

NAEOP SOUTHWEST AREA NEWSLETTER

Spring 2015 Issue 3



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*"Happiness is a butterfly,
which when pursued, is
always just beyond your
grasp, but which, if you will
sit down quietly, may alight
upon you."*

-- Nathaniel Hawthorne

A Moment with Mary

Two "tricks" to manage endings, new beginnings & transitions, and three if you are a leader ...

Some endings and subsequent new beginnings, i.e., transitions, can be difficult, even painful. The end of a vacation and start back to work. The end of a relationship and start of feeling alone. The end of a good job, or work situation like a "good" boss leaves, and start of something new you hope you'll like and find satisfying. The end of a loved one's life. It doesn't even have to be an ending to something important. All transitions can be tricky.

The first trick is having the self-awareness that you are grieving, procrastinating, exaggerating, or letting self-doubts prevail, and try to understand "what's going on?" This is not as easy as it sounds, because the bigger the change or predicament the more pressing it feels; it commands attention and perception. Perception is reality - how you perceive things is how they really are to you. So you can't get past your initial, impulsive or emotional response until you exercise some discipline, take a time-out, and ask yourself: "what's REALLY going on?" And as soon as you ask yourself this question, you start adding more information to your understanding of what's going on, and also open doors to other options for how to respond, which can be more realistic and effective compared to your initial response.

The second trick is perhaps more challenging: to have the discipline to look for the new opportunity. I am absolutely convinced that opportunities are in front of us, all the time. But if you are not looking for it, you may not see it. So especially when you're dealing with a challenging transition - choose to shift your focus from what was, to what can be (i.e., the new opportunity) because it changes your perception of what is possible.

And if you are a leader, the third trick is: you not only need to manage your own transitions - you need to ensure that the people you lead are also managing their transitions well. Fortunately, the leader's strategy is relatively straightforward, either with an individual or a group:

1. Make sure you can explain what's going on and what the new goal/plan/reality will be. How can you expect them to understand and embrace the transition if you can't even explain it? Practice in front of a mirror how you want to start the discussion, and what you want to say in a concise, objective way.

2. Give people the opportunity to talk about the change and transition and how they feel. Then, before the discussion turns into a gripe session, shift focus to what they/we can do about it. If it's a team challenge, sometimes you don't need to say anything in meetings as other members of the group will "sell" their colleague on how to reframe the situation. Sometimes people just need to know if they are the only one who feels that way, or if others feel similarly. And, if you as the leader see that a lot of people are having doubts or struggling, you need to know this so you can respond accordingly, whether it's providing them with more information, or inviting them to help revise the plan or consider new possibilities. And keep people in the loop. Just don't let the team stay "stuck," because there is an opportunity waiting, and it's your job as a leader to ensure your team finds it.

Life is all about cycles and rhythms, beginnings and endings, ups and downs ... It's not so much what happens – it's more what you do. Reframe your next difficult transition by remembering what Dr. Seuss said: "Don't cry 'cause it's over – smile 'cause it happened." Because, "This too shall pass."

Thanks again to Kim Ratz for this wonderful insight. For more from Kim go to www.kimratz.com

Mary C Meyers

News from Utah

Greetings from GAEOP, Teresa Himmelberger, GAEOP President



January and February have been busy months for GAEOP. We just completed our 30 hours of professional development, with an experiment at new scheduled times. We offered classes at 6:00 am and 4:00 pm to help accommodate all schedules. Our classes included.... CPR/First Aid, Creating a Website, Google Docs, Microsoft Outlook, Retirement, Microsoft Word, Proofreading & Grammar, Improving Your Workplace, Basic and Intermediate Excel. All who attended left with great instruction and a reinforcement that you can truly learn something new every day.

Greetings from Utah AEOP, Vicki Coon, UAEOP President

My message today is of gratitude and appreciation for all those involved with the Annual UAEOP Conference. From each Board member, to the wonderful presenters, to the school staff and students, to my sister-coworkers, to the superintendent of Canyons School District and President of USEA, to each member and brand new member – every person made the conference a magnificent success!

My favorite quote from the conference came from Dr. Matt Townsend's presentation – "Be like the bird that, passing on her flight awhile on boughs too slight, feels them give way beneath her, and yet sings, knowing that she hath wings." Victor Hugo

Let us all spread our wings and seize the day! Happy Spring!!!

Hello from Arizona

Planting Seeds

One of my favorite pastimes is to read and/or listen to motivational messages that feed my soul. This past November I listened to a message from Joel Olsteen who stated that the “dark” places are where we really grow. It is where character is developed and how we learn to trust, persevere and strengthen our spiritual muscles.

We all go through situations we don’t understand, and all of us at some point will go through darkness –it is all part of life. As I listened to this message, I reflected on where I was three years ago. Although I loved my job, I was really in a very dark place and couldn’t understand why. As Joel continued to speak he provided an analogy of a seed being planted. He said if you think about “darkness’ like a seed it cannot germinate in the light. You must plant the seed in the soil so what is on the inside will come to light.

I realized my darkness was the “inner” conflict I felt about my job. Although I loved what I was doing as a risk management specialist, I knew there was nothing else to accomplish. Having worked over 37 years for my present employer, I resigned my dreams and aspirations until an advertisement appeared in the paper and I applied for a position. This was the seed I had planted hoping it would germinate and come to light. After three rounds of interviews and testing, I was one of two finalists; however, I was not selected. This was my dream job as it offered plenty of opportunity for continued growth while continuing to be of service to others. Yes, I was disappointed but I was better for the experience. I realized, having gone through the process, it made me stronger and it provided hope that one day my dreams and goals will come to fruition. Six months later a message was left on my answering machine asking if I was still interested in the position. Today I have a new career as a Risk Management Administrator for the City of Tucson providing service to over 4500 employees and approximately 526,000 citizens. So yes, the dark places were all part of the plan. My seed may have taken a little longer to sprout, but it was a reminder of something we always hear “*you have to go through it to get to it.*”

Often many of us dare to believe, even in the dark places. I share this story in hopes that it will challenge you to plant some seeds and continue to feed your dreams and goals until they blossom and come to light. There may be dirt all around you, but know that this dirt is not there to bury you it is there to bring out your seeds of greatness!

Allie Matthews
NAEOP President
2011-2012



Greetings from the California AEOP!

"California AEOP's Central District Hosts Professional Development Day"



Two dynamic speakers presented at the January 23rd Professional Development Day hosted by the Central District of California AEOP. The first speaker was Brice A. Yocum, JD, Executive Director of Regional Campuses, for Fresno Pacific University. Mr. Yocum's presentation on "Generation Gap and Working Generationally" highlighted the various ways that images of power have changed. The expanse of ages of people in the workplace is greater today than ever before. Our ways of communicating with friends has changed from face-to-face to Facebook or text messages. He shared some examples of shortened communication, including "LOL" and "LQTM".

Traditionalists (born 1922 to 1959) value a structured learning environment, traditional classroom, linking learning to overall goals and they dislike being singled out. The Baby Boomer generation values work ethics (most spend their entire life in one career), respect (there's an order to things), values, and morals. They like interactive groups and expect to be given time to practice their skills. And they believe they are the smartest generation. The Generation X people value work ethics, respect, being conservative and traditional, use of technology and they make learning fun. They see learning as the link to marketability, they learn by doing, and believe they are the smartest generation. The Millennial generation are now young adults. They value the use of technology, music and pop culture, tolerance, and clothing (appearance is a big deal). They value teamwork and technology, they link learning to making money, they believe in "edu-tainment" (entertainment part of learning), and they believe they are the smartest generation.

The key to success in the generation gap is empathy. How willing are you to understand the generation gap? Nationally known author, Steven Covey, gave one of the biggest tools for understanding, "Seek first to understand, then to be understood." One size does not fit all. Mr. Yocum encouraged us to take time to be relevant and find common ground with those we work with in order to be effective on the job.

Our second presenter was Lori Ortell, Executive Assistant to the Board of Trustees and Superintendent for the Perris Union High School District. Her presentation, entitled "How Best to Support Your Administrator" gave attendees good information on continually and consistently finding ways to make our administrator look good.

Her first main point was to produce quality work by keeping a clean work space, prioritizing our work, building trust and confidence and being proactive. Don't be a "Negative Nancy" or a "Debbie Downer", be the ray of sunshine within your office. To be proactive, find the answers to the questions or issues. Be resourceful, don't sit around waiting for answers to appear and control your situations. Predict, prevent obstacles, plan ahead and perform! Anticipate your boss's needs by paying close attention to their goals and vision. Take initiative and don't wait to be told what to do. Pay attention to your boss's work habits and always communicate. Make yourself valuable to the organization. Remember: "If I can do your job for you, I don't need you." And, lastly, if the work style of you and your boss don't match, whose responsibility is it to adapt? Yours!

Central District Director, Connie Vargas, thanked the presenters and presented each with a Certificate of Appreciation. California AEOP President, Rosemary Culleeney-Duff, CEOE, thanked the attendees for participating stating it is always exciting to learn new things.

Submitted by Connie Vargas, Central District Director, CAEOP

President's Final Southwest Message
Rosemary Culleeney-Duff, CEOE, PIP
CAEOP, President, April 1, 2014 – March 31, 2015

I have had the honor of serving as President for this past year. The professionalism and deep caring of the board and members for the educational office and school professionals has been engaging, involving, humbling, and inspiring to me.

It has been a very busy and learning experience. We had five executive board meetings, budget meeting, conference committee meetings, bylaws committee meetings, and a brainstorming session for affiliates, membership retention, and recruitment.

During each of our board meetings, we had workshops. We participated in our first webinar on shortcuts with Excel with board members participating from different two locations. Our next professional development was how to put your documents on the cloud. Then we did put them up there on Google Docs. Our next virtual adventure was a Google hangout for the budget meeting. Our final workshop was "CAEOP and Raffles" to clear up legal implications of fundraising. Workshops earned us PIP and/or PSP points. I invite you to our board meetings – they are not boring! We learn, network, and laugh with colleagues across the state.

CAEOP has sponsored three professional development opportunities this year: a workshop with RCAEOP, in Beaumont; our Annual Professional Development Day, in Bakersfield; and our 65th Annual Conference, in Pasadena.

Our 65th Annual Conference, in Pasadena, was a fantastic cutting-edge program designed especially for our members and colleagues. We understand the daily challenges you face and our speakers shared their vigorous wealth of information that you need and want. The conference was action-packed to enhance your growth and success as an educational office professional. Kathy Ramos, our 2015 Conference Chairman, had engaging activities and surprises planned making for a fun and lively conference experience. Whether you have been an educational office professional for just a few days or a few decades, there is always something new to learn.

We invite you to speak at one of our professional development days or one of our meetings. Step up to leadership!

We thoughtfully and collaboratively looked to the future of CAEOP and updated our Bylaws and Standing Rules that were presented and approved by the membership at our annual business meeting.

The Board and Committee member answered the call to action by writing articles and reports for our newsletters ~ The CALLIE. We have submitted our CALLIE magazine to NAEOP for

recognition. Becky Shipley Orr has done an outstanding job this year and even fit in one extra magazine because we have so much going on this year. Becky had to submit as a magazine because our issues were too large to qualify for the newsletter competition.

Wait that's not all we have done with technology this year! CAEOP got a Square card reader so we can accept credit card payments and send receipts quickly and easily. We now have a Quick Response Code (QR Code) to use on our print documents. Just aim your smart phone on our code and magically our website opens right up! How cool is that?

I represented CAEOP at the NAEOP conference in Portland, where I was the flag carrier for California, was the designee for the general session, and was elected to the Research, Marketing, and Corporate Sponsorship Committee. I was honored to win first place for Los Angeles for website and for the communications competitions.

I facilitated the CAEOP Facebook group with over 200 postings with numerous discussions, affiliate event announcements and after event photos, posted several Animoto videos of affiliate and CAEOP events and meetings, many professional development articles, quotes, and more.

I have my NAEOP Professional Standards Program and CAEOP Professional Incentive Program certifications. It was rewarding to see what I have done, how far I have come professionally, and to map out future professional growth. I wholeheartedly encourage you to complete your certification and proudly display those initials after your name.

Thank you for the confidence you have shown in me by electing me and serving you as President. I look forward to hearing your suggestions on what path CAEOP should take in continuing to serve you and your affiliate. I look forward to serving as Immediate Past President.

I look forward to Kenton Miller as our newly installed President for 2015-2016.

Warmly,



Finding Inspiration Outside the Workplace

Marketing and Corporate Sponsorships Program Coordinator
Teresa L. Price, CEOE

Successful organizations and associations also look for leaders who take original ideas and turn them into reality. This requires an action plan, implementation processes and strategies to make your ideas happen. Stepping out of your comfort zone will often lead to open doors where you may find new connections and growth in your personal career. Let me tell you about one of my experiences.

Recently, I attended the NAEOP Winter Board meetings held in Tucson, Arizona. During this time, I decided to fly in one day early and do a few site visits while in the Tucson area. It was something I felt was needed for these office professionals who may not know about NAEOP or the many benefits we can offer them. A simple idea turned into reality!

Here are the steps I took to prepare for my Tucson site visits:

- Research the most populous public school districts and smaller community colleges in the area.
- Reached out with a simple email stating I was going to be in the area on the specific date and wanted to meet their office professional/superintendent/etc.
- Make an informational packet of NAEOP materials along with my business card for each location. Include conference materials for the states nearby and a little bag of cookies so they would remember my visit!
- Mapped out my route making sure to avoid the beginning of the day, lunch hour and end of the day since these are usually busy times in the office.

Once I hit the road, the day brought many pleasant moments when I met the wonderful office professionals, administrators and support staff in Tucson. Not only, did they greet me with smiles and inquiries, they even assisted me with finding other locations to visit. In one day I visited the Tucson Unified School District, Annie W. Kellond Elementary School, Prescott College, Miles Elementary School, and Pima County Joint Technical Education District. My day ended at Pima County JTED where I met their Assistant Superintendent and ten of their district office professionals! After seeing a brief presentation what NAEOP can offer them, everyone signed up to be active members of NAEOP and even asked about becoming an affiliate!

It just goes to show you, you never know what can come from doing a little online research and making a few email connections. I simply developed an action plan, implementation process and strategy to make my idea become reality. You can do the same if you step out of your comfort zone, recognize a hidden opportunity to meet new educators, communicate what NAEOP can do for others by sharing your own personal story and take that extra step!

The purpose of this newsletter is to provide information for members of the Southwest Area of NAEOP. If you are a member of NAEOP, you are automatically a member of the Southwest Area.

This is YOUR newsletter and as such I would like to provide information that is of worth to you. I would like to keep this a professional newsletter, therefore articles or information pertinent to office professionals would be most welcome.

I would like information from each state, as well as any locals that would like to share with us what is happening in your association. State conferences, local professional development days, or any special honors that have been received by any of our members, would be welcome.

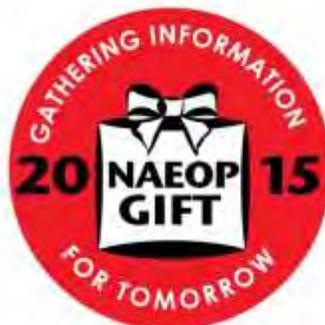
The deadline to submit articles for the summer issue of the Southwest Area Newsletter is May 30th, 2015. Please submit article in a word format and any pictures as a jpeg. Remember this is your newsletter, so let's help each other navigate our way to success. Email articles to Mary Meyers @ mcmeyers@graniteschools.org. Please remember that articles and pictures must be originals or have copyright permission.

NAEOP Annual Conference and Institute

**Hyatt Regency Buffalo and the
Buffalo Niagara Convention Center
Buffalo, NY 14202**

July 22-25, 2015

Wendy Heslink, CEOE
wheslink@fcsd.wnyric.org
Conference Chairman



Jude Gagnier, CEOE
judebg@aol.com
and
Cynthia Marx, CEOE
cm Marx@e2ccb.org

Institute/Briefings Co-Chairmen

Deadlines and Events

April

- 1 Advisory Council forms mailed
- 5 Easter
- 10 NES Connector Deadline
- 22 Administrative Professionals' Day

May

- 1 Affiliate Deadline Renewal
- 15 Affiliate Newsletter Deadline
- 15 PSP Filing Deadline
- 15 Advisory Council Forms Deadline
- 25 Memorial Day/National Office Closed
- 30 Southwest Area Newsletter Deadline

June

- 14 Flag Day
- 21 Fathers' Day



20 years from now you will be disappointed by the things you didn't do than by the ones you did. So throw off the bowlines. Sail away from the safe harbor. Catch the trade winds in your sails. Explore. Dream. Discover. - Mark Twain



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