President’s Message

Fall is in the air and the leaves are changing colors, this is my favorite time of the year. Unfortunately, this also means we are one step closer to winter and snow. While I may not enjoy that part of the year I know there are so many fun activities to do around Boise and the surrounding areas. There is skiing, snowboarding, looking at lights and my favorite... the hot cocoa.

Because I love the Holiday Auction and the theme this year is "These are a few of my favorite things", I wrote a new verse in ode to one of MY favorite things:

Jack Skellington and the Oogie Boogie Man
Pumpkins with faces and eyeballs in a pan
Black Christmas tree with cobwebs and bat wings
These are a few of my favorite things

Speaking of my favorite things, this year’s Holiday Auction will be held on Thursday November 16, 2023 in the Simplot Ballroom with Andy Giacomazzi and James Satterfield as our amazing MC’s. We are so excited to be able to host this event for our campus and our community while raising money for a local charity. Make sure to register for this event!
Association of Office Professionals

These Are a Few of My Favorite Things

Holiday Auction

Live - November 16, 2023, 11:30 to 1
Simplot Ballroom

Silent Auction available online starting
November 9 at 8 a.m. and concluding when the live auction starts on November 16 at 11:30 a.m.

Online Link: https://sites.google.com/boisestate.edu/holiday-auction-2021/home

All are welcome to participate

Lunch $10 - sign up link:
https://docs.google.com/forms/d/e/1FAIpQLSdxjD_m0eJ6Ywnk2HnRlMpgxhUe26p0-kEZmAZcY1Kqczdg/viewform
($9 for AOP members)

10% of the proceeds will be donated to the Campus Food Pantry.

The President's Office has granted release time with supervisor approval.
AOP and Leadership for Public Purpose

By Dr. Heidi Reeder
professor and director of the Leadership Certificate program

The Association of Office Professionals will be included in Boise State’s application for a new Elective Classification from the Carnegie Foundation in Leadership for Public Purpose. The application process is grounded in comprehensive self-examination and requires the presentation of substantial evidence regarding institutional attributes. According to Carnegie, institutions that prioritize leadership for the greater good make their learning, teaching, and research efforts more impactful by doing three things: 1.) Helping everyone in their institution become better leaders; 2.) Adding to our knowledge of leadership as something that benefits the public, and 3.) Making sure students are ready to lead for the betterment of society in their careers, communities, and beyond.

The charge to “help everyone in their institution become better leaders” will be illustrated with a description of AOP’s Professional Development Day. Professional Development Day consisted of a full day of workshops and training with topics such as servant leadership, leading yourself, coping with life’s challenges and the role of supportive relationships, and ethics in leadership. AOP offered a 10% discount to support staff attendance. In addition, throughout the year AOP provided scholarships to its members to attend the National Association of Educational Office Professionals (NAEOP) conference. AOP has also begun updating existing staff reward and promotions policies and developing new policies to include leadership and professional growth. Other examples featured in this section are the mentoring program from the Association of Classified Employees, the Shared Leadership program and Employee Learning Week from Human Resources, and the New Academic Leaders Program from the Provost’s Office.

As the head of the application task force and Professor and Director of the Leadership Certificate program (School of Public Service) I have been pleased and encouraged to see leadership and professional development happening in so many places across campus. Giving ourselves and each other the opportunity to learn new skills, attempt new roles, and take on meaningful challenges will be truly transformative for the university.

Treasurer’s Report

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Image by rawpixel.com on Freepik

Image by wirestock on Freepik
Meet some of your fellow AOP Members

Jane Dunaway

I am originally from Portland, Oregon. My husband and I moved to Mountain Home during COVID and quickly fell in love with Idaho. We love exploring Southwest Idaho, particularly Oregon Trail historic locations, (Three Islands Crossing is a favorite!) We have grown children who reside in Oregon and we visit them as often as possible.

I began my career in education by obtaining a Bachelor’s and Master’s in French. I was a French teacher in private schools and enjoyed the opportunity to live in France during college. I was a stay-at-home/homeschooling mother for about 15 years and made a career shift to Human Resources in 2016 when I obtained my MBA.

I came to Boise State in May as the Human Resources Coordinator in the Department of Public Safety. I love supporting this team by engaging with candidates in the interviewing, hiring and onboarding processes, training, and performing HR duties. I also provide fingerprinting in the Compliance and Crime Analysis unit as well as administrative support for our Emergency Management unit, among other responsibilities with my department.

I enjoy being part of my department’s team and in being a part of the academic environment of the Boise State family!

Chris Lutzow

I’ve had the wonderful opportunity to join the Boise State University team through a very roundabout path. Born and raised in California, I joined the Navy and served as a Hospital Corpsman on the East Coast for eight years. After working as an Emergency Department technician, I went into law enforcement and served as a Deputy Sheriff in Maryland for several years before going back to school on the GI Bill.

After graduating from Towson University in Baltimore with a degree in Allied Health,
If You Want to Look Smart, Ask These Questions

By Kristi Hedges (Reprinted with permission.)

Everyone likes to look smart. After all, the alternative isn’t very desirable. But looking intelligent isn’t as straightforward as it seems. In order to show our competence, we rattle off our accomplishments, point to our experience, and speak with assembled confidence. While this might work in some situations, it can actually have a negative effect. When we’re self-focused, we lose an opportunity to build trust and can repel the people we want to like us. Further, research shows that many of the affects we use to appear smarter, such as serious expressions and big words, actually backfire.

It’s ironic that we spend so much time worrying about projecting competence that we ignore the chance to actually grow smarter. We put our energy into finding the right thing to say, instead of creating learning conversations. If we want to show up as intelligent and competent, we should master how to hold conversations that increase wisdom for everyone.

Leadership coaches know deeply the power of asking questions. When you learn how to get truly curious and see the response to great questions, you realize the implications this has in every aspect of our lives. We are our most helpful, competent, and inspiring when we ask powerful questions and let go of the need to make pithy statements. And studies show we’re also more likable.

By asking great questions we’re providing an invaluable service to others – giving them the mental space to process their own thoughts. Think about how you talk to your best friend when you have a problem. She doesn’t have to tell you anything. She can simply ask empathic questions and allow you to talk through your issue. You leave feeling 10 pounds lighter because you reflected on the issue and know what to do.

Adding powerful questions to your own communication repertoire is a small change with major benefits. Consider these situations here we can enhance the way we relate to others by asking better questions:

- Advising a team member on his or her performance
- Facilitating a meeting discussion
- Helping someone change
- Dealing with a difficult issue with a colleague
- Positioning for a promotion
- Interviewing or being interviewed for a job

I could go on. In fact, in most instances where we go in trying to say something just right to show our competence, we can only make a stronger case by asking more and better questions. And ironically, we actually look smarter by losing the need to prove how smart we are, and focusing on learning with the other person.

Powerful questions make people stop and think. They create space in others. They get to the core of an issue and cause our perspective to expand. They’re based on curiosity, and tend to start with “What” and

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Continued on page 7
Brown Bag Lunches
Grab a coffee or snack, sit back and enjoy these upcoming webinars

From Stuck to Soaring: How to Successfully Change Your Career
Octavia Goredema, Author and Award-Winning Coach
Wednesday, November 8th at 10:00 AM MST

ADHD - How it Manifests and Effective Steps to Address It
Dr. Edward (Ned) Hallowell, New York Times Bestselling Author and World-Renowned Authority on ADHD
Wednesday, November 29th at 10:00 AM MDT

How to Discover Calm and Abundance through the Radical Power of Rest
Ximena Vengoechea, Author and User Researcher
Wednesday, December 6th at 10:00 AM MDT

How to Bring Who You Are and What You Do Into Alignment
Suneel Gupta, Bestselling Author
Tuesday, December 12th at 10:00 AM MDT

Need more professional development ideas?
Boise State staff have free access to many workshops & trainings through Academic Impressions

Academic Impressions offers a wide variety of Professional and Leadership Development opportunities and are focused on trainings specifically for faculty and staff in higher ed. Some of their offerings have additional fees, but the majority are included with our university membership. The comprehensive library of training aligns with the university’s strategic plan and provides university employees with training, tools and resources to assist with ongoing professional development, leadership training and specialized instruction. Information about accessing the membership can be accessed through the library.

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“How” versus “Why,” which can put people on the defensive. They aren’t loaded or leading, but arise from the situation and the dialogue. They show empathy and interest, and make conversations deeper and richer.

If you want to experiment with using more questions in your own life, I suggest making a list of great questions that you hear. As you gain comfort incorporating questions, they will flow naturally. However, in the beginning it can help to have a list of go-to questions to get you started. Below I’ve listed some of my favorite questions that elicit reflection and thoughtful responses:

- What matters most?
- What's possible?
- What's meaningful about this for you?
- What would you do if you were me?
- If undecided, what would (joy, passion, confidence, etc.) do?
- What are you willing to commit to making it happen?
- What do you have the most energy around?
- If anything was possible, what would you do?
- How will you know you’ve been successful?
- Rate this issue 1-10. How could you move it by 1 point? 2 points?

For many of us, using questions over statements is a radical departure from everything we’ve learned about proving ourselves – an especially tricky exercise in situations known for being proving grounds like interviews and meetings. Try to start with an interaction that feels less fraught, such as an informal chat with a colleague. See how the conversation differs if you mostly ask great questions. And start paying attention around you. You may notice people already using questions in powerful ways that you didn’t realize. They’re often the one viewed as the smartest person in the room.

Kristi Hedges is a leadership coach, speaker and author of The Inspiration Code and The Power of Presence. Find her @kristihedges. Thehedgescompany.com.

This post also appears on Forbes.com.

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Spring Professional Development Day —

Do you have topics you would like to see presented at our upcoming Professional Development Day?

We are starting to put together ideas now. If you know of anyone or have particular topics you would like to see presented, let us know so we can start booking speakers now. AngelaRoberts417@boisestate.edu or SDoty@boisestate.edu

www.bsuaop.org
NAEOP Updates

NAEOP Virtual Bookclub—Nov 16, 30 & Dec 7, 5:00 pm MST

_The PITA Principal_, by Robert Orndorff, D.Ed., and Dulin Clark, Ph.D.

A humorous new how-to guide by character expert Robert Orndorff and psychologist Dulin Clark unveils the different types of PITAs (Pain In The …) one might encounter on the job. Readers will learn how to cope with, and dare we say benefit from, these PITAs, and even identify their own PITA tendencies and learn how to avoid becoming the dreaded coworker.

NAEOP Virtual Summit—November 8 10:00 am—1:30 pm MST

“Spreadsheet Tips, Tricks & Well-Kept Secrets” scheduled on November 8, 2023, consisting of 3 hours of in-service, offered in two 1.5 hour sessions. Our speaker will be Connie Hyslop with Hyslop & Associates.

Registration fee for the Virtual Summit is $100.00. NAEOP members receive a 25% discount for a total cost of $75.00. The sessions will be recorded and extended to registered participants for up to 30 days after the session, if unable to participate in the live sessions.

Join us next year - July 14-17, 2024

NAEOP National Conference

Little Rock, Arkansas

Continued from page 4 - Member Spotlight - Chris Lutzow

I moved to North Carolina for some graduate work before becoming a high school biology teacher down there. Moving to Idaho, I continued as a high school science teacher before coming to Boise State as a Faculty Development Specialist in eCampus just this last June.

As a Faculty Development Specialist, I have two main areas of focus. In one, I assist in coordinating the delivery of faculty development learning opportunities (such as online workshops, seminars, and courses) to faculty that teach online courses. In the other area of focus, I coordinate the course revision/ course improvement process for online courses at eCampus. Here, I coordinate the review of online courses, as part of a process to seek out ways to improve them. All of this is to help ensure that Boise State is offering the best education that we can for our students.

In my spare time, I’m working on a degree through the Educational Technology Department, while also spending as much time with my family as I can. A boring homebody, I can be found most weekends puttering around the house, or (as the colder months are coming) enjoying a book in front of the fireplace.

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Professional Standards Program

The Professional Standards Program (PSP) is a voluntary program established by the National Association of Educational Office Professionals (NAEOP) to encourage education office personnel to grow professionally. The privilege of participation is open to active and retired members only.

The program is allows NAEOP members to take progressive steps to their desired professional growth level through earning one or more of nine PSP certificates. The awarding of a certificate based on education, experience and professional activity recognizes each level of achievement in the program. The current highest-level certificate must be recertified five years from issue date or upgraded according to the guidelines to be considered current by NAEOP.

A member who holds the Advanced III or above, is qualified to apply for the distinction of Certified Educational Office Employee (CEOE) or Certified Educational Support Employee (CESE). The CEOE and CESE are sustained distinctions with no need for recertification and are valid with NAEOP membership.

If interested in obtaining your PSP certificate, here is some useful information:

- Keep track of all training you receive either on or off campus
- Get a copy of your unofficial transcript to verify your education credits
- Make copies of all certificates of training (make sure you get a certificate at each training you attend)
- Keep track of all your membership/volunteer work in BSUAOP, and NAEOP (10 points are needed for PSP applicants)

  Membership = 1 point each for national, state, and local association, per year (limit 3 points per year)
  Elected Officer or Committee Chairman = 2 points per position / per year
  Workshop/Seminar Presenter or Keynote Speaker = 1 point per completed presentation
  Committee Member = 1 point per committee / per year
  Advisor to NAEOP member serving as an officer on local, state, or NAEOP Board of Directors = 1 point per position / per year

PSP Endorsements

The PSP Program is endorsed by:
- National Association of Secondary School Principals
- Association of School Business Officials International
- National Association for Public Relations Association
- National Association of Elementary School Principals
- American Association of School Administrators

The underlying concepts of the Program are endorsed by:
- American Association for Adult and Continuing Education

For questions contact SP Chair, Shelly Doty - sdoty@boisestate.edu

To find out more check out the NAEOP website: Professional Standards Program

www.bsuaop.org
Readership Facts:

Since the Keynoter was put online in Albertsons Library’s ScholarWorks in 2013, it has been downloaded by 186 different institutions from 111 different countries for a total of 7,413 downloads! We have 93 issues posted online for access from around the world. There have been 51 downloads from almost every continent in just the last week, with 1,322 downloads in the past year. Our small organization has a larger impact and we should Celebrate that Success!

— KEYNOTER INSTANT NOTIFICATION —

Do you want to get instant notification each time the Keynoter is published in Scholar Works?

Just follow these quick steps:

1. Start at the ScholarWorks page: http://scholarworks.boisestate.edu developed through Albertsons Library.
2. Click on Colleges, Departments, and Centers.
3. Click on University Documents.
4. Click on Boise State University Association of Office Professionals—Keynoter.
5. Look at the top right of the list for the button that says Follow. Click on that button.
6. Click on Create a free account and fill out the information requested.
7. Simple as that!

Do you like to write or know a great article to share in the Keynoter?

We’d love to see it!

Because of copyright laws, permission from the original source is needed to reprint most publications. If you would like to get permission, or if the site offers permission to republish or reuse the content, send that information along with your suggestions for the content to Angela Roberts, angelaroberts417@boisestate.edu. Contact information can also be provided when sending the content and best attempts will be made to contact the original source. Unfortunately, without permission, content cannot legally be republished or reused.
BSUAOP Membership List 2023/2024

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<th>Brenda Baker</th>
<th>Katy Lightfield</th>
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<tr>
<td>Matthew Cordell</td>
<td>Kenzie Long</td>
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<td>Catherine Crapo</td>
<td>Chris Lutzow</td>
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<td>Maggie Dart</td>
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<td>Sam Davidson</td>
<td>Randall Phelps</td>
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<td>Shelly Doty</td>
<td>Jean Potter</td>
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<td>Jane Dunaway</td>
<td>Corinna Provant-Robishaw</td>
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<td>Maya Duratovic</td>
<td>Desiree Reyes-Kohl</td>
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<td>Crystal Galea'i</td>
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<td>Josie Graham</td>
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**Associate Member**
- Andrew Giacomazzi
- Richard Klautsch
- Mario Zimmerman

**Lifetime Members**
- Gay Barzee
- Leslie Black
- Connie Charleton
- Rene’ Delaney
- Jackie Fuller
- Maude Garretson
- Guen Johnson
- Lynelle Perry
- Suzan Raney
- Beverly Sherman

“There is no such thing as a self-made man. You will reach your goals only with the help of others.”
- George Shinn

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Boise State University Association of Office Professionals

2023-2024 Calendar

Aug 3, 2023  EBM* – 2:30-3:30 pm – Zoom
Sept 7, 2023  EBM – 2:30-3:30 pm – Zoom
Oct 5, 2023  Bosses Breakfast - 7:30-9 am - Simplot Ballroom
Oct 5, 2023  EBM – 2:30-3:30 pm – Zoom
Nov 2, 2023  EBM – 2:30-3:30 pm – Zoom
Nov 16, 2023  Holiday Auction- 11:30 am-1:00 pm - SUB/Simplot Ballroom
Dec 7, 2023  EBM – 2:30-3:30 pm – Zoom
Jan 4, 2024  EBM – 2:30-3:30 pm – Zoom
Feb 1, 2024  EBM – 2:30-3:30 pm – Zoom
March 7, 2024  EBM – 2:30-3:30 pm – Zoom
April 4, 2024  EBM – 2:30-3:30 pm – Zoom
TBD  Professional Development Day– TBD
May 2, 2024  EBM– 2:30-3:30 pm – Zoom
June 2024  Annual Meeting and Luncheon - TBD
July 14-17, 2024  NAEOP 87th Annual Conf - DoubleTree Downtown, Little Rock, AR

*EBM (Executive Board Meeting)

Want to ask us something? Have a suggestion or reason to cheer?

There’s a number of ways you can contact AOP and anyone on the board.

Email: aop@boisestate.edu
Website: https://www.bsuaop.org/

This is your organization. Help us make it great!
Let us know if a member is celebrating a milestone!
We’d love to feature them in the newsletter!

• Suggest workshops
• Volunteer to help out
• Give us ideas
• General comments
• Promotion
• Retirement
• Conferences attended