

Driven to Succeed



Danielle Kitchen
UAEOP President

In October I had the opportunity to attend the NAEOP Institute that was hosted by UAEOP. If you were unable to attend, you missed out on a great weekend. I have never felt that rejuvenated and mentally exhausted all at the same time!

There was so much great information covered. I can't even begin to write an article on everything, but Sherry & Kathy did a great job of highlighting the weekend. See page four for their article. Most of the presenters shared their presentations with us and we have posted this information to our webpage. Check it out...you just might find something that is helpful to you in your job or the job that you want. One of the quotes that resonated with me is, "Every Body Speaks Its Mind".

While verbal and written communication skills are important, research has shown that nonverbal communication or behavior account for most of our daily interpersonal communication. According to Kendra Cherry, the following are some tips that can help you understand the nonverbal cues of others and in turn enhance your ability to communicate effectively.

Pay Attention to Nonverbal Signals - when you pay attention to the body language of others, you can improve your nonverbal communication skills.

Look for Incongruent Behaviors - pay careful attention when someone's words do not match their nonverbal behaviors.

Concentrate on Your Tone of Voice When Speaking - voice tone affects how others respond and it also conveys a wealth of information.

Use Good Eye Contact - experts recommend intervals of eye contact lasting four to five seconds.

Ask Questions About Nonverbal Signals - it is always a good idea to ask for clarification.

Use Signals to Make Communication More Effective and Meaningful - verbal and nonverbal communication work together.

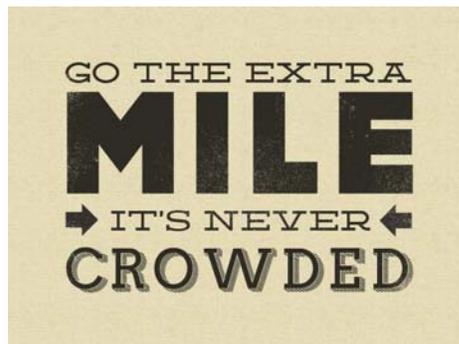
Look at Signals as a Group - look for groups of signals that reinforce a common point. Don't place too much emphasis on one signal.

Consider Context - some situations require more formal communication and could be misinterpreted in a casual setting.

Be Aware That Signals Can be Misread - look for groups of behavior. Someone's overall demeanor is far more telling than a single gesture.

Practice, Practice, Practice - as with everything, practice makes perfect, maybe you too will be able to "read people" as you practice these skills.

Plans are underway for the 2014 UAEOP Annual Conference. Consider *Going the Extra Mile* and joining fellow UAEOP members in St. George for a weekend full of leaning and networking. Registration information will be available in the next issue of the *BuzzLine*.



The Utah Association of Educational Office Professionals

Mission Statement

- Promote awareness of educational issues through information and education
- Promote opportunities for professional growth
- Gain recognition for the role of office professionals on the educational team
- Elevate standards of Utah educational office professionals

UAEOP is an affiliate of the National Association of Educational Office Professionals
www.uaeop.org

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UAEOP Executive Board Meeting

The UAEOP Board Meeting was held at the Granite Education Center on October 11, 2013. President Danielle Kitchen conducted the meeting. Board members provided updates regarding their committee assignments. Board meetings are open to all members. The next board meeting will be January 4, 2014 at East Midvale Elementary School. If you would like to attend, contact Danielle Kitchen at dfkitchen@graniteschools.org.

Buzzing Around the State

Region 2

Granite office professionals were honored by the Granite Education Foundation as outstanding secretaries at the GAEOP annual professional development day in June. Darla Tolman, Prevention & Student Placement; Jessica Denault, Granite Park Jr High; and Betty Kresser, Cottonwood High each received a plaque and \$250. Visit Granite AEO's website at www.gaeop.weebly.com. You can also like them on Facebook at www.facebook.com/GAEOP.

Check out UAEOP Member & Jordan School District employee Marilyn Smith at http://www.youtube.com/watch?feature=player_embedded&v=WFdlzN-IOWI. She excels at customer service!

Updated Website

submitted by Danielle Kitchen, UAEOP President

The UAEOP website has a new look. I invite you to visit the site at www.uaeop.org and give us some feedback. We want to make this your website. Although most of the website is public, there is a section that is password protected for our members. Right now that section contains *The BuzzLine*. Members were emailed the password. Please, don't share this password with others. Instead, invite them to become a member of UAEOP. *The BuzzLine* is one of the benefits of membership.

Additionally, UAEOP also has a Facebook and Twitter account. If you are a Facebook user, please "Like" our page. This page is still in the beginning stages, so we will be making improvements...it can only get better.

As we move further into the digital age, I wanted to share this short video with you titled "Social Media in Plain English" by Common Craft (<http://www.youtube.com/watch?v=MplOCIX1jPE&feature=youtu.be>). If you are a social media "Dummy" like me, hopefully this will help you understand what social media is and why it is the important...it is here to stay.



In the Hive...

Submitted by Sherry Wilson, CEOE, Editor



The calendar says it's still Fall so that is how I am justifying that you are reading the Fall issue of *The BuzzLine*. It is entirely my fault this issue is so late and I apologize for that. Life has gotten completely out of hand; luckily not due to illness or other life-threatening events, it is just the stars have aligned to have so many projects happening at once.

As I've talked with friends and co-workers, we've all been lamenting at how crazy work and life seems to have become. Hence the "In the Hive" reference. I feel like I'm in a hive of activity that never ends and I never get close to being caught up. In fact, I haven't been caught up at either work or home since 2005. In trying to figure out why, I wonder if it's self-generated busyness? But no, I actually have this many things that must be done and people are depending on me. Am I being productive enough? The majority of the time I accomplish many things in the day but occasionally the answer is no, as I do find myself losing focus due to all the interruptions which make up our work lives.

I think back to when I first started working (this sounds like my parents..."I walked uphill to school each day—both ways") and even just a decade ago, if someone wanted to communicate with you, they would call on the phone, send something in the interoffice or U.S. Mail, or see you in person. Now we have those, plus email, instant messaging, texting, tweeting, etc. While these are all great tools of communication and have enhanced our jobs, it can also be overwhelming because everyone wants their answers immediately.

I'm determined to get some kind of control back before the end of December so I can start 2014 fresh and "underwhelmed". I'm going to start by really sticking to the 90-minute rule suggested by productivity expert, Kimberly Medlock (www.kimberlymedlock.com). She recommends having a "good solid 90 minutes of planned, prepared for and uninterrupted time each day to work on the most important tasks and projects...tasks that when left undone keep us up at night, nag at us throughout the day, and leave us feeling down rather than built up."

I'm interested in knowing how you control your hive of activity? Share your thoughts...send me an email at slwilson@graniteschools.org and I'll publish them in a future issue.

A Capitol Affair - NAEOP Conference Report

Twelve UAEOP members had the opportunity to attend the 79th NAEOP conference in Alexandria, Virginia in July. During the first general session we were treated to a rousing patriotic musical tribute by The President's Own U.S. Marine Corps Band followed by a moving inspiration by Carl Owens, an NAEOP member from Louisiana.

Most of our time was spend attending institute classes, briefings, general sessions, and various NAEOP meetings. During the free time, we were able to tour a lot of Washington, DC and the surrounding Virginia cities.

Highlights from the conference for UAEOP were:

- ◆ 2nd place in the Rachel Maynard Communication Award for *The BuzzLine*
- ◆ Mary Meyers recognized for obtaining her Advanced I, Option I certification at the PSP Banquet
- ◆ Pat Thompson installed as the National Association of Retired Educational Office Professionals President
- ◆ Three UAEOP members installed to the 2013-14 NAEOP Board: Mary Meyers, Southwest Area Director; Pat Thompson, NAREOP President; and Sherry Wilson, CEOE, Marketing/Corporate Sponsorship Chairman



Ignite Your Potential - NAEOP Institute Report

submitted by Sherry Wilson, CEOE and Kathy Goodfellow, 2013 Institute Co-chairs

"In everyone's life, at some time, our inner fire goes out. It is then burst into flame by an encounter with another human being. We should all be thankful for those people who rekindle the inner spirit."

This quote by Albert Schweitzer describes what happened as sixty office professionals got sparked and ignited their potential at the NAEOP Fall Institute in Salt Lake City, October 11-13, 2013, at the Granite Education Center and Little America Hotel. It was an intense, but fun, two and a half days of learning and networking. Participants came from New York, Connecticut, South Carolina, Washington, Wyoming, Idaho, and of course, Utah.

You might think that presentations on Communication; Ethics; Writing, Grammar, Proofreading; Resumes and Interviewing would be a little boring, however, the dynamic presenters made all these topics entertaining and enjoyable.

Granite School District Superintendent Martin Bates greeted us on Friday and told us all about the Granite Education Center. Institute also coincided with Customer Service Week – check out the video featuring Dr. Bates, Cathy Eberle, Kathy Goodfellow, and Danielle Kitchen at www.uaeop.org.

The second day of Institute was devoted to technology. Attendees could choose three in-depth classes from ePortfolios, iPad, Internet Safety, Outlook, Tech-enhanced Communications, and Power Point. In the ePortfolio class we were each able to create a website on www.weebly.com. This was very simple even for technology novices.

Sunday morning, we presented Secrets of Happiness at Work. Activities, quotes, and cartoons illustrated these secrets. Attendees created a "vintage" portfolio by finding items to make an inspiration board.

You can find presentation handouts and information at www.uaeop.org. Click on the UAEOP Events tab and 2013 NAEOP Institute. *Thanks to all who attended and got sparked in Salt Lake City!*



"When a group of friends have enjoyed fine conversation together, you will find that something extraordinary happens. As they are speaking, it's as if a spark ignites, passing from one speaker to another, and as it travels, it gathers strength, building into a warm and illuminating flame of mutual understanding which none of them could have achieved alone."

~ Socrates

Mac Alexander Macdonald says,

"President John F. Kennedy borrowed the statement from Jose Marti, the famous Cuban patriot, 'Ask not what your country can do for you; ask what you can do for your country.' Well, I say don't ask what you can do for the country; ask what sets you on fire, because what the country needs is more people on fire. Then, once you are on fire, once you are impassioned and emblazoned, once you are sparked with purpose, then give back. We are only as strong as the foundation we are standing on. To become greater than we are, we make a shift in consciousness from one based on 'what's in it for me?' to 'how can I help?'"



Celebrating the 80th Anniversary of NAEOP



NAEOP is headed for the Northwest! Portland, Oregon is the site of the 2014 NAEOP Annual Conference. Please mark **July 14-17, 2014** on your calendars *NOW* and plan to attend. The Northwest Area members are hosting this conference.

If you have attended a NAEOP conference in the past, you will notice that the conference is scheduled for four days – Monday through Thursday – which is one day shorter than in the past. However, you will still be experiencing the fabulous speakers, multiple professional development opportunities, friendship, encouragement, rejuvenation and caring that is always encountered at a NAEOP event.

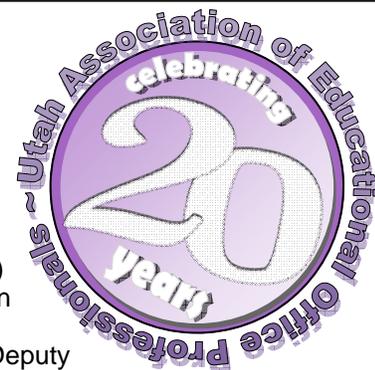
The hotel is the Doubletree by Hilton, 1000 NE Multnomah St., 503.281.6111 (rates: \$145-single, \$149 double, \$150-triple, and \$159-quad). Steps away from the hotel, guests can sample tax-free shopping and the best of Portland's restaurants and breweries. The MAX Light Rail stops just outside the hotel and offers service to the airport as well as downtown attractions, shopping, and businesses.



Tours being planned include a city tour, a trip to the Oregon coast, a winery tour, and the most requested, cruise to Alaska. All information can be found at www.alkitours.com. Click on Convention Services and NAEOP will be the first thing you see. If you would like to purchase a ticket for a chance at winning a cruise – for one person based on double occupancy – go to www.naeop.org, click on Events and 2014 NAEOP Annual Conference. The drawing will be held January 18, 2014. The cruise is open to anyone – you don't have to be an NAEOP member. More information on the conference will be coming soon.

20 Years of UAEOP

- UAEOP was organized in 1993 with 75 members. As of this printing we have 108 members. We have had as many as 175 members throughout the years.
- An excerpt from the December 1993 issue of *The Link*, Granite AEOP's newsletter – "Fifteen months after the idea was first proposed, a Utah Association of Educational Office Professionals was formed on 6 November. Seventy participants (female and male) from all regions of the state attended a Professional Development Day. There were seven special guests from Idaho, Washington, and Arizona. Granite had the largest number of participants. Workshops were done on PSP, Legal Issues, and Stress. Dr. Corinne Hill, Deputy of Education for the State of Utah, received a standing ovation for her wonderful presentation on the theme, "Be All You Can Be...Professionally and Personally." At the banquet Saturday night, Jackie Fuller, NAEOP President, installed the officers. She was assisted by Nancy Cochran, NAEOP Southwest Director, and Kathy Lech, Washington AEOP. Everyone was excited about the conference and UAEOP."
- Twenty-one successful annual conferences have been held throughout the state. We have visited Salt Lake City, St. George, Moab, Provo, Springdale, and Bryce Canyon (where it snowed 17 inches!)
- UAEOP has led the way in providing professional development and leadership on a national level. We have hosted two outstanding NAEOP Institutes – Spring 1995 at Snowbird and Fall 2013 in Salt Lake City and the very successful annual NAEOP Conference & Institute, *Reaching New Heights*, in July 2001. Numerous UAEOP board members have been elected or appointed to the NAEOP/NAREOP Board or committees; we have won several newsletter awards; and had several scholarship recipients.



30secondtraining.com is a Microsoft Office training website offered to **NAEOP members** unlike any other. Rather than only one way to learn how to use Microsoft Office, 30secondtraining.com offers you two! Lesson by lesson videos is one option and the second option is unique only to 30secondtraining.comshort, fast quick-clips listed alphabetically! These short, fast, quick-clips are perfect when you are in a hurry and need to know a short bit of information fast.

These "lesson by lessons" and "fast quick-clips" are created by Tim Owens. Tim understands how people learn and has designed his lesson by lesson and quick-clips so they are fun, easy, and retention is high. Both Office 2007 and Office 2010 are offered at 30secondtraining.com. Customers continuously mention how this is the only website they have found that is fun, quick, to-the-point and very easy to use. Customers also say they enjoy Tim's slow, relaxed pace and his wonderful step-by-step instructions. He makes it easy for everyone to learn—from beginners to the most advanced users. 30secondtraining is a must for anyone looking to learn Microsoft Office, especially for those who want fast, quick-tips on how to save time and complete their work more efficiently.

NAEOP member discounted subscription rate is available for only \$149 per year. Non-member discounted subscription rate is \$199 per year and includes a NAEOP membership. Group discounts are available for everyone in your office! Visit www.naeop.org to get started.

Scholarships

Submitted by Natalie Yates, Scholarship Chairman

Did you know you could get money to pay for learning? UAEOP and NAEOP offer six scholarships: three designed for students, two for members, and one for a member dependent. Please visit the UAEOP website for requirements and guidelines at www.uaeop.org. There you can download the specific application, just use the following instructions on where to find them. Once you enter our website, click on the MORE tab, a dropdown menu will appear, click on the scholarships and awards item, a new page will open up and finally click on the specific application.

The **UAEOP Member Scholarship** application is valued at \$100. This scholarship is designed to assist members who are pursuing a Professional Standards Program (PSP) Certificate through continuing education. This is a great opportunity for UAEOP members to receive financial help in pursuing additional education. The application is due on or before January 31.

The **UAEOP Judy Anderson Student Scholarship** is valued at \$500. This scholarship is designed to assist business education students who wish to continue their education and pursue office related careers, preferably in the educational field. The recipient of the UAEOP Judy Anderson Student Scholarship is eligible to apply for consideration for the NAEOP Marion T. Wood Student Scholarship. The scholarship application is due on or before January 31.

The **NAEOP Educational Foundation Mona Smith Member Dependent Scholarship** is valued at \$1,000. It is an undergraduate program scholarship available to dependents of active, life, or retired NAEOP members, who are a current member and must have held membership for three years immediately preceding the date of scholarship application deadline. This scholarship is a one-time award for the winner. The application must be completed and postmarked by March 15.

The **NAEOP Marion T. Wood Member Scholarship**, which is valued at \$1,000. This application is to assist NAEOP members who are pursuing a Professional Standards Program (PSP) Certificate, a Certified Educational Office Employee (CEOE) designation, or, having attained the CEOE distinction, a member who is pursuing a college degree. The application is due on or before January 31.

The **NAEOP Special Needs Student Scholarship** is designed to assist a special needs high school student with an identified disability who will be pursuing a post-secondary program. The scholarship is valued at \$500. The application is due on or before January 31.



Happy Birthday to You!

Happy Birthday to the following UAEOP Members:

Marlene Wilson – November 1
Rich School District

Cindy Wood – November 4
Jordan School District

Arlene Brewer – November 14
Ogden School District

Darlene Robinson – November 14
Ogden School District

Lucy Bateman – November 21
Jordan School District

Diane Bybee – November 21
CUES

Kari Parry – November 26
Granite School District

Barbara Spring – December 1
Granite School District

Sandy Memales – December 14
Granite School District

Judy Gagnier – December 18
Retired

Colleen Boggess – December 19
Canyons School District

Patti Ann Harris – December 19
Washington School District

Connie Erickson – December 29
Jordan School District

Polly Alles – December 31
Canyons School District

Denise Haycock – December 31
Canyons School District



What is it?

If you're under age 40, check page eight for the answer.



The Buzz Line is the official newsletter of the Utah Association of Educational Office Professionals (UAEOP) and is published on a quarterly basis. We urge our readers and UAEOP members to contribute to our publication by sending us your comments, letters, information about your local and regional activities, or any articles you feel would be beneficial for Utah educational office employees. Send contributing materials to: Sherry Wilson, slwilson@graniteschools.org
We reserve the right to accept, edit or reject any contributing materials.
Editor: Sherry Wilson;
Graphic Artist: Danielle Kitchen



Answer to *What is it?*

It's a *Typewriter Eraser...*

Scale X by Claes Oldenburg and Coosje van Bruggen, located in the National Gallery of Art Sculpture Garden

Thought of the Month:

"I would rather be ashes than dust!
I would rather that my spark should burn out in a brilliant blaze
than it should be stifled by dry-rot.
I would rather be a superb meteor, every atom of me in magnificent glow,
than a sleepy and permanent planet.
The function of man is to live, not to exist.
I shall not waste my days trying to prolong them.
I shall use my time."
~ Jack London in *Call of the Wild*

Save the Date & Deadlines:

- | | |
|--------------------------|---|
| January 4, 2014 | UAEOP Board Meeting, Sandy, Utah |
| January 15, 2014 | PSP Filing Date |
| March 14, 2014 | UAEOP Board Meeting, St George, Utah |
| March 14-16, 2014 | UAEOP Annual Conference, St. George, Utah |
| July 14-17, 2014 | NAEOP 80 th Annual Conference & Institute, Portland, Oregon |
| July 2015 | NAEOP 81 st Annual Conference & Institute, Buffalo, New York |

GOING THE EXTRA MILE

March 14 - 16, 2014
Lexington Hotel & Conference Center
St. George, Utah

Reminder:

UAEOP has an e-group list. If you are a member of UAEOP and would like feedback from other office professionals regarding a certain topic, please use this list. The email address is uaeop@ls.graniteschools.org. If you experience problems accessing the list, contact Sherry Wilson at slwilson@graniteschools.org.

Moving? Retired? New e-mail?

If so, notify us of your new address so you don't miss any UAEOP information. Contact Charlotte Graham at charlotte.graham@canyonsdistrict.org.

