

# AEOE CONNECTIONS

ASSOCIATION OF EDUCATIONAL OFFICE EMPLOYEES – LOS ANGELES

Serving LAUSD Classified Educational Office Professionals Since 1928

Winter, 2015  
Rosemary Duff, Editor-in-Chief

## WHAT'S THE BUZZ ALL ABOUT?

### SPECIAL INTEREST ARTICLES:

- Greetings & Celebrating Your Kindness
- The 15-Minute Difference
- Finding Beauty in Failure and Blunders

### HIGHLIGHTS:

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Just as you welcome your students, parents, and staff, Board Members welcome you and thank you for being a role model to LAUSD schools and offices.

Greetings, Classified Professionals, We are thrilled you are on the front lines of schools and offices throughout LAUSD and honored to everyone who has joined and supported the association throughout the years.

You do amazing administrative work. We want to celebrate the warmth and kindness you bring to your offices behind the desk, on the phone, and in the virtual world.

Many of you do the following, which make us all look good!

1. You decorate the office walls with artifacts that showcase your personal successes and your workplace accolades.
2. You greet office visitors quickly with a smile, a welcoming remark, and perhaps a glass of water while they wait.
3. You answer the phone with an enthusiastic greeting and clear introduction to your workplace.

4. You respond to every email quickly, politely, and with a knowledgeable response. Plus, you have an informative and unique closing signature with an inspirational quote.
5. You share your office or school successes through various social media creating a positive and informative online presence.

Whenever I visit other offices that feel welcoming, I like to jot down notes of things I may want to try. For example, bring in some plants, have relevant and interesting information for the waiting area, or change the furniture design to promote a welcoming atmosphere.

What else do you currently do or plan to start doing this year to make your office more warm and inviting?

Remember that our office environments are always evolving, and we are the ones who can decide its positive direction.

Have fun every day while being positive.  
Rosemary Duff, CEOE  
2<sup>nd</sup> Vice President

Follow us on  
Facebook and Twitter



AEOE  
5710 East Beverly Boulevard  
Los Angeles, CA 90022  
323.725.7266  
aeoe-laUSD.net

# Inspiring Moments



Truly an awesome day helping giving out fully supplied backpacks to thousands of students with Rainbow Pack Founder Riley Gantt, Congressman Tony Cárdenas, LAUSD Board Member Mónica Ratliff, ESC-North Area Superintendent Byron Maltez, Los Angeles City Councilman Felipe Fuentes, Los Angeles School Police Association, and many other volunteers.



We cannot decide who is more endearing – adorable awardees or their support team members!



Happy Celebrations from Sue Beasley, Rosemary Duff, Sonia Silva, Maria Gonzalez, Maria Moroyoqui, and Susie Martinez to you.



“What I Like About My School”  
Our Awesome Artists showed us they love their schools.



## The 15-Minute Difference

What do you do during the first 15 minutes of work and before you are finished for the day? Are you in your car or already leaving work? Are you already at work or still at work grinding away on projects? I suspect it totally depends on the day?

I propose creating a solid routine that works for you for the first 15 minutes and last 15 minutes daily that will keep you organized, on track, and effective at your job.

During the first 15 minutes of work, I recommend doing any/all of the following to give you a successful start to the workday:

1. Turn on your computer and printer and walk away, let them warm up while you take care of other non-tech business. When you return, click one browser and enable the setting where all your most-used website tabs pop up at once, saving you time.
2. Take a walk around your office space, pick up any trash, put random items away, take down old fliers, water plants, wipe down old tables or front counters, and sharpen the pencils in the pencil jar. Basically, make the office presentable for visitors.
3. Pick up your mail and immediately sort it into urgent, keep for later, and junk.
4. Check your voicemails and take notes about callbacks. Return calls ASAP so that they do not build up.
5. Make sure you have something to drink and snack on nearby to fuel your body between breakfast and lunch.

By doing these items, you can start your shift with diligence. Your boss will be impressed with your punctuality and preparedness for the day.

For the last 15 minutes after work, I recommend doing any/all of the following to give you a nice closing to the workday and to set you up positively for the next morning:

1. Make a note of anything that had to be handled today that you didn't get to address. Leave it in broad view to handle early the next morning – if it can wait.
2. Scan the office space for any items that need attention and note things you need to replenish before you leave, purchase at the warehouse, or deliver to staff.
3. Think about any projects, presentations, and major tasks you will work on the next day. What can you do now to prepare for them?
4. Send that one last email to your boss. Your administrator and coworkers will see that you are dedicated to handling business on the job.
5. Always tidy up before turning off the lights and pushing in your chair for the day.

This time is of great value to your ultimate productivity, your administrative mindset, and your potential for promotions!

Rosemary Duff, CEOE  
2<sup>nd</sup> Vice President

*“I propose creating a solid routine for the first 15 minutes and last 15 minutes daily that will keep you organized, on track, and effective at your job.”*

Rosemary Duff



*“This time is of great value to your ultimate productive, your administrative mindset, and your potential for promotions.”*

Rosemary Duff



**There are endless possibilities when working together!**



**GET EDUCATIONAL OFFICE PROFESSIONAL CERTIFICATION!**

Every classified office and school professional is responsible for his or her career plan.

Here are two programs to become Certified Educational Office Professionals:

- *CAEOP Professional Incentive Program (PIP)*
- *NAEOP Professional Standards Program (PSP)*

Contact AEOE  
Chairman:  
Rosemary Duff, PIP  
Janet Davis-Sylvester, PSP

# Taking Advantage of Exciting LAUSD Programs

## Total Health Management

Check out incredible new resources from Risk Management. Topics include nutrition and fitness, smoking cessation, tools and calculators, weight management, finance, wellness, emotional wellness, exercise classes, and a plethora of other information.

[achieve.lausd.net](http://achieve.lausd.net) Go to Risk Management, Benefits Admin, Total Health Management

Get certified with the American Heart Association: Heart Saver First Aid with CPR/AED course.  
[lz.lausd.net](http://lz.lausd.net)

## Free Online Webinars

Take some time to view online workshops, webinars, and training support provided by Organizational Excellence Workforce Management at [oetraining.net](http://oetraining.net)  
Google a topic you are interested in for great information. Watch how-to-videos on YouTube.

## Using LAUSD Employee Discounts

Microsoft Office for \$9.95 and Adobe Home Use Program  
T-Mobile, Verizon, AT&T, and Sprint Wireless Services  
Apple, Dell, and Lenovo Equipment  
[achieve.lausd.net/itd](http://achieve.lausd.net/itd)

## Attending College Classes on Nights & Weekends

AA Degree in General Education, from Pierce College  
BA Degree in Public Sector Management & MPA Degree in Public Administration from California State University, Northridge  
Be sure to apply for LAUSD tuition reimbursement if school enhances your job.  
[classifiedtraining.lausd.net/college\\_programs](http://classifiedtraining.lausd.net/college_programs)

## Call to Action

### We Are Going Electronic!

- Sign up for our newsletter and other updates by going to our website or emailing our office manager at [office.manager@aeoe-lausd.org](mailto:office.manager@aeoe-lausd.org)
- We are here to assist you. Let us know what you need or want from us.

## AEOE's Objectives

- To promote the general welfare and best interests of all classified employees.
- To maintain rapport and satisfactory working relationships with administration.
- To operate with integrity, honesty, and reason to gain recognition and improved conditions of employment for all educational office employees.
- To upgrade its members through continuing education and professional growth incentive programs.
- To increase efficiency, effectiveness, and personal satisfaction in service to the district and to youth.
- The educational office employee takes pride in the profession and strives for a finer and more efficient service to education and to the community, endeavoring always to be a credit to the profession.
- The educational office employee values and maintains membership in local, state and national professional associations and participates in their activities, thereby enhancing the professional status of all educational office employees.

## AEOE Calendar of Events – 2015

February 11, 2015	AEOE Open House – Beaudry Headquarters Building
March 6, 2015	Scholarship, Contests, & Awards Applications Deadline
March 13-14, 2015	65th California Association of Educational Office Professionals Conference, Pasadena, California
March 21, 2015	Regular Board Meeting, Awards Luncheon Planning, Scholarship, Contests, and Awards Scoring
April 19-25, 2015	Administrative Professionals' Week
April 22, 2015	Administrative Professionals' Day
April 23, 2015	Take Our Daughters and Sons to Work Day
April 25, 2015	86 <sup>th</sup> Annual Awards Luncheon - Quiet Cannon Restaurant
April 29, 2015	Peace over Violence – Denim Day
May 5-8, 2015	Teacher Appreciation Week
May 6, 2015	Teacher Appreciation Day
May 15, 2015	NAEOP PSP Applications Deadline
May 16, 2015	Regular Board Meeting and 2015 Planning Meeting
May 17-23, 2015	Classified School Employees Week
July 13, 2015	Election Ballots for 2015/2016 Mailed Out
July 22-25, 2015	81 <sup>st</sup> National Association of Educational Office Professionals Conference, Buffalo, New York
August 3, 2015	Election Ballots – Postmark Deadline 5:00 P.M.
August 15, 2015	Regular Board Meeting & Election Ballots Counted
September 19, 2015	87 <sup>th</sup> Installation Luncheon and Annual Business Meeting
October 16, 2015	Bosses' Day
October 17, 2015	Regular Board Meeting
December 12, 2015	Holiday Brunch – San Antonio Winery

*Dates are subject to change. Please check our website for any updates.  
For further information, please call the AEOE office at 323.725.7266.*

## AEOE Sponsorships and Recognitions

- Awarded 43 high school scholarships in the amount of \$2,500 each
- Awarded 5 adult school scholarships in the amount of \$2,500 each
- Honored 9 elementary awesome student artists for our poster contest
- Honored 9 secondary creative student writers for our writing contest
- Donated \$1,000 to LAUSD Homeless Program for supplies for students
- Sponsored 100 elementary backpacks loaded with school supplies
- Sponsored CAEOP conference speakers
- Received NAEOP 1st place for website and for 1st place for newsletter
- Received CAEOP 1st place for newsletter
- Board Member Rosemary Duff is serving as CAEOP President.
- Board Member Maria Gonzalez is serving as CAEOP Poster Contest Chairman.
- Board Member Janet Davis-Sylvester is serving as NAREOP Secretary.

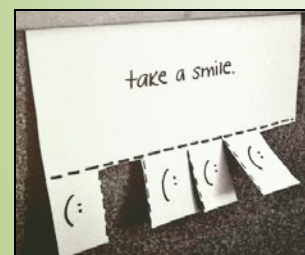
# You're Invited!

## Annual Awards Luncheon April 25, 2015

RECOGNIZING:  
OFFICE PROFESSIONAL,  
SUPERVISOR, AND  
ADMINISTRATOR OF THE YEAR  
SCHOLARSHIP RECIPIENTS  
ELEMENTARY AWESOME ARTISTS  
SECONDARY CREATIVE WRITERS



**FREE  
COMPLIMENTS  
AND SMILES!**





*“Now I get a second attempt at this project, presentation, article...and it will be even better the second time!”*

Rosemary Duff



**Don't Wait to Continue your Education!**

**Let us help you.**

Tuition Reimbursement Available for AEOE Members . . . up to \$500 per year.

Visit our website for details or call our office.

You may also be entitled to tuition reimbursement through LAUSD. Check the Personnel Commission.

## Finding Beauty in Failures and Blunders

Our gut reaction to failing and making mistakes is typically negative: we may feel embarrassed, depressed, irritated, frustrated, disappointed, and other deleterious emotions.

It is beneficial for your long-term career development to substitute these automatic reactions with an optimistic perspective.

Here are a few alternative ways to mentally address your blunders with a fresh, new attitude:

1. “Now I get a second attempt at this project, presentation, article... and it will be even better the second time!”
2. “I must not have read, studied, prepared enough, so now is my chance to really master this topic.”
3. “I wonder who I can ask for support/advice or to be my mentor, so that this goes well next time?”
4. “This appears to be a weakness of mine that I would benefit from developing. I wonder what

classes, training, or professional developments I should research and attend?”

5. “I am glad this happened now because I will take preventative measure so that it does not ever happen again.”
6. “What can I do to resolve this issue as swiftly and effectively as possible? This is going to be a great learning experience about how to remedy this type of situation.”

As you have read, there are many ways that you can turn your little blunders and larger failures into favorable learning experiences that will make you a better worker down the road.

Remember, encountering and dealing with challenges, obstacles, and issues will keep you on those administrative toes, and you will grow professionally as a result.

When something “bad” happens, just handle it and add it to your experience bank. Don't dwell on the minor setback; instead, focus on how it will propel you forward!

Rosemary Duff, CEOE  
2<sup>nd</sup> Vice

## Board of Directors 2014-2015

*“Coming Together is a Beginning, Keeping Together is Progress, and Working Together is Success!”*

- Maria Sara Gonzalez, President.....gonzalezmariasara3@gmail.com
- Susie Martinez, CEOE, Immediate Past President.....susie.martinez@att.net
- Stella Miyashiro, 1<sup>st</sup> Vice President.....office.manager@aeoe-laUSD.org
- Rosemary Duff, CEOE, 2<sup>nd</sup> Vice President.....rosemary.duff1@gmail.com
- Janet Davis-Sylvester, CEOE, Secretary.....jansly@sbcglobal.net
- Maria Moroyoqui, Treasurer.....elvamoroyoqui@sbcglobal.net
- Vicky DeLeon, Member-At-Large.....mvd6878@lausd.net
- Yolanda Pujol, Member-At-Large.....ypyolie@gmail.com
- Jill Everett, Member-At-Large.....jilleverett77@gmail.com



# Education and Networking Opportunities

## 65th Annual California Conference

March 13-14, 2015  
Pasadena, California

“Plant Roots and Bloom with CAEOP”

Learn from your peers and receive cutting-edge information from great keynote speakers. Workshops: School and Personal Safety, Google Hangout, Your Nerdy Best Friend, Human Trafficking, Identify Theft, Nice Girls Still Don't Get the Corner Office, and Professional Certification.

You will enjoy the company of school district office professionals throughout California. Recognitions of members for their professional achievements and the annual administrator and office professional selectees will be honored.

Contact Sarah Tierce, Registrar, at [satierce@yahoo.com](mailto:satierce@yahoo.com) or call Kathy Ramos, Conference Chairman, at 661.332.1217 or see our website at [caeop.org](http://caeop.org) for details.



## 81<sup>st</sup> Annual National Conference

July 22-25, 2015  
Buffalo, New York

“Gathering Information for Tomorrow”

Take this opportunity to network with school district office professionals from all over the United States. Meet longstanding and new NAEOP members to share your successful actions and learn from their experiences.

This is a non-stop week of earning educational credits by learning from outstanding speakers, briefings, institutes, and recognition of members who have earned their professional standards certification. Plenty of fun activities and tours are planned.

Please contact Wendy Heslink, at [wheslink@fcsd.wnyric.org](mailto:wheslink@fcsd.wnyric.org) or see NAEOP's website for details.



## Websites to Visit

### Many Great links to Affiliates and Other Information on our Website

Association of Educational Office Employees – Los Angeles (AEOE)  
[aeoe-laUSD.org](http://aeoe-laUSD.org)

California Association of Education Office Professionals (CAEOP)  
[caeop.org](http://caeop.org)

Southwest Area Educational Office Professionals (NAEOP)  
[naeop.org/area\\_southwest.htm](http://naeop.org/area_southwest.htm)

National Association of Educational Office Professionals (NAEOP)  
[naeop.org](http://naeop.org)

International Association of Administrative Professionals (IAAP)  
[iaap-hq.org](http://iaap-hq.org)

Los Angeles Unified School District (LAUSD)  
[lausd.net](http://lausd.net)

Personnel Commission Talent Acquisition & Selection Branch  
[lausdjobs.lausd.net](http://lausdjobs.lausd.net)

Personnel Commission Workforce Management Classified Training (LAUSD)  
[classifiedtraining.lausd.net](http://classifiedtraining.lausd.net)

... Quick tips to make you shine from AEOE for the Educational Office Professional ...

*Present answers and solutions to your administrator when a problem, obstacle, or concern arises.*

*Be realistic on what you can get done. Be sure to ask for help when you need it.*

*Stay current with new technology and programs your office or school uses.*

*Keep networking with your colleagues. Build those relationships so you call on a friend when you need help.*

*Share your ideas and make suggestions to enhance the office, school, or project.*

*Welcome input from others and respect their input.*

*See the whole picture by looking beyond your own area.*

*Look at and handle the basic problem, not just the result or the symptom.*

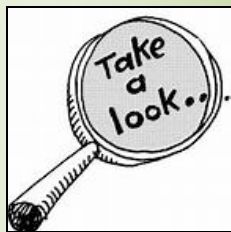
*Stay tactful, neutral, and honest.*

*Be known as the action person.*

*Set the tone by complimenting others. Won't that feel wonderful when you start hearing compliments throughout your office!*

ASSOCIATION OF EDUCATIONAL OFFICE EMPLOYEES

5710 East Beverly Boulevard  
Los Angeles, CA 90022



Favorite Blog  
"A Great Day's Work"  
[agreatdayswork.com](http://agreatdayswork.com)  
Valuable resources for you  
in today's workplace.



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5710 E. BEVERLY BLVD.  
LOS ANGELES, CA 90022

PHONE:  
323.725.7266

FAX:  
323.725.6266

WEBSITE:  
AEOE-LAUSD.ORG

### Membership Application for AEOE - LAUSD

Name: \_\_\_\_\_ Employee No. \_\_\_\_\_

Home Address \_\_\_\_\_

Telephone: Work (\_\_\_\_\_) \_\_\_\_\_ Home or Cell: (\_\_\_\_\_) \_\_\_\_\_

Email Address: \_\_\_\_\_

Work Location: \_\_\_\_\_ District/Division: \_\_\_\_\_

Position: \_\_\_\_\_ Class Code: \_\_\_\_\_

I would be interested in serving on a committee: Yes  No

Check One:  Classified \$50 Annually  Certificated \$25 Annually  Retired \$10 Annually

\* Payroll deduction is available.

**Mail this Application to: AEOE - 5710 East Beverly Boulevard, Los Angeles, CA 90022**

**You can also fill it out online: [aeoe-laUSD.org](http://aeoe-laUSD.org)**

AEOE has decades of experience in serving the interest of educational office professionals and students in Los Angeles Unified School District. AEOE is affiliated with the California Association of Educational Office Professionals and National Association of Educational Office Professionals. Joining AEOE, CAEOP, and NAEOP offers the broadest possible opportunities for you to become a leader. Membership is the gateway to advancement and self-satisfaction.

