



# IAAP® Woodlands Area Chapter

*Administrative excellence that can see the forest for the trees*

[www.iaap-wac.org](http://www.iaap-wac.org)



## Message from the President

### April – Spring, Easter, and APW

They say April is wonderful in Paris, France. So much so that music has been written about it. I may be partial, but the weather can't get much better than April in the Houston area. Chances are we've seen the last of the cold spells and spring is well on its way. The bluebonnets, Indian paintbrush, and redbud trees are in bloom. Ah...spring in the Gulf Coast of Texas is beautiful. The big antique festival in Round Top is this month. I can't wait. This year, Easter is also in April adding its harmony of heralding spring's arrival.

April is also the home month of Administrative Professionals Week. Officially, it is the last full week in April, with Administrative Professional Day being Wednesday. This recognition began in 1952 when Mary Barrett, the president of the National Secretaries Association and C. King Woodbridge, president of Dictaphone Corporation enlisted the help of Harry Klemfuss, a public relations account executive at Young & Rubicam to establish a recognition for secretaries, their contributions in the workplace and to attract people to secretarial/administrative careers. Their idea came to fruition through U.S. Secretary of Commence Charles Sawyer, who proclaimed the first National Secretaries Week on June 1 – 7, 1952! Wow! That's fifty-eight years ago!

The recognition week has evolved and dare I say morphed? in parallel with secretarial and administrative careers. The date moved from June to April in 1955. It began to recognize "the secretary, upon whose skills, loyalty, and efficiency the

functions of business and government offices depend," and to call attention "through favorable publicity, to the tremendous potential of the secretarial career." Our present-day version encompasses this plus the ever expanding definition of administrative professionals. No more are we the Marilyn Monroe variety that sits and does our nails. Wouldn't that be nice?



Monte Dean, CPS/CAP  
2009-2010 Chapter President

In one of the recent IAAP surveys, respondents replied that each of us preferred APW week to highlight the profession as a whole and not each of us specifically. Cards, flowers, candy and lunch is all well and good, but what we

want is *respect* for the job that we do. And, perhaps this marks an evolution in the way administrative personnel is perceived. Isn't that what everyone at every level wants?

On Tuesday, April 20<sup>th</sup>, we will hold our 9<sup>th</sup> annual APW event. Our APW committee has worked very hard to bring us a very special event. Please plan on attending and bring your boss and co-workers! More details are in the pages of this newsletter and your email. I applaud our committee for their time and work. They are true examples of IAAP members, skilled and talented to the point they make it look easy, and for which this recognition was founded.

I look forward to seeing you there!

Monte

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The Power of Commitment -  
It's All About You!



Easter - April 4, 2010

WAC Newsletter Editor:  
Casey Deats, CPS

IAAP - Woodlands Area Chapter  
P.O. Box 9661  
The Woodlands, TX 77389-6661

## Chapter Meeting Information

**Thursday, April 15**

**LOCATION:**  
**Homewood Suites by Hilton®**

29813 IH-45 North  
 The Woodlands, TX 77381  
 281.681.9199  
 Click [here](#) for their website

**MEETING TIME:**  
 Networking 5:30pm  
 Dinner/Meeting 6:00pm  
 Guest Speaker 7:00pm

**Cost for dinner & program:** \$25.00  
**Cost for program only:** \$5.00

**Caterer:** Catering Delights  
**Meal:** Salad, Roasted Top Round of Beef w/ Burgundy Sauce, Breast of Chicken Florentine over Wild Rice, Seasonal Vegetables, Dessert, and Iced Tea

**Speaker:** Frances McAnear, CPS/CAP  
**Presentation:** *Top 5 Ways to Enhance Your Career*

Frances McAnear, CPS/CAP, is employed by YATES-LAGRASTA Commercial Real Estate Company as Executive Assistant, beginning June 2004.

Frances is the current Texas-Louisiana Division IAAP Secretary. She became a member of IAAP in February 2004, received her CPS designation in November 2004 and her CAP in May 2009. She served West Houston Chapter as President 12/06 – 6/08. Frances also served as Vice President and

Secretary and on the Membership Committee. For the Texas-Louisiana Division she served as Membership Chair 2008.



She has attended numerous Division and International conferences and is the current Parliamentarian for the CPS/CAP Society of Texas. West Houston Chapter honored Frances as Woman of Excellence in 2006 through the Federation of Houston Professional Women. She received the Texas-Louisiana Division President's Award in 2007 and 2008, and was honored at International as a Distinguished Chapter President for the year 2007-2008. She has been recognized as a 2008-2009 Member of Excellence.

Frances and her husband Charlie celebrated 45 years of marriage this year, have three sons and wonderful daughters-in-law, and five precious grandchildren. She enjoys the tea parties with her granddaughters, and playing ball with her grandsons along with talking on the phone to them in California each week. Her love for music is an integral part of her life.

If you have a specific topic you would like to hear about or you have heard a speaker you think the membership would benefit in hearing, please email [me](#) or call me at 281.210.3486. I welcome all suggestions and comments.

**RSVP & Cancellation Deadline:** Noon on the Tuesday prior to the meeting. Please RSVP [Marina](#) or call me at 281.210.3486.

If you plan to attend, but not have dinner, please notify Marina. Please be advised you are obligated to pay for dinner when you make reservations. Those who RSVP and do not show up will be held accountable for payment of the dinner charge.

**Upcoming Meetings:**  
**May 20:** TBD  
**June 17:** Installation of 2010-2011 Officers and Committee Chairs



*Marina Valenzuela,  
 CPS  
 Vice President*



**THE WOODLANDS**  
 CONVENTION & VISITORS BUREAU

**ASSOCIATE**  
**MEMBER:**  
The Woodlands  
Convention & Visitors  
Bureau

**REPORT FROM THE TREASURER**



Leslie Ordener, CPS/CAP

The attendance count from the March Meeting:  
 12 Members with Dinner  
 5 Members w/o Dinner  
 1 Guest with Dinner  
1 Speaker  
 19 Total attendees

\* \* \*

## Certification Committee

The new IAAP website can be found at [www.iaap-hq.org](http://www.iaap-hq.org).



**Marlene Hoffheiser,**  
**CPS/CAP**  
Certification Committee  
Chair

Info on Certification, Certification Application packets, Recertification, etc. can be found [here](#).

More educational opportunities:

- \* Free webinar series called “26 Weeks to Administrative Excellence” – CPS/CAP recertification points can be applied for, [Office Dynamics](#)
- \* [Virtual Learning](#) - check out Professional Development on the HQ website
- \* [IAAP Workshop Partners](#) - a one-day seminar and webinars
- \* [Lone Star College](#)

CPS and/or CAP Classes available through:

- \* [Lone Star College](#)
- \* [Houston Community College](#) – call Leslie Smith-Green at 713-718-6309
- \* [CAP Classes](#) with [Lynce Lucas](#)
- \* [Virginia Tech](#) offers on-line CPS/CAP review courses.

Spring Exam Dates: Friday, May 7 (CAP) and Saturday, May 8 (CPS) - deadline to submit has passed

Fall Exam Dates: Friday, November 5 (CA) and Saturday, November 6 (CPS) - deadline is August 15, 2010

Contact [Marlene](#) for more information

**Professional Certification...  
the Career Advantage!**

**ASSOCIATE MEMBER**



281.362.0532  
[www.corp-inc.com](http://www.corp-inc.com)

## Future IAAP Events

April 17 - [Big D Chapter Spring Educational Forum](#), Dallas,  
See Page 9

April 20 - [WAC APW Breakfast](#), Waterway Marriott,  
The Woodlands

April 21, Free Administrative Professionals Week webinar, see  
Page 9

April 24 - Parliamentary Workshop, 6400 Bissonnet,  
Houston, See Page 10

April 24 - Intercity Council of Houston and the Houston  
Chapter , [APW Breakfast](#), See Page 11

April 27 - [CompuTrain](#) Excel 2007-New Features,  
See Page 9

May 14-16 - [Texas-Louisiana Division Annual Meeting](#),  
Amarillo, TX

May 25 - [CompuTrain](#) - Outlook 2007-New Features,  
See Page 9

June 22 - [CompuTrain](#) - PowerPoint 2007-New Features  
See Page 9

July 18-22 - [International Education Forum and Annual  
Meeting](#), Boston, MA

October 17-20 - Certification Conference, Louisville, KY

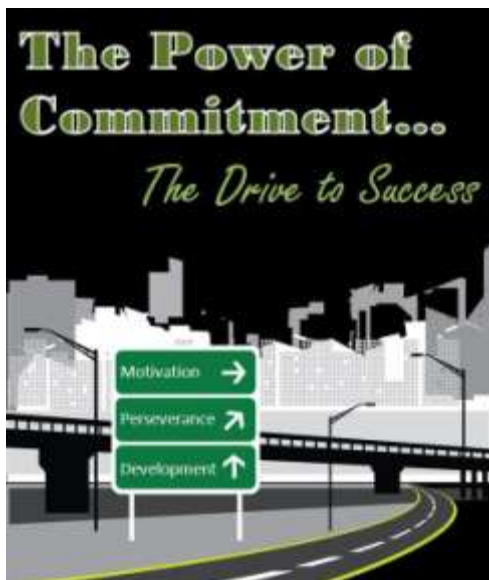
May 12-15, 2011 - Texas-Louisiana Division Annual  
Meeting, Houston, TX (Greenspoint Area Chapter)

July 24-28, 2011 - International EFAM, Montreal, Quebec

July 22-25, 2012 - International EFAM, Grapevine, TX

July 28-31, 2013 - International EFAM, Anaheim, CA





***Less than  
1 Month Away  
Time is Ticking***

**INCENTIVE !!!**  
**Drawing to Win \$100 Gift Card to Woodlands Mall IF YOU GET:**

1 Ticket for a door prize/ raffle item or 5 registered attendees or work @ event.

2 Tickets for a vendor @ expo or an event sponsor.

**CALLING ALL MEMBERS !!**

**-- Time to Get To Work --**

**APW Information**

**REGISTER !!**

**REGISTER !!**

**REGISTER !!**

**We have lots of vendors, raffle items and door prizes already with more to come. Time to get people registered!**

Email: [wacapw2010@yahoo.com](mailto:wacapw2010@yahoo.com)  
 Registration: [apw2010iaap.eventbrite.com](http://apw2010iaap.eventbrite.com)  
 Additional Information: [www.iaap-wac.org](http://www.iaap-wac.org)  
 [click on "APW Information:"]

**Please contact Tina Wiggins CPS/CAP if you would like to help out. We need u!**

***9th Annual APW® Recognition Event –  
Breakfast & Vendor Expo - Tuesday, April 20, 2010***



# Step Out of Your Comfort Zone

*and Become an Officer of the Woodlands Area Chapter*

The Nominations Committee is looking for a few good members! And *YOU* are what we are looking for!

The Nominations Committee is busy trying to fill the open positions of:

*President-Elect, Vice President, Secretary and Treasurer*

Ladies, we all must step out of our comfort zones from time to time and consider serving as an officer of the Woodlands Area Chapter of IAAP. We have a GREAT chapter with great members. **Don't you want to be part of the leadership of our chapter?**

If you ask any of your past officers, they will all tell you, I would have never imagined me as a **chapter officer, but I'm glad I took that step. It was one of the most educational and rewarding things I have ever done personally and professionally.**

You can nominate yourself for an office or nominate someone else.

Are you ready to take that step out of your comfort zone?

Are you ready to take that step up and serve as an officer of the Woodlands Area Chapter?

We must have a President and Treasurer to stay an active chapter.

Nominate a fellow member or nominate yourself. Send nominations to [dunbars@cpchem.com](mailto:dunbars@cpchem.com) as soon as possible. The committee must present a slate of officers at the April chapter meeting.

**Remember...YOU only get out of IAAP, what YOU put into IAAP.**

*Nominations Committee:*

*Suzanne Dunbar, CPS/CAP (Chairman),*

*Casey Deats, CPS,*

*Janis Rice,*

*and Tina Wiggins, CPS/CAP*



*Christina Crawford*  
*Co-Chairs*  
*Janis Rice*



## *Community Involvement Committee*

The Community Involvement Committee has two spring projects for our chapter:

- ♥ We are holding a donation drive for Children’s Safe Harbor of Montgomery County. They are in need of stuffed animals, journals (and “special” pens), miscellaneous gift bags (all sizes), tissue paper, coloring books and individual juices. The age ranges are 2 to 17. These items need to be new because the children deserve the best we can give them. These items are noted on the attached flyer. Please bring your donations to our April meeting.



- ♥ We are also joining the CPS/CAP Society in a donation drive to collect as many handmade and / or store bought inspiration greeting cards for people battling cancer. Evelyn J. Aguries CPS with the CPS/CAP Society will visit our chapter at our April meeting and will pick up our cards. Let’s join her in their pledge to collect as many cards as we can!



ASSOCIATE MEMBER:

TownePlace Suites®  
Marriott

Co-Chairs: *Christina Crawford* and *Janis Rice*



ASSOCIATE MEMBER:

Hilton Garden Inn  
of The Woodlands

### **DON'T FORGET!**

2010 Texas-Louisiana Division Inc.

## **"Sharing IAAP \$150 Bingo"**

Click [here](#) for the form

Deadline April 30, 2010



## What is the IAAP Web Community and How Can It Benefit Me?



The website states: “*The IAAP Web Community, an interactive website designed to keep IAAP’s members connecting with each other and sharing ideas through online discussions, blogs, document libraries and much more.*”

The first time you enter, you can download a [user guide](#) to help you learn even more than I will cover in this series of articles.

There are four main areas in the Web Community: Networking, Professional Resources, eGroups, and the “IAAPedia.”

This month’s article will focus on **eGroups**.

If you haven’t already, you will need to setup a login. Go to <http://community.iaap-hq.org> Then click where it says “login” on the top right of the page.

EGroups is my personal favorite aspect of the Web Community. Ask our Chapter President, I’m always finding information posted that would be beneficial to our chapter through eGroups. There are unlimited number of eGroups within the web community.

At the top banner, click on eGroups. It will take you to a screen with a Search box which gives you the opportunity to search through any or all eGroups that you’ve been given access.

At the eGroup Home page you will see these options on the left-hand side:

- \* Egroups Home – will always take you back to the eGroups home page
- \* Post Message – will allow you to post a message to one or more eGroups
- \* Advanced Search – will allow you to search through all eGroups that you’ve been given access
- \* My Messages – will allow you to view all the posts you’ve made; this will come in handy when you are ready to submit for Member of Excellence!
- \* My Subscriptions – this is where you can subscribe to a particular eGroup. I’m currently subscribed to 8 eGroups: *General IAAP Discussion, International President’s Book Discussion, Newsletter Editors, Parliamentary Procedure, Pathways to Excellence, Sitebuilding Discussion, Southwest District Discussion, and Web Community Feedback.*



- \* My Signature – allows you to design the signature that will be added to each post/comment you make in the web community.
- \* Code of Conduct – gives an explanation of what is and is not appropriate in IAAP’s eGroups.

Below the search box is a list of eGroups that you already have access to. When you click on an eGroup, it will take you to another screen where you can see other posts made by members of that eGroup. At this screen you can also write a new post. If when you are reviewing the posts and you find one that peaks your interest, click on the subject name. You will be automatically taken to that post to see the details.

On the left-hand side you will see several options:

Back To Top – will take you back to the top of the page

- \* eGroup Home – will take you back to the first page of eGroups
- \* Reply to eGroup – will allow you to post a public reply to that specific message within the eGroup
- \* Reply to Sender – will allow you to send a private reply to that message to original author
- \* Post Message – will allow you to post a new message within that eGroup
- \* Forward Message – will allow you to forward that post as a private message to anyone in the IAAP community
- \* Print Message – will allow you to open a print version of the message
- \* View Thread – will display all the messages in that conversation as a traditional, threaded discussion; this will allow you see where and why the subject started
- \* Author’s Messages – will allow you to view all the messages posted by that author
- \* Next Message – will take you to the next message

Don’t be afraid of the Web Community - it is so full of information from other Chapters and Admins such as ourselves. Once you get started, you will get hooked!



**IAAP MISSION:**  
Enhancing the success of career minded administrative professionals by providing opportunities for growth through education, community building and leadership development.



**IAAP & CompuTrain Working Together!**

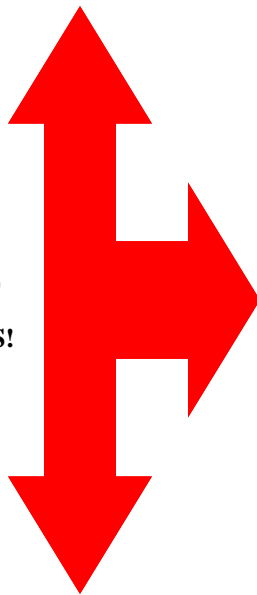
CompuTrain is now offering complimentary 2-hour computer training workshops to IAAP members of all Houston-area IAAP Chapters. All classes will be instructor led, hands-on courses i.e. all students will be seated at a computer. Classes will be held on a monthly basis and are being offered to IAAP members only. Click [here](#) for more information.

Upcoming schedule:

- April 27 - **Excel 2007** - New Features
- May 25 - **Outlook 2007** - New Features
- June 22 - **Power Point 2007** - New Features

2 recert points per class!

**TRAINING /  
RECERT POINT  
OPPORTUNITIES!**



**BIG D CHAPTER  
“SPRING EDUCATIONAL FORUM”**

April 17, 2010, 7:30 a.m. - 3:00 p.m.  
6 “education” recertification points are awarded

SESSION TITLES

1. Microsoft Publisher - Creating a Basic Publication
2. Enhancing Communication
3. Organization Solutions
4. Winning the Room

Click [here](#) for more information



**Free Administrative Professionals Week webinar**

*IAAP and Adecco teaming up*

We are very excited to offer IAAP members a free webinar to celebrate Administrative Professionals Day. Adecco and IAAP are joining forces to bring you an hour-long webinar that will qualify for one recertification points. This is not intended to be for group learning but for the individual admin.

Here are the details:

**Title:** Tips and Tricks to Improve Communication and Productivity: Microsoft Office Suite and Beyond!

**Date:** Administrative Professionals Day, April 21

**Time:** 2 p.m. CT

**Presenter:** Rich Thompson, Vice President of Training and Development for Adecco

**Watch the IAAP Web Community for the link to register.**

*Those who complete the webinar get 1 recertification point.*

# PARLIAMENTARY Workshop

Sponsored by the Houston Area Units of the  
TEXAS STATE ASSOCIATION OF PARLIAMENTARIANS

This workshop continues a series of learning experiences offered to the community on *Parliamentary Procedures*. This workshop will be somewhat different than our past presentations. This time, after about an hour and a half of basic instruction on how to properly conduct business, we will have role playing exercises designed to show how to use proper procedure in a mock meeting session. We will cover how to correctly use amendments and other motions; how to amend bylaws; how to properly conduct nominations and elections; and more. We think this will be fun for all!

PLEASE FORWARD THIS TO OTHERS YOU THINK WILL BE INTERESTED! The workshop is open to the public. Several *Professional Registered Parliamentarians* will be on hand to provide instruction.

**Saturday, April 24, 2010**  
 Bayland Community Center  
 6400 Bissonnet, Houston 77074  
 (Just past Hillcroft Avenue) **Free parking available**  
 Check In – 8:30 a.m. ~ Workshop 9:00 a.m. – 3:00 p.m.

WORKSHOP FEE - **\$30.00 per person** (Postmarked by deadline)

If mailed after deadline, fee is **\$35.00**. There is a \$5.00 cancellation fee for refunds.

## **DEADLINE for Registration – Friday, April 16, 2010**

Seating may be limited. **Fee** includes handouts, coffee & pastries, and light lunch & drinks.

NAP Parliamentary materials will also be available for sale at the workshop.

**For additional information, please call:**

**Judith Joe**  
Phone: 713-682-7435  
E-mail: [jjoe@prodigy.net](mailto:jjoe@prodigy.net)

**Dennis Clark**  
281-424-4402  
[dclark@browningbushman.com](mailto:dclark@browningbushman.com)

----- " ----- Please Complete Registration Form Below ----- "

**Checks payable to: FML Unit of Parliamentarians. Cost is \$35.00 at the door.**

Name \_\_\_\_\_  
 Address \_\_\_\_\_  
 City/State/Zip \_\_\_\_\_  
 Contact No. \_\_\_\_\_  
 E-mail \_\_\_\_\_

Mail this form & check to:  
 Judith Joe  
 915 Chantilly Lane  
 Houston, TX 77018-3216  
 Ck # \_\_\_\_\_ AMT: \$ \_\_\_\_\_

Please let us know what topics you'd like us to cover

\_\_\_\_\_ Date Received



**HOUSTON CHAPTER IAAP®**

HOSTS

**INTER-CITY COUNCIL EVENT**

**2010 ADMINISTRATIVE PROFESSIONALS WEEK®**



**JOIN US FOR BREAKFAST WITH  
2009-2010 IAAP® INTERNATIONAL PRESIDENT  
SUSAN K. SHAMALI CPS/CAP**

**“POWER OF COMMITMENT”**

*2 Recertification Points (Pending)*

Saturday, April 24, 2010  
8:00 am - 11:45 am

**Omni Houston Hotel**  
Four Riverway Houston, TX 77056

Rooms Available @ \$119/Night  
Room Rate Held Until April 2, 2010  
Reference Houston Chapter IAAP  
1-800-THE-OMNI

Overnight Valet Parking is \$28 or  
Complimentary Self-Parking



**Registration - \$50**

Complimentary Valet Parking  
for APW Breakfast Event

Business Casual

Seating for Registered Guests Only

Questions?

Contact Danielle McGowen CPS  
281-710-9492 or 713-448-0801

[Register Online](#)

Payment accepted through PayPal or check made payable to HC IAAP  
All payments due by April 9, 2010

HC IAAP - APW Event  
c/o Danielle McGowen CPS  
4523 Brookren Ct  
Pearland, TX 77584

**Limited Seating**

Please type or print:

Name			CPS <input type="checkbox"/>	CAP <input type="checkbox"/>
Address				
City, State, Zip				
Email	Phone	Cell		
Chapter Affiliate				

Updates Available at [www.iaap-houston.org](http://www.iaap-houston.org)

**COMMUNICATION LESSONS WRAPPED IN LAUGHTER**  
**THE ABCS OF ADMINS**

By [Todd Hunt](#)

Bless those bosses who appreciate what admins do.

The following job description only scratches the surface:

- |                         |                                    |
|-------------------------|------------------------------------|
| <b>A</b> uditor         | <b>N</b> ewsletter editor          |
| <b>B</b> udget manager  | <b>O</b> rganizer-in-chief         |
| <b>C</b> aterer         | <b>P</b> urchasing agent           |
| <b>D</b> iplomat        | <b>Q</b> uality control supervisor |
| <b>E</b> ducator        | <b>R</b> esearcher                 |
| <b>F</b> irefighter     | <b>S</b> preadsheet designer       |
| <b>G</b> raphic artist  | <b>T</b> ravel agent               |
| <b>H</b> oop jumper     | <b>U</b> mpire                     |
| <b>I</b> nternet expert | <b>V</b> olunteer coordinator      |
| <b>J</b> ugger          | <b>W</b> ebmaster                  |
| <b>K</b> itchen liaison | <b>X</b> erox specialist           |
| <b>L</b> ifeguard       | <b>Y</b> ear-end report compiler   |
| <b>M</b> ind reader     | <b>Z</b> ookeeper                  |



**Thank you, admins everywhere – you keep business humming!**

*Business humorist Todd Hunt speaks for IAAP chapters and other organizations that want to add fun to their meetings and send members back to work smiling, with tips to improve communication and success.*

**[GRACE GRONER](#)** - read the story of a woman who worked as a secretary for 43 years. - *Amazing Grace: Lake Forest secret millionaire donates fortune to college - Woman who lived frugally donates \$7 million to alma mater*

## Thoughts and Prayers



**Casey Deats, CPS**  
*Newsletter Chair*

- Our fellow members need our thoughts and prayers.
- ♥ Dianna Bailey: death in the family
  - ♥ Christina Crawford’s friend Kassi Cranfill: recovering from motorcycle accident
  - ♥ Linda Davis and her husband for health issues
  - ♥ Casey Deats’ father-in-law for health issues
  - ♥ Vera Holmes’ mom Inga: fighting Multiple Myeloma
  - ♥ Leslie Ordener’s daughter: health
  - ♥ Leslie Ordener’s husband, surgery

- ♥ Adrienne Pye’s son, Jeremy, serving in the military
- ♥ Sabrina Scott: health
- ♥ Rebecca Thorpe’s Mom, Dad, and Grandma: health
- ♥ Pat Walker’s parents, health
- ♥ Tina Wiggin’s father, step-mother, and grandmother-in-law for health issues
- ♥ Gail Woodson’s husband: has a terminal heart condition
- ♥ Pray for those families in our chapter who are affected by job loss during this unstable economy

♥ Pray for those families in our chapter who have family in the military  
*Please keep our members and their families in your prayers.*

If you have any other notices of interest please send them to Newsletter Chair, [Casey Deats, CPS](#).



## Skills to Work for a Passive Boss

By Dr. Cal LeMon



There are very few aggressive (Attila the Hun) bosses left. Their ranks have been thinned by sensitivity training, executive coaching and Dr. Phil reruns.

There is, on the other hand, a growing, bumper-crop of passive leaders. These are management staff who have learned life at work is just a little easier and less stressful if you wink and nod at difficult decisions, people and processes. "They don't pay me enough to deal with that..." seems to be the new management mantra.

Specifically, if you want to know if your boss has become a passive leader, answer these questions:

- \* Does your boss do a lot of "blaming" when there is a familiar problem that just keeps reappearing?
- \* Does your boss procrastinate when deciding difficult decisions, choosing to let time and circumstances make the choice?
- \* Does your boss avoid interpersonal conflict among your coworkers?
- \* Does your boss regularly remind you and your colleagues, "I told you this would happen"?
- \* Does your boss often say, "I will have to think about that..." but the "thinking" goes on for eons?
- \* Does your boss have a history of getting excited about "a new strategic direction" that normally disappears faster than a Ben and Jerry's Double Malt Cookie Dough ice cream cone on a hot July afternoon?
- \* Does your boss "outsource" disciplinary issues to HR because he/she is convinced this department is being paid to deal with the yucky-people-stuff at work?

If your answer to the majority of those questions was "yes," passivity may be your

manager's middle name.

This would be a great place to end the article. We have blamed, condemned and sentenced your boss...and joined the ranks of Passive America.

No, there is another question that needs an answer, "What will you do to effectively work with your passive boss?" We have to accept "fixing" your boss is probably not a good use of your time or energy. Your manager's passivity is now your business.

So, what are the coping strategies open to you?

First, craft a linguistic agreement with your boss that puts you in the driver's seat. It works this way.

When you know there will be endless delay about a pending decision, say to your boss, "Here are the two options I think are open to us. Which of these do you think we should pursue?"

If that question does not result in a decision, try this, "I am ready to act on this option next Monday morning at 8:00 a.m. unless I hear something different from you. Is this date and time acceptable to you?"

Notice, the value of this first option is... silence will make the decision.

Second, when your boss starts "blaming," immediately say, "Yes, we have a problem and I am convinced we now have a decision. Here is what I think we need to do. Does my recommendation make sense to you?"

The intent of this second intervention is to get into warp speed to zoom right past the blaming and hone-in on a decision. Frankly, your boss needs your leadership right now. Frame your response with a decision. Do not wait for

"permission" to craft a definitive position.

Third, when you are in a meeting with your boss and he/she breaks out in unbridled enthusiasm for a specific project/direction, always make sure you state, "I really like the direction we are taking. Help me understand the sequential steps all of us need to take to see this new initiative succeed."

You may even want to move to a whiteboard or a flipchart and begin to write down the actions, not feelings, to secure success.

Finally, when your boss is getting ready to dial 911 for HR to perform mouth-to-mouth resuscitation on some workplace victim involved in an interpersonal toxic spill, stop the panic and passivity by asking this question, "Isn't it true we have more options to correct this situation if we deal with it inside these walls?"

Your boss has to be sold on the advantages of assertively addressing the malady that is within the team. When you start to bring in "hired guns," you lose control of the situation.

You will notice that in all four interventions for working with a passive boss, the staff person(s) takes the lead. In other words, someone has to non-verbally teach a passive boss how to be the assertive adult at work. Why not make that person...you!

\*\*\*\*

Dr. Cal LeMon, President, Executive Enrichment®, is a corporate educator and organizational consultant who can be reached at 800-373-4040 or [www.execenrichment.com](http://www.execenrichment.com).



# Check this out!

Do you find in your daily emails, reports, etc. that you use the same word or need a more striking effect?

Document writing is challenging but also an opportunity for you to shine. I recommend that you visit this link to "assist" you with your career profession. You will be amazed!



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Treasurer	Karlena Rannals, CPS/CAP
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President	Donna Shotwell, CPS/CAP
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#### OFFICERS

President	Monte Dean, CPS/CAP
President-Elect	Carolyn Pennell, CPS/CAP
Vice President	Marina Valenzuela, CPS
Secretary	Suzanne Dunbar, CPS/CAP
Treasurer	Leslie Ordener, CPS/CAP

#### COMMITTEE CHAIRS

APW/Impact Meeting	Tina Wiggins, CPS/CAP
Audit	Pat Walker, CPS
Bylaws/Standing Rules	Judy Syptak, CPS/CAP
Community Involvement	Christina Crawford/Janis Rice
Certification	Marlene Hoffheiser, CPS/CAP
Historian	Casey Deats, CPS
Hospitality	Rebecca Thorpe, CPS/CAP
Membership	Patty Royall
Newsletter	Casey Deats, CPS
Nominations	Suzanne Dunbar, CPS/CAP
Publicity	Kristin Freeman
Ways & Means	Linda Santos, CPS
Website	Vera Holmes, CPS/CAP



[www.ready.gov](http://www.ready.gov)



[www.fema.gov](http://www.fema.gov)

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**Past Chapter Presidents**

2008-2009	Casey Deats, CPS
2007-2008	Misti Jeter, CPS/CAP
2006-2007	Tina Wiggins, CPS/CAP
2005-2006	Tina Wiggins, CPS/CAP
2004-2005	Suzanne Dunbar, CPS/CAP
2003-2004	Judy Syptak, CPS/CAP
2002-2003	Pat Millspaugh, CPS
2001-2002	Kristen Nangle/Catherine Bibawy

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**Past Chapter Member of The Year**

2008-2009	Carolyn Pennell, CPS/CAP
2007-2008	Patty Greenley, CPS/CAP
2006-2007	Misti Jeter, CPS/CAP
2005-2006	Adrienne Pye, CPS/CAP
2004-2005	Casey Deats, CPS
2003-2004	Tina Wiggins, CPS/CAP

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### CHAPTER CALENDAR AT A GLANCE

APRIL 2010

6th - Social Express - Grotto Ristorante - 11:30 a.m.  
 13th - RSVP Deadline for Chapter Meeting - Noon  
 15th - Chapter Meeting  
 20th - APW Breakfast  
 26th - May Newsletter deadline

MAY 2010

4th - Social Express - Tommy Bahama - 11:30 a.m.  
 14th-16th - T-L Division Meeting  
 17th - RSVP Deadline for Chapter Meeting - Noon  
 20th - Chapter Meeting  
 24th - May Newsletter deadline