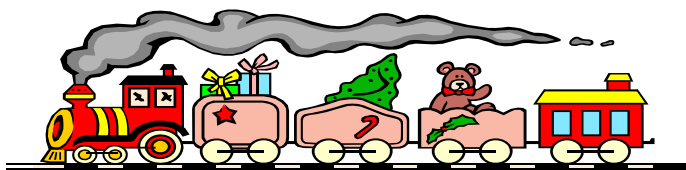
Several of our members have faced some life-changing experiences these past few months and we continue to keep them in our thoughts and prayers. I have to reminisce just a bit and remember back in 1996 when my husband was suddenly taken from us in a horrific car accident. I know the strength to move on from that event came from my faith and my WAEOP and NAEOP friends across the nation. I still have all the cards and letters and read through them periodically. You cannot know what just a simple card of encouragement can mean at an y time in a person's life. We are a family and families stick together!

I wish I could travel to each of the state and local affiliates to encourage and show my support for all you do for the professionalism of our educational office professionals in your area. As I stated in my installation speech that is highly improbable and very cost prohibitive, but please know I care and if you would like, I'm more than willing to write a letter to be read at your conference or professional development day. I have already written a couple of those as I couldn't attend due to a conflict in schedules. The 2010-2011 NAEOP Board of Directors are here to serve you to the best of our ability! You just need to ask!

Please don't hesitate to contact me if you have any questions or concerns about NAEOP, your affiliate or your membership. I am here. If I don't know the answers, I will find out. I have a strong board and a committed group of NAEOP Past Presidents that can engineer our train in the right direction.

Have a wonderful holiday season with your families and friends. I look forward to seeing some of you in New Orleans, January 14-17, 2011 at the NAEOP winter board meeting.

Kathy Lech, CEO
2010-2011 NAEOP President
2313 Maple Lane (Note: Address change!)
Steilacoom, WA 98388
Office: 253-583-7204 (7-3:30 PST)
FAX: 253-583-7292
Cell: 253-227-7368
Email: klech@steilacoom.k12.wa.us



Welcome to the Winter issue of Keeping Affiliates Active. I hope you enjoy all the wonderful information and articles that have been submitted to me from so many talented educational office professionals. It is a pleasure and honor to be the editor and distribute this newsletter four times during the year.

Winter is definitely here in the Northeast area. The brightly colored leaves have fallen from the trees and a few Northeast Area states have snow already. I wish you and your families health and happiness as we approach the holidays and the years end .

The next issue deadline is February 15, 2011. If you have any information you would like to submit please email it to me at ENapolitano@wallingford.k12.ct.us by February 7, 2011 to have it included. *Happy Holidays!!! Betty Napolitano*

Professional Development Opportunities



Planning for professional growth is an important part of our professional responsibility and effective planning involves looking beyond the present to reach long-term goals. So how does one achieve this in a slowed economy? In many cases, opportunities for professional development can be costly and with decreased school funding, it leaves very little “extra” money for training expenses.

As an affiliate there are high quality, yet inexpensive, options still available! Your NAEOP officers have designed workshops that will help expand your association members’ professional skills and knowledge. These officers are also available to serve as installing officers, deliver keynote addresses and promote NAEOP. If you desire a specific topic,

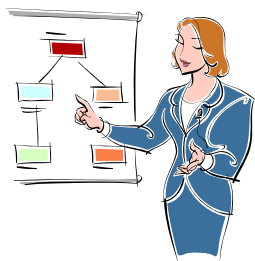
they will design a workshop specifically for your needs. To take advantage of this amazing opportunity, visit www.naeop.org and click on the Professional Development link. Once you have made your selection, please complete and submit the Field Service Request Form 90 days prior to your scheduled visit. This document is also located on our website via the Affiliates or Professional Development links.

While NAEOP allocates funds for this quality program it is not fully funded; thus we need your assistance with providing a donation and whenever an affiliate association is able to pay for expenses (travel and lodging), it is sincerely appreciated.

If your professional development plans for this year are already booked, it is never too early to plan for next year! As you prepare your budget, consider adding a line item specifically for the NAEOP Field Service Program.



Are You a Presenter?



If you answered yes, and desire to be listed in our speaker’s bureau, we would like to hear from you! The 2010-2011 Professional Development Program/PRO Committee is in the process of recruiting members who have experience presenting. Your inclusion in this bureau will assist NAEOP in providing a broader spectrum of speakers, from various regions, that can provide presentations at local, state, and Area Professional Development Days.

The process is simple, just complete the biographical form and submit for further processing and approval! If you are interested, or know of a member who might be interested, please email me at alliem@susd12.org, within one week of receipt of this newsletter, and I will gladly provide you a biographical form!

Lola Young, CEOE
Vice President
Membership Chairman



Some of you know, when I finished High School, I attended floral school. I've always loved flowers and plants and enjoy working with them a great deal. Unfortunately, being a florist doesn't pay well and most florist shops don't provide their employers with any benefits. Thus, I work in education where they provide us with pretty good benefits and adequate pay.

My floral background was the foundation for my membership theme for this year – **Planting Seeds For NAEOP's Growth**. Isn't it fun and exciting to plant seeds, nurture them, and watch them sprout up through the soil and grow into something beautiful (vegetables, fruit, or flowers)? We began to watch this miracle as young children in school. I certainly remember planting my bean seed and the pride I felt as it matured. I couldn't wait to take it home to show to my gardener Dad!

Well the same is true in our organization. We plant the seeds for NAEOP's growth by first listening to others desires and matching them with NAEOP's benefits. Listening first is definitely the key! Once we've listened and taken note of the prospective member's interests, we can share how our attributes match their interests and then invite them to join and encourage them to attend their very first conference. Work with them and make sure they are signing up for those events they will be most interested in. We all know once we get someone to attend a NAEOP conference, they're hooked and will naturally want to return again and again. The precursor, of course, is to get in there and plant those seeds and gain the interest of those prospective members.

Once the seeds are planted, we must nurture our NAEOP seeds just as we nurture our garden seeds. We fertilize those seeds by adding more information; we continue to listen to them and talk with them encouraging them just like we talk to our plants to help them grow. We can experience pride as we watch our NAEOP seedlings grow into something beautiful for NAEOP – productive members who just happen to share our professional goals. What could ever be better?

So go on out there and start planting seeds, nurture them, and watch them produce for NAEOP!



Top Recruiter Award
\$75 Annual Conference Registration (2012)
(elected board are not eligible)



Nominations and Elections

Pam Posey, CEOE, Chairman



Have you voted for your candidate of choice?

The Nominations and Elections Committee worked very hard to give the membership of NAEOP a complete ballot (at least 2 candidates for each position that is open) this year in order that you, the member, could have a choice!

Please VOTE and exercise your voting privilege!

The Committee thanks all the candidates for allowing their names to be put on the ballot. Each has agreed to serve NAEOP if elected and each has supervisor support and family support which is so important!

If you are a *current* member, you received a postcard from the National Office on or around November 10 that gave you complete details and the website (<https://eBallot.votenet.com/naeop>) to go to vote. If you did *not* receive the card, you need to call the National Office immediately (1-800-503-0314). The deadline for *online balloting* is **12 p.m. (midnight) CST December 1, 2010**. The post-mark deadline on *mail-in ballots* is *December 1*.

PLEASE NOTE that some computers will pull up the bios information on the voting site disorganized; there is nothing that we can do about this at this time, but we are reviewing it for next year. *If this happens to you*, you can go to the **Members Only** section of the NAEOP website (www.naeop.org) and log in, and the complete voting instructions AND candidate bios can be found there for easier reading.

The elected committee members who have worked so diligently this year and continue to work on reviewing our processes are: Brenda Blodgett (VT), Rose Hill (WY), Sandy Lineberry (NE), and Kathryn Miller (CA). Advisors are Connie Bergeson (AR) and Patricia Fleming (MD).



Please Vote.

Your Vote Will Make a Difference!



Seasons Greetings

Greetings from the PSP Registrar Lois Jordan, CEOE

I am pleased to have the opportunity to include PSP information in the communications to our affiliated educational associations. May I suggest this information be shared and discussed with your members and urge them to become familiar with the PSP book and Questions and Answers document, both of which are available on the NAEOP website.

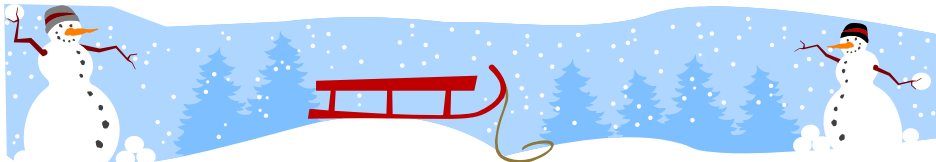
Any part or all of these documents may be printed and copied by our members.

Pages 4 and 5 of the PSP book list the certificate levels in each of the options I and II and the requirements. The information pertaining to education courses, in-service, association responsibility, upgrading, the CEOE distinction and recertification are all included in the book with detailed information and the appropriate forms to complete.

We stress the importance of ongoing membership since five years of continuous membership in NAEOP is one of the requirements for recertification. For a certificate to be considered current by NAEOP, it must be recertified every five years or upgraded.

Again, do refer to the PSP book regarding the differences between upgrading and recertifying.

My email address is pspregistrar@naeop.org and my telephone number is 316-942-4822, ext. 120. My regular schedule in the office is Monday from 9:00 a.m. to 2:00 p.m., Wednesday from 9:00 a.m. to 1:00 p.m. and Friday from 12:30 p.m. to 5:00 p.m. Please feel free to leave a message any time and I will get back to you.





NAEOP AFFILIATES

(Through 11/10/2010)



Arkansas AEOP	Fairfax AEOP	Southern Idaho AEOP
Arkansas AEOP-PP	Hampton AEOP	Auburn AEOP
Fort Smith Frontier AEOP	Portsmouth AEOP	Seattle AEOP
North Little Rock AEOP	Tri-City AEOP	Shoreline ESPA
Duval AEOP	Virginia AEOP	Tacoma AEOP
Florida AEOP	Illinois AEOP	Washington AEOP
Sarasota County AEOP	Kankakee Iroquois EOP	Washington AEOP-PP
Kentucky AEOP	Peoria AEOP	Wenatchee Valley EOP
Southern University AEOP	Vermillion County AEOP	Yelm AEOP
Mississippi AEOP PP	Kansas AEOP PP	Natrona County AESS
MGCCC AEOP	KSDE AEOP	Wyoming AEOP
Pearl River Community College AEOP	Cass County AEOP	Minnesota AEOP-PP
USM AOP	St. Louis County AEOP	Minnesota AEOP
Charlotte-Mecklenburg AEOP	Lincoln Public Schools AOP	Arizona EOPA
NCAEOP—PP	Nebraska Dept. EOPA	Arizona EOPA-PP
North Carolina AEOP	Nebraska EOPA	AEOE-LAUSD
NCAEOP Retirees	Nebraska EOPA-PP	Kern AEOP
NCAEOP-District 2	Connecticut AEOP	Granite AEOP
Richland County AEOP	EOP Ohio	Utah AEOP
SCAEOP—PP	Mansfield AEOP	Cherry Creek AEOP
South Carolina AEOP	Pennsylvania AEOP	Colorado AEOP
AEOP Norfolk	NAEOP Past EOP	CO AEOP PP
Chesapeake AEOP	TOTEM AESP	Littleton AEOP
COPA	Boise State Univ. AOP	Hobbs EPA
Fort Worth AEOP	Rio Grande VESA	Texas Retired ESA
Mesquite EPA	San Jacinto College AEOP	TESA
RESSA		

**Northeast Area Director
Elizabeth Napolitano, CEOE**



What a wonderful time I've been having networking and attending conferences in the Northeast Area. I've been to Waterbury, Vermont where I was made an honorary member and Callicoon, New York for the New York State conference in November. I was honored to help President Kathy Lech install Cathy Eberle as the New York State President. Connecticut held their Annual Fall Conference at the Mystic Marriott in Groton, Connecticut with Pam Posey as our keynote speaker. Cathy Eberle, New York State President and Secretary of NAEOP, also presented a workshop on *Phenomenal Women*. There were also fall conferences held in New Jersey, Pennsylvania and Ohio.

Please mark your calendars to attend the Northeast Area Professional Development Days on April 14-16, 2011 at the Fort William Henry Hotel in Lake George, New York. More information will be distributed soon.

If you have information you would like to relay to other Northeast Area members, please email the information to me and I will publish it in the Northeast Area Newsletter quarterly. The next issue of the Northeast Area News will be delivered to email addresses some time in December. My email address is ENapolitano@wallingford.k12.ct.us.

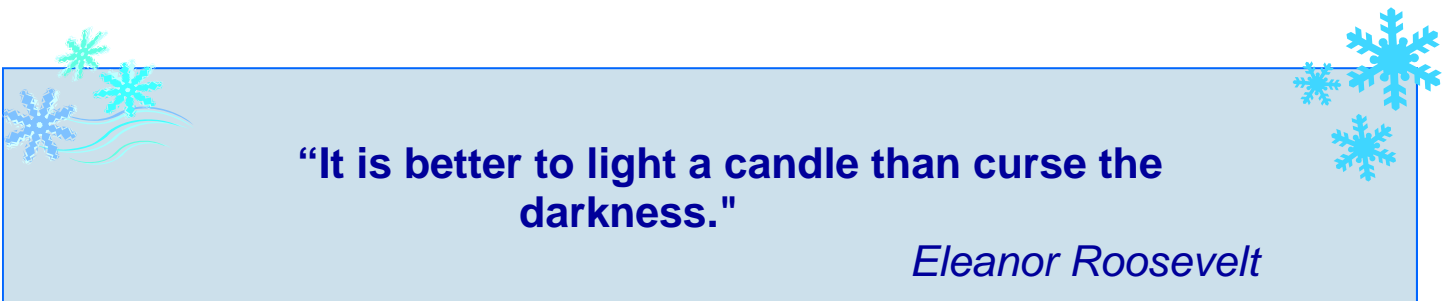


**Advisory Council/Affiliations
Elizabeth Napolitano, CEOE**

In this issue of *Keeping Affiliates Active* you will find a list of associations that have affiliated with NAEOP through November, 2010. If your association is not listed, I encourage you to contact the President of your association and remind them to affiliate as soon as possible in order to receive the benefits of NAEOP. If your association did not receive the packet, you can find the Affiliation form at www.naeop.org under the Affiliates link.

Advisory Council is the affiliate's voice and meets once a year at the Annual Conference. Issues and recommendations are brought to the Advisory Council and discussed by the delegates who are sent from each affiliated association.

In order for your association to participate and vote on issues, current NAEOP affiliation is required. The delegate must also be an NAEOP member in good standing and registered to attend the Advisory Council meeting.



SOUTHWEST AREA REPORT

Becky Shipley, CEOE

Southwest Area Director



The affiliates in the Southwest Area are busy making plans for Spring conferences and special events. I know they love to have all of our members join them if your schedule permits.

Blue Sky Educational Office Professionals Association held a membership social on October 1st at the Hampton Inn in Prescott Valley, Arizona. Their creative flyer said “Let Us Wine & Dine You” and invited educational office professionals come sip some wine, enjoy hors d’oeuvres, mingle with fellow professionals from other educational institutions, have some laughs and learn about the benefits of membership in their affiliate. Following their membership social, they held a professional development day on October 8 from 2-4 p.m. regarding “Yes You Can in 2010: Positive Strategies for Successful Leaders.” This presentation defined leadership in terms of the administrative assistant’s role in the workplace and presented a positive leadership theory with practical, hands-on skills featuring the role of the positive leadership, providing service with difficult customers and co-workers and stress management techniques.

Arizona Educational Office Professionals Association had a very successful Fall Conference on November 6th at the Black Canyon Conference Center in Phoenix. The one-day conference included a morning keynote presentation from Dr. Debra Duvall, Executive Director of the Arizona School Administrators. Even with our adaption to changes in our personal life, when change happens in the workplace we tend to withdraw or get anxious. Dr. Duvall talked to us about how we shouldn’t let change instill fear. Change is all around us and we need to learn how to revive our sense of purpose, to keep grounded, keep our priorities straight and do what matters most every day. “Madison’s Laws” was presented by Mary Lee Madison who spoke on don’t hesitate, but over compensate and not leaving home without the golden attitude. Arizona EOPA member, Rosie Reilly CEOE, presented a session on acronyms and initialisms and the workshop, “Packing for Success” was presented by the Southwest Area Director, Becky Shipley CEOE. We also learned about the new Avery products from Avery representative, Karen Thomas. As the Fall Conference Chairman, Susan Nanni, along with Conference Co-Chairman Judy Lutrick CEOE, did an outstanding job planning and executing a very successful Fall Conference.

Arizona Educational Office Professionals Association is holding a Holiday Luncheon on Saturday, December 4, at the historic Landmark Restaurant in Mesa, Arizona. This event will include a luncheon in the famous Garden Room. For additional information, contact Candy Romo by calling 602.943.9262 or email Candy at: cm_romo@yahoo.com.

Utah Association of Educational Office Professionals has set the date for their 2011 Annual Conference. The event will be held March 11-12, 2011 at the Granite Education Center in Salt Lake City, Utah. For additional information, contact Utah AEOP President, Mary Meyers, at meyers-mary@hotmail.com.

The 2011 Annual Conference for *California Association of Educational Office Professionals* is scheduled for March 4-5, 2011. The conference will be held on The Queen Mary in Long Beach, California. Hotel rooms have been negotiated for \$99.00/night, single or double, with suites at \$159.00/night. The 2011 Conference Chairman is Kathy Ramos. For additional information or to receive a copy of the registration flyer, contact Kathy at (661) 332-1217, or by email at: karamos@kern.org.

The Southwest Area members are also busy making plans for the 2011 NAEOP Conference in Charleston, South Carolina – and we hope to see each and every one of you there.

Melissa Carpenter, CEOE
NAEOP Southeast Area Director and Special Projects Co-Chairman


Greetings to all!

It is my privilege to serve again as the Southeast Area Director and Special Projects Co-Chairman. The Southeast Area covers Alabama, Arkansas, Florida, Georgia, Kentucky, Louisiana, Mississippi, Tennessee, Africa, Bermuda and the Caribbean areas. Congratulations to the newest members of NAEOP, the Southeast Area affiliates and to all those who received their recognition for earning a PSP certificate. Remember that January 15 is the next filing deadline! We are looking forward to working with each of you this year. Special thanks to Connie Bergeson, CEOE for agreeing to serve as my advisor.

I encourage you to renew your membership upon notification and to recruit new members to join our wonderful organization. Affiliates are encouraged to renew your affiliate membership upon receiving your affiliation notification. Don't miss any of the benefits that are available for affiliation. The deadline is May 1, 2011. Members and affiliates are encouraged to submit articles to the NES Connector by sending information to the editor Linda Sockwell, CEOE at linda.sockwell@risd.org.

Begin making your plans to attend the [Southeast Area Professional Development Day](#) March 4-6, 2011, in Oxford, Mississippi, at The Inn at Ole Miss. The Mississippi Association of Educational Office Professionals awaits your arrival! Save the dates July 18-22, 2011, to attend the NAEOP Annual Conference in Charleston, South Carolina at the Embassy Suites.



As special projects co-chairman for 2011, our battle cry will be “show me  the money” to assist in raising funds for NAEOP. The Special Projects committee functions to provide the mechanics necessary to carry out any special projects as approved by the Board of Directors. **Affiliates are asked to provide baskets. We are asking members to donate silent auction items for the conference.** If you have silent auction items, send them to Melissa Carpenter, 118 College Drive #5048, Hattiesburg, MS 39406, or bring them to conference with you. Special thanks to Patricia K. Fleming, CEOE, Geraldine “Boots” Owens, CEOE, Pam Posey, CEOE, Linda C. Tribble, CEOE and Helen Wells, CEOE for agreeing to serve as advisors. Committee members are always welcome by submitting your contact information to melissa.carpenter@usm.edu.





The University of Southern Mississippi Keeping Affiliates Active Melissa Carpenter, CEOE

The University of Southern Mississippi Association of Office Professionals (AOP) meets the second Tuesday of each month at noon in the Black Conference Room in the Student Activities HUB. We work all home football games to raise money for our scholarship fund and to provide professional development opportunities for members. Members are engaged in the community by providing services with the American Cancer Society, American Heart Association, "Bears on Patrol" for the Mississippi Highway Patrol Troop J, Diabetes Foundation of Mississippi, Operation Christmas Child, Habitat for Humanity, Jessica Harris Heart Transplant, Waiting for a Cure and the United Way.

AOP Mission:

- to elevate the standards of the group,
- to advance the general welfare of its members,
- to provide an organized means of communication among members and throughout all Southern Miss campuses,
- to foster better relationships and understanding among members, and
- to pool ideas and ideals, thereby promoting an overall better educational system at The University of Southern Mississippi.



On Thursday, October 28 the Association of Office Professionals Membership Committee held its annual Fall Membership Drive. The committee members are Chrissy Gill, AOP Vice President and chairman, Tina Griffin, Sharon Hughes, Martha Resavy and Cory Williams. They provided scrumptious snacks, delectable desserts and some very nice door prizes. Those in attendance were: Annette Baca, Kathy Oliver, Melissa Carpenter, Cathy Connell, Patricia Brewer, Jewel Adams, Jacqueline Sims, Shirley Hammond, Joyce Sanders, Cindy Medenwald, Susan King, Angela Hines, Cindy Hodge, Andrea Phillips, Mary Sumrall, Tonia Shaw, Kirsten Dickerson, Rebecca Riles, Katie Jones, Christina Lightsey, and Dianne Coleman. The association received one renewal, one new associate, and five new memberships. The membership committee wants to thank everyone who helped make the 2010 Fall Membership Drive a huge success!



In support of Breast Cancer Awareness Month, AOP members wore pink on Fridays during the month of October and entered the "Bra Art" Contest sponsored by Paint Southern Miss Pink Committee. AOP's Bra Art was designed by Tina Griffin. CONGRATULATIONS!!! Tina's Bra won the contest.



Just checking in to find out where you are on the NAEOP Incredible Journey.

As I was thinking about what to write I picked up a book titled *Rules of the Red Rubber Ball* by Kevin Carroll. This book has some wonderful insights to finding your dream and doing what it takes to make the dream happen; however, the quote by James Michener in the forward grabbed my attention and that is what I would like to share with you.

“The master in the art of living makes little distinction between his work and his play, his labor and his leisure, his mind and his body, his information and his recreation, his love and his religion. He hardly knows which is which. He simply pursues his vision of excellence at whatever he does, leaving others to decide whether he is working or playing. To him he is doing both.”

Isn't that a wonderful quote? And it really got me thinking ... What do I do to make it difficult for people to tell whether I am working or playing? Do I use humor to make my job more enjoyable?

Sometimes we have to be a little playful and not so serious all the time. Our sense of humor is one of the most powerful tools we can use to make work more like play. A friend of mine hangs different quotes outside her office door every week. One of the quotes that she hung was “Time flies like an arrow – fruit flies like a banana.” Ha ha ha, makes you think doesn't it? And it may cause that person to poke their head into the door and say “hi” or make a comment on the quote. It makes it a short mini vacation during that conversation and helps the day go so much better. It may have even been the break both needed at the time!

If you are able to see the lighter side of a situation it enables you to have a frame of mind that leads to increased productivity and a higher quality of service. Keep your sense of humor because laughter releases endorphins which makes you feel better and strengthens the immune system and humor makes us feel connected. So, get your own brand of humor that will help you connect with others.

How do you do this? Think back to the times you've made someone laugh. Think about what you said or did to bring that to their face. Remember the time you gave the group a chance to let off some steam and crack up, and let these moments be your guide. Or come up with some other ideas ... like:

Establish a fun committee – do something fun at the end of every month

Encourage spontaneity on the job – judgment must always be made about when any form of fun or humor is and is not appropriate, but don't let this restraint kill your capacity for spontaneity. A co-worker told me she was traveling with her boss by car to another city for a meeting. They stopped mid-morning at a rest stop near a beautiful lake and pine trees and walked about and had a Coke from a machine. As they got back into the car, she noticed her boss's day-planner opened up to that day. At 10 a.m., she saw “Stop and relax for 15 minutes.” Chances are that this woman's boss had not internalized the notion of enjoyment of his work. Making work more enjoyable and relaxation is simply one more item on a busy schedule. Sad isn't it?

Create a humor bulletin board – make it a point to look for tasteful and appropriate cartoons and jokes which poke fun at the circumstances that cause negativity or conflict in the office. Place cartoons next to the serious messages you want people to read.

They'll stop for the cartoons, but the other messages will get read, as well.

Create a tension relief area – everyone needs a place to “recoup” – I have a small table in the back of my office and most days a few of us eat lunch together and for those 30-45 minutes we talk and laugh. Sometimes others hear us having fun and will come and join us.


Have cartoon caption contests – you'll be amazed at the wit of your fellow employees – Use the bulletin board approach, or send copies of a cartoon around before a meeting and everyone who wants to can submit a caption in advance. At the meeting, people vote on the funniest caption. Winner gets a fun prize. Give a prize to the caption judged funniest. **REMEMBER to be kind and use appropriate messages.**

Add pertinent cartoons or funny quotes to memos and meeting agendas – make them smile –

When you are having fun on the job you are more energized and it helps reduce tension and stress while making work more enjoyable. Bill Cosby said, “Through humor, you can soften some of the worst blows that life delivers. And once you find laughter, no matter how painful your situation might be, you can survive it.”

Every day there is an opportunity to do what you want to do to make your work more like play. Are you taking that opportunity to “take your work seriously, while taking yourself lightly?” There is one rule to this and that is to be sensitive to when humor or laughter is and is not appropriate. Live your life so those around you will have to ask, “Are you working or playing?”

Have fun and jump on the train, “All Aboard With NAEOP and continue to Discover The Incredible Journey.”



Administrative Council Chairman
Wendy L. Heslink, CEOE

It's hard to believe we are at the end of the first quarter of the 2010-2011 school and NAEOP year already. Soon the holidays will be upon us and before you know it, 2011 will be rolling in. Have you made your New Year's Resolutions yet? You may think it's too early, but I think the time is right to start thinking about what you can resolve to do in 2011, both personally and professionally, that will benefit you. It's time to "get things on the right track."

It is my hope you will include a more active role in NAEOP, as well as your local/state associations, on your "to do list" for 2011. Professional development for educational office professionals, who serve as the "front line" for all school/college/university offices, should be mandatory. We need, want and deserve to be updated on techniques, programs, services and other job-related topics that will help us help our administrators perform better and more efficiently. I hope you will put "get more professional development" on your resolution list and will reach that goal by participating in all that NAEOP and the local/state affiliates have to offer.

Another idea for a resolution for 2011 is to apply for certification (or recertification) in the Professional Standards Program (PSP). Do you have your Basic Certificate, Advanced I, Advanced II, Advanced III, Bachelor's or Master's certificate? Do you have your CEOE distinction? If not, there's no time like the present to pursue these goals! Contact your local or state PSP Liaison, or the NAEOP office for assistance. It's truly not that difficult and for some NAEOP members, the results can be financially rewarded! If you already have your PSP certificates, is it time to recertify? Has it been 5 years since you received your certification? Whether you need your first certificate or need to recertify a certificate you already have, why not at least get on track with getting all the paperwork in order, contact the NAEOP office to be sure you have all items necessary, and "get on board" with others from across the country and receive your PSP certification in Charleston next July!

The third resolution I'd like you to consider is to spread the word of the benefits of being a NAEOP member to your colleagues, possibly even recruiting a new member or two. Think about all you've learned as a NAEOP member, all the fun you've had at conferences, all the friends you've made and all the new networking connections you have as a result. Why not share all that with a colleague? Share with them your excitement about going to Charleston next July and participating in all that a NAEOP conference has to offer. Let them in on the secret – the NAEOP train is a great ride!

Whatever you resolve to do in 2011, I hope it includes self improvement for you. The NAEOP train is rolling, and I would love to have you on board with us!



Welcome everyone! Do you get stressed over the Holiday Season? At times, do you feel overwhelmed about holiday shopping? Do you feel stressed in the office? Here are some ways to alleviating those symptoms.

1. Get adequate rest. Everyone should be getting 6-1/2 hours to 9 hours of sleep every night.
2. Follow a healthy diet. People under stress don't eat the way they should. Their eating habits change. Nutrition is very important when under stress and allows for better performance.
3. Exercise regularly. Exercising is an excellent way to relieve stress. Everyone should consult their doctor for advice on an exercise program suited for their needs.
4. Develop positive attitudes. Your attitude affects your energy level. Having a positive attitude is everything.
5. Listen to relaxing music. Relaxing music of your choice will relax your muscles.
6. Try relaxation exercises. Try a relaxing body position. Tense your muscles and relax different muscles at one area then another area.
7. Take a break. When you feel yourself tensing up, try and break away from the situation. Go for short walk. Do something fun that makes you relax.
8. Talk it out. Talk to another person. A good listener doesn't have to respond but can help guide you in your conversation.
9. Slow down. Rushing makes everyone stressed. Breathe deep and slowly. Walk at a slower pace. Eat slower.
10. Do something for others. Stress makes you focus more on yourself. Helping others will make you feel a lot better.

I encourage everyone to try some of these suggestions to avoid being stressed out. I know this will help everyone who gets stressed over the holidays scheduling at home and the office. I want to wish everyone "Happy Holidays and have a Happy New Year!"

I hope everyone has survived the school year so far. The NAEOP Elementary Council Newsletter will be emailed soon. A NAEOP Elementary Council Pamphlet is new this year and will be distributed soon.

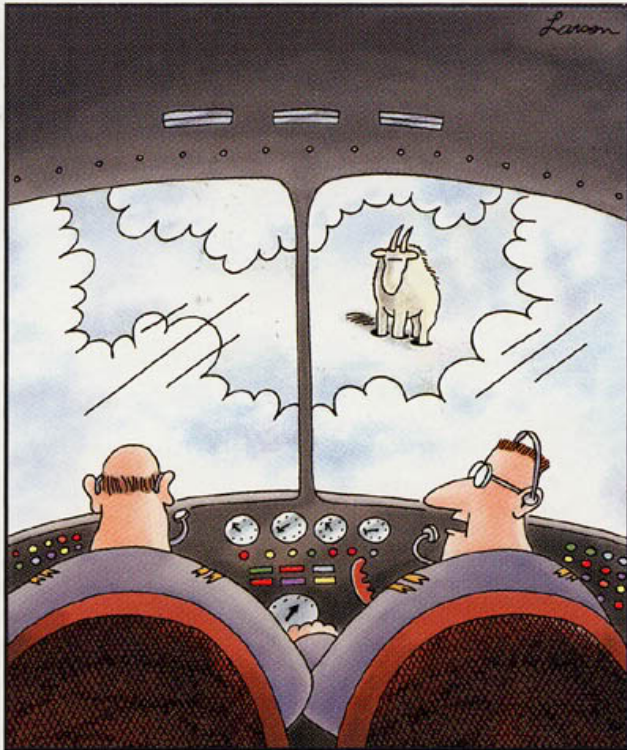
I am presently working on the Elementary Council Meeting to be held in Charleston, South Carolina, in July 2011. I have three topics for the Elementary Council Meeting. More to follow once approved. At the present time, the NAEOP Elementary Council goals are the following:

- Increase membership of NAEOP and the Elementary Council.
- Increase membership involvement with NAEOP and the Elementary Council.
- To retain, recruit and get new members.
- Volunteer to serve on the Annual Conference Elementary Council Meeting Committee.
- Serve on the Membership Committee.
- Serve on the Proofreading Committee.
- Serve on the Newsletter Committee.
- Continue to provide life-long learning for all educational office professionals.

I encourage everyone to volunteer and serve on the Annual Conference Elementary Council Meeting Committee. You can experience what NAEOP has to offer. The NAEOP Elementary Council theme is Dream, Believe, Achieve, Making a Difference. I want to wish everyone "Happy Holidays and have a Happy New Year!" If you have any questions or information you would like to share, please email me at djasinsk@gmsd.k12.pa.us or vacationtime01@aol.com. I'd love to hear from you so let's network!



Higher Education Council
Cheri Goldrick, Higher Education Council Chairman



"Say ... what's a mountain goat doing way up here in a cloud bank?"

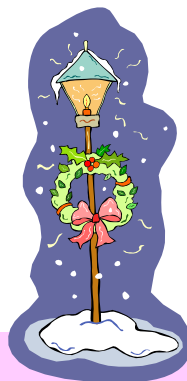
Embrace Challenges at Work !

Any challenge is an adventure in itself and how each one of us handles it varies. Now the pilots in the cartoon have a **TRUE** challenge ahead of them. What will they do next? First, they need to recognize their difficulty and **PULL UP!!!!** Recognizing their ability to change the situation is the first step to solving the problem!

I'm using the cartoon to illustrate that we all have situations we aren't prepared for but need to deal with and move on. After I left Kansas City in July, I went on vacation with my husband. I came back to work and was asked to help out in the Admissions Office. This has been quite a challenge for me in that I have been in academic affairs since 1998. This new position is totally different from what I have been doing up until now. I am faced with different challenges than I have ever had before but it is a wonderful experience! I am working with Student Ambassadors who are the cream of the crop and there is laughter and fun when working with incredible students! There is a lot to learn but the students make every day special. I am truly blessed to say that Admissions is now my new path. The challenge of a new way to help students and parents was an opportunity to broaden my current job skills and investigate other ways to assist Lyndon State College. I embrace the challenge to be a better person and expand my horizons.

Hopefully you will be ready to "Stick Your Neck Out" with the Higher Education Council? If so, please plan now to join us in Charleston, SC in July, 2011! Not only will you have a chance to network with other members of the council, but you can also be a part of our workshop. This workshop is geared to enhance your ability for creative thinking. You will learn to tap into resources to solve the hurdles that interfere with productivity and positive attitude. These skills can assist us both professionally and personally.

For more information on our Council meeting, feel free to contact me. I do hope to see you in Charleston and to enjoy some wonderful Southern hospitality! Have a GREAT day!



Susan Belliston, CEOE
High School/Career & Technical Education Council Chairman



There is a poster that I saw on my doctor's office wall several years ago that I was reminded of recently. I thought it would be a good thing to share with you at this time of year when we all are feeling a little burned out at work. It reminds me to keep balance in my life and helps me to persevere. I hope that it will encourage you.

ABC's to Success

- A** = Avoid negative sources, people, places, things, and habits
 - B** = Believe in yourself
 - C** = Consider things from every angle
 - D** = Don't give up and don't give in
 - E** = Enjoy life today, yesterday is gone, and tomorrow may never come
 - F** = Family and friends are hidden treasures, seek them and enjoy their riches
 - G** = Give more than you planned to
 - H** = Have courage to do what needs to be done and consideration for others feelings
 - I** = Ignore those who try to discourage you
 - J** = Just do it!
 - K** = Keep trying no matter how hard it seems, it will get easier
 - L** = Love yourself first and most
 - M** = Make it happen
 - N** = Never lie, cheat or steal, always strike a fair deal
 - O** = Open your eyes and see things as they really are
 - P** = Practice makes perfect
 - Q** = Quitters never win and winners never quit
 - R** = Read, study and learn about everything important in your life
 - S** = Stop procrastinating
 - T** = Take control of your own destiny
 - U** = Understand yourself in order to better understand others
 - V** = Visualize it
 - W** = Want it more than anything
 - X** = Accelerate your efforts
 - Y** = You are unique of all God's creations, nothing can replace **YOU!**
 - Z** = Zero in on your target and go for it!
- Wanda Hope Carter*

Found online at www.dwlz.com/Motivation/tips49.html

The NES Connector will be coming out soon with all the information on the 2011 NAEOP Annual Conference and Institute coming July 18-22 in Charleston, SC. I find I am always refreshed and ready to return to work after attending the conference and I hope you will make plans now to attend. As always, it promises to be worth your while.

Teresa L. Price
Middle School/Jr. High Council Chairman



With December right around the corner, I try to be prepared for upcoming events especially during the holiday season. Even on my best organized day, I can become overwhelmed during this busy time. It seems there are a million things to do and not enough time to do them all. As I researched this topic, I found some great information from the American Psychological Association and want to share this with you.

The holidays can be a stressful time for many people due to the intensified focus on family, work and money, but this added stress is felt more by women. In a recent survey on holiday stress, the American Psychological Association (APA) found that women are more likely than men to report heightened stress levels during the holiday season, and they're less likely to take time to relax or manage stress in healthy ways.

Research shows stress, and the unhealthy behaviors people use to manage it, contribute to some of our country's biggest health problems such as obesity, heart disease and diabetes. So it's imperative that people take steps to address issues like holiday stress in healthier ways. According to psychologist and APA Executive Director for Professional Practice Dr. Russ Newman, people who manage stress by engaging in unhealthy behaviors such as overeating, drinking and smoking are likely to have their physical health negatively affected over time, as opposed to people with a healthy lifestyle.

Here are some important tips on managing stress during this holiday season.

Define holiday stress—How do you experience stress? Does that experience change during the holidays? Different people experience stress differently. How do you know when you are stressed? Does your family know when you are stressed? Maybe they can tell you how you react.

Identify holiday stressors—What holiday events or situations trigger stressful feelings? Are they related to work, home, relationships or something else? Is it something you can change?

Recognize how you deal with stress—Determine if you are relying on unhealthy behaviors like smoking or eating to manage stress. Is this a behavior you rely on year-round, or is it specific to holiday stress?

Change one behavior at a time—Unhealthy behaviors develop over the course of time. Replacing unhealthy behaviors with healthy ones requires time. Don't believe you can make it all right in one day. Start small and stay focused on changing one behavior.

Take care of yourself—Taking care of yourself during the holiday season helps to keep your mind and body in the best shape to deal with stress. Pay attention to your own needs and feelings. Engage in holiday activities you enjoy and find relaxing. Exercise regularly. Eat healthy. Make sure you get enough rest and sleep. Don't overbook yourself with activities just because you don't want to hurt anyone's feelings. Learn to say, "No, but thank you for including me!"

Ask for support—Accepting help from those who care about you and will listen to you strengthens your resilience and ability to manage stress. Use the holidays as a time to reconnect with friends and family and strengthen your support network. Surround yourself with positive people. Their positive energy will rub off on you. You can schedule a work session at your home to bake cookies, mail holiday cards or just to wrap presents.

As always, I look forward to communicating with each of you. The Middle School/Jr. High Council newsletter will be distributed quarterly. If you have any information you would like to include, want to be added to the email list, or have any suggestions for articles please email me at teresa.price@cr.k12.de.us. Get involved and understand what NAEOP can offer you on your incredible journey.



The year is well underway and I hope that you are reaping the benefits of your state and local state department associations. We are all sharing the concern about the drop in membership and attendance at meetings and conferences. At all association levels we focus on member recruitment and retention, but this focus really got my wheels turning. What kind of a member am I? While going through some materials from a National Conference several years ago I came across the following poem.

Think This Over

Are you an active member?
The kind that would be missed;
Or are you just content,
That your name is on the list?

Do you attend the meetings,
And mingle with the flock?
Or do you stay at home
To criticize and knock?

Do you take an active part?
To help the work along;
Or are you satisfied,
To only just belong?

Do you ever volunteer?
To help _____ and _____;
Or leave the work to just a few,
And talk about a clique?

Think this over
You know right from wrong;
Are you an active member,
Or do you just belong?

Author Unknown

Some of the lines in the poem made me a bit uncomfortable. Am I an active member? I know personally that it's easy for our emotions and feelings to get hurt and to fall to uncivil behavior, as some of the lines suggest. But in continuing to strive to do and be better we will truly make a difference.

This year's theme for membership recruitment is "Planting Seeds for NAEOP's Growth." Even though some days it may feel hopeless, we should all remember to reach out to everyone we meet to plant the seeds for their professional and personal growth. They may not join that same day, the next day, or maybe ever—but who knows what kind of impact you could have. When you are feeling lost or down, surround yourself with positive individuals who can help you stay on course and not give up.

We were fortunate to have at our recent Kansas AEOP Conference National President Kathy Lech. Honestly, on the personal side, I was so worried about us having low attendance with our National president coming, I totally stressed myself out. What would she think of us? But once I got to conference I realized that I need to stop worrying, embrace the knowledge that Kathy had to share with us, and get to work sharing with others. Kathy presented a session titled "212 Degrees." While water is very hot at 211 degrees, it boils at 212 degrees. What a difference that one degree can make. This stuck me as very true. I know that a little bit of extra effort can go a long way.

I challenge each of us to reach out and be that one degree of difference. Let's build and grow. What activities do you have going on in your associations that might benefit others? Let's "plant the seeds" while becoming the members that we truly want to be. Feel free to contact me with your input and I will be glad to forward on. I can be reached at czeller@ksde.org.





NAEOP Dates to Remember

December 23, 2010 – January 3, 2011	NAEOP Office Closed
January 15, 2011	Filing Date for PSP Applications
March 2 – March 4, 2011	North Carolina AEOP Conference Greensboro, NC
March 4 – March 5, 2011	California AEOP Conference The Queen Mary, Long Beach, CA
March 11-March 13, 2011	South Central Area Professional Development Days Overton Hotel & Conference Center Lubbock, Texas
March 15, 2011	Awards & Scholarship Deadline Postmark Deadline for Awards & Scholarship Applications
March 31-April 1, 2011	Central Area Professional Development Days – Indianapolis, IN
April 14 –April 16, 2011	Northeast Area Professional Development Days – Fort William Henry Hotel Lake George, New York
April 14 – April 15, 2011	Kansas AEOP Spring Workshop Manhattan, KS
April 20, 2011	Administrative Professionals Day
April 29-April 30, 2011	Washington AEOP Conference Wenatchee, WA
May 1, 2011	Affiliates Renewal Deadline
July 18-22, 2011	Charleston, South Carolina

If you have an important date you would like to list here, please contact me at ENapolitano@wallingford.k12.ct.us.



NAEOP 2011 Conference

Charleston, SC

July 18-22, 2011

Make plans now to attend NAEOP 2011 in Charleston, SC because we are making **BIG** plans for your visit! We have arranged awesome speakers as keynotes, as well as, for the Institute, and Briefings. Take this opportunity to explore a beautiful historic city deep in the heart of the south and experience the local charm and customs, dine on southern favorites and some of the best seafood in the world, all while you learn and laugh with NAEOP.

The Embassy Suites, Airport/Convention Center will be our host hotel and is attached to the Charleston Area Conference Center. All rooms are 2 room suites that include microwave, refrigerator, coffee makers, and sleeper sofas. Rooms are \$145.00 per night. A cooked to order free breakfast buffet is offered every morning. (Area and Council Breakfasts will now be Area and Council "meetings" so you can eat your free breakfast before you go to the meeting.) The Embassy also includes the complimentary manager's reception in the evenings. The hotel provides free transportation to and from the airport, the nearby Tanger Outlets and parking is free! The hotel and Charleston Convention Center are located approximately 12 miles from Historic Downtown Charleston. Member and Guest registration will include free shuttle service to the downtown area on specified days and times.

Be prepared to learn, laugh and live life to the fullest in historic Charleston, South Carolina in 2011. Be sure to start planning now so you can take advantage of the *Cruise to the Bahamas* that will follow the conference leaving from the Charleston Port. Bring your family and make this a relaxed working vacation.



NAEOP
CARNIVAL FANTASY
JULY 23 - 29, 2011
6-NIGHT CRUISE SAILING FROM CHARLESTON

<u>DAY</u>	<u>PORT OF CALL</u>	<u>ARRIVE</u>	<u>DEPART</u>
Saturday, July 23	Charleston, SC		4:00 PM
Sunday, July 24	Fun Day At Sea	-	-
Monday, July 25	Nassau, Bahamas	7:00 AM	6:00 PM
Tuesday, July 26	Freeport, Bahamas	8:00 AM	4:00 PM
Wednesday, July 27	Key West, FL	7:00 AM	6:00 PM
Thursday, July 28	Fun Day At Sea	-	-
Friday, July 29	Charleston, SC	8:00 AM	

Inside cabins start at a rate of \$793.00 per person based on double occupancy. (third and fourth guests sharing the cabin are each \$573.00). Ocean view cabins start at a rate of \$853.00 per person based on double occupancy (third and fourth guests sharing the cabin are \$663.00 each). These rates include all taxes, port charges, government fees, meals and entertainment. A deposit of \$75.00 (non-refundable and non-transferable) per person is required to reserve your cabin. A second deposit of \$250.00 per person due prior to February 1st, 2011. Final payment is due by April 19, 2011. Penalties will apply for cancellations after the final payment date. The penalty for canceling 30 days from the cruise to the final payment date is \$325.00 per person. If you cancel 8 to 29 days from the cruise the penalty is 50% of the cost of your cruise plus \$75.00. Should you cancel 7 days or less from the date of sailing it is completely nonrefundable. We do recommend cancellation insurance; please call for details.

Proof of citizenship is required in the form of a passport or birth certificate (original or certified copy only) with a photo ID (drivers license).

Failure to provide a valid proof of citizenship will result in denied boarding. Legal names must be submitted. Failure to submit legal name and spelling as it appears on your passport will result in a \$50.00 name change fee imposed by the cruise line.

Please note that Carnival reserves the right to re-instate the fuel supplement for all guests at up to \$9 per person per day should the price of light sweet crude oil increases above \$70 per barrel according to the NYMEX (New York Mercantile Exchange Index).

Cruises For Less is pleased to provide at no charge a private cocktail party (based on 50 sold cabins) and a \$25.00 per cabin on board credit.

The lowest fare available will be quoted at the time of reservation – even if lower than the above group fares!!

CRUISES FOR LESS
1340 BEN SAWYER BLVD. SUITE H
MT. PLEASANT, SC 29464
(843-971-3334)

Enclosed please find deposit money for _____ people for an inside cabin _____ ocean view _____ cabin
 First deposits (\$75.00, per person), may be made by cash, check, or money order. Second and final payments may also
 be made by Visa, MasterCard, American Express, or Discover.

Do you prefer dining time early (6:00PM) _____ or late (8:15PM) _____

Full Legal Name: _____ Date of Birth _____
 Full Legal Name: _____ Date of Birth _____
 Full Legal Name: _____ Date of Birth _____
 Full Legal Name: _____ Date of Birth _____
 Address: _____
 Phone Number: _____ E mail Address: _____

NASSAU, on the island of New Providence, the capitol of The Bahamas, a large and busy city, offers many shopping opportunities just blocks from the ship, including jewelry stores, souvenir shops and more. Additionally, you can take a \$5.00 per person cab ride over to the world famous **Atlantis Hotel** and view the popular aquarium or try your luck at gambling in the large casino. You may also elect to take an excursion to explore all that Nassau has to offer!

FREEPORT, The Bahamas second largest city, is a "free trade zone" on the island of Grand Bahama. We suggest you take an inexpensive cab ride over to Port Lucaya and enjoy the shopping in the market place and enjoy the many restaurants and bars at the marina. There is also a beautiful white sand beach where you can swim and relax in the sun. There are many fun excursions to choose from, as well.

KEY WEST, Discover a city where real estate titles date back to the Kings of Spain. Stroll the palm-lined streets and discover gingerbread mansions, tin-roofed conch houses, the John Audubon House and Ernest Hemingway's home. Walk in the footsteps of Thomas Edison, Lou Gehrig, Harry Truman, and Tennessee Williams. Gaze at the fabled treasure of the galleon Atocha. Discover tomorrow's fine art treasures by Key West's well-known and unknown artists. In Key West, you can visit these and a host of other attractions by taking advantage of convenient public transportation, taxis, pedi-cabs, tour trains and trolleys. Don't miss the exciting shops, restaurants and bars on famous Duvall Street!

INSURANCE is available to cover any financial loss due to a covered reason, i.e. an illness or death of yourself or immediate family member. Insurance also covers "emergency medical evacuation". If you have to be transported off of the ship by helicopter or other means, it is a minimum cost of \$15,000.00, out of pocket. In other words, your normal medical and hospitalization insurance will not cover this service. However, travel insurance does cover it along with other coverages. It does cover baggage, trip interruption, emergency medical/dental, travel delay and more. Also, cancellations due to pre-existing conditions are covered as long as the insurance is purchased within 14 days of the initial deposit. The premium amount is based on one's age and the cost of the cruise. If interested, this premium amount can be quoted at the time of booking!

SHORE EXCURSIONS Once a reservation is under deposit, you can pre - book shore excursions (side trips offered by the cruise line while in port). These can be purchased in advance on-line or aboard the ship. However, it is advised to book in advance to insure your space and to avoid a potential sell-out. Listed below is a sampling of the excursions:

Nassau:

Blue Lagoon private Island Getaway
Cable Beach Golf Course
Catamaran Snorkel and Beach
Discover Atlantis
Beach Day Getaway

Freeport:

Bottom Fishing
Glass Bottom Boat
Dolphin Close Encounter
Freeport Biking Adventure
Deluxe Beach Break and Shopping

Key West:

Key West Pub Crawl
Hemingway House and History Tour
Historic Homes and Gardens
Conch Train/Old Town Trolley Tour
Key West Parasailing

There is a **cashless** system aboard cruise ships. You have your own "charge account". The only time cash is used is to tip your room service steward when they deliver your free room service meals (all food is included in your cruise fare, along with coffee, tea, non - bottled water and juices). Sodas and alcohol are extra. **Gratuities** for the waiters, bus persons, head waiter and room steward are additional. The total gratuity amount for all, is \$50.00, per cruise guest (\$10.00, per person, per day). This amount of \$50.00, can be prepaid or upon the ship. If not paid ahead of time, your on-board account will be charged for this amount. Please advise if you wish to prepay. An envelope will be provided in your cabin on the last night for your Maitre D's gratuity. If you feel as though this is deserved, take it to dinner with you on the last night.

Cruise lines do not send out paper tickets. The Security Border Act initiated after 9/11 requires all U.S. Citizens leaving and re-entering the United States to provide some information to their carrier (Carnival) prior to travel. This immigration information is collected by Carnival in the form of a "FunPass". Cruises For Less will direct you and inform you of how this is done. We will also provide you with a pre - cruise checklist. Additional information of things to know before you go can be found on our website at www.cruisesforlessincharleston.com.

The **inside cabin** price is based on a category 4B (Riviera deck) This cabin is 185 square feet with two twin beds that convert to a king bed. They will accommodate a third and/or fourth guest in a bunk bed, rollaway or trundle bed. There is no window in this cabin. The **ocean view cabin** is based on a category 6B (Riviera Deck). This cabin is 185 square feet with a 3' x 5' window that does not open. The bedding configuration is the same as the inside cabin. **Balcony cabins** are available, but on The Fantasy, they are only found in the Junior Suites and Grand Suites. All cabins and suites do have private baths, phones and flat screen T.V.s.