

# The WAEOP Insider

Wyoming Association of Educational Professionals

Spring 2010

## WAEOP

Wyoming Association of Educational  
Office Professionals

### President's Message

Michelle Wallace-Frank

In early March, I had the opportunity to attend the California Educational Office Professionals 60<sup>th</sup> Annual Conference in Las Vegas, NV. The theme of the conference was *Honor the Past – Commit to the Future*. I found this theme particularly fitting for me, both personally and professionally. As you know, schools in the nation are in the midst of turmoil – it is not any different in our district. Districts are experiencing tremendous budget deficits, certainty of school closures, consolidations, layoffs, furloughs, and declining enrollments.

While other individuals may not agree with me, I believe that we are very lucky – I have a job and Wyoming has had a strong mineral industry that, in the past, helped create a cushion for our student's education. While we are starting to experience adversity, it definitely could be worse. Consider this...students and educational staff in other states are required to take mandatory furloughs. Can you imagine a student having a furlough from school because their state and district can not afford to educate them? Another example...one individual I spoke with at the conference stated that last year, they had a department with ten classified staff. Now they only have three staff members left, with no department head. The workload has not diminished just because staff are no longer there. Can you imagine the workload for those three staff members? Much less having to do the work of your department head. I have trouble with my own workload, not to mention multiplying it by ten. We read about it all the time, but rarely do we think about it unless we are experiencing it first hand or know someone that is.

Our Keynote Speaker, Dr. Steven Keller, Superintendent of Schools for Redondo Beach Unified School District in California, presented a session on *Listening, Conflict, and Collaboration*. Consider this scenario:

*On a hot afternoon visiting in Coleman, Texas, the family is comfortably playing dominoes on a porch, until the father-in-law suggests that they take a trip to Abilene (53 miles away) for dinner. The wife says, "Sounds like a great idea." The husband, despite having reservations because the drive is long and hot, thinks that his preferences must be out-of-step with the group and says, "Sounds good to me. I just hope your mother wants to go." The mother-in-law then says, "Of course I want to go. I haven't been to Abilene in a long time."*

*The drive is hot, dusty, and long. When they arrive at the cafeteria, the food is bad. They arrive back home four hours later, exhausted.*

*One of them dishonestly says, "It was a great trip, wasn't it." The mother-in-law says that, actually, she would rather have stayed home, but went along since the other three were so enthusiastic. The husband says, "I didn't want to go. I only went to satisfy the rest of you." The wife says, "I just went along to keep you happy. I would have had to be crazy to want to go out in the heat like that." The father-in-law then says that he only suggested it because he thought the others might be bored.*

*The group sits back, perplexed that they together decided to take a trip which none of them wanted. They each would have preferred to sit comfortably, but did not admit to it when they still had time to enjoy the afternoon.*

Have you been afraid of openly voicing your opinion when in a group? By asking ourselves, "Are we on the road to Abilene," we can avoid false consensus, overcome the fear of speaking out, and have effective decision-making within a group.

I can tell you that I have never felt so energized coming back to work. Have you ever gone to a conference and thought that you wished you had never come or could not keep your eyes open during a presenter. Not with this conference! From the time I arrived, until it was time to check out, we were constantly on the move, either physically or mentally. And it wasn't from gambling or the nightlife. It was from the participants and presenters. I could not wait to get back and share my experience.



## NAEOP - Northwest Director Update

By Gayle Schmorenberg

When someone says “*that was done intentionally*,” what does that mean to you? I would venture a guess it has a negative connotation. The definition of *intentional* according to Dictionary.com is: “*done with intention or on purpose; or pertaining to intention or purpose.*” Yahoo Education defines intention as “*done deliberately; intent or having to do with intention.*”

Take the opportunity to become intentional about your professional development, your personal growth and your commitments. Why don’t you try to change how you feel about the word “*intentionally*” by doing just what the word implies – do something deliberately and with intention like putting your name into nomination, joining in on a project that might not be the popular project but one that really needs YOU, taking the time to call and invite a co-worker to join in NAEOP, etc. Why don’t you try to be intentionally involved in NAEOP by joining a committee that you might not pick as your first choice and challenge yourself to learn something new and see what YOU can do for not only the committee but for NAEOP.

Remember:

- ❖ NAEOP provides professional growth opportunities, leadership, and service for employees in education.
- ❖ NAEOP provides an opportunity for local, regional, and state associations to affiliate with a national organization and to participate in national projects and programs which benefit office professionals in education. Affiliation promotes professional unity from the local through the national levels and serves as a medium for recognition of the profession, the association, and the member.
- ❖ NAEOP provides a network for sharing information and ideas, recognition of achievements, and fellowship.

The benefits available through NAEOP are yours for the taking. Everyone has an equal opportunity to become involved and be a part of the team. Be the driver of your own destiny by participating actively, volunteering to serve on committees, sharing your talents and working to further the mission of NAEOP. Don’t forget the value of networking, and make it a point to check out the membership page of the website ([www.naeop.org](http://www.naeop.org)) for all the other benefits of being a member!

By the way – you have signed up to be on the Listserv? It’s easy to do once on the website. Receive emails from the national office and become an active participant for questions that arise from our membership. It’s fun, *intentional*, and educational!

Get intentional and begin “Shining Brightly, Touching Lives Around the World!”



### 2010 WAEOP Fall Conference

As stated in the last edition of *The WAEOP Insider*. This year’s fall conference will be held in Jackson, WY at the Snow King Resort on September 24-26<sup>th</sup>. The cost of the conference will be \$100.00, plus the cost of hotel (\$80.00 + tax). We understand that this year’s conference is more expensive than those in the past. However, it is a location that our Association has been trying to reserve for quite some time. It has views that you will never forget.

*Conference at a Glance (subject to change)*

Friday, September 24 <sup>th</sup>	6:00 – 9:00 p.m.	Welcome Reception
Saturday, September 25 <sup>th</sup>	7:00 – 8:00 a.m.	Continental Breakfast
	8:00 a.m. – 11:45 a.m.	Conference
	12:00 – 12:45 p.m.	Buffet Lunch
	1:00 – 5:00 p.m.	Conference
Sunday, September 26 <sup>th</sup>	6:00 – 9:00 p.m.	Dinner
	7:00 – 8:45 a.m.	Buffet Breakfast
	8:00 a.m. – 12:00 p.m.	Conference



## Take Your Elbows off the Table and Mind Your E-mail Manners By Annik Stahl

For many of us, sending and receiving e-mail is the way we begin and end our days at work, it just makes sense to have some ground rules to follow so that we can at least attempt to treat each other with a modicum of civility. (Yeah, right?). I am going to run through this list quickly so please try to keep up. In fact, why don't you print this list, frame it nicely, and hang it next to your computer along with your boss' photo. And I am not suggesting use it as a dart board either.

### #1: Discretion is the greater part of replying

Imagine that you've received a piece of company-wide e-mail from someone in your very large organization. If you feel the need to respond to the sender, rest assured that every member of your very large organization does not want to have to read your reply, no matter how witty or urbane you may think it is. This goes the same for personal e-mail (especially if it's an Internet joke or rumor). For example, I'm fairly certain that Bill Gates doesn't need to know if I'll be attending the annual Microsoft picnic with one child or twelve. Not that he doesn't care, mind you; he just has other types of e-mail that may be more pressing. Shocking but true. So please, don't hit that REPLY TO ALL button.

### #2 - Stop yelling at me

USING ALL CAPITAL LETTERS IS NOT ONLY RUDE AND IRRITATING; IT'S ALSO HARD TO READ. Save your caps for special occasions, such as those times when you want your recipient to know you're shouting. GOT IT?

### #3 - Save the stationery for snail mail

I know it's important to you that everyone knows you're creative, arty, and colorful. Your cubicle fairly screams kitsch; how could we not know? But we're at work here, and I don't want to have to hippity-hop through your "bunnies 'n love" stationery just to figure out what your message is.

### #4 - This is not a chain letter

If I send you a nice note and then get a response from you that, at first glance, appears to have only what I wrote to you at the top of it, I'm going to assume you have nothing to say to me (and sent me an empty e-mail message to tell me as much). Let's put this another way: when you're replying to an e-mail message and you want to include what the sender wrote, add your comments at the top of the mail, not the bottom. I know what I wrote — why would I want to reread it?

That being said, I do see the logic in keeping all the notes and replies in order (my original message on top, followed by your reply, followed by my reply to your reply, and so on). Well, it may be like that in the snail mail world, but we're not in Kansas anymore, Toto. Adapt. Your reply on top, please — this isn't a chain letter. (And if it is, don't send it to me. But that's a crab of a different color.)

### #5 - Too many forwards is one step backward

Speaking of chain letters, if you're like me (and I know you are), you are fed up with receiving the same jokes, Internet rumors, and chain letters promising free cases of champagne, \$1000 from Bill Gates, and miracle cream that erases all your fine lines and bad memories. It's just not appropriate, considerate, professional, or even cool to forward these useless things to coworkers.

### #6 - The subject "Re: [blank]" means nothing to me

In other words, fill out the SUBJECT line. I get hundreds of e-mail messages each day, and when I get one without anything in the SUBJECT line, I tend to skip over it. If the subject of the message wasn't important enough for the sender to fill out the SUBJECT line, then it's not important to me. Be gone!

### #7 - Utilize the spell checker

I don't care if you use Outlook, Outlook Express, MSN Hotmail, or any other e-mail program (that shall not be named), because almost every program has a way to check your spelling before you hit the send button. Some programs have a setting so that it happens automatically; in others you have to manually check. In either case, please just do it. You may have a world-changing message filled with insight, courage, and incredible ideas ... but if I'm busy being distracted by your lousy spelling, I might miss it.

### #8 - Consider face-to-face communication

If more than two iterations of e-mail messages have occurred (you send to me, I reply to you, you reply to me, I reply to you), and we're still not getting our messages across to each other, then it's possible we're not going to get anywhere. So, let's walk down the hall and talk to one another.

### #9 - Read everything before replying

When you come into the office, don't start popping off answers to an e-mail conversation — or "thread" — before you've read everything there is to read. Perhaps someone started an e-mail conversation hours before you dragged yourself into the office. Perhaps there was a clarification and then even a retraction. If you only read the initial message, stop there, and then start hammering away at your response, you will look like an idiot, plain and simple (possibly with your own retraction to make). The moral of this story? Organize your inbox so that you won't end up in a situation like this.

## Professional Development

If you are interested in any of the following classes, please feel free to contact NCSD Organizational Development at (307) 253-5327. Classes are open to any Wyoming school district personnel.

<u>Supervision – Core Competencies</u>	May 5-6, 2010
<u>Family and Medical Leave Act</u>	June 1, 2010
<u>Harassment Law for Managers</u>	June 2, 2010
<u>ADA: Managing Disabilities in the Work Place</u>	June 22, 2010
<u>Benefit Administration – The Basics from A to Z</u>	June 22-23, 2010
<u>Total Rewards</u>	June 24, 2010
<u>Introduction to Organizational Development</u>	July 14, 2010
<u>Generations: Working Together</u>	July 15, 2010
<u>Business Ethics: People, Performance, Principals</u>	September 14, 2010
<u>Retaining and Engaging Employees: More Than Money</u>	September 15, 2010
<u>Performance Documentation: Skills for Supervisors</u>	September 15, 2010
<u>Conflict: Self Management</u>	October 5, 2010
<u>Leadership through Influence</u>	October 6-7, 2010
<u>Developing Interpersonal Communication Skills</u>	November 10-12, 2010



The Natrona County School District is excited to offer the opportunity to attend the Disney Institute for Business Excellence - June 4, 2010 at Casper College from 7:30 a.m. - 4:30 p.m.

Through Disney's approach to Business Excellence Program, participants learn the Disney proven world-class approach to cultural management and its methodology in four different content areas:

LEADERSHIP EXCELLENCE- discover how effective leadership has been the catalyst at Disney to drive employee/customer satisfaction and bottom-line results, from the company's inception to today. Learn proven strategies for increasing employee ownership and pride. Examine your current organizational structure to assess your capability for delivering positive results.

PEOPLE MANAGEMENT- Learn proven strategies for driving proactive change through employee involvement. Learn steps to operationalize your culture. Learn training strategies for orientation and ongoing training that encourage employee buy-in to your corporate culture. Learn how to create and reward heroes in your workforce.

QUALITY SERVICE- Understand the Disney definition of quality service. Develop a service theme that defines your organization's purpose. Discover service standards that provide a framework for making quality decisions. Examine delivery systems that ensure positive customer experiences.

BRAND LOYALTY- Examine the link between loyalty and financial results. Identify your core components. Learn a conceptual model that impacts the customer experience. Learn Disney tactics for creating emotional connections with employees and customers.

The Natrona County School District will cover the registration fee for up to 50 attendees. Contact Shona Ross, Organizational Development Secretary, at 253-5349.



## The WAEOP “Crabby Patty”

Our newsletter last month introduced, the WAEOP “Crabby Patty”. Based on everyone’s feedback, we are proud to continue this article.

What’s up with all these instant messages. Doesn’t anyone work around here?

You have been at your desk all day trying to get a grant done before the deadline. You look up from your computer to find someone standing at your door. You ask, “May I help you?” The person replies, “No, I was just wondering if you were busy?” Duh, do I look like I have a free minute??

Everyone knew that new copiers are going to be installed in your office at some point in time in the future. But did it have to be the day that your grant was due? Does anyone have time for training today? I don’t think so. What about giving us a heads up that it was coming today?

We all have an open door policy, don’t we? But does this include having to shut your door because of construction noise.

Do you have co-workers that constantly stand around and do nothing all day but chat?

You are in the restroom and try to change the toilet paper roll. It falls out of your hand and rolls into the next stall. Do you peak under the stall or grab another one? You feel like yelling, “Hello is there anyone that can grab that for me?”

Is this you? What are things that you hate but never thought you could speak out loud? Feel free to share them with me at: [michelle\\_wallace-frank@natronaschools.org](mailto:michelle_wallace-frank@natronaschools.org). All comments will remain anonymous.



## The Time Management Expert

One day, an expert in time management was speaking to a group of business students and, to drive home a point, used an illustration those students will never forget. As he stood in front of the group of high-powered overachievers, he said, “Okay, time for a quiz.”

He pulled out a one-gallon, wide mouth mason jar and set it on the table in front of him. He also produced about a dozen fist-sized rocks and carefully placed them, one at a time, into the jar. When the jar was filled to the top and no more rocks would fit inside, he asked, “Is this jar full?” Everyone in the class yelled, “Yes!”

The time management expert replied, “Really?” He reached under the table and pulled out a bucket of gravel. He dumped some gravel in and shook the jar causing pieces of gravel to work themselves down into the spaced between the big rocks. He then asked the group once more, “Is this jar full?” By this time, the class was on to him. “Probably not,” one of them answered. “Good,” he replied. He reached under the table and brought out a bucket of sand. He started dumping the sand in the jar and it went into all of the spaces left between the rocks and the gravel. Once more he asked the question, “Is this jar full?” Everyone in the class yelled, “No!” Once again he said, “Good.”

Then he grabbed a pitcher of water and began pouring it in until the jar was filled to the brim. Then he looked at the class and asked, “What is the point of this illustration?” One eager beaver raised his hand and said, “The point is, no matter how full your schedule is, if you try really hard, you can always fit some more things in!” “No,” speaker replied, “that is not the point.”

The truth of this illustration teaches us: ***If you don’t put the big rocks in first, you will never get them all in.***

What are the “big rocks” in your life? Time with loved ones, your faith, your education, your dreams, a worthy cause, teaching or mentoring others? Remember to put these **BIG ROCKS** in first or you will never get them in!

## What Do You Value?



- I value my *attitude* because it gives me possibilities.
- I value my *priorities* because they give me focus.
- I value my *health* because it gives me strength.
- I value my *family* because it gives me stability.
- I value my *thinking* because it gives me an advantage.
- I value my *commitment* because it gives me tenacity.
- I value my *finances* because they give me options.
- I value my *faith* because it gives me peace.
- I value my *relationships* because they give me fulfillment.
- I value my *generosity* because it gives me significance.
- I value my *growth* because it gives me potential.



JOIN US IN KANSAS CITY!  
NAEOP 2010 National Conference--"Key to NAEOP"  
Institute and Briefings Invitation!

Are YOU heading to Kansas City in July?  
You're not sure?  
Take a look at what we have for you!!

This year the Institute classes and Conference Briefings offer a potpourri of topics and presenters...from communication and motivation to time management and positive thinking; from ethics and etiquette to professionalism and empowerment. We took the conference surveys from prior years and tried to respond to some of the great suggestions offered by YOU the member!

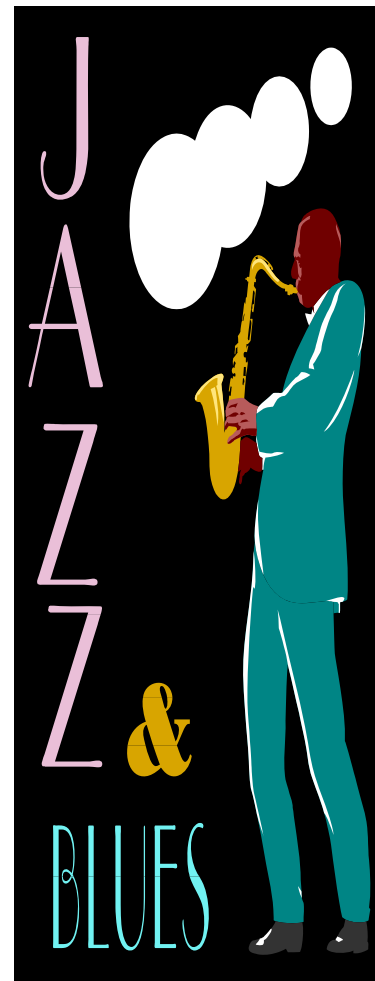
Sit down at home tonight and pick up the winter issue of the *NES* magazine. Read through the exciting selection of presenters and topics that we have put together for the 76<sup>th</sup> NAEOP Conference. Then lay your head back and shut your eyes and picture yourself at the beautiful Westin Crown Center Hotel in Kansas City!

As your host for the 2010 conference, Central Area is pulling out all the stops! We guarantee that after attending the Institute Classes, briefings, general sessions, breakfasts and banquets you will not regret accepting our invitation! After being exposed to such a wide array of exciting, motivating, and enlightening speakers and experiences, you will leave this conference having moved up a notch on your level of professional development.

*You're still not sure you want to attend? How about this?*

In response to conference attendees asking for more briefing opportunities, the NAEOP board worked hard to find additional time in the schedule for more briefings. This enabled us to put together **25 awesome briefings** for you to choose from to strengthen your talent base as an office professional with information offered on a multitude of topics.

*Now are you convinced? SUPER! Grab your NES, sign up for Institute Classes, Briefings and more! Send your registration in NOW! We can't wait to see you in KANSAS CITY!!*



## Calendar of Events



<b>March 4-6, 2010</b>	- California AEOP Conference, Las Vegas, NV
<b>March 4-7, 2010</b>	- South Carolina AEOP Conference, Myrtle Beach, SC
<b>March 5-6, 2010</b>	- Florida AEOP Winter Regional, Pensacola Jr. College
<b>March 12-14, 2010</b>	- Utah AEOP Conference, Moab, Utah
<b>March 15, 2010</b>	- NAEOP Scholarships/Awards Deadline - NAEOP Publications/Website Contest Deadline
<b>March 17-19, 2010</b>	- North Carolina AEOP Conference, Greensboro, NC
<b>March 19-21, 2010</b>	- Southeast Area Professional Development Seminar, Baton Rouge, LA
<b>March 21, 2010</b>	- Louisiana AEOP Conference, Baton Rouge, LA
<b>April 8-10, 2010</b>	- Missouri AEOP Spring Workshop, Hannibal, MO
<b>April 15-16, 2010</b>	- Kansas AEOP Spring Conference, Topeka, KS - Indiana Spring Conference, Indianapolis, IN
<b>April 16-17, 2010</b>	- Idaho AEOP Annual Conference, Boise, ID
<b>April 16-18, 2010</b>	- Illinois AEOP Spring Conference, Countryside, IL
<b>April 21, 2010</b>	- Administrative Professionals Day
<b>April 23-24, 2010</b>	- Central Area Professional Development Days/Nebraska EOPA Spring Conference, Lincoln, NE - Washington AEOP Conference, Renton, WA
<b>April 28-30, 2010</b>	- Pennsylvania EOPA State Conference, State College, PA
<b>April 30, 2010</b>	- New York State AEOP Workshop/PDD, Buffalo, NY
<b>May 1, 2010</b>	- Affiliates renewal deadline
<b>May 5-7, 2010</b>	- New Hampshire AEOP Conference, Nashua, NH
<b>May 15, 2010</b>	- Filing Date for PSP Applications
<b>May 16-22, 2010</b>	- National Educational Bosses Week
<b>May 19, 2010</b>	- Vermont AEOP Conference, Fairlee, VT
<b>May 25, 2010</b>	- New York State AEOP Workshop/PDD, Saratoga Springs, NY
<b>May 31, 2010</b>	- Memorial Day
<b>June 16-18, 2010</b>	- South Dakota AEOP Conference, Peirre, SD
<b>June 23-26, 2010</b>	- Florida AEOP Annual Conference, Pasco County
<b>June 24-25, 2010</b>	- Educational Office Prof. of Ohio Conference, Columbus, OH
<b>July 5-9, 2010</b>	- NAEOP Annual Conference, Kansas City, MO
<b>September 6, 2010</b>	- Labor Day
<b>September 24-26, 2010</b>	- Wyoming AEOP Conference, Jackson, WY
<b>October 15, 2010</b>	- Maryland AEOP Conference, Hunt Valley, MD
<b>October 22, 2010</b>	- Vermont AEOP, Location TBD
<b>October 28-30, 2010</b>	- Missouri AEOP Conference, Blue Springs, MO
<b>November 3-5, 2010</b>	- Arkansas AEOP Conference, Hot Springs, AR
<b>November 4-7, 2010</b>	- New York State AEOP Annual Conference, Callicoon, NY
<b>November 25, 2010</b>	- Thanksgiving Day



## 2010 WAEOP Committee Assignments

Finance:	Chair: Annette Ambrosino, Natrona Carol Glasgow, Natrona Michelle Sanders, Natrona	Public Relations:	Chair: Kerri Hawthorne, Natrona Wendy Roth, Park County Paula Chapman, Natrona Jana Shepperson, Natrona
Scholarship:	Chair: Ambrosino, Natrona Lisa Brumley, Park County Kathy Frasier, Natrona Pam Marquez, Natrona	Elections:	Chair: Wendy Mayberry, Natrona Kerri Hawthorne, Natrona
Minutes	Chair: Carol Glasgow, Natrona Jana Shepperson, Natrona	By Laws:	Chair: Carol Glasgow, Natrona Gayle Schnorenberg, Natrona Ruth Putnam, Natrona
Annual Meeting:	Chair: Michelle Frank, Natrona Kathy Sedmak, Natrona Michelle Sanders, Natrona Pam Marquez, Natrona Cathy Bounds, Natrona	Awards:	Chair: Judy Cole, Natrona Jana Shepperson, Natrona Paula Chapman, Natrona
		Membership:	Chair: Wendy Mayberry, Natrona Kathy Sedmak, Natrona Paula Chapman, Natrona

## WAEOP Regional Directors

<u>AREA</u>	<u>TERM</u>	<u>COUNTY</u>	<u>REGIONAL DIRECTOR</u>
Area 1	2009-2010	Campbell/Crook/Weston	Linda Mohr (Campbell)
Area 2	2009-2010	Johnson/Sheridan	Paula Chapman (Natrona)
Area 3	2009-2010	Big Horn/Park	Rose Hill (Natrona)
Area 4	2009-2010	Hot Springs/Washakie	Michelle Sanders (Natrona)
Area 5	2009-2010	Sublette/Teton	Melba Blumberg (Natrona)
Area 6	2009-2010	Fremont	Kathy Sedmak (Natrona)
Area 7	2009-2010	Converse/Natrona	Carol Glasgow (Natrona)
Area 8	2009-2010	Lincoln/Uinta	Judy Cole (Natrona)
Area 9	2009-2010	Goshen/Niobrara/Platte	Kim Schrader (Platte)
Area 10	2009-2010	Albany/Laramie	Michelle Sanders (Natrona) Cathy Bounds (Natrona)
Area 11	2009-2010	Carbon/Sweetwater	Ruth Putnam (Natrona)

