



# NAEOP State Department Council Newsletter

## Mentoring—An Essential Piece of Your Success

Contributed by Carol Bom, CEOE

Mentoring is a topic we often hear about that deserves an in-depth look. Our mentors may be people we admire from afar, or they may be people that we seek out a relationship with and build this relationship for years.

In Robin Gerber's book, Leadership the Eleanor Roosevelt Way (see book review on page 6) her second chapter deals with mentoring. Eleanor Roosevelt had a very strong mentor when she went abroad to study in England. She gathered many mentors along her journey, and was also a mentor to others.

We need to actively seek a role model who can teach us the unspoken rules where we work, give us advice, and foster our leadership qualities and growth. Mentoring helps you develop your personal leadership skills.

Common sense steps in securing a mentor include:

- Talk with someone you respect and whom you think can be helpful. Ask for a time to meet.
- Show your enthusiasm for this mentoring relationship.
- A mentor likes people who take their advice and use it.
- Work in stages so you have time to assess if the person will be helpful, and so you can get to know each other.
- Work in stages so you have time to assess whether this person will be helpful.
- Ask about the person's experiences.
- If this isn't the best fit, ask if they know someone else that could be your mentor.

Your relationships with your mentors may be formal, informal, short-term or long-term. As you look for mentors, ask, "Who can help me learn what I need to move toward my goals?" This is sound advice for any of us who are continuing to grow in our quest for lifelong learning. (Gerber, pg. 28-32)

**You Are An Essential Piece of NAEOP!**

**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!**



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## NAEOP Reminders

Remember to encourage your local and state associations to affiliate early with NAEOP.

Forms have been 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

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*"When you choose to be professional, you are making the best choice you can possibly make to assure your self-esteem, success, and happiness."*

*Professionalism is for Everyone*, by James R. Ball

## Passed or Surpassed?

Contributed by Denise Fisher, NDEOPA, Nebraska

This is a part one in a series of short articles on improving your professional image. If you think your appearance doesn't make a difference, the way you express yourself isn't noticed, or even how you speak doesn't mean anything, think again. These are things that YOU have control over and a little spit and polish can be the difference between being passed over or surpassing expectations.

In her book, *Personal Development for Life and Work*, author Ann Masters states that your image is one of your most important assets. "Do you realize that people throughout the day are observing you and making judgments about you? They notice your dress, facial expression, hair and hands, attitude, body language, and overall conduct. Exhibiting an image of a self-confident, poised individual will give you a much better chance of achieving success in life. . . . Studies have shown that within the first few seconds of meeting you, a person has already formulated judgments about you. This is something to think about as you consider the image you wish to project each day."

Of course your image is much more than the clothes you wear. Keep in mind, however, the first thing the employer sees is your attire. It has been said that you should dress for the job that is one up from the one you want. And if you think that no one sees you behind your desk or in your cubicle, you are just flat out wrong.

Masters contends that "if you are dressed appropriately and take pride in your appearance, others will think you take equal pride in your work. Your clothes should be neat and clean. Choose clothing and accessories that make you look your best."

"Tell yourself that you look great and feel good about yourself. Since this is easier to do when you actually do look good, careful grooming becomes a factor in self-esteem."

So, take some time to look through your closet and see if there are some other choices for your work clothes.

Future articles include *How You Speak*, *How You Behave*, and *The Image Process*.



Debbie Geib at her installation ceremony. Her theme for the year is “Back 2 Basics.”

## Congratulations!

**Congratulations** to Debbie Geib, Missouri, on her installation as President of the Missouri Association of Educational Office Professionals. She was installed at their October meeting in Jefferson City, Missouri.

**Congratulations** to Beverly Smith, Kansas State Department of Education, on the birth of her twin granddaughters in October.

**Thanks** to Charlotte Zeller, CEOE, Kansas State Department of Education, for contributing to the Nebraska Educational Office Professionals Association fund raising efforts to raise funds for the NAEOP 2010 conference. Charlotte is a Tupperware dealer, and worked with Nebraska NAEOP members to host a fundraiser with her profits of the sales going to support NAEOP. Charlotte, we appreciate your support to make the 2010 conference a great one!

**Congratulations** to Carol Bom, CEOE, on being awarded the Nebraska Educational Office Professional of the Year in October at the NEOPA fall workshop in Omaha, Nebraska.

What other news do you want to share? Please email Carol Bom at [carol.bom@nebraska.gov](mailto:carol.bom@nebraska.gov) with news of your accomplishments and life events. We don't want to miss any opportunity for congratulations or thanks.

### Thanks to Our State Department Council Committee Members:

Carol Bom, CEOE	Nebraska
Chairman	
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

If you would like to participate as a committee member on the State Department Council, please contact me at [carol.bom@nebraska.gov](mailto:carol.bom@nebraska.gov)

### Eleanor's Way:

Remember that mentoring is a reciprocal experience. Look for ways to use your growing leadership skills to help your mentor.

As you learn, grow, and change, as you become more secure and powerful in your ability to lead, look for opportunities to be a mentor.

*Gerber, pg. 42*

## NAEOP Election Results

*Congratulations* to the newly elected 2010-2011 NAEOP officers and directors!

### President-elect:

Allie Faye Matthews, CEOE, AZ

### Vice President:

Lola Young, CEOE, NE

### Central Area Director:

Lisa Morehouse, CEOE, NE

### North Central Area Director:

Lori Schumann, CEOE, MN

### Northeast Area Director:

Elizabeth (Betty) Napolitano, CEOE, CT

### Northwest Area Director:

Gayle Schnorenberg, CEOE, WY

These officers and directors will be installed in July at the 2010 national conference in Kansas City, MO. They officially take office on August 1, 2010.



**Happy  
Holidays to  
All!**

## Be Inspired to Share Your Joy

Contributed by Pat Scrivner/Theresa Cote', KSDE AEOP

Editor's Note: Pat shared this story with Theresa and we thought it appropriate to share at this time of year. Enjoy!

"If God would stop telling jokes, I might act serious" writes the Marathi poet Tukaram. I stumbled across this verse while mining my favorite book "Love Poems from God" trying to find a verse about joy. It's difficult for me to continuously find joy. In fact, I suspect it's difficult for many of us. These last two weeks I've been focused on things that make our work deeper and more satisfying, but it seems important to take a moment to remind ourselves why it's worth it.

As I sat through the service at Crestview this week, it was Joy that took hold of us in the service as we heard the Joyful Players Band play their dixie-land jazz inspired "Down By the Riverside" arrangement conducted by Debra Basom. It's incredibly rare to see the congregation take to their feet, but not only did we do so for that number - it happened again when the band finished their other selection for the morning, an arrangement of "I'd Like to Teach the World to Sing." In between these two selections we sang the hymn "He Has Made Me Glad." As the idea of joy struck me like a thunderbolt, I realized that so often I'm going through motions because I "have to." I must go to class to get my master's degree to be taken seriously in my field, I must learn new rep to expand my musical offerings and capacities, I have to study music since 1945 so I can pass my comprehensive exams, etc. on forever.

As I sat in Church Sunday morning, these calls to joy reminded me the real reason that I do these things. I sing because it makes me happy; some days it's literally the only bright spot in the day - at the end of it no matter how dumb I feel for not understanding serialism, no matter how inadequate the expression of my hands, I can always sing. There's something like that for all of us, whether it's music, knitting, golfing, swimming or any other activity we engage in for a lift. Joy is imperative to life.

At a talk in Washburn University's Ballroom I listened to a speech by Dr. "Patch" Adams which he called "Living in the Joy Paradigm."

According to this groundbreaking health care servant - every day is an opportunity to be joyful. If you want to be joyful, find a reason to be joyful and stop looking for reasons to be upset. It sounds like an easy philosophy, and some days it is incredibly easy. Other days we're so bogged down that the stress and the pain of getting through the day just make joy seem like an impossible dream. If only I had enough money, if only I didn't have to work so hard all the time, if only my degree were finished - these are just some of the excuses I come up with every day to prevent my own joy. The challenge is to fight through these excuses with countering reasons we have to be happy.

The sermon for this week at Crestview was "How to Have Real Faith." The crux of Pastor Ron Schultz's message, if I have understood it correctly - was that faith alone means nothing, true belief in the Almighty will produce good works. At the same time, good works that are driven forward without faith are equally hollow. If I could take a further step with that message, I would say that faith and works are completed by the presence of joy. It is the immense gladness we feel from putting our faith to work that lets us know that we are doing the right thing with our beliefs.

In high school I was an avid reader of devotions, and I remember one about a female charity worker sent to work in a poverty-stricken inner-city crisis center. Because it was a dangerous town she dressed like the people in the area, while working in a soup kitchen. One gentleman came up to her and said "you aren't from around here." She was confused as to how he had figured it out, since she had been very particular to make sure that she blended in with how she dressed. "It's because you're so happy" he said, "nobody around here smiles so much - what's your secret?" Her answer was one word - "Faith" she said with a smile.

As we go forward into this week, and every other, my thought for this week is that we remain mindful of the "Joy paradigm" and make the conscious decisions that our works will bring us joy - if only we let them.

*Matt Scrivner, Crestview United Methodist Church, 8/31/2009 (Matt is the son of member Pat Scrivner, Kansas).*

## ***Welcome New State Department Council Members!***

**Please join me in welcoming our newest NAEOP State Department Council Members!  
The following members have joined us since August:**

***Dr. Nancy S. Grasmick, Maryland State Superintendent of Schools, Maryland***

***Ms. Jackie Brown, Assistant to the Superintendent, Maryland***

***Ms. Debe Dockhorn, Nebraska Department of Education, NDEOPA***

***Ms. Seretha Potts, Kansas Department of Education, KSDE-AEOP***

***Ms. Penny Rice, Kansas Department of Education, KSDE-AEOP***

***Our heartfelt thoughts and prayers go out to the family of Jean Fankell, CEOE, from Washington. Jean passed away on November 20, 2009. Jean was a long-time NAEOP member. She served as NAEOP's President in 1995-96. She also served as the President of the Washington state association, WAEOP in 1985-86. She served with grace, enthusiasm, and professionalism. She will be greatly missed by the NAEOP family.***

## **KSDE-AEOP First for New Agency Core Values Training**

Contributed by Tierney, J. Kirtdoll, KSDE-AEOP

KSDE-AEOP, joined by the Human Resources team, were part of the very first group of KSDE employees to receive the newly revamped Core Values training conducted by Dr. Janice Craft, Human Resources, on November 18 in the 2nd floor conference room at KSDE.

The need for offering this training arose due to the implementation of the new state performance management system. An unsatisfactory rating in Agency Core Values will result in an overall performance rating of unsatisfactory. The following are the KSDE Core Values: Trustworthiness; Respect for Each Person; Continuous Learning; Competence; Open and Effective Communication; and Collaboration.

During the training, Dr. Craft instructed the group using engaging activities. One such activity allowed everyone to work in groups of three, and

each group then identified various personal values that were synonymous to the Agency Core Values.

After the training, Karen Watney, Human Resources Director, was able to answer questions regarding the new state performance management system.

Even though this was Dr. Craft's first time conducting the training, she received positive reviews from her trainees. Also, staff that were present will receive a certificate of completion.

For more information about the trainings offered to KSDE employees, please contact Dr. Janice Craft at [jcraft@ksde.org](mailto:jcraft@ksde.org).

Tierney J. Kirtdoll, KSDE-AEOP Pres.-Elect

## 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 number to log in and utilize the listserv.
- 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. Check it out at <http://naeop.blogspot.com> Join the fun and help grow the blog!
- Begin planning now for the 2009-2010 NAEOP Conference—July 5-9, 2010 in Kansas City, Missouri.
- Reading your *NES Connector* magazine.
- Read and get advice from *Keeping Affiliates Active* newsletter, put together by Lola Young, CEOE, current Advisory Council & Affiliations Committee Chairman.

## Book Review Contributed by Carol Bom, CEOE

[Leadership the Eleanor Roosevelt Way: Timeless Strategies from the First Lady of Courage](#), by Robin Gerber, Penguin Books, 2003

I recently had the opportunity to re-read this masterpiece by Robin Gerber. This is one of the best books I have ever read about leadership. This book is not a biography of Eleanor Roosevelt, although it does give you insight into who exactly Eleanor was as a person. One needs to understand how her early years affected her and how her life later shaped her into a wonderful leader.

This book is divided into chapters that highlight one aspect of leadership. Chapter Two, which I reference in our article on mentoring, gives practical tips on mentoring. At the end of each chapter is a summary of the chapter entitled "Eleanor's Way." Even if you didn't read the book, you would glean much wisdom from these chapter summaries.

Some chapter titles include essential pieces of our lives as we look at leadership. 'Learn from Your Past', 'Find Mentors and Advisers'; 'Mothering: Training for Leadership'; 'Learning the Hard Way'; 'Find Your Leadership Passion'; 'Your Leadership Your Way'; 'Give Voice to Your Leadership'; 'Face Criticism With Courage'; 'Keep Your Focus'; 'Contacts, Networks, and Connections'; 'Embrace Risk'; and 'Never Stop Learning'.

In your leadership quest, if you had to handle unjust criticism for some reason, you could quickly re-read the chapter dealing with criticism and re-fuel your attitude about how to deal with it.

I recently went through some leadership training at the Nebraska Department of Education. This book references many books that we are learning about in these sessions. This is an excellent starting point for someone who is interested in leadership training. The basics and principles of leadership are laid out in a most readable way.

Looking for a Christmas gift for a colleague? This book is one of the best investments you can make. Be sure to purchase two, one for yourself and one as a gift. ISBN number is 1-59184-020-1 and sells for only \$14.95.