



ADMINISTRATIVE COUNCIL QUARTERLY

Volume 1, Issue 2



There are times in life where it's easy to become so excited that one forgets to think. When Pam Posey asked me, last February, to consider serving as Administrative Council Chair this year I readily accepted and picked up that box and prepared to run with it. I had such plans and couldn't wait until my term began in August.

About the time I was gearing up for the year, I experienced some significant changes in both my personal and professional life. In short, I'd picked up so many 'boxes' that I was having trouble carrying them all. After much reflection and discussion with friends, I came to the resolution that in order to restore a sense of balance to my life, I needed to resign my NAEOP Council Chairman position. I communicated my decision to my advisors and President Posey. Not surprisingly, the first thing each asked me was 'are you OK?' Just in case you've ever wondered if our elected officers really care about each member individually, let me assure that they absolutely do.

It is with much confidence that I introduce to you the new Administrative Council Chair for the 2009-2010 year, Wendy Heslink. Wendy and I have been in frequent contact over the last month and she is amazing!

It was an absolute joy to get to know many of you over the last several months. I will continue as editor of this publication and look forward to collaborating with many of you on future editions.

Elizabeth



"Wendy, this is Pam Posey. Do you have a minute?" Imagine getting a phone call out of the blue that starts like that! Immediately my mind started racing. "Why is the NAEOP President personally calling me? What's wrong? What did I do? What does she need? Wow!" Little did I know at that time that a dream of mine was about to come true.

My name is Wendy Heslink and I have been appointed by President, Pam Posey, as the new Administrative Council Chairman for NAEOP for the remainder of the 2009-2010

year. To say it is an honor to be named would be an understatement. It was with mixed emotions that I accepted the appointment. Elizabeth McFall is a remarkable lady and an outstanding educational office professional. I have enjoyed working with her while being a member of the Administrative Council Committee and am thrilled that she and I have been able to work so well together since her resignation from the position. She's a tough act to follow, but I will do my absolute best to carry on the tradition of excellence for which Administrative Council is known.

While some of you I have had the pleasure of meeting, there are many that I have not, so I would like to give you a brief introduction of myself. I am employed by Fredonia Central School as Secretary to the Superintendent/District Clerk. I have worked as a Guidance Secretary (K-12), Main Office Secretary, Elementary Secretary, High School Secretary and District Clerk, working in 4 different school districts since joining the educational office field in 1990.

As a member of the Chautauqua County Association of Educational Office Professionals since 1991, I have been on their Executive Board for the last 12 years. As a member of the New York State AEOP, I have served on various committees in my 18 year tenure and was honored to be elected President of the Association for 2008-2010. As a member of the National AEOP, I have attended three annual conferences (Seattle, Denver and Minneapolis), serving on several committees each year.

For the Future Business Leaders of America (FBLA), I am a Professional Division Member of the Clymer Central School Chapter and have judged many competitions for FBLA at the local, state and even national levels. This last school year I started a FBLA chapter at Fredonia Central School, where I also serve as Key Club Co-Advisor and Director of Community Education.

My son, who attends Erie Community College in Hamburg, New York, lives with me in Fredonia and my daughter works as an EMT and is continuing her education in Ohio.

I am humbled to be your Administrative Council Chairman for the remainder of the year and look forward to our Council Breakfast in Kansas City. Please come up to me and introduce yourself when you are there – I'd love to meet you face-to-face!

Wendy L. Heslink
Secretary to Superintendent/District Clerk
Fredonia Central School
NYSAEOP President

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Wendy

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The goal of Administrative Council 2009-2010 is to facilitate professional growth among our membership. With consistent communication we will advance the mission of NAEOP by developing leaders, sharing best practices, recognizing success in others, and providing opportunity for service.

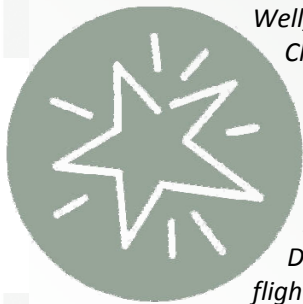


Inspire Yourself... And Others!

Many of you know that I'm a HUGE fan of Office Dynamics and its founder, Joan Burge. Every Monday, Joan sends a message of encouragement which she calls "Monday Motivators." It's free and if you aren't already on the distribution list, I encourage you to do so right away!

The article below was written by Joan and originally published in a recent *Monday Motivators* newsletter. I hope you will enjoy it as much as I did. Why not implement some of Joan's suggestions today?

In early December, I took a trip to my hometown, Cleveland, OH. I was on Southwest flights both ways. If you have never been on Southwest flights, you are missing something because their flight attendants are like no other airlines. Southwest encourages their flight attendants to have fun, make passengers laugh, and ensure they have a great experience!



Well, my flight into Cleveland was the usual flight but nothing compared to my flight back to Las Vegas on December 7. One flight attendant in particular, Barbara, went way above her call of duty to make our 5 hour flight enjoyable. It first started with her great attitude. From the time I stepped on the plane until we departed, she smiled, laughed, and encouraged con-

versation with passengers. She took it upon herself to keep us entertained throughout the flight, which is not an easy task with adult travelers and for 5 hours! Do you know how hard that can be? Additionally, this was after an already 11 hour travel schedule she had been on.

Barbara was creative. I've traveled on many Southwest flights, but she creatively involved us in various "games" and activities that helped us learn about fellow passengers. She got various passengers to come to the front of the plane and either sing holiday carols or practice walking down the aisle for a wedding rehearsal. She had all the passengers pull their shades down and hosted various games using the attendant call buttons. We found out who was over 85 years old and who had been married the longest just by using call buttons. Talk about unique! While some passengers sat quietly with arms folded, most of them perked up and participated.

If I were to write a Monday Motivator about you, what would I say? In what ways do you inspire others? How do you go out of your way to make others feel good? Do you think of creative ways to involve people at work?

I believe that every person has the potential to inspire another. It's a matter of wanting to do it. It's a matter of really liking and wanting to help people. I believe that more adults don't step out because they are embarrassed. They are afraid that other adults will

laugh at them or think them silly. Adults often talk about teenagers having to be alike and follow the crowd, yet I see adults doing the same thing.

This week see how you can inspire others. A few ideas are:

- 1. Compliment a peer on a job well done.*
- 2. Give your boss a card for no reason.*
- 3. Send an inspirational quote or phrase to someone who needs encouragement.*
- 4. Ask a colleague to show you how they do something well.*
- 5. Do something nice for a stranger.*
- 6. Have a good attitude all day. It is contagious.*
- 7. Encourage someone who is wavering about attending a workshop or going back to school.*
- 8. Give a co-worker a great book.*

If you haven't before, spend a few minutes browsing around Joan's website, www.officedynamics.com. It's a great place to find not only training materials available for purchase, but also participate in webinars—and for free. In January, Office Dynamics introduced their new **Adminology** initiative. This new way of thinking about our profession is going to revolutionize the industry one person at a time. Get in on the action—I guarantee you won't be sorry!

Council Breakfast

By now you have received the Winter 2009 edition of the NES Connector. On page 19 you will find information regarding the council breakfast on July 9.

As you make your way through the conference schedule, deciding which of the great professional development opportunities are a must, please include the breakfast in your conference travel budget. This time together as a council is so important to share struggles and successes with one another.

It's no secret that districts across the country are facing budget decisions that will be tougher than ever to make. Funds may go away, but the need for professional development does not and associations are often left to foot the bill.



Oak Ridge AEOP has been offering a lunch & learn opportunity on the second Friday of each month. The meeting is informal with everyone bringing their lunch and eating during the video portion. After the video, discussion is stimulated by a study guide prepared by the facilitator. This year's video selections are from Joan Burge's *26 Weeks to Administrative Excellence* series which is available for free on her website. This activity has been one of the best attended all year and one month was even repeated to allow more member participation and discussion. The discussion guides are great to keep in a file for future reference.

Share your story of professional development success by emailing Elizabeth McFall at emcfall@ortn.edu for inclusion in the next quarterly.

Have you ever stopped to think about how many websites (not just pages) are out there? A recent search for a statistic on the topic netted this result - 310 billion and counting. And that number has probably increased tremendously between the writing of this article and the time you are reading it. Suffice it to say, just about anything you want to find online, you can and will. Given the overwhelming number of websites out there, it's a real task to pare down your favorites. So, not including the frequently accessed, Microsoft templates and training, <http://office.microsoft.com/en-us/templates/FX100595491033.aspx?pid=CL100632981033>, I've narrowed down mine and hope you find a few worth adding to your favorites list.

Office Arrow - Last summer's conference attendees had opportunity to visit the OA rep in the vendor area. Site memberships are available on a monthly or yearly basis. If you can only afford to make one financial investment in your professional development this year, this should be it. Truly a one-stop-shop professional experience. <http://www.officearrow.com/>

Crabby Office Lady - Crabby provides a wealth of information, and humor, on all things technology. <http://office.microsoft.com/en-us/help/FX101679371033.aspx>

DeskDemon US - This site includes sections on networking, meeting & event planning, travel, office technology and much more. Also available is a free subscription to their digital magazine, *AdminAdvantage*. <http://us.deskdemon.com/pages/us/indexus>

The Change Agent - Patti Hathaway provides practical information in a variety of mediums on this free-access website. <http://www.thechangeagent.com/index.shtml>

Survey Monkey - Take the hassle out of surveying faculty, staff, students and parents with this online tool. Memberships range from free to \$200 annually. <http://www.surveymonkey.com/>

Corbin Ball - This website is every meeting planner's dream. The most comprehensive site out there. <http://www.corbinball.com/home/>

Damsels In Success - This online community of professional women offers numerous resources on a wide variety of topics. Women from a variety of industries across the country share ideas and strategies including authors and professional speakers. Productivity expert Laura Stack is a frequent contributor. <http://www.damselsinsuccess.com/blogs/default.aspx>



Each of our members have valuable information to share. Every quarter this section will highlight articles written by members from across the country. Please send articles for future editions to Elizabeth McFall at emcfall@ortn.edu.

Subliminal Confidence

Attain Your Goals

- Do things that need to be done.
- Start each day and each task vigorously and promptly.
- Reach your goals by constantly affirming them.
- Be dynamic in self-improvement by being consistent in your efforts.

Confidence

- Hold only positive thoughts.
- Share ideas, thoughts and feelings.
- Be an important, valuable and worthwhile human being.
- Enjoy *being*; embrace, validate and celebrate your life!
- Control self-talk; remain positive.
- Be actively in charge of your life.
- Look forward to new experiences.
- Be decisive.
- Face each day with confidence and enthusiasm.

- Refuse to let outer pressures distract you.
- Move and act from your own center of peace and poise.
- Use your strength, time, and wisdom.
- Like yourself.
- Never put yourself down.
- Be completely self-determined and allow others that same right.
- Be optimistic about life and look forward to and enjoy new challenges.
- Be your own expert; unaffected by the negative attitudes and opinions of others.

Energy

- Possess an abundant supply of energy and draw upon it.
- Be filled with vitality, confidence, cheer, energy and physical stamina.
- Be sincere, happy and energetic in all your actions.

Enthusiasm

- Be alive, alert, awake, joyous and

enthusiastic about this day.

- Be positive, courageous and enthusiastic about every moment of your life.
- Face each day with confidence and enthusiasm.

Health

- Remain strong, vigorous and whole.
- Eliminate imperfections immediately.

New Beginning

- Heighten, broaden and deepen your perception.
- Fill your mind with wholeness, beauty, joy, accomplishment, fulfillment and self-confidence.
- You persist!
- Go forward!

Submitted by:
 Ruth Putnam, CEO
 Administrative Specialist
 Natrona County School District #1
 (Casper, WY)

Last quarter we asked: What is the best professional development activity or workshop you've attended in the last year? What made it so great?

Lori Bulkoski, OH

This summer I had the opportunity to attend my first Star 12 Seminar presented by National Seminars Group (a division of Rockhurst University Continuing Education Center). It was a one day Administrative Assistant's Conference held in our local area here in Northeast Ohio. The seminar had two tracks with eight varied sessions that we could choose from to attend. Some of the course objectives covered were: communicating effectively, writing with a sense of purpose, event planning, time management and calm and control in difficult times. I enjoyed the high energy, enthusiastic presenters. They provided a written outline to follow as they made their presentations. They also had on hand, some books and audio publications for purchase, to further the experience. It was a refreshing boost before the next school year was to start. The practical information that was shared could be adapted for my position, as the administrative assistant to the director of special services, but I would have enjoyed it even more if it was completely geared toward the educational office professional in the school setting. I hope similar opportunities will be provided locally in the near future for the educational office professional.



The Book Nook



In each quarterly this year you will find two book reviews. One will be of a professional nature and the other will be something to read for relaxation perhaps with a cup of coffee. Happy reading!

5 Where will you be five years from today?

Dan Zadra

I could write no better description of this amazing book than what appears inside the front cover.



Each year life offers itself to us in an endless number of ways. Each moment comes to us with both hands filled with gifts, marvels, opportunities and adventures—but we seldom see or accept more than a tiny fraction of the exciting possibilities around us.

The truth is, most of us are so busy doing what we think we have to do that we never get around to doing what we really want to do .

This book celebrates the “want to’s,” the “choose to’s” and the “I can’t wait to’s” in your life. Whether you’re just finishing school, starting a new venture, celebrating milestone or envisioning your retirement, you are the hero of this story.

This is your life, your one-and-only life. You determine what’s possible. Make choices, ask questions, take steps—today is the day.

There are no rules here. This is not a work book, it’s a play book. This is not a “here’s how” book, it’s a “why not?” book. So be daring, be bold and be true to yourself. Over the next five years, what do you really want to do? What do you really want to be? What do you really want to have? Where do you really want to go?

The best day of your life is the one on which you decide your life is your own. No apologies or excuses. No one to lean on, rely on or blame. The gift of life is yours—it is an amazing journey—and you alone are responsible for the quality of it.

Your journey is determined by the choices you make. Your answers are determined by the questions you ask. Your destination is determined by the steps you take. Your future is determined by what you do today.

This book is an excellent tool used in personal reflection or as a small group/association book study.

Reviewer: Elizabeth McFall

The Glass Castle

Jeanette Walls

There are books that reach out and grab you. Imaginative writing, fascinating characters, and plots that transport you to another time and place. Some books stay with you for quite some time even after you’ve put them back on the shelf. *The Glass Castle* is such a book. At times I found myself reading it like a work of fiction... but it wasn’t.

Jeanette Walls grew up the child of an alcoholic father and a mother who had obvious psychological issues. They lived a vagabond life, ‘doing the skedaddle’ in the middle of the night, usually just a step ahead of bill collectors and legal authorities.

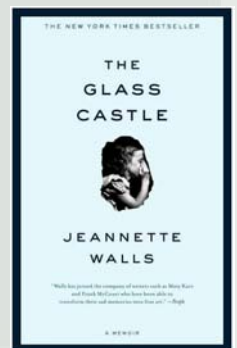
The family led a life of adventure and instability. There were times when they had no food in their house and resorted to pilfering food from the garbage cans at school. At other times, they would buy - or steal - whatever they could get.

After years of roaming around the southwest, the family returned to the small town in West Virginia where their father was raised.

Given their alcoholic father and mother who didn’t believe in rules of any kind the children grew up to be surprisingly normal. One by one the children fled West Virginia for New York City. Amazingly each became a responsible, functioning adult with Jeanette, the author, enjoying a lucrative career as an entertainment reporter with a major news network.

It’s a brilliant story that will make you want to cry, but also to laugh. Walls writes with almost an outsider’s perspective that somehow makes the story even more compelling. This will be a story you won’t soon forget.

Reviewer: Lynne Lammerhirt, CEOE



10 Things

It may not seem like it, but delivering a power point presentation is an art. This quarter we highlight ten ways to make your presentations stand out.

1. **Don't be just an information source.** You have valuable information to present, yes, but your audience doesn't want a lecture. Act like the expert you are and don't read from the screen.
2. **Start at the end.** Investing a good deal of planning time will help you think through what you want your audience to gain. Then work backwards.
3. **Make it simple.** Participants will benefit much more if you leave out elaborate vocabulary and trivial information. Tell them just what they need to know now.
4. **Don't explain your slides.** Use images whenever possible. As the old saying goes, a picture really does say a thousand words.
5. **Clearly define your message.** People are busy, don't waste their time. Give them only one or two take away ideas.
6. **Know your audience.** This can make a tremendous difference in how you prepare and present.
7. **Answer questions.** A great presenter handles questions with ease. Encourage your participants to ask for clarification if you've glossed over something too quickly.
8. **Practice first.** Never give a presentation live that you haven't practiced. This seems obvious, but it often isn't.
9. **Sweat the small stuff.** By acting as presenter you are insinuating a certain level of expertise. Always ask someone to look over your presentation for clarity. It's amazing how small errors look enormous when projected on a screen.
10. **Sell yourself.** No matter your topic, you have a concept to sell. But you are also selling yourself—take time to think about how you want your audience to remember you.



What is your association doing to encourage membership renewal in this tough economy? How are you creatively convincing members to invest their dollars in membership?

Email your responses to emcfall@ortn.edu, then watch for a collective list of ideas in the next edition.

Professional Standards Certification: Why Pursue It?

Professional growth is something that each member should strive for. As an educational office professional, you not only owe this to yourself but you owe it to your employer. We must always strive to grow, learn and lead!

We are fortunate that NAEOP has developed a program that allows our members to enhance their professional competence through continued education, conference involvement, institutes and leadership opportunities. It is called the Professional Standards Program or PSP!

I have been very involved with the PSP program since I received my certification in 1999 and was recognized at the NAEOP conference in Wichita, Kansas. I have worked at all the local, state and national level promoting the PSP program and encouraging members to pursue their certification.

Over the course of the last 15 years of attending NAEOP conferences, I also seized the opportunity to attend the PSP Banquet at each of those conferences. To this day, I have never lost the thrill and the pride I feel for our PSP recipients as their special night of recognition begins and they are given a standing ovation from over 400 of their peers. We know and understand what it takes to continue our education and our growth. Receiving your PSP certification is a testament to your commitment to grow and improve as an office professional and a person.

A very good friend of mine set her sites on receiving her PSP certification a long time ago. She worked diligently knowing she would need to attend each NAEOP Conference Institute and her State Conferences just to achieve the "education" requirements of the PSP program. She also knew that it meant getting involved on committees and serving in leadership roles at the local and state levels. This didn't stop her. Because of her persistence and perseverance, as she walks across the stage to receive her Advanced III, CEOE, I will again applaud the completion of a goal she set for herself over eight years ago. She had told me she set her sites on achieving her PSP, no matter how long it took. She did this not because she would receive a stipend or because she had to. She did this because she wanted to be a better office professional! Plain and simple she wanted to continue to grow. You go girl....I'm proud of you!

Will you make that kind of choice? I sure hope you will. I'd love to have the chance to applaud you in the near future!

(For more information about the NAEOP PSP program, go to our website at, www.naeop.org. You may also contact your local or state PSP Director.)

Submitted by:
 Lisa Morehouse, CEOE
 Office Manager, Human Resources
 Lincoln Public Schools (Lincoln, NE)