

National Association of Educational Office Professionals

State Department Council Newsletter

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INTERNATIONALLY RECOGNIZED MOTIVATIONAL SPEAKERS AND SCHOOL ADMINISTRATOR HEADLINE ANNUAL NAEOP CONFERENCE

The National Association of Educational Office Professionals has announced the lineup of speakers and workshops for their 78th annual conference to be held in Costa Mesa, California, July 9-13, 2012. Educational office professionals from all schools, school district offices, colleges and universities, private schools and colleges and education-related associations are invited to attend and gain professional development training from the very best.

From a nationally known motivational speaker and former film and television personality, to a well-known professional speaker with a topic on “No Boundaries: No Arms, No Legs, No Handicaps” to workshops on relevant topics for the 21st Century, attendees will not be disappointed.

The First General Session of the conference will

feature Mac McDonald, internationally known motivational speaker, and film and television personality. His presentation, entitled “The Human Factor in a Technological Society” will examine the elements of acceptance, motivation, involvement, inclusion and support as they relate to the ever-changing technological world. In the Fourth General Session, attendees will be energized by the presentation by Brett Eastburn, motivational and inspirational speaker. Mr. Eastburn was born with a condition he calls Quadmembral Limbs Deficiency, which means he has no arms and no legs.



While in school, Brett played baseball, football and basketball, and became an accomplished swimmer. He has done over 3,000 presentations worldwide to over one million people. His presentation will focus on ways to turn handicaps into obstacles which can be overcome. What a powerful message.

The conference workshops conclude on Friday with a heart-warming message from Fuchsia Ward, Principal of Alternative Education for the Kern High School District. Fuchsia grew up in Arkansas, one of twelve children whose parents worked on a farm described as a plantation. She was the first of twelve children to earn a college degree, and now oversees a variety of programs including five continuation high schools.

Mark Your Calendar

PSP Filing Dates

January 15

May 15

NAEOP Spring Institute

April 20-22, 2012

Embassy Suites

Rogers, AR

NAEOP Annual Conference

July 9-13, 2012

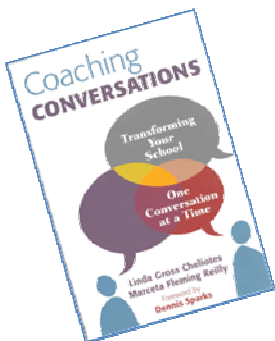
Hilton Orange County

Costa Mesa, CA

Relevant Reads:

Coaching Conversations: Transforming Your School One Conversation at a Time by Linda Gross Cheliotas, Marceta Fleming Reilly (Corwin, A SAGE Company) ISBN 978-1-4129-8183-5

“King Arthur’s dream was people coming together to coordinate their thoughts and efforts smoothly, effectively, intelligently...just as neurons connect one part of the brain to another, conversations connect the different parts of communities and organizations. Conversations are the virtual neurons of a collective mind.” -- David Perkins, King Arthur’s Round Table



The power of coaching springs from the power of peers to support and influence one another. In this book, the authors take you step by step through the process of defining a coaching conversation and lead you through self discovery of learning how to model a coaching conversation. They look at a new leadership model, what it means to be a committed listener, how to create an intentional powerful way of speaking, and how to utilize reflective feedback in your conversations. They put it all together in chapter six with two case studies. They show you the process of holding a reflective conversation by going through some scenarios in a school setting where the topics could have been difficult to handle. By applying the steps in this hands-on book, a new understanding was gained at the school in these situations. The title could be “How to Transform Your Life by Applying the Principles of Coaching Conversations.”

Book review submitted by Carol Bom, CEOE, Nebraska Department of Education Office Professionals Association (NDEOPA)

Make every day a holiday!

Diary of a Local Association, Part II

Denise Fisher, CEOE, and Carol Bom, CEOE

August 10, 2011

More work on my bylaws. My goodness, who knew how much work those things are? I think we sometimes make things difficult for ourselves but it certainly is a good way to get new people on board and to update my look. I really like the sleeker version of only three committees (now called communities). They really do represent all the previous committees (like 10 or so of them) very nicely. They are Engage, Explore and Enrich. Also have a much smaller Board of Directors now. Went from 14 to 8.

August 23, 2011

Madam Prez at it again. Proposed the idea of a Membership Fair. Actually, everyone jumped on board with it. Each person (the “10”) took a part and put their own spin on it and it turned out really, really cool. There was a table for each community, a membership table and, of course, a food table. People were to linger and roam about finding out more about my new look and hopefully, jumping on board and signing up to be a member! Well, four people showed up. I was pretty depressed. All that work the group went to. They seem ok with it as I did get one new member. I’m still pretty disappointed.

August 30, 2011

Been kind of quiet around here. The new Board is planning to meet on Friday. I think there’s a group getting a survey together to find out what people want in a professional organization. That would be good to know so I know how to look and act. I really do like people and try to meet as many needs and benefits as I possibly can.

(continued on page 3)

Diary of a Local Association (continued from page 2)

September, 2011

- So many meetings this month! Communities being formed—formerly 13 committees, now only three communities—and I am feeling new life breathing inside me. Now I know that sounds wacky, but it is so exhilarating to see NEW members, YOUNGER members and the FAITHFUL members all working together to update my look. September membership meeting proved to be highly successful in learning more about each community's purpose and some of the ideas for getting the job done!

Just between you and me – here's my big AH-HA for the month. In the beginning we had concerns about some of the activities I used to do. Now, I'm glad to see some of those concerns turning into buy-in. Know why? I think it's because it's difficult for people to support and participate in events, things and ideas they had no part in creating! This is a key point in keeping me successful.

October, 2011

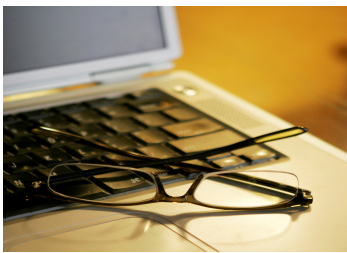
Yes, I've gone to monthly writings in my diary. Too much going on! More ideas and plans than I know what to do with. So, I hope the members are careful not to take on too much and maybe focus on a few things so we put on REALLY GOOD events. For October, Engage hosted a Bosses' Day table of goodies which was enthusiastically received by the Bosses. Engage also spear-headed the "basket" for the State Conference auction. It was really cool to come up with two book bags full of children's books – a younger set and an older set. I mean, we are education! So impressed with the new attitude of my members. Makes me look pretty darn good and interesting to those on the "outside."

GREAT NEWS!! Our Commissioner of Education, Roger Breed, was selected as NEOPA's Administrator of the Year! We have great plans for honoring Dr. Breed and are including the entire Department of Education.

So many ideas are swarming about – mentoring new employees, networking with a purpose, virtual tour guide for new employees, learning more about the educational needs of the members, providing opportunities for professional growth, stepping into possible places no member dared to go! I am so excited but must remain calm. This is a good thing and I hope we keep things in perspective and try not to do too much. We are keeping a list so maybe we can pick a few things now and save some for later.

Would you like to contribute to the next State Department Council newsletter by writing an article? Do you have suggestions for future newsletters? Please email me your ideas or articles at geib@msbanet.org. This is your newsletter

Get Auto Numbering Under Control



The Auto Numbering tool in Word can be a very useful tool, but it can also be very annoying. If you start a list by typing "1." and

then typing some text, when you press ENTER at the end of the paragraph Word will automatically convert the paragraph to a numbered list and indent the next paragraph and start it with "2." This is alright if you want a sequentially numbered list but sometimes you may have a list that is not sequential or you may

not want Word to number the list. To turn off Auto Numbering go to the Tools menu and select the Auto Correct option. Click the tab labeled "Auto Format As You Type" and remove the check mark from the box "Automatic Numbering Lists." Auto Numbering can be turned back on by re-checking this box.

Kansas State Department News

Submitted by: Gwen Kramer
Kansas State Department of Education
Human Resources

For the past few years, the Kansas Department of Education AEOP has facilitated a brainstorming session with members near the end of the membership year. It not only helps the incoming president with what members are thinking, but, it has really worked well to generate



ideas about retaining membership, organizing events for the coming year, and considering approaches to professional development that are currently needed.

The First-Line of Defense

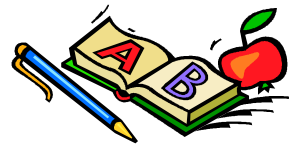
Chris Ricks, Safety Consultant
Center for Education Safety

When people enter a public school building, who is the first person they see or meet? When a call comes in to your school, who takes that call? These are the people who not only make that first impression but also have the first opportunity to recognize a danger to the students and staff of the school. These are the people who have that first chance to start a process that could ultimately be the difference between a catastrophe and a reasonable solution. Unfortunately, in many of our schools these are also the people who are among the lowest paid staff members and are frequently the last staff thought of when using our limited training dollars.

Some of the ideas put into action recently were developing book studies, pursuing professional development through webinars, expanding the mentoring program, and acquiring funds for further professional development at the state and national levels.

We have a place to electronically keep everything of importance related to our affiliate but a website had also been talked about in the brainstorming sessions. This past year, the website became a reality. It is located at: www.ksde.org/aeop. Please check it out and let us know what you think. Each year our President comes up with a yearly theme and develops a brochure that is now also posted on the website. In addition, we've also included a list of local members and officers as well as officers and committees at the state and national levels. The logo, mission and goals/objectives are recorded on the first page. There are additional tabs for committees, calendar of events, photos, and minutes/reports.

*Happiness is in the heart, not in
the circumstances*



Continued on page 5

The First-Line of Defense, continued from page 4

Each school district in Missouri needs to seriously consider more and better training for the person in their school that sits at the front desk and/or takes that initial phone call. Training received a number of years ago isn't sufficient; employees don't get critical incidents every day, or every month, or even every year. We all lose our ability to handle high-stress situations when we don't practice the skills necessary to remain calm and obtain critical information from a caller or visitor.

When I was on the Highway Patrol we were required to qualify with our sidearm three times a year. While the handgun was one of the least used tools that we had; we also knew when it came time to draw the weapon we wanted the act to be a trained and repetitive action. You certainly don't want to try to recall weapon training when the proverbial manure is hitting the fan.

The same is true with training our first-line of defenders; those employees who greet guests, meet visitors when they enter the building, and take those critical phone calls. Search for the training that will help make and keep all of your employees proficient when stress levels are high.

Patience – Do You Have It?

The dictionary states that patience is the state of endurance under difficult circumstances. It also can mean persevering in the face of delay or provocation without acting on annoyance/anger in a negative way; or exhibiting forbearance when under strain especially when faced with longer-term difficulties.

Do you have patience? Most of the time we don't – I know I don't. We live in a world that is fast and never stopping. We live by deadlines, work with never stopping technology to give us information and answers, we strive to be the best, but with all of that we lose something – patience.

We want answers immediately when we send an email or leave a message on the phone for someone, but we have to take into consideration what the recipient is dealing with. Are they in the office and dealing with a major crisis or just busy and will get back as soon as possible? Are they at training receiving professional development? Are they on vacation? Or are they out of the office for some other reason? We need to stop and think about this before we grumble about them not returning your call and emailing you the information.

It seems to me that the older I get the busier everyone is. We live by our calendar seeing if we can squeeze in another meeting or place to go. This is another thing to take into consideration when waiting for replies from people – what is their schedule like? Recently I was out of the office for over a week due to my husband having emergency surgery, and I didn't have time to put a message on my email immediately saying I was out of the office. Though I was able to check my email while I was out and notify people I was out of the office during this time, some thought I should reply immediately to their requests. With a sigh, my husband said, "Have patience honey, they don't know what you are dealing with and maybe you don't know what they are dealing with." His words rang true, I don't know what they are dealing with and maybe they need the answers immediately.

Try to have patience with people, try to put yourself in their shoes, and be considerate of their issues. I'm not saying it is always easy not to be impatient for answers, but at least try. As one of my Dove chocolate wrappers states, "It takes a bigger person to take the high road." Be patient, you will be rewarded for your efforts.

