

# The Keynoter

## Boise State University Association of Office Professionals

### **PRESIDENT'S ADDRESS** by Leslie Black

Our lives can be very stressful—our jobs as educational office professionals are so busy that they can seem like "mountains" to climb. We often don't take time to make things easier for ourselves! The article below by Susan R. Johnson might help you learn to "climb" your own mountain in a less stressful way.

One of the ways to relieve stress is to attend conferences for professional growth. That is why I hope to see you at the Spring IAEOP Conference April 20 and 21 here in Boise, and at the NAEOP Conference in Seattle July 16-20.



Leslie Black, President

### **OVERWHELM** by Susan R. Johnson

"Overwhelm" is the new word-of-the-day in the time management lexicon, as in, "I am dealing with overwhelm." This may seem a fair descriptor of the world we live in today: tasks coming at us from all sides, and expectations for our work and personal life that simply cannot be met. The consequences of severe, persistent overwhelm can be serious: depression, stalled career progress, interpersonal messes.

Note that in this usage, overwhelm is a noun, not a verb, implying that its origins are external to ourselves. I'm not going to argue about whose fault this state of affairs is—yours or theirs—but I will suggest here that you do have control over how you deal with "overwhelm." The core principle for emerging from this state is to get you to engage in the moment—which is the only time over which we have any control.

#### ➤ **Code O: The Three Steps to Resuscitation**

##### **Step One: Stop and take a deep breath**

You need to bring your focus quickly back to this moment.

##### **Step Two: Slow down**

This advice seems counter-intuitive. You are behind! You need to go faster! Slowing down actually leads to the feeling that you have more time. The key is to couple slow

motion with attention to the moment. The effect is to block out everything and focus entirely on what you are doing in this moment.

##### **Step Three: Complete a task**

Randomly choose a task from your immediate environment and do it. Your priorities are not important in this step—in fact, an obsession with trying to find the very highest priority task to do may have precipitated the overwhelming episode in the first place! After you have done a few tasks and are feeling calm and focused, try to move in one of these directions:

1. Turn toward a high priority task; or
2. Begin to implement one of the stabilization methods described in the next section.

#### ➤ **Assorted Methods to Stabilize**

##### **Make a list of everything you have to do**

The subtext here is that stress is increased the more you try to keep things in your head. Your brain was not designed to be a storage vault; it was designed to think. Note that this is a "master" list, not a daily list.

##### **Clear your workspace**

The goal at this stage is not organization, but focus. Thus, it is OK for the short run if you simply put everything from your desk on the floor. This gives you a

*OVERWHELM Continued Page 8...*

**No one climbs a mountain in one big leap—it is done one step at a time!**

**BSUAOP**

◆ **February/March** ◆

**2007**



## AREA REPRESENTATIVES

Area I—Coleen Dudley

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Area VIII—Martha Plascencia

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## AREA REPRESENTATIVE NEWS

### Area I—Coleen Dudley

My challenge to Area I people to get involved in BSUAOP is still on-going. I challenged my area members and potential members to participate, and every time they do by being on a committee, attending a workshop or meeting, etc., their name goes in the "hat." At the end of the year the individual with the most participation will get a prize. My hat needs to get filled! If you are in Area I, get moving! Call me at x63383 to learn more!

### Area II—Misty Wynn

Returning to work is bittersweet. It is good to be back after having my baby girl in December. I miss my angel! I encourage everyone to work on receiving recognition for their PSP (Professional Standards Program) certificates at state and national—I've been through it, so if you have any questions call me at x61799. It was a great experience representing Idaho at the '05 National Conference in Tucson, Arizona.

### Area III—Connie Charlton

Employees in Area III responded in good number to the February BSUAOP luncheon program topic, "The Value of Administrative Assistants," presented by Leah Barrett, Director of the Boise State University Student Union and Activities. Six individuals from Area III (comprised of Albertsons Library, the Business Building, and Academic Technologies), heard Leah's discussion on employee staff support satisfaction in addition to networking and socializing with colleagues across campus. The March luncheon/fashion show and spring are highly anticipated!

### Area IV—Jerry Ohlund

I am an administrative assistant in the Center Managers' office in the College of Applied Technology. I started with BSU in September so not only am I new to a newly created position and the BSU way of doing things, but I am new to BSUAOP. I have a BA from Southern Oregon University in Communications with an emphasis in television news and video production. I started working at a local ABC affiliate station in southern Oregon my first year of school and taught myself how to be a photographer and reporter. I attended the National Press Photographers Association in Norman, Oklahoma just a couple of weeks after the bombing. Being a photographer was one of the most educational opportunities a person could ever have. I was able to see and do things that the normal person was only able to watch on television. But, after ten years of "chasing ambulances" for the story, my wife and I decided to relocate to Meridian to be close to her dad and sister. We now have a two-year-old girl who will have a little brother that will join us around the end of May. I am very excited to bring a new perspective to BSUAOP and to my community. Thank you for the opportunity to grow again.

*Area Representative News Continued Page 3...*

**Area Representative News Continued...****Area V—Chris Peterson**

I have plans to touch base with everyone in my area this spring. Those I have contacted are enthusiastic and feel BSUAOP is important, especially the younger office professionals in my area—this organization is a way to establish a base of communication with their peers and network. I am open to questions, hopefully I can answer them for you! Feel free to contact me at x63320.

**Area VI—Teresa Geissler**

I recently got the list of possible people for my area and will be active this spring contacting you. If you are in Area VI and want more information or are interested in joining BSUAOP, call me at 562-2100.

**Area VII—Debbie Porter**

I've had a great time this year as the Area VII representative for BSUAOP. The luncheon programs have been fantastic and attendance from my area has been good. I hope a large number of members from Area VII attend the state and national conferences. I can be contacted at: x63096.

**Area VIII—Martha Plascencia**

I am very excited about anyone who is interested in attending State or National. Please contact me and I'll get you the information. Area VIII is new. If you are in the area and I haven't contacted you, please give me a call at x71087 or e-mail me at mplascen@boisestate.edu.

**IAEOP Office Professional Award by Angela Garcia**

*Julie Gerrard*

The Idaho Association of Educational Office Professionals selected our own Julie Gerrard as Office Professional of the Year 2006—2007! Julie now works in the Graduate College Dean's office as an Administrative Assistant II, but she's been on campus for more than 16 years.

The criteria used for judging are: education, in-service courses completed, membership/leadership roles in professional associations, community activities, personnel ratings, and letters of recommendation.

Julie will be recognized for her achievements at the Awards Banquet during the Annual IAEOP Conference in Boise on April 20. She was previously awarded Office Professional of the Year in 2006 by the Boise State University Association of Office Professionals. We are very proud of Julie and congratulate her on this special and well-deserved recognition.

We are also proud to say that last year's IAEOP Office Professional of the Year, Nancy Rountree, was from BSUAOP too!

**EXECUTIVE BOARD**

President—Leslie Black  
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Past President—Suzan Raney  
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**MISSION STATEMENT**

The purpose of BSUAOP is to assist its members in reaching a professional level of excellence, to promote positive attitudes, and to encourage further training in specific fields relevant to each member's responsibilities within the University

## THE JEWEL OF SERVICE IS PRICELESS

"The Jewel of Service is Priceless," Terri's theme for her upcoming year as IAEOP President, is perfect for her because she embodies that sentiment herself.

Terri was BSUAOP's President quickly after being employed at Boise State University, and she held that position for two years (2003–2004 and 2004–2005). She's served on too many committees to mention, and has helped BSUAOP become a better, more professional organization. As Past President in 2005–2006, she chaired the Annual Holiday Auction and Luncheon, which raised around \$4,000 for BSUAOP. Her ideas for Bosses Breakfasts have been successful and hilarious, and we've had some of the largest audiences as a result in the last few years.



Terri Shafer, IAEOP President-elect

Now Terri is conquering the IAEOP heights—she is currently the Idaho Association of Educational Office Professionals' President-elect. In the past she's served the state association as an area representative, and has been on numerous state and national committees. As President-elect, she is the conference chair for the State Spring Conference April 20 & 21 where she will be installed as President of IAEOP for 2007–2008. Her energy, creativity, and leadership will be a great match for Idaho's AOP. The members of BSUAOP will be helping with her installation luncheon by making the decorations, the programs, and by taking responsibility for other luncheon details.

Congratulations Terri! We are proud of you!

## HIGHLIGHTS OF JANUARY & FEBRUARY BOARD MEETINGS

- Question of whether the West Campus in Nampa should form its own local was discussed. Or should the main AOP have at least one meeting and luncheon program in Nampa?
- Net profit from the Holiday Auction was \$3,474; \$348 (10%) will go to the City of Lights charity.
- BSUAOP purchased a brick for the patio at the national office and received a letter acknowledging our participation.
- Julie Gerrard named IAEOP Professional of the Year.
- There is a candidate for every opening on the board except the Vice President. Nominations will be open to the membership at the luncheon March 13, 2007.
- \$300 was approved to be spent on baskets, door prizes, table décor and printing for Shafer's installation at the state conference in April.



**2007 IAEOP**  
**Annual Spring Conference**  
**"The Jewel of Service is Priceless"**

Holiday Inn at the Airport, Boise, Idaho  
 April 20—21, 2007

**Keynote Speakers:**

Gary Raney.....Ada County Sheriff  
 Sam Sandmire.....Boise State University  
 Gymnastics Coach





Find information and registration forms here:  
<http://www.idahoaeop.org/>

The Mission of the National Association of Educational Office Professionals (NAEOP), the only national professional association for educational office personnel, is to provide professional growth opportunities, leadership, and service for employees in education through a specifically-designed certification program, quality training, a network for sharing information and ideas, recognition of achievements and fellowship.



**PSP**  
**Deadline**  
**May 15**



**"Capture the Sound in Seattle"**  
**NAEOP Annual Conference**

July 16–20, 2007

Seattle, Washington

Registration and Membership Information—[www.naeop.org](http://www.naeop.org)

**PSP OR BUST** by Gay Barzee



*Gay Barzee*

The final deadline for getting your PSP in Seattle is fast approaching. All paperwork and transcripts need to be in to NAEOP by May 15, 2007. If you are working on your PSP (Professional Standards Program) certificate, please schedule a meeting with me before sending your paperwork in so we can ensure

everything is in place by the time it gets to the national office. I'd be glad to meet with you during a lunch hour to go over the forms. Just give me a call at x61273 or e-mail me at gbarzee@boisestate.edu. I'm looking forward to seeing you all at the Seattle PSP Banquet in July! If you are just starting the PSP process, attending the national conference is a great way to earn points toward your certificate. Attending the state conference is another way.

**ADVISOR'S CORNER**



*Dr. Edward T. Baker, III*

I've enjoyed being the advisor for BSUAOP this school year. What a great group of people! BSUAOP gets involved in so many things—training for its members, outreach to the community, scholarship opportunities for members, charity fundraising—the list goes on and on.

I encourage everyone at BSU who works in an office to consider joining this great organization as well as the state and national affiliates. This is truly a group that climbs the mountain, whether in one great leap, or one step at a time! You won't regret it!

—Ed Baker

**LIBRARY UPDATE** by Coleen Dudley



*Coleen Dudley*

The library has lots of new journals and ways to find them.

One of the best ways to find what you are looking for is to go over and snoop or look on-line.

Some of the data bases that used to exist have been replaced. So, to cut to the chase, I've found that this website is a good place to start your search:

<http://library.boisestate.edu/indexes/index.htm>



**February birthdays**

- 05 Terra Jensen
- 09 Debby Flores
- 16 Lois Santillanes
- 19 Andrea Witters
- 26 Lynn Swanson

**March birthdays**

- 07 Ellen Seibolt
- 11 Beth Collier
- 25 Cami Jefferies
- 25 Gay Barzee

**April birthdays**

- 08 Kay Trotter
- 11 Patti Anderson
- 25 Valencia Garrett

**WAYS AND MEANS** by Valencia Garrett

We have been busy with a couple of activities this past semester. We started out selling 2007 Entertainment Books but stopped when an Entertainment associate advertised the same books in BSU's HR Review for less than we could buy them. We did sell 25 books prior to that netting us a profit of \$125.00. Unless Entertainment changes their policy we will not sell the 2008 Entertainment Books. Thanks to everyone who made this a success!



Valencia Garrett

We tried something new this year. We hawked Bronco gear at three of the home football games. We sold \$3983 worth of gear netting us a profit of \$796! Thanks to everyone that helped. I think everyone who participated found this to be a fun and challenging experience. This coming football season promises to be fun.

We are always looking for new ways to generate funds for our Ways and Means account. If you have an idea please call me at x61368 or email me at [vgarrett@boisestate.edu](mailto:vgarrett@boisestate.edu) so that we can discuss it.

**IT'S A FIRST!** by Guen Johnson

Jerry Ohlund

Jerry Ohlund recently joined BSU working as an Administrative Assistant in the Center Managers' Office located in the Selland College of Applied Technology. He is our nominee for President-elect, and the first man to become an officer in BSUAOP.

Our organization is open to anyone who works in an office on campus, whether they be male or female, and we are very pleased that Jerry has joined our organization! As President-elect he will be chairing the Professional Development Day mini conference in October 2007. We look forward to a great year with Jerry as President-elect.

**MICROSOFT DAYLIGHT SAVING TIME HELP** by BSU's OIT Office

Beginning in 2007, daylight saving time will be extended in the United States. DST will start on March 11, which is three weeks earlier than usual, and it will end on November 4, which is one week later than usual. This results in a new DST period that is four weeks longer than in previous years. Unless certain updates are applied to your computer, the time zone settings for your computer's system clock may be incorrect during this four-week period. In particular, you must make sure that both your Windows operating system and your calendar programs are updated. For more information go to: [http://support.microsoft.com/gp/cp\\_dst](http://support.microsoft.com/gp/cp_dst).

**MEMBERSHIP NEWS** by Carol Carroll

The membership list for BSUAOP is now posted on the web! You can find it at <http://www.boisestate.edu/bsuaop/members.htm>. Please take a minute to check it out to verify whether or not your information is correct. If it is not please contact me at 426-4116.

Currently, we have 68 active members in the organization. We look forward to increasing our numbers next year. If you are interested in joining BSUAOP give me a call!



Carol Carroll

**SCHOLARSHIPS & AWARDS** by Suzan Raney

**WE'RE GIVING IT AWAY!** Scholarships are available to active members of BSUAOP. If you are planning to attend the annual conference for the Idaho Association of Educational Office Professionals (IAEOP) or the annual conference for the National Association of Educational Office Professionals (NAEOP), why not complete the application for a scholarship? The deadline to apply for the IAEOP conference is March 15. The deadline for NAEOP is May 15. If you are interested, go to the following link, <http://www.boisestate.edu/bsuaop/Scholarshipapplication.pdf>, complete the form and mail it to: Suzan Raney at Mail Stop #1955 or fax it to 426-4371. If you are not planning to attend either conference, but are interested in taking a class or workshop/seminar, we have scholarships available for these events, too.



Suzan Raney

The following criteria will be used in determining eligibility in awarding scholarships: You must be a member in good standing; priority is given to members working on PSP certification; awards will be given for courses working toward a degree/PSP certificate and courses related to advancing or affirming training or skills in educational office positions; participation and office(s) held in BSUAOP will be considered; and persons taking a course advancing their educational office position should show relevancy of the course to their position held at BSU.

**NOMINATE SOMEONE!** It is time for you to nominate candidates for the 2006–2007 BSUAOP Office Professional of the Year, and for the 2006–2007 BSUAOP Administrator of the Year Award. Nominees for the Professional of the Year must be members in good standing and have a record of service to the organization. Nominees for the Administrator of the Year must be an administrator at BSU and supportive of the organization. Deadline for both applications is March 15. Please go to <http://www.boisestate.edu/bsuaop/awards.htm> for nomination forms.

**NOMINATIONS & ELECTIONS** by Suzan Raney

Here is the slate of nominees for the BSUAOP elections for 2007-2008 Officers:

President:	Sue Crichton, Radiological Sciences/COH
President-Elect:	Jerry Ohlund, College of Applied Technology, Administration
Vice President:	Vacant
Secretary:	Kelley Davis, College of Applied Technology, Administration
Treasurer:	Debbie Porter, OIT Business Services
Area I:	Andrea Witters, Curriculum Instruction & Foundational Studies/COE
Area III:	Valencia Garrett, Associate Dean's Office/COSSPA
Area V:	Shelley Doty, Library Reference Services
Area VII:	Suzan Raney, Criminal Justice Department/COSSPA

*According to BSUAOP bylaws an election does not need to be held if there is only one person nominated per office and the Executive Board votes to accept the roster.*

**OVERWHELM Continued...**

clear space in which to do each task, without your eye (and mind) being drawn off-task by seeing the other work you need to do. As a simple next step, make a file folder for every project you are working on, and put these folders in one place. Then you can see all of your big tasks together, again giving you a concrete picture of your workload.

**Find a 10% solution**

To apply this method, think of activities in your daily life that seem to take too much time, or that specifically add to your sense of overwhelm. Select one, and break it down into steps. Look at each step separately, and see if there is a way it can be done more quickly or efficiently, delegated to someone else, or eliminated altogether.

**Face up to the AWOL syndrome**

You have promised to have a task done by a certain date. The date rolls around, and you have not even started—and you begin to fantasize that the task is a hallucination. Then you receive a politely worded e-mail asking for a progress report. You ignore it. Thereafter come more e-mails, followed by telephone calls at increasing frequency. You ignore them, all the while building up a store of guilt and fear.

The solution sounds painful—but it almost never is. Simply call or e-mail (the latter is usually easier unless you are very brave indeed) and say: "I am sorry I am late. Here is when I think I can get it done. Please let me know if that will work for you. Sincerely."

There is no need for going on and on about the late part—the recipient already knows you are late, and probably suspects that you are sorry. The only things that the recipient really wants to know are that you are alive and that you will re-negotiate a new deadline. I have experienced this syndrome many times in my career, and to date not one bad thing has happened to me as a result of owning up.

"Overwhelm" may be inevitable, but by quickly recognizing it and performing a "Code O," you can minimize the time you spend there. The stabilization techniques will get you back on track and in a position to eventually make changes that will prevent serious overwhelm in the future.

- *Written by Susan R. Johnson, MD, MS, Associate Provost for Faculty at the University of Iowa*
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<http://www.selaminternational.org/newsletters/June2006/AskDrSusan.htm>



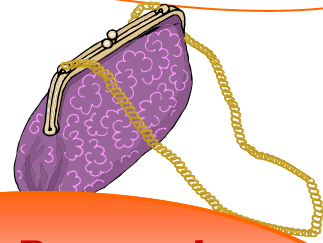
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# DRESS WITH FINESSE

Annual Fashion Show & Luncheon  
Tuesday, March 13, 2007  
11:30—1:00



Bring business  
clothing to donate to  
Dress for Success!

Lookout Room on the  
Third Floor of the  
BSU Student  
Union Building



Fashions provided by  
Lily's Fine Clothing of  
Eagle, Idaho

## Lunch choices:

A—Catered Country Club Trio  
Includes house-made chicken  
salad, tuna salad and fresh sliced  
fruit with a poppy seed dressing  
on a bed of greens. Fresh-baked  
bread sticks; or  
B—Brown Bag

Name: \_\_\_\_\_


Phone Number \_\_\_\_\_ Department \_\_\_\_\_

Meal Choice \_\_\_\_\_ Country Club Trio \$8.50 \_\_\_\_\_ Brown Bag \$1.00

DEADLINE: Send registration to Sue Crichton Mail Stop 1845 or call her at 426-1996 by March 8, 2007 at 5 p.m.

Sponsored by: BSU Association of Office Professionals &  
Ada County Association of Educational Office Professionals

# March 2007

	MON	TUE	WED	THU	FRI	SAT
				1	2	3
4	5	6	7	7	9 Payday	10
11  Daylight Savings Time begins	12	13 BSUAOP & ACAEOP joint luncheon	14	15 Awards & Scholarship apps due	16	17  St. Patty's
18	19	20 Board meeting	21  First day of spring	22	23 Payday	24
25	26 Spring vacation—no classes	27 Spring vacation—no classes	28 Spring vacation—no classes	29 Spring vacation—no classes	30 Spring vacation—no classes	31



## Bosses Breakfast '07

featuring  
Terri Shafer & Andy Giacomazzi in

## "The Jiminy Glick Show!"

Thursday, May 10

Jordan D, SUB

7:30 a.m.



# April 2007

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6 Payday	7
8 Easter 	9	10 Lunch meeting	11	12	13	14
15	16	17	18	19 IAEOP Board Dinner	20 Payday IAEOP Conference	21 IAEOP Conference
22	23	24 Board meeting	25	26	27	28
29	30					

## BSUAOP LUNCHEON

"Changes in Research Administration"



Dr. Mark Rudin

Vice President

Research Administration



April 10—11:30 to 1:00

Bishop Barnwell Room

SUB