



Washington State Government Executive Assistants Group

March 1993

Yearly Planning Meeting

The Washington State Government Executive Assistants Group will be holding a **Yearly Planning Meeting** at Fort Worden Conference Center in Port Townsend on May 13 and 14, 1993. This annual event has proven to be both educational and enjoyable to all members attending. Last year the concept for the "Transition in State Government" conference was developed. The planning meeting provides an excellent opportunity for training and networking in a casual atmosphere. The meetings are held in the Conference Center at Fort Worden State Park and in the large living rooms of the vacation housing. The lodging is in refurbished Victorian homes built for occupancy by officers before World War I. Each duplex is a complete living unit with a living room, dining room, kitchen and six bedrooms. No smoking is allowed in the facilities.

The tentative agenda for May 13-14 will include the following discussion topics: annual conference to be held in the fall; goals/accomplishments for 1992-93; and goals for 1993-94. The training will include: "Effective Presentations" by Jack Heinricher, Assistant State Auditor and "How to Swim with Sharks Without Becoming One" and "Leadership Skills" by Marilyn McCabe, a professional trainer.

The cost is \$115.00 per participant which includes 1 night lodging, professional training and 4 meals. If you choose to only attend one day, the cost would be \$50.00, which includes 2 meals.

We are excited about the program for May 13 and 14, 1993! We hope that you will join us in a very beneficial meeting. Registration packets are available. If you have not received one, please call Jeri Sevier at 586-6904.

Executive Assistants Group

Purpose: and Mission Statement::

The Executive Assistants Group is a non-profit organization dedicated to promoting high standards and professionalism among administrative personnel through mentoring, networking and training.

Objective:

To promote the standards of the executive assistant and promote the professionalism and working relationship with state government management through networking.

Scope:

For executive assistants to network and share common interests and services. Participation is encouraged for up to one year after vacating the position of executive assistant.

Definition of Executive Assistant:

An executive assistant shall be defined as one who reports or has reported to a state government agency director or elected official and provides primary administrative support for internal and external business needs.

Structure:

The EAG is a non-profit, non-union, non-partisan, non-sectarian organization whose members shall have the right to govern and control all activities. The EAG shall uphold democratic principals and retains the right to refuse/revoke membership of any individual who advocates against the group's best interests.

The Executive Assistants Group is a non-profit organization dedicated to promoting high standards and professionalism among administrative personnel through mentoring, networking and training.

1992-93 Goals

Goal I:

Enhance networking and educational opportunities for statewide administrative support personnel.

- Continue involvement with Department of Personnel class study and other activities involving support staff; and
- Continue information sharing about support staff development and training opportunities; i.e., agency-sponsored workshops, retreats, and special recognition events.

Goal II:

Provide a quality resource pool among executive assistants for addressing common issues.

- Continue to work with DOP to establish executive assistants in Career Executive Program positions;
- Establish Executive Assistants Group development training opportunities;
- Hold yearly Executive Assistants Group conference to provide training and establish goals and strategies, and
- Hold regularly scheduled monthly meetings as well as special meetings with presentations.

Meetings:

Meetings are held on a monthly basis, on the first Wednesday of every month at 8:00 a.m. for approximately two hours. If the meeting date falls on a recognized holiday, the meeting will be deferred to the following Wednesday, or as determined by the members. Meeting location is at the Olympia Center, 222 Columbia N., Olympia, room 200.

Meeting Schedule/Program for April - June 1993

April 7:

The Olympia Center
222 Columbia N.
Room 200

Program: Gary Yurkes
Department of Personnel
Clerical Survey Update

May 13 - 14:

EAG Training Planning Meeting
Fort Worden - Pt. Townsend

Program:

- Speakers
Marilyn McCabe
Jack Heinricher
- 1992-1993 Goal Accomplishments
- Set 1993-94 Goals
- Plan Program/Meetings for June - December

June 2:

The Olympia Center
222 Columbia N.
Room 200

Program:

- Election of Officers
- To be determined at conference on May 13-14.



EAG Board Officers

Chair:

Faith Missildine, State Patrol

Officiates at all meetings, sets agendas, and acts as group spokesperson.

Vice-Chairs:

Linda Fredericks, Attorney Generals Office

Jeri Sevier, Supt. of Public Instruction

Responsible for planning annual meeting and yearly half-day work session. Presides over meetings in the absence of the Chair.

Treasurer:

Sheila Geisler, State Auditors Office

Custodian of all EAG funds and is responsible for EAG financial records and reports.

Secretary/Historian:

Donna Larson, Indeterminate Sentence Review Board

Responsible for taking minutes at meetings for distribution, which are maintained for historical information for the Executive Assistants Group.

Board Officers are elected yearly; this year's election will be held at the June 2, EAG meeting.



Washington State Government Executive Assistants Group

JUL - 1 1993

INDETERMINATE SENTENCE
REVIEW BOARD

June 1993

Yearly Planning Meeting

The Washington State Government Executive Assistants Group Yearly Planning Meeting was held at Fort Worden Conference Center on May 13-14, 1993. The meeting was very successful; there was time for networking, training, future planning and general EAG business.

Marilyn McCabe, Professional Trainer, presented two sessions "Speaking with Pizzazz" and "How to Swim with the Sharks without Becoming One." Both presentations were excellent. Marilyn first presented "Speaking with Pizzazz" where she shared some helpful hints in overcoming the fears of giving presentations and some key ingredients to prepare and organize materials. The real challenge came when Marilyn asked each participant to practice giving presentations. Each of the participants felt the training was very enlightening.

Marilyn McCabe then presented "How to Swim with the Sharks without Becoming One" where she shared exercises that helped each participant learn to balance between their personal and professional life by identifying their own value system and how to control their time to fit their individual priorities. A special thanks goes to Marilyn for spending the quality time in presenting to the EAG.

The Yearly Planning Meeting also allowed some time for the EAG to discuss and begin to plan the Fall Yearly Conference, co-sponsored by the Department of Personnel. The theme of the conference will be "Public Service — Our Image." It will be held sometime the second week of November, 1993 with invitations to all exempt Executive Assistants / Confidential Secretaries / Administrative Assistants. More information will be forthcoming. The future EAG meetings (July - October) will be devoted to planning this conference. If you are interested in helping, contact Geri Ridley (6-5332) or Betty Mackey (4-8966).

At the planning meeting the EAG officers were elected, see article EAG Board Officers for more information. The EAG Goals were discussed and agreed upon for the upcoming year (1993-1994). See article 1993-1994 Goals for more information. The participants also took a look back at the last year and prepared a progress report of the accomplishments of the Executive Assistants Group for 1992-1993. See article EAG Progress Report for more information.

The dates have been set for next year's Yearly Planning Meeting, June 2-3, 1994 at Fort Worden Conference Center.

Executive Assistants Group-Progress Report for 1992-93

Goal I

Enhance networking and education opportunities for statewide administrative support personnel:

- **Continue involvement with Department of Personnel clerical class study and other activities involving support staff.**
 - ✓ Career Development committee continued involvement and participation in clerical survey.
 - ✓ Presentation on Clerical Survey Update by Gary Yurkes, Department of Personnel in April 1993.
- **Continue information sharing about support staff development and training opportunities, i.e. agency sponsored workshops, retreats, special recognition events.**
 - ✓ Held half yearly planning meeting in December 1992.
 - ✓ Presentation on "Resumé Writing" by Bill Moore, Department of Employment Security.
 - ✓ Continued EAG networking/sharing information throughout the year.

The Executive Assistants Group is a non-profit organization dedicated to promoting high standards and professionalism among administrative personnel through mentoring, networking and training.

Executive Assistants Group-Progress Report for 1992-93, continued.

- ✓ Developed and distributed EAG newsletter in December 1992 and March 1993.
- ✓ Updated EAG mailing list in February 1993.

Goal II

Provide a quality resource pool among executive assistants for addressing common issues:

- Establish EAG development training opportunities.
 - ✓ Held "Transition in State Government" conference for all exempt confidential secretaries in November 1992.
 - ✓ Distributed Correspondence Guidelines in December 1992.
- Hold yearly EAG conference to provide training and establish goals and strategies.
 - ✓ Held yearly EAG planning meeting at Fort Worden in May 1993.
 - ✓ Presentations on "Speaking With Pizzazz" and "How to Swim With Sharks Without Becoming One" by Marilyn McCabe in May 1993.
- Hold regularly scheduled monthly meetings, as well as special meeting for presentations.
 - ✓ Held regularly scheduled meetings from June 1992 - May 1993.
 - ✓ Established a consistent location for EAG monthly meetings at the Olympia Center.
 - ✓ Presentation on the "Public Disclosure Process" by Graham Johnson, Public Disclosure Commission in January 1993.

- ✓ Presentation on "How to Plan for Retirement" by George Northcroft, Director, and Basil Schwan, Department of Retirement Systems in February 1993.
- ✓ Presentation on "Deferred Compensation Plan" by Casey McGrew, Committee for Deferred Compensation in March 1993.

1993-94 Goals

Goal I

Provide opportunities for networking and education to executive administrative support personnel statewide.

- Continue involvement with DOP clerical class study and other activities involving support staff.
- Continue information sharing about support staff development and training opportunities.
- Develop and co-sponsor fall training for executive administrative support personnel.
- Publish quarterly EAG newsletter.
- Establish committee to identify information and coordinate distribution of EAG briefing book.

Goal II

Provide a quality resource pool among executive assistants for addressing common issues.

- Establish EAG development training opportunities.
- Hold yearly EAG planning conference to provide training and establish goals and objectives.
- Hold regularly scheduled monthly meetings.
- Hold half day planning session in December.

EAG Board Officers

Chair:

Pat Schmidkofer, Department of Licensing
Officiates at all meetings, sets agendas, and acts as group spokesperson.

Vice-Chair:

Betty Mackey, Growth Planning Hearings Board
Faith Missildine, Washington State Patrol
Co-chair for December planning meeting and annual EAG conference in June.

Treasurer:

Lori Kanz, Utilities and Transportation Commission

Secretary/Historian:

Donna Larson, Indeterminate Sentence Review Board
Meeting minute recorder.

Karen Copeland, Public Disclosure Commission
Minutes and agenda mailings.



A special thanks to our past officers:
Faith Missildine, Chair; Jeri Sevier
and Linda Fredricks, Vice Chairs;
and Sheila Geisler, Treasurer.



Washington State Government

Executive Assistants Group

The Executive Assistants Group

January 1995

Meeting Schedule/Program February - May 1995

The EAG meeting schedule/program has been set for the next four months. The EAG meets the first Wednesday of each month from 8 a.m. to 10 a.m. The schedule for February through May 1995, is as follows:

February 1, 1995:

This meeting will focus on ethics. Bill Collins, Office of the Attorney General, will give a brief presentation on the ethics laws.

March 1, 1995:

This meeting will focus on planning for the fall conference, forming committees, and electing committee chairs. We will also be forming a nominating committee to prepare for the Election of Officers which will be done at the May meeting. The goals and objectives for the 1995-96 year will be discussed.

April 5, 1995:

Evan Ferber will give a brief presentation on Dispute Resolution. Evan is from the Dispute Resolution Center of Thurston County. The remainder of the meeting will be devoted to discussion of the fall conference.

May 3, 1995:

Depending upon the ending of the legislative session, we hope to have Lois Felber come back to give an update on the session. The Election of Officers will also take place at this meeting.

The February, March, April and May meetings will be held at the Department of Licensing in Conference Room 413 on the 4th floor.

Washington State Correspondence Guidelines Manual

In early 1993, the final product was available to all support staff in all agencies. The demand for the guidelines was overwhelming. The document established a formal guideline for all support staff to follow, and unified procedures.

The goal of the Correspondence Guidelines Manual is to provide information to ensure our written communication is uniformly clear, concise, and correct. The manual is to be updated in 1995.

If you are interested in serving on a committee to assist in the updating, or have questions or comments for consideration by the committee, please contact Lesley Brown at 753-5559.

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"The Executive Assistants Group is a nonprofit organization dedicated to promoting high standards and professionalism among administrative personnel through mentoring, networking and training."

"Our State, Our Future"

The 3rd Annual Fall Conference held on December 1, 1994, was a huge success. Excellent speakers provided their perceptions of Washington's future with relation to technology, trade and the workforce. There were also very positive networking opportunities, as well as, a little humor to end the day.

The evaluations were summarized and resulted in over ninety percent of the participants rating the overall conference and usefulness as "Excellent." One of the comments from the evaluations was:

"Thanks to the EAG and the planning committee for a challenging, informative program, and a beautifully planned day."

There were many more positive comments from the evaluations. If you would like a copy of the evaluation summary, please call Jeri Sevier at 586-6904.

Legislative Reception

The EAG hosted the first Annual Legislative Reception on Wednesday, January 4, 1995. The reception was held in the State Reception Room of the Legislative Building. It was a great opportunity for networking and getting better acquainted with the legislative assistants and aides.

Rumor has it that this will be a tough legislative session, so this event was a nice way to kick it off and to meet those whom we will be in contact with for the next few months.

Yearly Planning Conference

The Yearly Planning Conference has been set for June 1-2, 1995, at Fort Worden State Park in Port Townsend. Victorian houses have been reserved. Registration information and an agenda will be sent out to all EAG members in March. We look forward to a great opportunity for networking.

EAG Board Officers

Chair:

**Betty Mackey, Growth Management
Hearings Board**

Officiates at all meetings, sets agendas, and acts as group spokesperson.

Vice Chairs:

**Mary Henley, Department of Employment
Security**

Linda Moon, Department of Corrections
Responsible for planning annual meeting and yearly half-day work session. Presides over meetings in the absence of the Chair.

Treasurer:

**Donna Larsen, Indeterminate Sentence
Review Board**

Is the custodian of all EAG funds and is responsible for financial records and reports.

Secretary/Historian:

**Jean Cosper, Washington Health Care
Facilities Authority**

Meeting minute recorder and maintains minutes for history information for the EAG.



Washington State Government

Executive Assistants Group

April 1995

EXECUTIVE ASSISTANTS GROUP ELECTIONS

At the May 3, 1995 meeting of the Executive Assistants Group, there will be a election of officers. We currently have several candidates running for office. The following candidates have been submitted by the EAG Nominations Committee (Faith Missildine, Chair; Donna Laing; and Donna Larson).

Chair:

Donna Laing - Transportation Improvement Board

Linda Moon - Department of Corrections

Vice Chair: (Two individuals are chosen to fulfil this role.)

Susan Green - Gambling Commission

Carolyn Hendricks - Interagency Committee for Outdoor Recreation

Mary Henley - Department of Employment Security

Renee Pacana - State Parks & Recreation Commission

Treasurer:

Tina Nisbit - Secretary of State

Jan Olmstead - Office of Financial Management

Susan Putzier - Department of Financial Institutions

Secretary:

Jean Cosper - Health Care Facilities Authority

We hope for a large turnout at the May meeting. The selection of the officers for the 1995-96 term will be decided by those at the meeting.

ANNUAL PLANNING CONFERENCE Ft. Worden State Park

Mark your calendar for June 1-2, 1995 and plan to join us at the Ft. Worden State Park Conference Center to hear Stan Finkelstein take us through a case study in governmental decision-making. We will share and discuss ways to handle unique issues that you as the Executive Assistant to the head of a state agency face daily in your workplace. We will also do some planning for the coming year. Registration materials have been mailed. Send your registration form and check to Donna Larson by May 1 and mark your calendar! If you have any questions regarding the conference you may contact Linda Moon, Department of Corrections, at 753-2501.

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"The Executive Assistants Group is a nonprofit organization dedicated to promoting high standards and professionalism among administrative personnel through mentoring, networking and training."

RETIREMENTS

Donna Larson, an EAG charter member, past Secretary/Historian, and current Treasurer, will be retiring from state service June 30, 1995. Except for a brief time with the Department of Wildlife and some maternity leave, Donna has spent most of her time with the Indeterminate Sentence Review Board (former Board of Prison Terms and Paroles). As Executive Assistant to the Chair since 1970, she has seen many changes, including a name change and several threats to sunset the Board altogether! Donna has been active in corrections associations, serving five terms as secretary of the Western Correctional Association and current Vice President. This organization encompasses 12 western states and British Columbia. She is also the current President of the Washington Correctional Association, and has been vice president, secretary, and regional co-chair. Retirement will allow Donna to spend more time with her three children and three grandchildren, photography, gardening, and her greatest passion—quilting. She says her only concern about retirement is that there won't be enough time to do all of the things she wants to do!

Faith Missildine, is a long time EAG member and Past Chair, and will be retiring effective April 30, 1995. Faith has been the Executive Assistant of the Washington State Patrol since March 1987, serving under two chiefs. Prior to that she was with the Office of Superintendent of Public Instruction, and Executive Assistant for the Department of Trade and Economic Development during the Spellman administration. This is perfect timing for Faith, as her husband retired at the end of March. They plan to enjoy retirement for awhile by selling their home, putting everything in storage, and traveling! Sounds wonderful, Faith!!

We wish Donna and Faith the very best in their "next lives."

EXECUTIVE ASSISTANTS FALL CONFERENCE

The Executive Assistants fall conference will be held on November 8 at the Labor and Industries Building. The theme for the conference is "Living and Working in the Age of Reform." Planning committees have just been formed, if you are interested in working on a committee or have ideas for program topics, call Pat Schmidtkofer, Department of Licensing, at 902-3602.

JOB ANNOUNCEMENTS

There is currently an exempt Administrative Secretary position open with the Secretary of State. Contact Tina Nisbet for more information at 753-7124.

There are two project positions open with the Conservation Committee, a Secretary 2 and a Clerk Typist 3. Contact Vicki Flynn for more information at 407-6202.

EAG BOARD OFFICERS

Chair:

Betty Mackey, Growth Management Hearings Board

Vice Chairs:

Mary Henley, Department of Employment Security
Linda Moon, Department of Corrections

Treasurer:

Donna Larsen, Indeterminate Sentence Review Board

Secretary/Historian:

Jean Cosper, Washington Health Care Facilities Authority



Washington State Government

Executive Assistants Group

JUL 26 1995

WASHINGTON HEALTH CARE
ADMINISTRATIVE AUTHORITY

July 1995

EXECUTIVE ASSISTANTS GROUP FALL CONFERENCE

"Living and Working in the Age of Reform"

The planning for the EAG fall conference has already begun. We are excited about the program and will share more information when speakers have been confirmed. Some topics include: Reform in State Government, Successful Networking, Technology, Public Speaking, Conflict Resolution and Transitioning up the Ladder.

The conference will again be co-sponsored by the Department of Personnel.

The date has been changed to NOVEMBER 3, 1995. It will be held at the L&I Building.

For more information call Pat Schmidtkofer, Department of Licensing, at 902-3602.

AUGUST PICNIC

In celebration of summer, the monthly EAG meeting on August 2nd will be at noon as a brown bag picnic. This will be an informal meeting so there will be an opportunity to meet more members. We hope everyone can join us on the East Campus Plaza lawn behind the Highways-Licenses Building. A notice will be coming soon.

UPCOMING EAG MEETINGS

The attendance at monthly meetings has been increasing steadily over the past year. You won't want to miss what's planned for the next several months. We have arranged a one-hour program for each meeting with a short business meeting and opportunities for the popular round table.

Mark your calendars for the following dates:

August 2 - Brown bag lunch on the East Campus Plaza Lawn. Instead of our regular meeting, this will give us casual time to network amongst ourselves.

September 6 - A work team from the Department of Licensing will share their experiences being on a self-initiated efficiency work team.

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"The Executive Assistants Group is a nonprofit organization dedicated to promoting high standards and professionalism among administrative personnel through mentoring, networking and training."



Washington State Government Executive Assistants Group

RECEIVED
APR 30 1996

WASHINGTON HEALTH CARE
FACILITIES AUTHORITY

APRIL 1996

MEMBER PROFILE

Back in 1989 when **RHONDA PENROSE** was the administrative assistant to Nancy Abraham, the then - director of Department of Information Services, she saw a need to pull together a group of PROFS (electronic mail) users to discuss common issues around the services DIS was providing. The first meeting of the State of Washington Executive Assistants Special Interest Group was held January 1990 and was an instant "hit." The EAG, as the organization is currently known, elected officers, developed a charter and created letterhead and a logo in just a few short months. And, as a "founding mother," Rhonda has been involved every step of the way.

Beginning as a clerk typist 2 for Employment Security in 1982, Rhonda has held positions in the State Auditor's office and served as the executive secretary to the Senate majority leader for two sessions. In 1988 she accepted a position as executive assistant to the director of the newly created Department of Information Services and has been at DIS ever since.

Rhonda has kept her job stimulating by accepting a couple of interesting challenges within DIS but outside of the director's office. She worked in electronic mail support and the human

resources division and gained a whole new respect for "customer service." But, as with many of us, the desire to get back into the thick of things was strong and she has been in the director's office since 1993. Rhonda welcomes the rapid pace of changing technology and enjoys meeting the demands of constantly changing customer needs.

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"The Executive Assistants Group is a nonprofit organization dedicated to promoting high standards and professionalism among administrative personnel through mentoring, networking and training."

ELECTIONS

At that time of year when the leadership of the Executive Assistant Group (EAG) will be changing hands. Selection of new officers will be taking place at the May 1 meeting. The nomination committee has provided the following names for consideration to fill each office: chair—Mary Henley, Employment Security Department; vice chair—Carolyn Hendricks, Interagency Committee for Outdoor Recreation; and treasurer—Susan Green, Gambling Commission. The office of secretary is still open to anyone who is interested in filling that position. We look forward to seeing all of you at the May meeting.

MAY MEETING

The EAG meeting, May 1—will feature election of officers, whose term will run from July 1996—June 1997. Dick Zimmerman, guest speaker, will focus on the Washington Performance Partnership and how the management model can assist agencies through the change process. You will also have an opportunity to get an update on the plans for the annual planning conference at Fort Worden, the 1996 fall conference, as well as provide input for the EAG brochure.

Be an informed executive assistant and come to the monthly meetings. You learn what is going on in the agencies and have the opportunity to hear special guests like Lois Felber from the Governor's Office. At the April meeting, she gave us an overview of the 1996 legislative session from the Office of the Governor's standpoint.

See you on Wednesday, May 1!

MEMBER UPDATE

Jan Olmstead from the Office of Financial Management (OFM) has moved to new challenges as affirmative action equal opportunity project Coordinator in the executive policy unit at OFM. Kelly Bradley, who has been with OFM for several years, will fill the role of executive assistant for the agency.

MESSAGE FROM THE CHAIR

This is a busy time for the Executive Assistants Group! Work has already begun for the 1996 fall conference scheduled for October 25. The Fort Worden conference is just around the corner, and new officers will be taking over leadership beginning July 1. You will want to be part of all this activity—attending the May meeting to participate in the election is a good way to become involved!

I've enjoyed being your chair this past year. This is most definitely a group of talented, dedicated, caring professionals. I always look forward to our meetings and activities and plan to stay involved with the group after my term as chair is complete.

COOPERATION

*Coming Together is a Beginning...
Keeping Together is Progress...
Staying Together is Success...*

The EAG newsletter is published quarterly to give members an update on both upcoming and past events.

If you have articles or tips you would like to submit for future issues, contact a member of the communications committee:

Jeri Sevier, OSPI, 586-6905
Linda Fredericks, AG, 664-8565
Jan Olmstead, OFM, 753-1766

Many EAG members will be facing dramatic changes following the elections in November and Rhonda would be a tremendous resource to call on for survival assistance. She has lived through four changes in directors since 1988 and feels that maintaining a positive and professional attitude, self-confidence, and a respectable résumé are keys to surviving any organizational downsizing or shift in management. Her words of advice are, "Every change should be considered an opportunity."

In response to questions about the future of EAG, Rhonda concluded our interview with these thoughts:

"As I look back over the accomplishments of the EAG since its inception only six years ago, I am amazed. I think about how hard we work at our Fort Worden sessions, the professional caliber of the EAG fall conference, the newsletter, the correspondence guidelines, our Legislative receptions...those are exceptional accomplishments for a nonprofit group that meets only once a month. I feel that our efforts to strengthen relationships with our legislative colleagues are vitally important and will continue to build EAG's credibility. I think the value of benefits of the EAG will surface for most of us during the upcoming election and gubernatorial transition. More than anything about my current position, I treasure the friendships I have made and am able to maintain with my peers in the EAG."

What's next? According to RHONDA PENROSE, "maybe EAG could start writing a book entitled "1001 Ways to Survive During an Election Year!"

TRAINING OPPORTUNITIES

The following training opportunities are coordinated through the Service Quality Network (SQN). Sessions are open to everyone—preregistration is not required.

"Effectively Communicating for Success"

Speaker: Kathie Smith
The Effective Institute

Date: May 8, 1996
Time: 9:30 a.m.
Place: OB2 Auditorium
DSHS, 14th and Jefferson, Olympia
Cost: no charge

FALL CONFERENCE

Mark your calendar...

The EAG fall conference date has been set for October 25, 1996, at the L&I Building. This year's theme will focus on leadership. If you are interested in assisting with the planning or want additional information, contact Carolyn Hendricks, conference chair, at 902-3004.

ANNUAL PLANNING CONFERENCE

Mark your calendar for June 6-7, 1996, and plan to join us at Fort Worden for the EAG annual planning conference. In addition to planning for 1996-97, we will devote time to discussing and sharing strategies to deal with the unique issues facing executive assistants during times of transition. We will look at this from two views: that of an executive assistant who is using this as an opportunity to move to another career field and from those who have been in transition before. Registration and the agenda will be mailed soon. If you have any questions, please contact Mary Henley at 902-9302 or Renee Pacana at 902-8505. We hope you can join us!!

PERSEVERANCE

"In the confrontation between the stream and the rock, the stream always wins...
not through strength, but through persistence."

ANNUAL PLANNING CONFERENCE SUMMARY (Continued from Page 2)

Terry Taylor gave a bright, invigorating presentation on structuring changes in your life to suit your strengths and abilities.

Cindy Colvin, human resource manager for the Department of Community, Trade & Economic Development, presented "Skills for the Successful Interviewer" and the preparation of performing an interview, or of being interviewed; preparing questions to ask; and reviewing the interview process.

Donna Larson led the discussion of Proposed Speakers for the Coming Year and Topics for upcoming EAG meeting: How is the EAG doing? - A self-evaluation including ways to increase attendance.

EAG TIP FOR THE QUARTER

"Waste Not - Want Not"

Stress management experts say that only 2 percent of the average person's worrying time is spent on things that might be helped or somehow improved by worrying. The other 98 percent of the time is spent (or wasted) as follows:

- 40 percent on things that never happen
- 35 percent on things that can't be changed
- 15 percent on things that turn out better than expected
- 8 percent on useless, petty worries

A obvious conclusion; consciously refuse to worry about anything unless you have good reason to.

MESSAGE FROM THE CHAIR

I hope everyone is planning to come to the August meeting/picnic. It will be an easy comfortable way to get to know other Executive Assistants. At the planning conference at Fort Worden we discussed improvements that could be made to the meeting and other activities. As pointed out in another article in this newsletter, attendance has been increasing the past year members are learning the value of networking and support they receive from their peers.

We recently had a very nice retirement luncheon for two long-time EAG members, Donna Larson and Faith Missildine. Twenty-four members joined us at Genoa's to wish them well and enjoy a delicious lunch. Those who attended the conference at Fort Worden enjoyed a unique opportunity to discuss issues involving their peers, as well as receive some valuable training. In the near future we plan to revise our bylaws, listen to speakers on a variety of interesting topics, and the program committee for the 4th annual fall conference is planning something different this year!

Your new board is looking forward to continuing the mission of the Executive Assistants Group of promoting professionalism through mentoring, networking, and training.

I'm looking forward to meeting new members at the next meeting,



The EAG Newsletter is published quarterly to give members an update on upcoming and previous events.

If you have articles or tips you would like to submit for future issues, contact a member of the communications committee:

Jeri Sevier, OSPI, 586-6905
Linda Fredericks, AG, 664-8565
Jan Olmstead, OFM, 753-5450

UPCOMING EAG MEETINGS

(Continued from Page 1)

October 4 - A Look at the 1996 Session. Lois Felber, Deputy Director - Legislative Relations for the Governor's Office will share upcoming legislative issues.

November 3 - EAG Fall Conference to be held at Labor & Industries; watch for details and registration forms. You won't want to miss this event!

December 6 - Part one of a creative résumé writing class will allow participants to learn various résumé styles then prepare personal résumés for review and critique at the January meeting.

January 3 - Half-day planning meeting will include part two of the résumé writing as well as discussion of upcoming meeting and retreat schedules.

Note: Programs may vary depending upon availability of speakers.

EAG TIP FOR THE QUARTER

"How to Be A Winner"

Winners take chances; like everyone else, they fear failing, but refuse to let fear control them.

Winners don't give up; when life gets rough, they hang in until the going gets better.

Winners are flexible; they realize there is more than one way and are willing to try others.

Winners know they are not perfect; they respect their weaknesses, while making the most of their strengths.

Winners fail, but they don't stay down.

EXECUTIVE ASSISTANTS GROUP BOARD OFFICERS FOR 1995-1996

Chair:

Linda Moon, Department of Corrections

Vice Chairs:

Mary Henley, Department of Employment Security

Renee Pacana, State Parks and Recreation Commission

Treasurer:

Jan Olmstead, Office of Financial Management

Secretary/Historian:

Jean Cosper, Health Care Facilities Authority

ANNUAL PLANNING CONFERENCE SUMMARY

The annual planning conference was held June 1-2, 1995, at Fort Worden. The following is a summary of that meeting:

Debbie Rough-Mack gave a very interesting and entertaining presentation on Maintaining Morale in the Face of Adversity. Debbie also spoke on tips on surviving a crisis and what we each can do, now, to prepare for future crisis situations.

Stan Finkelstein, executive director of the Association of Washington Cities, directed us through "Governmental Decision-Making Process: A Case Study" which was very lively and informative. Mr. Finkelstein used a case program from the Kennedy School of Government. We reviewed and discussed the different factors in public administration, authorizing environment, political capital, and context--with application to individuals in roles served as executive assistants to the political environment that exists.

(Continued on Page 3)



Executive Assistants Group Newsletter

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Special points of interest:

- 2002 Fall Conference, September 27, 2002 at the L&I Auditorium. Registrations are due September 13th.
- How do you like the EAG Website? Let us know what you think!
<http://home.attbi.com/~executiveassistantsgroup/index.html>

Mary Henley, Employment Security

Career...

In April 1977 began working for the state, part time at DOT as a Clerk 2 in the Bridge Office. Little did I realize at the time what it would mean to be in the PERS 1 retirement system! I was 23 years old – why should I worry about retirement?

I moved to Employment Security in 1978 and that's been my home ever since. I've held a variety of jobs here, beginning as a Clerk Stenographer with our Research & Statistics Branch. I recall in my interview being asked if I could do statistical typing. I hadn't a clue what that was, but how difficult could it be, right? Wrong!! No matter how hard I tried, I never did get the hang of it.

From there, I went to work for the Employment & Training Division, as an Administrative Assistant 1, serving as staff support to the Washington State Employment & Training Council. I stayed at E&T until I moved to the Commissioner's Office.

In late 1983, I had been asked to fill in for the Administrative Assistant in the Commissioner's Office while she went on vacation. I did some other fill-in work here and there for the Commissioner's Office and was eventually offered a job as Secretary 2. Although when I accepted the job, I

had to put in a request for maternity leave six months later! I filled that role for about 2 years and then moved up to the Administrative Assistant position, supporting our Deputy Commissioner. About four years later, the Executive Assistant position became vacant and I jumped at the chance. I have been Executive Assistant since mid-1990, serving 7 Commissioners under 3 Governors! I absolutely love my job. In fact, I probably have the best job in all of state government!

I certainly had not planned to work forever -- I was going to stay home and have babies, but if you do the math, you'll see that I'm almost there!

EAG...

I started participating in the EAG when I became an executive assistant, shortly after the EAG was born. I've always found the EAG to be a great resource – no matter the question or dilemma I may be faced with – I can find answers, advice, creative ideas and support from any one of the members! I have learned from them and had fun doing it! I've also made some wonderful life-long friendships as a result of participating in the EAG. I'm a fan of EAG, can you tell?

Family...

I have been married for 23 years to Ed, who is an

engineer with DOT. We have two sons, Tony and Mike. Tony is 22 and is a senior at the University of Washington, majoring in civil engineering. Mike is 18 and a 2002 graduate of Tumwater High School. He plans to attend South Puget Sound Community College this fall.

Spare time ...

Up to this point in my life, most of my spare time has been spent on my children's activities. Now that the last one is out of high school, I'm looking forward to some new and different activities. I'm planning to do a little traveling, a little more reading and I'm learning to quilt. I also serve on the Board of Directors for the Thurston County Food Bank.

My future ...

I have a few years left before retirement, so for now I'm content to stay right where I am at Employment Security.



2002 EAG Fall Conference There's No Place Like Dome...

The 2002 EAG Fall Conference Committee is excited to have everyone attend the 2002 EAG Fall Conference.

You should have already received a registration through email and snail mail. If you haven't, check out the website to download the registration form.

We are thrilled to have 4 fantastic speakers to share with us how to venture down the yellow brick road.

Alice Rowe will creatively show us "How to Be the Hero of Your Own Life." She will show us four specific steps in walking down that yellow brick road and reach the Emerald City within ourselves.



Jim This and Barbara Burgener will be our workshop presenters. These workshops will take place in the morning and in the afternoon. You won't have to miss either one!

Barbara will teach us how to "Follow the Yellow Brick Road, But Be Ready For A Detour." She will show us simple techniques on motivation characteristics intrinsic to each individual, personally and professionally.

Jim will show us the "Lions and Tigers and Bears, OH MY!" He will discuss essential elements of change and attitude to create personal strategies for being successful in an uncertain universe.

For our lunch entertainment and education, Jim will share how to manage the "...Horse of a Different Color." Everyone has difficult people in their lives, handling these opportunities well also keeps our stress level under control.

Martha N. Bryan will show us that "Faith, Hope, and Love Can Work Wonders, But Ruby Slippers Can't Hurt!" Because we manufacture ourselves through our work, each time we make a choice on the job, we shape our identities about who we are.

We could all use a little time to pull ourselves up and shake ourselves off. We intend to have an educational, fun-filled day.



"You have to accept whatever comes and the only important thing is that you meet it with courage and the best you have to give."

Eleanor Roosevelt

2002 EAG Spring Conference

The members of EAG met this years budget challenges head on and showed their ingenuity and their thoughtfulness concerning finance restrictions. Enabling all to join, the usual conference registration fee was waived. Located at the board of Industrial Appeals office in Olympia, the conference was close to most and offered plenty of room for the high turnout.

The introduction of the new Board officers was well received, and they jumped right in to take care of business. From 8:30 to 2:00 pm the participants were engaged in planning, discussing, and learning from the guest speaker.

Barbara Burgener led the group in "Understanding Our True Colors." Participants tried to decipher whether they were truly idealistic, rational, a guardian, or

an artisan by learning about the positive contributions that people associated with that color have. There were many laughs and nods of agreement during the workshop!

Many thanks to the efforts of the EAG for a great Spring Conference!

2001-2002 EAG Officers

Mary Reister— Chair
Workforce Training & Education
Coordinating Board
(360) 753-5660
mreister@wtb.wa.gov

Barb Cleveland — Co-Vice Chair
Office of Administrative Hearings
(360) 586-3169
bclev@oah.wa.gov

Jay Raish — Co-Vice Chair
Board of Industrial Insurance
Appeals
(360) 753-6823
raish@biia.wa.gov

Tammy Owings — Secretary/Historian
Outdoor Recreation/Salmon Recovery
Fund Board
(360) 902-2637
tammyo@iac.wa.gov

Kathleen Turnbow — Treasurer
Caseload Forecast Council
(360) 902-0089
kathleen.turnbow@cfc.wa.gov

"Our state and nation were stunned by the tragic events of September 11, yet we were also inspired by the rescue workers and others who became heroes that day. Now, one year later, those enduring images of strength and courage remain with us. Our statewide commemoration on September 11 will pay tribute to our everyday heroes - those who keep us safe and so many others who help us build strong communities."

»

Governor Gary Locke

We Need YOU...Join One of the EAG Committees!

EAG has several committees that are great fun to work on and need your help to make them a success. This is a great way to get to know people and become involved in the EAG.



Membership Committee: Ensures that EAG is meeting the needs of its members and outreach to prospective members.

Shellie Burnham, Co-Chair (360) 902-0608 shellie.burnham@ofm.wa.gov	Mary Henley (360) 902-9302 mhenley@esd.wa.gov
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Community Service Committee: Researches, coordinates information on community volunteer projects and distributes to EAG to participate in throughout the year.

Mary Henley, Co-Chair (360) 902-9302 mhenley@esd.wa.gov	Susannah Karlsson, Co-Chair (206) 389-2625 Susannah@gmaboard.wa.gov
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Fall Conference Committee: Plans and oversees all conference activities. Begins work in May each year following the Spring Conference.

Pam Abbott, Chair
(360) 725-6273
pabbott@ospi.wednet.edu

Spring Conference Committee: Plans and oversees Spring Conference. Begins work in January of each year.

Barb Cleveland, Co-Chair (360) 586-3169 bclev@oah.wa.gov	Jay Raish, Co-Chair (360) 753-6823 raish@biia.wa.gov
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If you would like to participate on any of the above committees, please contact the chair of the committee you are interested in.

News Corner

Department of Health

DOH unveils website to help tobacco users quit. Quitline.com features a sample of what a call to the quit line is like, facts about how quitting smoking improves your health right away, and information about the cessation specialists who provide help to people who want to quit using tobacco. They can also read personal stories from former tobacco users who called the quit line for help.

Department of Personnel

What is all this talk about Civil Service Reform? If you would like information about what all the hoopla is about, log on to <http://hr.dop.wa.gov/hrreform>.

The Public Employees Benefit Board (PEBB)

PEBB has contracted with a new carrier, Liberty Mutual, to offer auto and home insurance to public employees at a group

discount. For more information call 1-800-706-5525. Identify yourself as a state of Washington PEBB member.

Employee Advisory Service (EAS) are working hard to assist employees at all levels deal with changes due to budget reduction. Please call EAS at (360) 753-3260 if you need assistance.

Retirement

Goodbye and Good Luck to Ilene James (Nelson), Department of Personnel, and Vicki Flynn, Conservation Commission.

Thank you both for your dedication to state government and being a part of the EAG.

9-11 Remembrance

9-11 Anniversary Events

In a few short weeks it will be a year since the September 11th tragedy struck our nation. Please take a moment on that day to remember the thousands of people who perished.

There are several events planned across the state to remember the victims of 9-11. The Governor's Office will be posting all the city and county sponsored events on the Access Washington Website the first week of September and it will be daily updated.

Check out these web sites:
<http://www.governor.wa.gov/>
<http://www.cityofseattle.net>



"The best and most beautiful things in the world cannot be seen or even touched—they must be felt with the heart."



Helen Keller

All of us could take a lesson from the weather. It pays no attention to criticism.

Five Great Life Lessons...

The Most Important Lesson

During my second month of college, our professor gave us a pop quiz. I was a conscientious student and had breezed through the questions, until I read the last one: "What is the first name of the woman who cleans the school?"

Surely this was some kind of joke. I had seen the cleaning woman several times. She was tall, dark-haired and in her 50s, but how would I know her name? I handed in my paper, leaving the last question blank.

Just before class ended, one student asked if the last question would count toward our quiz grade.

"Absolutely," said the professor. "In your careers, you will meet many people. All are significant. They deserve your attention and care, even if all you do is smile and say 'hello.'"

I've never forgotten that lesson. I also learned her name was Dorothy.

Second Important Lesson - Pickup in the Rain

One night, at 11:30 PM, an older African American woman was standing on the side of an Alabama highway trying to endure a lashing rain storm. Her car had broken down and she desperately needed a ride. Soaking wet, she decided to flag down the next car. A young white man stopped to help her, generally unheard of in those conflict-filled 1960's.

The man took her to safety, helped her get assistance and put her into a taxicab. She seemed to be in a big hurry, but wrote down his address and thanked him. Seven days

went by and a knock came on the man's door. To his surprise, a giant console color TV was delivered to his home. A special note was attached.

It read: "Thank you so much for assisting me on the highway the other night. The rain drenched not only my clothes, but also my spirits. Then you came along. Because of you, I was able to make it to my dying husband's bedside just before he passed away. God bless you for helping me and unselfishly serving others." Sincerely,
Mrs. Nat King Cole

Third Important Lesson - Always remember those who serve

In the days when an ice cream sundae cost much less, a 10 year old boy entered a hotel coffee shop and sat at a table. A waitress put a glass of water in front of him. "How much is an ice cream sundae?" he asked. "Fifty cents," replied the waitress.

The little boy pulled his hand out of his pocket and studied the coins in it. "Well, how much is a plain dish of ice cream?" he inquired.

By now more people were waiting for a table and the waitress was growing impatient. "Thirty-five cents," she brusquely replied.

The little boy again counted his coins. "I'll have the plain ice cream," he said. The waitress brought the ice cream, put the bill on the table and walked away. The boy finished the ice cream, paid the cashier and left. When the waitress came back, she began to cry as she wiped down the table. There, placed neatly beside

the empty dish, were two nickels and five pennies. You see, he couldn't have the sundae, because he had to have enough left to leave her a tip.

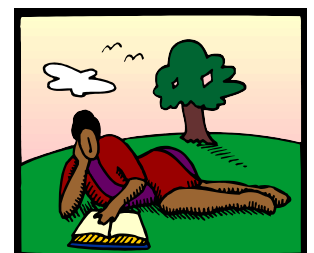
Fourth Important Lesson - The Obstacle in Our Path

In ancient times, a King had a boulder placed on a roadway. Then he hid himself and watched to see if anyone would remove the huge rock. Some of the king's wealthiest merchants and courtiers came by and simply walked around it. Many loudly blamed the king for not keeping the roads clear, but none did anything about getting the stone out of the way.

Then a peasant came along carrying a load of vegetables. Upon approaching the boulder, the peasant laid down his burden and tried to move the stone to the side of the road. After much pushing and straining, he finally succeeded.

After the peasant picked up his load of vegetables, he noticed a purse lying in the road where the boulder had been. The purse contained many gold coins and a note from the king indicating that the gold was for the person who removed the boulder from the roadway. The peasant learned what many of us never understand.

Every obstacle presents an opportunity to improve our condition.



Fifth Important Lesson—Giving When It Counts

Many years ago, when I worked as a volunteer at a hospital, I got to know a little girl named Liz who was suffering from a rare and serious disease.

Her only chance of recovery appeared to be a blood transfusion from her 5-year old brother, who had miraculously survived the same disease and had developed the antibodies needed to combat the illness.

The doctor explained the situation to her little brother, and asked the little boy if he would be willing to give his blood to his sister. I saw him hesitate for only a moment before taking a deep breath and saying,

"Yes, I'll do it if it will save her." As the transfusion progressed, he lay in bed next to his sister and smiled, as we all did, seeing the color returning to her cheek. Then his face grew pale and his smile faded. He looked up at the doctor and asked with a trembling voice, "Will I start to die right away?"

Being young, the little boy had misunderstood the doctor; he thought he was going to have to give his sister all of his blood in order to save her. You see, after all, understanding and attitude, are everything. "Work like you don't need the money, love like you've never been hurt, and dance like you do when nobody's watching."

Good Customer Service Rules

Don't Say

I don't know
No
That is not my job
That is not my fault
Go talk to my manager
You want it when?
Calm down!
Nothing-

Do Say

I will find out
What I can do is...
This is who can help you
Let's see what we can do
Is there another way I can help?
I will try my best
I am sorry
I'll be with you in a moment

EAG Community Service

The EAG will be undertaking two community service projects between September and December 2002.

First, we will have a team participating in the 2002 United Way Day of Caring. Our team will work at the Thurston County Food Bank again this year, sorting and preparing food items for clients and serving clients in the afternoon. Day of Caring is scheduled for Friday, September 20, 2002 from 9:00 am to 4:00 pm.

Our second project will support the Family Services Baby Boutique in King County. The Baby Boutique provides new and gently used clothing, diapers, books, toys and equipment to homeless children. We will be collecting new and used children's clothing to donate and we'll be asking our members to bring donations to our monthly meetings in October, November and December.

Attitudes Are Contagious

Bad Attitudes are like Colds.... they are contagious. Are you helping to eliminate the germs that cause bad attitudes or are you contributing to them? Please remember that your bad attitude can infect many others and try to find a cure before it does.

Smiling is infections, you catch it like the flu, when someone smiled at me today, I started smiling too. I passed around the corner, and someone saw my grin. When they smiled I realized, I'd passed it to them. I thought about that smile, then I realized its worth. A single smile just like mine, could travel the earth. So, if you feel a smile beginning, don't leave it undetected. Let's start an epidemic quick, and get the world infected!

Worrying does not empty tomorrow of its troubles.

&

It empties today of its strength.

Take Care of Yourself!

- ♥ Find a relaxation method that helps you maintain calm in your busy life (Yoga, walking, meditation).
- ♥ Drink plenty of water (at least 64 oz per day).
- ♥ Start a fitness plan with a friend or co-worker — you will more likely stick to it.
- ♥ Keep healthy snacks at your desk (carrots, celery, fruit, nuts).

Stress Buster:

Periodically photocopy the contents of your wallet (not money-its illegal) and store it in a safe place. If your wallet is lost or stolen, you will have a record of everything that is gone.

Having a better morning can help make a better day:

- ♥ Eat breakfast.
- ♥ Plan the night before as much as possible (lay out clothes, pack a lunch.)
- ♥ Get 8 hrs of sleep.
- ♥ Take few minutes in the morning for yourself before everyone else wakes up.

Visit our website

<http://home.attbi.com/~executiveassistantsgroup/index.html>

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The EAG newsletter is published quarterly to give members an update on both upcoming and past events. Photocopying, distributing, or sharing this newsletter is strongly encouraged.

If you have articles or tips you would like to submit for future issues, please send to Mary or Shellie. Please feel free to contact any member of the EAG for questions, concerns, or suggestions. This is your newsletter, so please tell us what you want it to be. If you would like to assist in the development or editing of the website and/or newsletter, please contact Mary or Shellie.

CALENDAR KEY

-  Monthly Meetings
-  Fall Conference
-  EAG Evening Sessions
-  EAG Adjudicatory Workgroup

September 2002

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

October 2002

SUN	MON	TUE	WED	THU	FRI	SAT
		1	2 	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30 	31		

November 2002

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

December 2002

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4 	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Red Cross Needs You

Red Cross blood supplies are extremely low. Please consider donating blood if you are able. You may save a life!

Call 1-800-DONATE-1



Mark Your Calendars for...

September 20, 2002
Day of Caring
—Contact Mary Henley

The 2003 Fall Conference
scheduled for October 3,
2003.





Executive Assistants Group Newsletter

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Pat Schmidtkofer, Department of Licensing

Career

In September 1974, I began my public service career as a Clerk Typist 2 at the Office of Veterans Affairs, which at the time was a part of the Department of Social and Health Services. Six months later I moved to the Office of Support Enforcement (DSHS) as a Clerk Typist 3 with the State Locate Section. In August 1976, I left state service to have my second child not knowing that maternity leave was an option.

In January 1977, I returned to state service and accepted a Clerk Typist 3 position in the Administrative Services Division of the Employment Security Department (ESD). During my seven years at ESD, I had also worked with Personnel and the Employment and Training Division, as an Administrative Assistant 1 in the Vocational Education Unit and the Balance of State Unit; and Administrative 2 for the Assistant Commissioner for the Employment and Training Division.

In August 1984, I accepted an Executive Assistant (EA) position with the Department of Community Development (DCD). I was hesitant at first because it was exempt, however, I couldn't let this opportunity go by and enjoyed my six years there. DCD was my stepping-stone to professional growth and maturity. I had wonderful mentors and what I learned at DCD helped prepare me for my future positions.

In August 1990, I went to the Department of Retirement System as an EA. In February 1993, I became the EA to the Director of Licensing. I have been at the DOL almost ten years and have worked with three directors. If asked the question, would you recommend other administrative support staff to take an exempt position? In a heartbeat. The growth and experiences that you gain are so fulfilling. My fear of being exempt has diminished after 18 years.

EAG

I have been a member of the EAG since it's beginning. The friendships I have made over the years have been invaluable. This group has been so helpful as a resource, to share ideas and perspectives, and to provide advice when faced with questions or issues. The EAG has offered excellent conferences over the years, with many great speakers. I am a firm advocate for the EAG and would encourage all EAs to take advantage of the great resources we have within the group.

Family

I will be married 30 years on June 9 to my wonderful husband and best friend, Mike. Mike is a CPA. He is the Financial Manager at Dept. of Financial Institutions. We have three sons, Brian, Jeff, and Kevin and one daughter, Maile. Brian is 28, a Licensing Services Representative 2 at the Lacey LSO, married to Laurie with three beautiful children, Karlie, 5; Chase; 2 and Emily 6 mos. Jeff is 26, Assistant Manager at

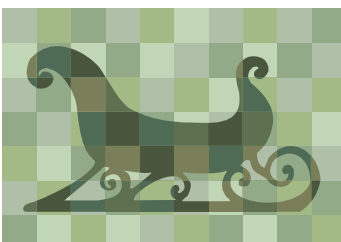
Hollywood Video in Lakewood and returning to Pierce Community College this winter to pursue an degree in Business Administration. Maile is 23, Office Assistant at DSHS - Aging & Adult Services, married to Wes, and daughter, Alyce. She is also attending Pierce Community College to obtain her AA degree in Liberal Arts towards a BA Degree in Teaching at St. Martin's College. Kevin is 17, a 2002 graduate of River Ridge High School and is currently attending Centralia Community College.

Spare time

Now that my last one has graduated from high school, I will pursue enrichment classes at South Puget Sound that include painting, and learning the Japanese language. I will also continue to learn more about my Hawaiian culture through singing and dance. Of course, there will be more time to spend with my husband and family.

My Future

As a PERS 1 member, I could retire from the state in three years. However, it's been such a fulfilling journey that if I have the opportunity to continue in this position, I would for at least another five years.



2002 EAG Fall Conference There's No Place Like Dome...

By Desiree Monroy

Nostalgia hit in for many as their voices carried the tune of *Somewhere Over the Rainbow*. No one anticipated having to sing, but like many administrative assistants everyday, you do what has to be done. Voices filled the air and the sound was beautiful. How could it not, with over a hundred wonderful women present?

Alice Rowe spoke to us about the ways of being the hero of our own lives. Using the characters from the Wizard of Oz she made four key points.

Have courage—Don't always be afraid of conflict and address difficult issues straight on. Take risks, admit mistakes, let go of control and the idea of perfectionism.

Have heart—a generosity of spirit and an attitude of gratitude.

Be smart about life—focus and plan. What does 'achievement' mean to you? Have small achievements in our daily lives so that we can feel accomplished often.

Balcony people—concerned people in our lives who offer support. Appreciate those who support you, and be that person in others' lives. Thank them and recognize how much their support helps to foster your work, your growth,

and quality of your life.

Barbara Burgener led us through "Understanding our True Colors." Participants tried to decipher whether they were truly idealistic, rational, a guardian, or an artisan by learning about the positive (and negative!) characteristics that people associated with that color have. True colors helps us to identify work and management styles and give a clear understanding of how to create more effective work team relationships.

By identifying the values, joys, needs and strengths as well as the stresses, and frustrations of personalities within groups we learn how to work more effectively with others.

Jim This provided three sessions back-to-back. Jim brought his generous knowledge and extensive experience to the floor about human resource issues. He shared how to survive change, budget deficits and greater demand.

There are essential elements of change and attitude to create personal strategies for being successful in the midst of difficult situations: Develop a personal strategic plan, position yourself to enjoy life, and take responsibility for your success.

At lunch, Jim kept us chuckling and thoughtful while he discussed dealing with difficult people. This topic seemed well timed, in the event there were any difficult people present as they were stuffing their faces with great food!

Jim identified the underlying causes of anger and discussed useful strategies for defusing the frustration, moving to resolution, and appreciating the variety of people we work with day-in and day-out.

Martha Bryan addressed mastering the art of living through our work, and loving it. She spoke of a symbiotic relationship with our work and our play, and made note that the choices we make on the job also shape our identities, our sense of self-worth, and our relationships with others.

The conference was well planned, extremely thoughtful, and executed with precision by the Conference Planning Team: Pam Abbott, Chair, Mary Anderson, Shellie Burnham, Mary Henley, Mary Reister, and Paulette Yorke.

Thank you for the great speakers, the good food and the awesome gifts and door prizes! Thank you to everyone who participated in the conference!

*Have Courage.
Have Heart.
Be Smart.*

*Is it good enough to put
your name on it?
If so, step away
and let it go."*

 Alice Rowe

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mreister@wtb.wa.gov

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Outdoor Recreation/Salmon Recovery
Fund Board
(360) 902-2637
tammyo@iac.wa.gov

Kathleen Turnbow – Treasurer
Caseload Forecast Council
(360) 902-0089
kathleen.turnbow@cfc.wa.gov

"The awareness is almost as important as the food donations. It is crucial for everyone to know that there is a need in this community and that they can help eliminate that need. I am very pleased with the turnout and I know that it will get bigger and better each year."

Jan Putnam
Executive Director
Thurston County Food Bank

Day of Caring—2002

By Desiree Monroy

Executive Assistant Group gals rolled up their sleeves and really went to work on September 20, 2002. The Day of Caring invited us to leave work for the day and work on something other than the daily toil and more about others' needs. The Thurston County Food Bank welcomed representatives from DSHS, ESD and the EAG and let us loose on society!

It was close to noon and the doughnuts were not even touched, despite the rumbling of hungry stomachs. Getting duties done was on everyone's mind. There was an urgency to get prepared for the large numbers who would be visiting the Food Bank on Friday. Volunteers were

scattered through the building, some working on preparing commodities, others stocking shelves with donations, and even more working on maintenance and deep cleaning that gets compromised with the daily bustle on Thurston Avenue. In the back of many volunteers minds was, "What do they do without us?" Even with three state agency groups, there were no idle hands!

Groups of people came in two waves and we were prepared to meet them. We were fortunate that the donations were plentiful and saw many people leave with large smiles and relief on their face. One gentleman thanked us repeatedly for he

had been genuinely concerned about how he was going to feed his family. He did not complain that the line was long or that the box was heavy. A thanks that should be shared with all that participate, volunteer, and donate to their local Food Banks.

The EAG sends out a big hearted thank you to all those who participated in all events on the Day of Caring. Especially Mary Henley for coordinating our event, Vita Villa, Patsi Driver-Justice, Desiree Monroy, and Susannah Karlsson (who came all the way from Seattle) for volunteering their time!



2002 Day of Caring EAG Volunteers (left to right): Vita Villa, Desiree Monroy, Susannah Karlsson, Patsi Driver-Justice, and Mary Henley.



Volunteers watching a presentation provided by the Thurston County Food Bank staff.

News Corner

Welcome Ellen Landino, Wilma Eby, and Susan Yeager to EAG!

Governor's Office

Ellen Landino is the Governor's new Executive Assistant. Ellen worked in the Governor's Executive Policy Office prior to moving to this position.

Retirement Systems

Wilma Eby is the new Executive Assistant to the Director of Retirement Systems. Wilma was in the Deputy Director's Office at Retirement prior to this position.

Fish and Wildlife Commission

Susan Yeager is the new Executive Assistant to the Fish and Wildlife Commission. Susan comes from the Criminal Justice Training Commission.

Networking

Women who want to advance their careers or build a business can get guidance from resume writing to achieving a work-life balance - refer to Business and Professional Women/USA www.bpwusa.org.

Gas Pump Safety

The American Petroleum Institute and the Petroleum Equipment Institute announced they are joining together to remind motorists how to avoid potential problems with static electricity at the gas pump. When a motorists returns to the vehicle fill pipe during or at the end of refueling, the static may discharge at the fill point, potentially causing a flash fire. The primary way to avoid problems at the pump is to stay outside the vehicle the entire time while refueling. For more information see <http://www.api.org> then click on safety at the pump.

Stressed? Try These!

Words of Wisdom to Help De-Stress You Life

- ☺ Give people more than they expect and do it cheerfully.
- ☺ Don't believe all you hear, spend all you have or sleep all you want.
- ☺ When you say, "I'm Sorry", look the person in the eye.
- ☺ Be engaged at least six months before you get married.
- ☺ Believe in love at first sight.
- ☺ Never laugh at anyone's dreams. People who don't have dreams, don't have much.
- ☺ In disagreements, fight fairly. No name-calling.
- ☺ Don't judge people by their relatives.
- ☺ Talk slowly but think quickly.
- ☺ Say "bless you" when you hear someone sneeze.
- ☺ When you lose, don't lose the lesson.
- ☺ Remember the three R's: Respect for self, Respect for others, Responsibility for all your actions.
- ☺ Don't let a little dispute injure a great friendship.
- ☺ When you realize you've made a mistake take immediate steps to correct it.
- ☺ Smile when picking up the phone, the caller will hear it in your voice.

Spend some time alone.



"Some of us need to discover that we will not begin to live more fully until we have the courage to do and see and taste and experience much less than usual..."

There are times, then, when in order to keep ourselves in existence at all we simply have to sit back for a while and do nothing. And for a man who has let himself be drawn completely out of himself by this activity, nothing is more difficult than to sit still and rest, doing nothing at all.

The very act of resting is the hardest and most courageous act he can perform."

☞ Thomas Merton

Stress Exercises

If stress goes right to your neck, this may help:

1. Sit up straight with your feet flat on the floor and your hands clasped behind your head.
2. Inhale as you press your elbows back, lifting you chest and ribs.
3. Now exhale as you drop your head, bringing your elbows together.
4. Slowly return to the beginning and repeat five times.



If your fingers get stiff and sore, this may help:

1. Fill a bowl with warm water, 1 tsp Epsom salts, and some marbles.
2. Submerge one hand.
3. Let it soak, then roll the marbles around to stretch your fingers.
4. Repeat with other hand.

Relaxation

Ahhhh... Let out a sigh.

Doesn't that feel terrific?

Even if your preferred living speed is fast, or faster, it's good to wind down now and then. Too much stress can wear out your whole system. You owe it to everyone you love (including yourself) to find pockets of tranquility in your



BE NATURAL

Key to surviving the holiday season!

- B— Breathe deeply, it will help increase energy levels
- E— Exercise: 20 minutes, three times a week - and running from errand to errand does not count!
- N— Nutrition: Three well-balanced meals each day
- A— Attitude: Negative attitudes are contagious and destructive. Try to see the glass half full.
- T— Time Management: Set priorities and don't take on more than you can handle.
- U— Uniqueness: Recognize and treasure your own uniqueness. Say "NO" when necessary.
- R— Relaxation: Private time to read or listen to music - a time not to focus on the next item to do.
- A— Associations: Maintain contact with nurturing support systems - colleagues, friends, family.
- L— Laughter: Still the best medicine.

**Visit our
website**

<http://home.attbi.com/~executiveassistantsgroup/index.html>

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desireem@dor.wa.gov

The EAG newsletter is published quarterly to give members an update on both upcoming and past events. Photocopying, distributing, or sharing this newsletter is strongly encouraged.

If you have articles or tips you would like to submit for future issues or you would like to submit a name for our EA Member Profile, please send to Mary or Shellie. Please feel free to contact any member of the EAG for questions, concerns, or suggestions. This is your newsletter, so please tell us what you want it to be. If you would like to assist in the development or editing of the website and/or newsletter, please contact Mary or Shellie.

**Special points of
interest:**

- **www.onlyfamilylaw.com**
Now available to provide low cost, on-line, family law services.
- **Big Sky** to launch Olympia-Spokane air service Nov. 13th. Special Introductory Fares.
1-800-237-7788
www.portolympia.com

EAG Calendar

December 4, 2002

EAG Meeting—8 am to 10 am
Board of Industrial Insurance Appeals
2430 Chandler Court SW
Meeting Topic: Holiday Program

January 8, 2003

EAG Meeting—8 am to 10 am
Board of Industrial Insurance Appeals
2430 Chandler Court SW
Meeting Topic: Cubicle Yoga,
Patricia Bartley

January 2003

EAG Adjudicatory Workgroup
Date and Time to be determined—
Contact Mary Anderson
(360) 664-8966

February 5, 2003

EAG Meeting—8 am to 10 am
Board of Industrial Insurance Appeals
2430 Chandler Court SW
Meeting Topic: Ethics—Use of State
Resources, Brian Malarky

March 5, 2003

EAG Meeting—8 am to 10 am
Board of Industrial Insurance Appeals
2430 Chandler Court SW
Meeting Topic: Workplace Safety,
Mike Magno

April 2, 2003

EAG Meeting—8 am to 10 am
Board of Industrial Insurance Appeals
2430 Chandler Court SW
Meeting Topic: Customer Service,
Rene Porsche

Relax!

Here are several websites that offer help with relaxation

www.meditationcenter.com - guided meditations

www.gratefulness.org - interactive chapel where soft music plays as you light a virtual candle

www.unwind.com - provides soothing landscapes, waterfalls, with calming sounds of wind and water. Also gives instruction for relaxation exercises to do at your desk

www.healthjourneys.com/audiospa.asp - five-minute "audiospa" treatment on topics like boosting energy and fighting fatigue

www.relaxation.com - relaxation and stress relief information



Happy Holidays!





Executive Assistants Group Newsletter

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Tammy Owings—Outdoor Recreation/Salmon Recovery Fund Board

Career

If you had asked me in high school what I was going to be when I grew up, an Executive Assistant for the state would not have been the answer. I can't type! My dream was to have my own restaurant or B&B, but as so often is the case, life has its own path for you.

I started with the Department of Ecology (DOE) Water Resources Program in 1987 in a short-term project position. They liked my work and brought me back in another temporary position after the first project was completed. After a short stint at the DSHS, I got on permanent at DOE.

I worked in the Adjudication section, promoting up from a Clerk Typist 2 to an Environmental Technician. Finally, I was going to get out of the clerical field and into the technical arena! I thought I was on my way but then along came agency downsizing and, after ten years of state service, I was bumped from the Environmentalist position. One of my options was to go back into the clerical field as a program manager's secretary. Although this position dropped me back in pay a few ranges the other options were worse.

By that time I was a single parent and needed to think of income as well as job satisfaction.

Luckily, it was a perfect fit.

I loved the job – it challenged me with a wide variety of job duties, gave me management skills and allowed me some control. After a couple of years, the Deputy Director created a position to help coordinate activities of the newly formed Joint Natural Resources Cabinet (JNRC). This job was meant for me. I would get to work in the DOE Director's office on Endangered Species Act issues that would combine my organizational skills with my technical knowledge. I really worked to get this job and I got it! It was great. It gave me the opportunity to attend high-powered meetings and learn more and more about environmental concerns, salmon, and water.

Then tragedy hit. As my boss, Terry Husseman, was delivering a major report to the Governor, he had a massive heart attack and died. This was devastating to everyone. Terry had been a dedicated environmental leader. I had lost my direction, my boss, and the state had lost a great man.

As the work was still there, the Governor decided to create the Governor's Salmon Recovery Office (GSRO) to coordinate the JNRC meetings and develop the Statewide Salmon Recovery Strategy (SSRS). I was given the opportunity to be the office manager/executive assistant/secretary, moving me out of my comfort zone in DOE to the Natural Resources Building and new adventures.

I worked for the GSRO for a couple of years. Then in 1999 the program was given \$20 million to distribute for salmon recovery activities around the state. As none of us possessed the skills for grant management, we worked with the Interagency Committee for Outdoor Recreation (IAC), who were and continue to be, great grant managers (in my opinion anyway) to find the best way to manage this money. The same year the legislature created the Salmon Recovery Funding Board (SRFB) for distribution of future salmon recovery funds. The legislature also felt the office of the IAC was the best agency to house the management of these funds. Since I had been working closely with the salmon funds and the SSRS had been completed, when Director Laura Johnson asked me to come work for the SRFB as the Board Coordinator, I jumped at the chance for new challenges.





*"Go confidently in the
direction of your
dreams. Live the life
you've imagined."*

~

Henry David Thoreau

Tammy Owings—EAG Member Profile continued...

Shortly after I became the SRFB Executive Coordinator, the IAC Executive Secretary decided to retire and so I became Director Johnson's assistant and coordinator for both the IAC and the SRFB. The rest, as they say, is history.

EAG

I started participating in the EAG when basically forced into it by Director Johnson. My predecessor had been very active in EAG and had convinced Director Johnson of the merits of EAG. Luckily she was right and I have had the opportunity to meet many people I would never have met if not for the EAG. Since becoming the EAG Secretary I've met even more of you, even if only by e-mail. Through EAG I now have a network of resources that is hard to beat.

Family

I have been married to my wonderful husband Gene for just over seven years. We met while working at DOE. He's a "computer geek" but I still love him. We have our computers networked at home and will spend the evening "chatting" on the computers with each other – in the same room! Is that sick or what?

I also have two terrific children, Daniel (22) who will graduate from Centralia Community College this June

with a Certificate of Engineering; he has a two-year degree in Criminal Justice also. And my little Coug, Meghan (20), working on a Public Relations degree with a minor in Spanish at Washington State University.

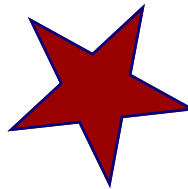
To make up for the empty nest, we have a small farm with three dogs, four cats, two goats, and many wild birds.

Spare Time

What's that? I'm very busy with volunteer activities. Living in a small town (McCleary) there are many opportunities to volunteer. I lead singing and am active in my church, work on the McCleary Bear Festival, help with the Historical Society (I'm a fourth generation McClearyite), and am very active in the McCleary Friends of the Library. The library group is finally reaching its dream of getting the new library for which I've been fundraising for over the last 15 years! I also try to work in my garden when time allows and I'm an avid reader.

My Future

I still dream about having my own restaurant. In my dreams, it will be on Hanalei Bay in Kauai, Hawaii. But it looks like my dreams will have to wait until I retire from the state on November 25, 2017 (another dream)!



To The Sea To Breathe...

EAG's Annual Spring Conference and Training

Come to the sea to rejuvenate yourself both personally and professionally. This is a time where EAG members come together and breathe new air into the group planning for the future.

The EAG's Annual Spring Conference is scheduled for June 5-6, 2003 at Fort Worden State Park and Conference Center.

On the first day, Barbara Burgener will share her passion for wellness and personal growth with an interactive assessment. The balance between work and life is a reflection of the balance within yourself. You will leave with a personal action plan and have a clearer understanding of why we come to the Sea to Breathe.

The second day will include a review and discussion of our EAG goals and objectives, along with program planning for 2003-04.

The registration fee is \$75 per person and includes lodging, meals and materials.

Look for registration materials via e-mail by April 10. Questions can be directed to Mary Henley at 306/902-9302. Hope to see you in June!

2001-2002 EAG Officers

Mary Reister – Chair
Workforce Training & Education
Coordinating Board
(360) 753-5660
mreister@wtb.wa.gov

Barb Cleveland – Co-Vice Chair
Office of Administrative Hearings
(360) 586-3169
bclev@oah.wa.gov

Jay Raish – Co-Vice Chair
Board of Industrial Insurance
Appeals
(360) 753-6823
raish@biia.wa.gov

Tammy Owings – Secretary/Historian
Outdoor Recreation/Salmon Recovery
Fund Board
(360) 902-2637
tammyo@iac.wa.gov

Kathleen Turnbow – Treasurer
Caseload Forecast Council
(360) 902-0089
kathleen.turnbow@cfc.wa.gov

In May 2003, new Officers will be on 'board.'

Successfully Winning the Battle of Fear

Many employees, including management, are feeling increasingly fearful and anxious in our American workplaces. The events of September 11, 2001, and the current talk of war are taking their toll. Even though we may be unable to eliminate the cause of fear, fortunately there are ways we can successfully manage our fears. Traumatic events can result in stress and fear. The objective of terrorism is to create fear. Our reaction to ongoing perceived threats and subsequent activities have created responses on many different levels, including our physical body, emotional responses and patterns of thinking. When fear escalates, it can lead to a feeling of overall anxiety. Eventually, if we are not aware of and careful to manage the anxiety, fear takes control of us, rather than us controlling the fear. There are things that we can do to take effective control of fear:

Identify and analyze your fear

Imagine that you are looking from the outside and examining your fear:

- Where is the fear coming from?
- What do you think will actually happen to you?
- For whom do you fear—yourself or others?
- Do you fear you will be harmed or fear that you may lose something?

After you have answered these questions, you can analyze the likelihood that what you fear will actually happen.

Control exposure that will reinforce your fears

Exposure may come from watching and re-watching fearful events on television or listening and re-listening to negative people or radio talk shows or reports. Are you monitoring Internet messages to make sure they are from reliable sources and are not merely thoughts designed to fuel people's fears? When you watch, listen, or read, try to determine what is fact and what is speculation.

Ask yourself the question, "Is this something I can control?"

Much worry can be eliminated or reduced by realizing that we cannot control certain situations. We are then empowered to focus on that over which we have no control and then can take appropriate action.

Look at what other events are occurring in your life

If we are dealing with other stressful situations, we may feel even more vulnerable. Sometimes new fear can also trigger thoughts of traumatic events that occurred in the past. It is important in times of stress that we are aware of this and practice good stress management techniques.

Explore resources available to help you manage fear

Local agencies, government or healthcare organizations provide information that can protect us from potential risk or danger. Learn what resources are available in your community. Education is

empowering. Trained employee assistance professionals at the Employee Advisory Services can provide assessment, short term problem resolution as well as helpful referrals for professional or ongoing assistance. Talking with friends, family, neighbors or co-workers can be very helpful.

Tap into spiritual beliefs

Often, people who have spiritual beliefs, find comfort and strength as they seek support from those beliefs. During times of crisis, connecting spiritually with others can be helpful.

Take a look at history

Looking back into your own life or into other times of crisis in our nation and recalling victory and success can help encourage us to face the current crisis. Remembering our own courage and strength and the strength of others can provide new hope and courage.

Fearful situations not only indicate the potential for danger but also the potential for opportunity. History has shown that fortune can come from misfortune. You and your fellow Americans can rise to the challenge and come together to share concerns and resources and focus on the hope of a strong tomorrow.

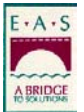
Employee Advisory Service

Olympia - (360) 753-3260

Seattle - (206) 281-6315

Spokane - (509) 482-3686

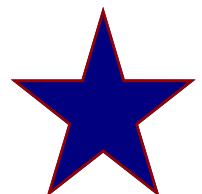
Or: <http://hr.dop.wa.gov/eas.html>



*You can't ride in
all directions at
one time.*



www.ready.gov
U.S. Department of Homeland Security
Website with useful
family emergency planning information.





Community Service

By Desiree Monroy

Baby Boutique—Seattle

The volunteer service at the Baby Boutique was wonderfully satisfying. We spent the majority of the time sorting our donations, as well as others from the community. Our team sorted a whole loft full of goodies, and not only did we find items for the Boutique itself, but also the Goodwill, and the Dress for Success program.

The appearance of the store is so organized and neat that we were shocked to learn that only two employees run the Baby Boutique! Jennifer Geese, and Heather the intern. The program is run by non-profit Family Services of King County, Homeless Families division.

Thanks Susannah for taking the time to include us. Thank you Mary Anderson and your daughters, thank you Janeal Stevens from Parks and Recreation...and a great big thanks to our biggest contributor...Jay Raish! Thanks for all the great items! I think you filled up a corner of the store all by yourself!



Thanksgiving 2002

The gals of EAG and their families stepped up and out, again, lending a hand in our local community. Meal preparation and donation sorting was made fun and warm by the many volunteers that helped to make this Thanksgiving meal great!

Thanks to those that participated in the Barb O'Neill Holiday Thanksgiving Dinner: Cindy Jennings, Shellie Burnham, Jude Cryderman, Colleen Clark, Barb Cleveland, and Desiree Monroy.

Upcoming Volunteer Opportunities

Easter Baskets Needed

Sign Up Deadline is April 11, 2003. Contact Shellie Burnham at shellie.burnham@ofm.wa.gov if you are interested in a shift or if you have donations.

Barb Family and Friends gathers donations for Easter Baskets for single parents and those who need a little helping hand to make Easter Baskets for their children. They have typically provided over five hundreds baskets. Items they are seeking include baskets, toys, candy, bubbles, and cash donations are also accepted.

They have volunteer shifts on Friday, April 18 from 4:00 – 9:00 p.m. and Saturday, April 19th from 10:00 a.m. – 2:30 p.m. Friday helpers will be sorting items to get ready for Saturday when parents come in and make baskets for their children. Saturday helpers will be stationed at tables assisting.

Crisis Clinic Resource Network

Sign Up Deadline is May 9, 2003. Contact Susannah Karlsson at susannahk@cps.gmh.wa.gov.

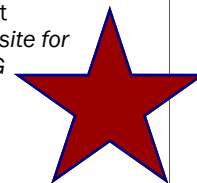
The purpose of the Crisis Clinic Resource Network is to help people, through telephone intervention and information and referral, to realize their abilities to take the next step in resolving their problems. In addition to providing 24-hour crisis intervention services, the Crisis Clinic Resource Network refers tens of thousands of callers to other community services. The Teen Line program: Confidential, Anonymous, Reassuring Ears (CARE), is staffed by 25 teen volunteers and provides peer services.

This organization is providing an extremely valuable service to Thurston County residents in times of crisis. They operate their facility from a donated residence in Olympia that is very old and in constant need of repair and attention. Although they have teen volunteers and trained professionals assisting clients in crisis intervention, there is no staff or a volunteer team to look after the practical matter of keeping the house in operating condition. WE CAN HELP!

It is time for the EAG to roll up their sleeves, don their favorite pair of throw-away sweats and smocks, and PAINT that house! This will be a Saturday activity, so all members are encouraged to participate – bring the kids, friends, spouses, whoever is motivated to lend a helping hand to this incredible organization that is totally dedicated to improving the lives of those in YOUR community.

There will be food, fun and laughs with your dedicated EAG pals. Please show your support for the Crisis Clinic and come out for this fantastic volunteer event. It's in your own backyard and it's too important to miss. Specific details will be forthcoming.

For more information, contact Susannah Karlsson at susannahk@cps.gmh.wa.gov. Please visit our website for up-to-date volunteer opportunities either on the EAG Events page or the Community Service page.



*"Thank You, Thank You,
Thank You for all your
hard work and
commitment.*

*I was afraid I'd be all by
myself and you guys
really helped me pull it
off. We did a good thing."*

☺

*Susannah Karlsson
Chair, Community Service*



Welcome New EAG Members!

Xylinda Marshall
– Pollution Liability Board

Terry Bergener
– Department of Health

Sonja Lynn Hirsch
– Criminal Justice Training Commission

Anna White
– Human Rights Commission

Pauli Larson
– Parks and Recreation Commission

Shirley Corbett
– Gambling Commission

Desiree Robinson
– Board of Health

Lisa Rodriguez
– Labor & Industries

Sue Hedrick
– State Investment Board
(formerly from L&I)

Welcome to all our new EAG members! We look forward to meeting you at our monthly meetings.

If you need assistance or information, do not hesitate to call any of the Board Officers or other EAG members. Check out the webpage for the current EAG Membership Roster.

EAG Quarterly Evening Sessions

The Evening Sessions were created so that members who are unable to attend the monthly meetings would have the opportunity to meet with other EAs in the evening. These sessions are informal, confidential and no minutes are taken.

They are an essential part of EAG and provide a time set aside, away from the office to:

- ★ Network,
- ★ Share information,
- ★ Receive possible answers questions you may have,
- ★ Solutions to situations you face,
- ★ Mentoring, and
- ★ Most importantly, getting to know one another!

If you are interested in hosting an evening session, contact Mary Anderson at 664-8966.

When given the choice between being right and being kind, always choose kindness.

~ Wayne Dyer



News

Take our Daughters and Sons to Work Day – April 24

ICSEW is sponsoring a Career Fair from 9-11:30 at the Transportation Bldg, 310 Maple Park Avenue SE, Olympia. Pre-registration is required from April 1- 14th at www.wa.gov/icsew. Children must be accompanied by an adult.

If you or someone you know is being impacted by a RIF (reduction in force) – <http://hr.dop.wa.gov/rif> may have answers to the many questions you have.

Some Dates to Remember...

Public Service Recognition Week, May 7, Heritage Park, Olympia

Well Red Well Read 2003 Interagency Food and Book Drive - April 21 - May 2 349-6926 or FTEmag@attbi.com

YMCA Annual Run/Public Agency Challenge Run/Walk May 3 - registration forms and course maps are available now at the Downtown Olympia YMCA 357-6609 ext.19 or www.onthrun.com/springrun.

Olympia Farmers Market opens April 3, 2003.

Procession of the Species Event - April 26 - 5:30 pm, www.procession.org

Swantown Boatswap & Chowder Challenge May 17 - 10 am to 4 pm, Marina Drive. For more information call 528-8015, boatswap@portofolympia.com

Arts Walk in Downtown Olympia - April 25 - 709-2678

Greater Olympia Dixieland Jazz Society's America's Festival July 3-6, Saint Martin's College, Lacey 943-9123 or djasslady@aol.com



EAG Adjudicatory Workgroup

This workgroup was formed in conjunction with the EAG due to the unique issues and processes that adjudicatory agencies deal with. It provides networking, support, information, problem solving and sharing for those that attend.

Initially, only the EAs from the agencies attended. Due to the varying degree of responsibilities of each EA in their agency, we have opened the workgroup to their assistants, or anyone who can benefit from the group.

The Workshops are held once every two months for a half day. If you are interested in attending, contact Mary Anderson at 664-8966.

**Visit our
website**

<http://home.attbi.com/~executiveassistantsgroup/index.html>

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(360) 902-0608
shellie.burnham@ofm.wa.gov

Desiree Monroy, Writer/Reporter

The EAG newsletter is published quarterly to give members an update on both upcoming and past events. Photocopying, distributing, or sharing this newsletter is strongly encouraged!

If you have articles or tips you would like to submit for future issues or you would like to submit a name for our EA Member Profile, please send to Mary or Shellie. Please feel free to contact any member of the EAG for questions, concerns, or suggestions. This is your newsletter, so please tell us what you want it to be. If you would like to assist in the development or editing of the website and/or newsletter, please contact Mary or Shellie.

*You must do
things you think
you cannot do.*

~o~

Eleanor Roosevelt

EAG Calendar

April 2, 2003

EAG Meeting—8 am to 10 am
Board of Industrial Insurance Appeals
2430 Chandler Court SW
Meeting Topic: EO Service Delivery
Standards, Mary Campbell

May 7, 2003

EAG Meeting—8 am to 10 am
Board of Industrial Insurance Appeals
2430 Chandler Court SW
Meeting Topic: Dealing with Isolation in
Our Role As EAs

May 2003

EAG Evening Session—6-8 pm
Location and date to be determined.

June 5 & 6, 2003

**EAG Spring Conference
To The Sea To Breathe**
Ft. Worden, Port Townsend

July 2, 2003

EAG Meeting—8 am to 10 am
Board of Industrial Insurance Appeals
2430 Chandler Court SW
Meeting Topic: Roundtable Discussion

August 6, 2003

EAG Meeting—8 am to 10 am
Board of Industrial Insurance Appeals
2430 Chandler Court SW
Meeting Topic: TBA, Roundtable

August 2003

EAG Evening Session—6-8 pm
Location and date to be determined.

September 3, 2003

EAG Meeting—8 am to 10 am
Board of Industrial Insurance Appeals
2430 Chandler Court SW
Meeting Topic: TBA, Roundtable

October 1, 2003

EAG Meeting—8 am to 10 am
Board of Industrial Insurance Appeals
2430 Chandler Court SW
Meeting Topic: TBA, Roundtable

October 2003

EAG Evening Session—6-8 pm
Location and date to be determined.

**Have you been to our website lately?
Remember to check it periodically for updates.**

<http://home.attbi.com/~executiveassistantsgroup/index.html>





Executive Assistants Group Newsletter

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Linda Fredericks—Attorney Generals Office

Career

I started with the state right out of high school as a clerk-steno in the Meat and Poultry Inspection Section of the Department of Agriculture where among other things, I learned all I ever wanted to know about custom farm slaughtering! I worked for a year in that position and left to have my first daughter. I left a month and a half before she was due so that I could make baby clothes – including cloth diapers!!

When my daughter was about a year and a half I worked for six months in the Claims Investigation Unit of the Employment Security Department. My next experience was as a session-only employee for the House of Representatives. In those days members had a full-time assistant during session and during the interim were assigned to a small pool of secretaries. Back then the salary for the session-only was very good - about half again as much as an equivalent position in a state agency so the incentive to work there was appealing even though the hours were very long.

During the interims, I worked at a variety of jobs including alterations out of my home, consignment sale of craft items, an in-home gift and toy party plan and Hickory Farms as well as a 6 month stint in the Attorney General's Office in the late 1980s.

After about 6 years as a session-only employee, I was asked to stay on full-time. I was assigned 7 members during the interim and worked for the chair of Ways & Means during session. At that same time, a dear friend and I decided to try catering and we embarked on a year and a half of business called "A Touch of Class Catering." Because we were both working full time and had six small children between us as well as husbands who worked shift work, we could only handle a couple of events a month. We had a blast!

When the member I worked for in the House was elected to Congress in the mid-80s, I had several job opportunities and I went to work for the director of OFM. It was a great experience and a significant contrast to be working for the Executive Branch. Two years later, after a change in the Governor's Office, I went to work for the Washington State Parks and Recreation Commission. I soon learned that even though State Parks provides a multitude of enjoyable recreational opportunities for our state's citizens, the Parks Commission was weighed down with heavy issues like ocean beach driving, wind sand sailors, users' fees and park maintenance. I spent 8 years there working under two directors and a seven-member commission whose make up changed periodically. Commission meetings were held throughout the state every six weeks. The meeting day was preceded by a day of park tours with occasional opportunities for

hikes, cross-country skiing and snowmobile excursions. We had to experience what the visitors did! I have many fond memories of my time with Parks, not the least was my continual battle with the sound system we used at the meetings. As an example, one meeting in Walla Walla was held at the local VFW hall and we picked up the local country western radio channel through their wiring. The chairman had to speak loudly to be heard over "Suzy-Q!!"

In 1992, I had the opportunity to interview for the executive assistant position for Attorney General-Elect Christine Gregoire. I'm a true believer that the best time to interview is when you already have a job you like. I left the interview with Chris just pleased and grateful to have had the opportunity to visit with such a great lady. That was 10 years ago! Every day is a new challenge with endless opportunities to grow and learn. The issues before our office spread the breadth of state government and affect the lives and livelihoods





Linda Fredericks—EAG Member Profile continued...

of our state's citizens. Chris doesn't hesitate to take on consumer protection issues of national significance like Big Tobacco, Household Finance and Bridgestone/Firestone. Email spam, privacy and identity theft are among the other significant issues our office is involved in.

ICSEW

Throughout my years with state government, I was also fortunate to have played an active role in ICSEW beginning as an alternate while at OFM and continuing several years as a member at State Parks. It was a great experience working with dynamic women from a variety of state agencies. I was involved in the membership and communications committees and had the fantastic opportunity of co-chairing the 1986 Conference entitled "That's Success."

EAG

I have been involved in EAG since it began. It's wonderful to see how the group has taken on meaningful goals over the years to meet the challenges of its members by providing opportunities for outstanding training and invaluable networking!

Family

In my "other life" I'm the mother of two beautiful adult daughters, Heather and Heidi and grandmother of a lively 7

year-old boy, Spencer. I've been married for nearly 34 years (I was 12 when I got married, ha, ha) to my wonderful husband Mike.

Spare Time

I love to do anything crafty including sewing, quilting, picture matting and painting. My younger daughter has been involved in theater since she was about 10 and I've had the opportunity to do some creative costumes – Nana in *Peter Pan*, a penguin and a mayfly larva from *The Undersea World of Joseph P. Lawnboy* and the entire show for *Snow White Goes West, Anything Goes* and *Annie*. I love having something concrete to look at when the day's done instead of a pile of partly completed paper projects!

My Future

Fortunately my husband and I agree that life is short so we've taken some wonderful trips in the last few years based around our love of fly-fishing. We've been to the Florida Keys, the Bahamas, Christmas Island, Hawaii and Aitutaki in the Cook Islands. Mike has been retired for the last 10 years and I hope to join him 3 years from now. In the meantime, it's really nice to come home to a clean house!!

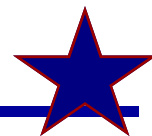
Four Ways to Rethink the Way You Think

1. Identify which bad habits you are prone to.
2. Challenge chronic negative thoughts as soon as they appear, the way you would any unreasonable critic. Ask yourself, Is that really true? Why do I think that?
3. Look for exceptions – a party you enjoy, a positive aspects of unpleasant situations (i. e. deadlines are difficult, but they help me focus).
4. Ask others for a reality check.

Can You Afford to Stay Home?

– Here are a few websites to help you decide:

- www.spencerandwaters.com – offers a free online calculator that helps you create a budget and decide if you can make it on one salary.
- www.mommysavers.com – full of coupons, free offers and money-saving ideas.
- www.mothersandmore.org – is a site for moms who have altered their career paths to care for their kids at home.



*Life's too mysterious,
Don't take it
serious!!!*

2003-2004 EAG Officers

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pabbott@ospi.wednet.edu

Shellie Burnham—Co-Chair

OFM—Executive Policy
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shellie.burnham@ofm.wa.gov

Desiree Monroy—Co-Vice Chair

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desireem@dor.wa.gov

Paulette Yorke—Co-Vice Chair

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pyorke@pab.state.wa.us

Laura Moore- Secretary/ Historian

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Kathleen Turnbow – Treasurer

Caseload Forecast Council
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kathleen.turnbow@cfc.wa.gov

To The Sea To Breathe

HUGE SUCCESS!!! We all had a great time at Fort Worden. Who could have asked for better weather! The ride down was beautiful. The first day we spent with Barbra Burgener learning how to de-stress, create our own environment, and getting to know each other.

In the evening we took a walk along the beach, some of us visited the Marine Science Center, had dinner at the Belmont Inn, and then spent the rest of the evening discussing issues that were on our mind. Great conversation was had by all. The next morning began early for some of us taking a stroll on the beach and having a wonderful breakfast. The planning session was very productive. Lots of great ideas were shared.

Our leadership, Pam Abbott and Shellie Burnham are dedicated to supporting our current membership and give the opportunity for more training and networking.



Creating motivation!

**Barbara Burgener,
Speaker**



Hard at Play.



**Spring Conference Attendees—(Top, left to right, then down)
Mary Henley, Laura Moore (2nd row) Linda Fredericks,
Betty Mackey, Paulette Yorke, Mariah Laamb (3rd row)
Mary Anderson, Pam Abbott, Shellie Burnham, Cindy Jorgensen,
Stevie Lucas, Paulie Larson**



Good Management?

Good managers/supervisors remember to recognize and motivate employees. Great managers/supervisors do it every day.

Here are some proven methods for making sure that praising employees becomes part of your daily routine.

- Make employees part of your weekly "to do" list. Add the names of the people who report to you to your list of goals to accomplish. Then cross off names as you praise them.
- Use voice mail. Rather than using it only to assign task, leave employees voice mail messages praising them for a job well done. Do it from your cell phone on the way home.
- Write a note at the end of the day. Keep a stack of note cards on your desk, where you can't ignore them. At the end of the day, take a minute to write thank-you notes to any employee who made a difference that day.
- At the beginning of the day, put five coins in your pocket. Then, during the day, each time you praise an employee, transfer a coin to your other pocket. It may sound corny, but once you get in the habit, you'll start relying on trick like this one.



*Courageous risks are
life giving, they help
you grow, make you
brave and better than
you think you are.*

~o~

Joan L. Curcio





Community Service—Crisis Center

By Desiree Monroy
Crisis Center—Olympia

I have to say...I'm proud. One of my most satisfying EAG moments was looking at those white cabinet doors, the walls in the dining room, the kitchen, and even the bathroom. It's not my own home I'm proud of or one of the new buildings in Tumwater. No I'm talking about the home of the volunteer force of the Crisis Clinic.



With over 80 volunteers—the crisis clinic is responsible for so much good work in the community. All their resources of putting people in touch with relevant non-profit organizations, helping people feel a little better about themselves no matter what their current station in life might be 24 hours a day! They are the voice on the other side of the phone—just to listen, just to help talk out problems, confusions and concerns, and the volunteers help the individual come up with solutions to put life back in motion. Volunteers encourage callers to make their own solutions, and empower them to challenge themselves.

We may not have changed the world in one day—but we did make it brighter. We slapped fresh paint on tired walls and made light where before there was none. They are not the same—the EAG and the Crisis Clinic. They don't share the same mission, but they have a shared vision. An idea that if you provide the right information, if you ask the right questions,



if you work as hard and smart as you can and you will succeed. Was there a huge EAG response? No. But enough. Enough to change the world of 80+ volunteers who outreach to thousands of callers.

The EAG wanted to say "thank you." Thank you for the kindness and consideration

shown to our community for years. It may have sounded strange, manual labor like painting—we could file circles around them or organize their year...that's a strength we already have. We could teach them how to balance three projects and still hop over and put on our next hat... but painting??? Yes! Once again the EAG ladies

stepped out of their comfort zone and achieved more. Why are the members of the EAG so successful? So well rounded? So courageous? Because everyday we take on a new challenge. We push things further. We question what is best for everyone, not just ourselves. And we take everything we have, ask for the rest, and get involved up to our elbows.

Community service gives us another chance to be involved when we feel the strains of isolation in our workplace.

Community service offers a satisfaction unmatched by any successful work related project—it offers satisfaction to the soul. We



didn't get dirty, we got more color, more emotional growth, and we got to the point. Helping others in the community where we live!

Thank you to all participants. This project could not have happened without the EAG. *Susannah Karlsson and Ginger Kalulu; Barb Cleveland and her daughter Jessica; Desiree Monroy and Ed and Tony (they were our electricians! THANKS GUYS!); and Mary Anderson and her daughters Monica Holloway and Nicole Rivera.* Special thanks to *Shellie Burnham and Jude Cryderman* for their donations



Easter Baskets

By Mary Reister
On April 18-19, members of the EAG volunteered and donated items for Barb O'Neil and Friends and from the EAG.

Once there, we went through all the donations of baskets, toys, candies, (many, many Peeps, and don't get me started on opening up those little plastic eggs!) Many of the donations were collected from EAG members. Everyone had a lot of fun and there were a number of children there who we used as subject matter experts when sorting out toys and were the masters of the Easter grass. It was a great event and I am glad I had the chance to participate!



Do all the good you can. By all the means you can. In all the ways you can. At all the times you can. To all the people you can. As long as you ever can.

✞
John Wesley

FAMILY

I ran into a stranger as he passed by, "Oh excuse me please" was my reply.

He said, "Please excuse me too; I wasn't watching for you."

We were very polite, this stranger and I. We went on our way and we said good-bye.

But at home a different story is told, How we treat our loved ones, young and old.

Later that day, cooking the evening meal, my son stood beside me very still.

When I turned, I nearly knocked him down. "Move out of the way" I said with a frown.

He walked away, his little heart broken. I didn't realize how harshly I'd spoken.

While I lay awake in bed, God's still small voice came to me and said, "While dealing with a stranger, common courtesy you use, but the children you love, you seem to abuse. Go and look on the kitchen floor, you'll find some flowers there by the door. Those are the flowers he brought for you. He picked them himself pink, yellow, and blue. He stood very quietly not to spoil the surprise, you never saw the tears that filled his little eyes."

By this time, I felt very small, and now my tears began to fall. I quietly went and knelt by his bed; "Wake up, little one, wake up." I said. Are these the flower you picked for me? He smiled, "I found'em, out by the tree. I picked'em because they're pretty like you. I knew you'd like'em, especially the blue." I said, "Son, I'm very sorry for the way I acted today; I shouldn't have yelled at you that way." He said, "Oh, Mom that's okay. I love you anyway. I said, "Son, I love you too, and I do like the flowers, especially the blue.

Everybody's ignorant, only on different subjects

~

Are you aware that if we died tomorrow the company that we are working for could easily replace us in a matter of days, but the family we left behind will feel the loss for the rest of their lives.

Do you pour yourself more into work than into your own friends and family? So what is behind the story? Do you know what the word Family Means? FAMILY (F)ather (A)nd (M)other (I) (I)ove (y)ou – be sure and remember to tell your friends and family how you feel.

PC Tips

Computer Habits of a Secure Professional

- ★ Lock your computer: Make sure your within 15 minutes or less of inactivity. When you leave your computer, be sure to lock your keyboard.
- ★ Back up your data: Network services performs daily backup of all data on servers, not workstations. If your data is on your local disk (usually your c: drive) then ask yourself, "What could be the cost to the state, and you, if your data were lost and unrecoverable?"
- ★ Safeguard sensitive data if you work with sensitive or confidential information. In many cases, the person who has the data, for whatever reason, has the associated liability if something goes wrong.
- ★ Secure your laptop: Physical security is vital for staff using laptops. Laptop computers are small, high-value items. If you lose

EAG Quarterly Evening Sessions

These sessions are informal, confidential and no minutes are taken.

The next EAG Evening Session is scheduled for August. More information to follow.

If you are interested in hosting an evening session, contact Mary Anderson at 407-6202..

EAG Adjudicatory Workgroup

This workgroup was formed in conjunction with the EAG due to the unique issues and processes that adjudicatory agencies deal with. It provides networking, support, information, problem solving and sharing for those that attend. The workgroup is open to anyone who can benefit.

The next workgroup will be held in August. More

Commission/ Board Meeting Preparation Workshop

Have you ever wondered how someone else takes minutes, arranges for meetings, and sets up the location? Wouldn't it be great if we got together and shared our procedures and ideas and went away with more tools for that next meeting?

A workshop will be held at the end of July or first part of August. Mary Anderson and Susan Yeager will facilitate. Anyone can attend. The more that attend, the more we will learn!

Look for a detailed email coming soon on the date and location. You can also contact Mary Anderson at 407-6202.

**Visit our
website**

<http://home.comcast.net/~executiveassistantsgroup/index.html>

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Desiree Monroy, Writer/Reporter

The EAG newsletter is published quarterly to give members an update on both upcoming and past events. Photocopying, distributing, or sharing this newsletter is strongly encouraged!

If you have articles or tips you would like to submit for future issues or you would like to submit a name for our EA Member Profile, please send to Mary or Shellie. Please feel free to contact any member of the EAG for questions, concerns, or suggestions. This is your newsletter, so please tell us what you want it to be. If you would like to assist in the development or editing of the website and/or newsletter, please contact Mary or Shellie.

*Have patience
with all things,
but first of all,
with yourself.*

EAG Calendar

August 6, 2003

EAG Meeting—8 am to 10 am
Board of Industrial Insurance Appeals
2430 Chandler Court SW
Meeting Topic: Ace Martin from the
Ocean Shores Convention Bureau.

August 2003

EAG Adjudicatory Workgroup
Date and Time to be determined—
Contact Mary Anderson
(360) 407-6202

August 2003

EAG Evening Session
Location to be determined.

September 3, 2003

EAG Meeting—8 am to 10 am
Board of Industrial Insurance Appeals
2430 Chandler Court SW
Meeting Topic: TBA, Roundtable

October 1, 2003

EAG Meeting—8 am to 10 am
Board of Industrial Insurance Appeals
2430 Chandler Court SW
Meeting Topic: TBA, Roundtable

October 3, 2003

EAG Fall Conference
Safe Harbor—Port in the Storm
8 am to 4:30 pm, L&I Building—Tumwater

October 2003

EAG Evening Session
Location to be determined.
Contact: Mary Henley

November 5, 2003

EAG Meeting—8 am to 10 am
Board of Industrial Insurance Appeals
2430 Chandler Court SW
Meeting Topic: TBA, Roundtable

Welcome New EAG Members!

Michelle Turner
– WWGMHB

Peggy Kero
– DSHS

Cindy Jorgensen
– Parks and Recreation

Welcome to all our new EAG members! We look forward to meeting you at our monthly meetings.

If you need assistance or information, do not hesitate to call any of the Board Officers.

Happy Retirement Karla Stabalein!

Congratulations to **Mary Anderson** on her new job at the **Conservation Commission!**

Congratulations to **Jill Montgomery** on her new job at **DSHS!**

News

2004 ICSEW Conference
– May 17-19, 2004.

“The Culture Within Us” will be held at the Quinault Beach Resort in Ocean Shores.

Capital Lakefair—July 16-20

Dixieland Jazz Festival— July 3-6
at St. Martin's College

<http://home.comcast.net/~executiveassistantsgroup/index.html>
Please make note of the **NEW EAG WEB ADDRESS**





Executive Assistants Group Newsletter

Inside this issue:

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Jay Raish—Board of Industrial Insurance Appeals

I was born Jennifer Johnson in Oxnard, California. Around the 8th grade, I became "J.J." In 9th grade I had a teacher who demanded that I "spell-out" my name. So I did. I spelled-out "Jay" and that has been my name ever since. I suppose you could say that I am a bit stubborn and I do not like to be given ultimatums!

I graduated from UCLA in 1992, and shortly thereafter I took a big leap of faith. My boyfriend, Chad, wanted to leave Los Angeles and go home... to Centralia, Washington.

I had never been to Washington, but I followed him anyway. It was a difficult transition, but it was worth it.

In 1996, the boyfriend became my husband. On June 2, 1999, we were joined by son Treven, and on May 18, 2001, by daughter Alexa (Lexie).

Career

I wish I could say that I had followed some well-defined career path, but mostly I was in the right place at the right time.

While in college, I interned in the office of a United States Senator, where I discovered I had an aptitude for office management. Then I dropped everything and moved to Washington.

I got a job as a waitress within a couple of days of arriving in Centralia, and I worked there for about a year.

Every now and then you have a chance encounter that changes your life. I remember mine vividly.

It was near Christmas, so everyone was gathered at the Tower Tavern in downtown Centralia. These were Chad's friends, so I didn't know them too well, but I ended up talking with Chad's-former-next-door-neighbor's-best-friend.

Towards the end of the night, she threw out the comment "Wanna be a legal secretary?" I didn't take her seriously.

Her words stuck in my head, though, and a few days later I looked up her number and called her. Turns out she was serious!

She was the only secretary in a small law office in Centralia (4 attorneys). They wanted to hire someone with no legal experience so they could train the secretary to do things THEIR WAY.

Well, how often does that happen where someone says "NO EXPERIENCE" is a requirement?

My new friend Doris got me an interview, where I pretty much said "I have no legal experience, but I can learn anything." I started work there in January 1994.

I started working for a larger law firm late in 1995, and in August 1997 was hired by the Board of Industrial Insurance Appeals as a Legal Secretary 1.

In the summer of 1999, I was just a few days away from the birth of my son when I interviewed for the position of Confidential Secretary to the Board. I didn't get the job at that time, but was promoted to a Legal Secretary 2 a few months later.

In the summer of 2001, I was on maternity leave after the birth of my daughter when I got a phone call from the Board members asking if I was still interested in the Confidential Secretary position.

I have been in that position for nearly three years, and I consider myself very lucky.

The Board of Industrial Insurance Appeals is a great place to work, and my three Board members are great people to work for!



Jay Raish—EAG Member Profile cont'd...

EAG

I attended my first EAG meeting in the summer of 2001.

By 2002, I was Co-Vice-Chair with Barb Cleveland. Now it's 2004 and Barb and I are Co-Chairs!

EAG has been enlightening for me. Although I have worked for the State since 1997, I have only worked for the BIIA.

I have learned a lot about the State just by listening to the agency updates at each EAG meeting!

Hobbies

I don't know if I should call it "Hobbies" or "Obsessions." I love books and movies, and if you put the two together you get The Lord of the Rings, which has been my favorite hobby for the last several years.

In fact, I had to take a break while writing this article to go to Best Buy and purchase the third movie, which was released today. It doesn't matter that it was at 10:00 a.m. and I won't be able to watch the DVD for about 8 more hours. I had to have it!

Ode To A Spell Checker

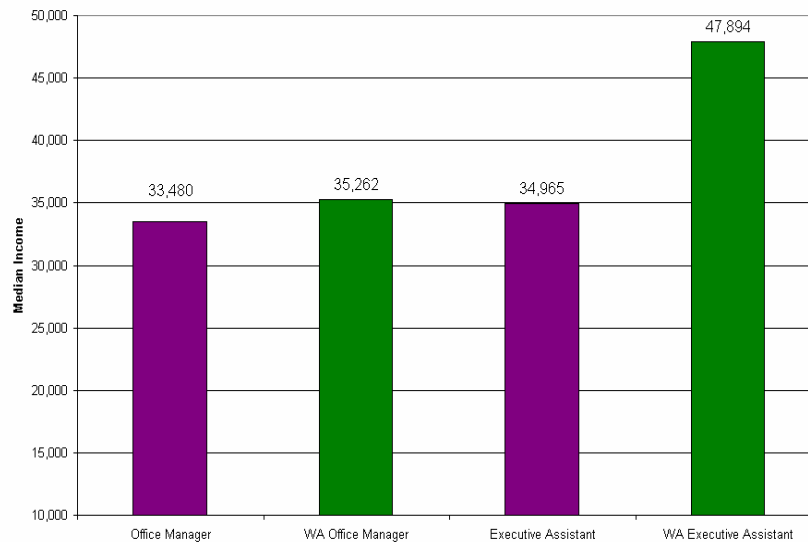
I have a spelling checker
It came with my PC
It plainly marks for my revue
Mistakes I cannot see
I've run this poem threw it
I'm sure your please to no
Its letter perfect in it's weigh
My checker told me sew.

*I can't change the
world, but I can
change my mind
and when
I change my mind,
I change
the world.*

80

Who Says Being Exempt Doesn't Pay?

This graph shows the average of Washington State Executive Assistants compared to the national average. Also shown is the Washington State median range for classified Office Managers and the national average for office managers. These figures do not include health or retirement benefits, bonuses, or stock options.



Source: Office of Financial Management, 2003 Personnel Detail Report; Robert Half International Inc., OFFICETeam 2004 Salary Guide; and the Washington Department of Personnel

Welcome New 2004-05 EAG Officers

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Jay Raish—Co-Chair
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Xyzlinda Marshall—Co-Vice Chair
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Judy Secker—Co-Vice Chair
Healthcare Facilities
(360) 753-6185
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Laura Moore—Secretary/Historian
Board of Education
(360) 725-6027
lmoore@ospi.wednet.edu

Kathleen Turnbow—Treasurer
Caseload Forecast Council
(360) 902-0089
kathleen.turnbow@cfc.wa.gov

EAG Visits First Lady Mona Lee Locke For Tea!

by desiree Monroy

Twenty-nine Executive Assistants were warmly welcomed for a tour of the Governor's Mansion on Wednesday, April 7th. The attendees participated in a guided tour of the mansion, where several key pieces of Washington history were shared including information on the creation of the state logo, the building and preservation of the mansion and its furnishings through previous and current gubernatorial residents, and the historical artifacts maintained on the premises.

First Lady Mona Lee Locke joined the group for tea at the conclusion of the event. As a guest, it was clear to see the pride our First Family has for the state and their family.

The Executive Assistants Group appreciated the opportunity to visit the mansion and extend an extra special "thank you" to First Lady Locke for opening up her home and making us feel special.

Comments from EAG members:

Thank you so much for the opportunity. It is not often that we are privileged to have such a fun time presented to us. Mrs. Locke proved to be not only a gracious hostess, but a fun, warm and congenial one as well. I personally felt like she really connected to each and every one of us on a personal and professional level. I also felt honored to be treated with dignity and respect. Her staff was also outstanding and congenial. Thank you and the rest of the gals for setting this up for all of us.

-Pauli

Having tea with Mona Locke, was like going to your friends home for a visit. She was very casual yet respectful, showing a genuine interest in meeting each person in the group of executive assistants for Washington State. For me, this was a very exciting part of working for state government.

-Mariah

Wonderful! I'm so glad to have had the opportunity to visit the Mansion. Mona Locke is a remarkable woman. And the mansion is so full of history. My favorite room was the ballroom. I can just imagine the music from years past.

-Aletta

I thought it was a great experience and probably a once in a lifetime opportunity for me. Thank you!

-Sonja

My favorite moment was when Mrs. Locke pulled Pam back into the center of the photo saying "I went through it (pregnancy) in public, you can too!"

My second favorite thing was noting that their yard is piled with the same toys my children have (bikes, toy lawnmowers, Little Tikes gyms). It was a comforting thought that even if you are the Governor and live in a mansion, you have the same issues of tripping over toys everywhere you go!

-Jay



Things are temporary, relationships last forever... Nothing can replace the time we spend investing in the life of another.

Ray Lessin

Chief For A Day—Criminal Justice Training Commission

by Sonja Hirsch

"Chief For a Day" is about celebrating the lives of children who have been diagnosed with a chronic illness.

Chief For a Day gives the Criminal Justice Training Commission (CJTC) an opportunity to partner with local city, state, and federal law enforcement agencies; hospitals; and the community to become, for a day, a part of some very special children's lives.

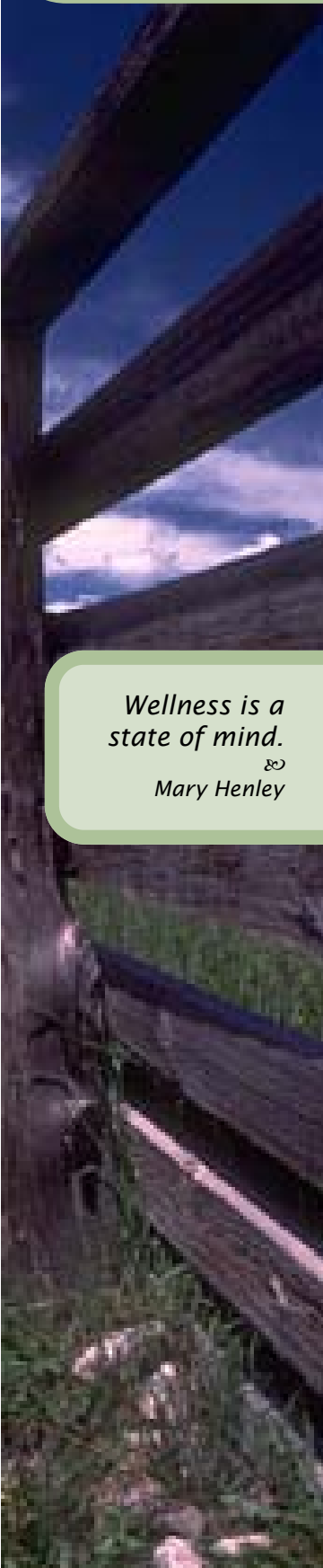
This year, the CJTC worked in conjunction with Swedish Medical Center and Children's Hospital in Seattle, and Mary Bridge Children's Hospital in Tacoma to locate the children to be honored as "Chief" or "Sheriff."

Fifteen children were transported, in limousines, by police motorcade to the CJTC where they were honored as "Chief" or "Sheriff" for the day.

Each child was sworn in by Governor Gary Locke; had lunch with the recruits, family, friends, and visitors; and then participated in outside demonstrations made by law enforcement agencies including K-9 units, a mounted patrol unit, SWAT teams, a police helicopter, and much more.

These special children were given a day that focused on their dreams, not their illness.





*Wellness is a
state of mind.*

Mary Henley

Workplace Manners Quiz

True or False

1. When shaking hands in business, a man should wait for a woman to extend her hand before offering his.
2. When introducing business people, say the name of the most important or senior person first.
3. When talking on the phone, your tone of voice counts more than your words.
4. The first place to go when you arrive at a business/social function is the bar.
5. Women may remain seated to shake hands in business.
6. Business casual means dressing down one notch from business professional.
7. You should always use a subject header when sending an e-mail message.
8. The guest decides when to start talking business during the meal.
9. If the information on your business card is incorrect, draw a line through it and write the correct information on the card.
10. If you can't remember someone's name, don't attempt an introduction.
11. Handwritten notes are out of the place in the business world.
12. Name badges are worn on the right shoulder.
13. A women's handbag, if small, may be placed on the boardroom table.
14. Small talk is not appropriate in a business environment.
15. In today's relaxed business environment, it is not necessary to ask your clients' permission before using their first names.

www.mannersthat sell.com
Answers on page 7

Evening Sessions

Evening sessions are held at the Tumwater Valley Bar and Grill located at 4611 Tumwater Valley Drive, Tumwater and begin at 5:30 pm.

If you are interested in hosting an evening session, contact Mary Anderson at 407-6202.

2004 Schedule

February 24, 2004
May 25, 2004
August 24, 2004
November 30, 2004

EAG Adjudicatory Workgroup

This workgroup was formed in conjunction with the EAG due to the unique issues and processes that adjudicatory agencies deal with. It provides networking, support, information, problem solving and sharing for those that attend. This workgroup is open to anyone who can benefit.

Contact Mary Anderson at 407-6202.

Caregivers Toolbox

by desiree Monroy

Executive Assistants are constant caregivers. Taking care of the children, co-workers, or parents- it all amounts to physical and emotional demands on the caregiver. If you find yourself sharing responsibility for an adult or senior with disabilities, the following resource could be invaluable.

Care giving often starts gradually. You're driving them to medical appointments,

shopping for groceries, doing laundry or housecleaning, cooking meals, and or paying bills. Caring for another person can also involve feeding or bathing, supervising medications, hiring other people to provide care, arranging all medical care, or managing financial and legal affairs.

If you do any of these tasks for another person, you are a caregiver.

The Department of Social and Health Services, the Aging and Disability Services Administration program (ADSA), has a comprehensive "Caregivers' Handbook" that is a guide for family and other unpaid caregivers who care for an adult OR senior with disabilities. They acknowledge that with careful planning, good self-care, and knowledge of available help, your job will be easier.

You can find the "Caregivers' Handbook" at
<http://www.aasa.dshs.wa.gov/Library/publications/brochurestext.htm#handbook>
or call 1-800-462-4957

For help in finding information about services in your local community, call the toll-free ADSA HelpLine at 1-800-422-3263.

*Start by doing
what's necessary,
then what's
possible, and
suddenly you are
doing the
impossible.*

~
Saint Francis of Assisi

Ten Common Mistakes Made When Looking For A New Job

Each person has different needs when seeking a new job. Each has different goals that they seek for their own future. Many make the same mistakes on their cover letters and résumés as they search for the 'perfect position'. Here are the ten most common mistakes:

1. "Insert Job Here": Most people are looking broadly at any available position that fits within their interests and skills set. They send out undirected résumés and, even worse, form cover letters differentiated only by the value in the "insert job here" space. Spend a few extra minutes to learn about the organization, and personalize your letter and resume reflecting what makes your candidacy special.

2. Read and Follow Directions: Does the application call for a writing sample and a salary history? Are you being instructed to mail by post all materials, or would the organization like applications submitted electronically? Job description writers pay to advertise specific directions for a reason. Follow them.

3. Think About the Message You Send: Rehearse the voice mail message you plan to leave. Consider a more serious e-mail address. Does your home voice mail play strange music or have a silly outgoing message? Is your résumé printed on purple paper? All of these things factor into a headhunter's first, and indelible, impression.

4. A Poor Résumé: Too many résumés end up in the trash can. The really bad ones list tasks and skills, rather than accomplishments and results. Stop writing about your hobbies; start writing about the change you brought to an organization and the constituency it serves.

5. Spell Check: Nine out of ten résumés that claim they are "detail oriented" have a typo on it somewhere. Some of these typos are tricky, like extra spaces and missing hyphens. Others, sadly, are not. Don't forget to look over headers and addresses, even your name.

6. Dream, Within Reason: If a job is way out of your range, the employer will not take you seriously. Don't waste their time.

7. Know Your Weaknesses: No candidate ever has everything the search committee wants. If you are missing a key skill or some years of experience, own the weakness, but then describe how your other skills and experiences will help you compensate or catch up quickly.

8. Curiosity is Key: Ask questions about the agency. Questions based on the salary or benefits do not count.

9. Thank You Notes: Thank you letters are the perfect opportunity to remind your interviewer why you should be hired, or for you to insert into the equation a key fact that you forgot to mention when you met.

10. Get a Second Opinion: Send your résumé to a friend, a colleague, a mentor or a résumé professional who can give you an outside perspective. Sometimes we think our résumé is great and informative of our skills. More often than not, it unclear to those reading the résumé. An outside pair of eyes will shed light on your résumés' strengths and weaknesses, and help your materials shine.

Quick Meals!

Quick Recipe For Those Chaotic Days At the Office!

This is a new section we would like to add that will include a recipe that is quick and easy. Please submit your quick and easy recipe to Mary or Shellie.

Pasta Bake

- 1 lb uncooked pasta (anything other than flat noodles)
- 1 jar pasta sauce
- 3 ½ cups water
- 1 lb ground meat (browned, or other cooked meat or chicken, diced) (optional)
- 2 cups shredded mozzarella cheese

Place pasta, sauce, water, and meat (if used) in 13x9 pan. Mix well. Cover tightly with foil and back at 400 degrees for at least 45 minutes, or longer (until pasta is tender). Uncover, stir, and sprinkle cheese on top. Bake another 10 minutes to melt cheese.

Easy meal with a salad or great for potlucks. You make up a head of time as well.



Answers For Workplace Manners Quiz

1. False. It is no longer necessary for a man to wait for a woman to extend her hand. In business, everybody shakes hands regardless of gender or age.
2. True. Always say the name of the most important person first or the name of the person you wish to honor. Follow that with "I'd like to introduce..." or "I'd like to introduce you to..."
3. True. Studies show that 70% of your message is conveyed by your tone of voice and 30% by your actual words. It's not what you say but the way you say it that counts.
4. False. No matter how hard your day was, resist the urge to go straight to the bar. After all, these business/social functions are more about business than eating and drinking.
5. False. A woman who remains seated to shake hands in business appears to lack confidence. She sends a message that she is not as important as the people who are standing.
6. True. Business casual did not start out as an excuse to wear your favorite old clothes to the office. It is still business, and you should always look professional.
7. True. Why would anyone want to open an e-mail message with "no subject?" You always want to give the recipient a reason to read your message.
8. False. The host is the one who decides when to end the small talk and get down to business. As a rule, the business discussion begins after everyone has ordered so the conversation will not be interrupted.
9. False. Have new cards printed as soon as possible. Handing out outdated business cards sends a poor message.
10. False. Always make the introduction. Everyone notices when you try to avoid it and will suspect that you can't remember the other person's name anyway. The best thing to do in this situation is to confess your loss of memory, beg forgiveness, and ask for the person's name.
11. False. Handwritten notes are very impressive. They give the idea that you went to the extra effort, whether this is true or not.
12. True. The right side is the correct side. Since you shake hands with your right hand, the eye naturally travels to the right shoulder.
13. False. The only objects that belong on the boardroom table are those that are necessary for the meeting.
14. False. Small talk is the basis for building and maintaining relationships in business.
15. False. While most people prefer to be called by their first name, use titles and last names until you are told otherwise.

What's your score?

Give yourself one point for each correct answer. If your score is 13 points or higher, you are speeding up the ladder of success.

If you earned between 9 and 12 points, you'll most likely make it to the top.

If you scored 8 or below, chances are that you can climb the ladder, but you won't make it all the way to the top.

*Lydia Ramsey is a business etiquette expert, professional speaker and author of *Manners That Sell: Adding The Polish That Builds Profits*. Contact her at 912-598-9812 or visit her web site: www.mannersthatsell.com.*

The world always looks brighter from behind a smile.

80

News

New Conference Center – Tyee Conference Center, 5757 Littlerock Road SW, Tumwater. 7,000 square foot building has a capacity for as many as 300 people in one room which can be divided into three meeting rooms. The Center also has a restaurant, bar and kitchen. For more information, visit www.tyeeconferencecenter.com or call 360-753-9199.

DOL Online – You will be able to renew your driver's license online by October 2004. Governor Locke signed a bill that establishes online license renewal, which will save citizens time and expense according to the Department of Licensing.

Civil Service System – Wondering about upcoming changes to the civil service system? Curious about the status of collective bargaining? Find the latest news on the state's personnel reform efforts in "In the Works," the Washington Works e-newsletter: <http://www.washingtonworks.wa.gov/newsletter.htm>.

**Visit our
website**

<http://home.comcast.net/~executiveassistantsgroup/>

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desiree Monroy, Writer/Reporter

The EAG newsletter is published quarterly to give members an update on both upcoming and past events. Photocopying, distributing, or sharing this newsletter is strongly encouraged!

If you have articles or tips you would like to submit for future issues or you would like to submit a name for our EA Member Profile, please send to Mary or Shellie.

Please feel free to contact any member of the EAG for questions, concerns, or suggestions. This is your newsletter, so please tell us what you want it to be. If you would like to assist in the development or editing of the website and/or newsletter, please contact Mary or Shellie.

**Mark Your
Calendar**

2004 Fall Conference
September 24, 2004
Tumwater

EAG Calendar

July 7, 2004

EAG Meeting—8 am to 10 am
Board of Industrial Insurance Appeals
2430 Chandler Court SW
Meeting Topic: Roundtable

August 4, 2004

EAG Meeting—8 am to 10 am
Board of Industrial Insurance Appeals
2430 Chandler Court SW
Meeting Topic: Webcasting

August 24, 2004

EAG Evening Session—5:30-8:00 pm
Tumwater Valley Bar and Grill
4611 Tumwater Valley Drive, Tumwater
Host: Mary Anderson—407.6202

September 1, 2004

EAG Meeting—8 am to 10 am
Board of Industrial Insurance Appeals
2430 Chandler Court SW
Meeting Topic: TBA

September 24, 2004

EAG Fall Conference—8:30 am to 4:30 pm
L&I Auditorium—Tumwater

October 6, 2004

EAG Meeting—8 am to 10 am
Board of Industrial Insurance Appeals
2430 Chandler Court SW
Meeting Topic: TBA

Welcome New EAG Members!

We try to include everyone we know about, but we don't always know. If you are a new EAG member and we did not include you, please let us know. Give any of the Board Officers a call if you need any assistance—that's what we are here for!!!

Pam Boyd
Transportation Commission

Cindy Garcia
Hispanic Affairs Commission

Kristi Walters
State Investment Board



Check out the EAG website:
<http://home.comcast.net/~executiveassistantsgroup>



Executive Assistants Group Newsletter

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Laura Moore—Washington State Board of Education

Hi, I'm Laura Moore, Executive Assistant to the Executive Director of the State Board of Education!

Career

I began my career working for the State of Washington at the Department of Motor Vehicles (DMV) many moons ago. The summer of 1969 to be exact and began on swing shift as a Remote Terminal II Operator. In other words, we had terminals and keyboards directly linked to a main frame computer in its acclimatized room. I did vehicle registrations and drivers' licenses. It was a great bunch of gals and guys to work with, especially the night everyone was volunteering to check titles for errors just to listen to radio updates during the Apollo 13 Mission to the Moon. Before I left DMV to have my daughter, I was working in Financial Responsibility on combining suspension files (files of suspended drivers with the same name—making the connection that they were in fact the same person, not always an easy task).

When I returned to the work force after my daughter was three, I started back part time grooming dogs for a local boarding kennel.

In 1979 I went to work full time for the Association of Washington School Principals (AWSP). AWSP is a private, professional organization for principals and assistant principals at all levels, public and private. AWSP is the umbrella under which are the

associations for elementary principals, middle level principals, and high school principals. My job included work with the high school principals (Washington Association of Secondary School Principals—WASSP), the legislative liaison, accreditation, publications, legal (maintenance of files, etc.), conferences (program production and staffing), workshops (staffing), offset press, and "other duties as assigned". I enjoyed working with three executive directors and some wonderful assistant directors, office staff, and some of the nicest, most talented principals and assistant principals in our state. I still maintain friendships with several of them. In fact I liked it so much I stayed for 21 years (1979 to 2000).

Four and a half years ago, the opportunity opened for an executive assistant with the State Board of Education. Actually I had put in for another position with the Board and Larry Davis, Executive Director, mentioned that the executive assistant position would be opening soon. When the position officially opened, I submitted my application, was interviewed and offered the position. I went from working with one large board (WASSP has 45 members) and one large committee (at that time the AWSP Legislation Committee had 45 members also).

Although I do miss friends from AWSP, I thoroughly enjoy working with my 13 member board and the office staff.

Something about the Washington State Board of Education: our board was established in 1877 by the Territorial Legislature and reconstituted several times to its present configuration of one member elected from each of the nine congressional districts by school directors within each district, one private school representative elected by the directors of private schools, and the Superintendent of Public Instruction who serves as our chief executive officer. We also have two student representatives, selected by the Washington Association of Student Councils (WASC), who serve for two year terms (their junior and senior years in high school). Our responsibilities include parts of Title 28A RCW and all of Chapter 180 WAC. Chapter 180 includes high school graduation requirements, teacher preparation, school construction, bus driver qualifications, educational service district elections, and school boundary issues.

...cont'd on page 2



Laura Moore—EAG Member Profile cont'd...

EAG

Thanks to Pam Abbott, I started attending EAG meetings on a regular basis. It has been fun serving as secretary for the past 15 months. I've enjoyed meeting you, either in person or via email. One of the more interesting opportunities to come through EAG was the opportunity to volunteer for the National Governors Conference held in July in Seattle. I would like to encourage you to attend meetings and become involved with the organization.

Family

I met my late husband in September of 1971 through the mother of one of the girls I worked with at DMV. We were married on December 21, 1971, and spent 30 years together. In fact shortly after we met, he mentioned that he was going to sight in his rifle prior to hunting season. I mentioned that I had a rifle, .300 caliber rebuilt Enfield. I don't think he really believed me, but told me to bring it along. I did out shoot him with my rifle and, when we switched, out shot him with his, same caliber as mine. I did go hunting that fall. He allowed me to take three years off when our daughter was born. Marcella turned into a very wonderful, independent young woman who now works as a network administrator for Employment Security. The last three years have been an interesting journey that is a story for another time.

When I was ready to go back to work, when my daughter was about three, I worked for the boarding kennel (grooming dogs) and we were raising and showing German Shepherds. One quick story, because life is never dull with Shepherds around: I decided to get an obedience title on my male Shepherd. He worked fine with my husband standing behind me. In the ring he would lay down just before the end of the long sit (1 minute) and sit up just before the end of the long down (3 minutes), but the last straw was when we were doing the recall (you sit your dog, give a stay command and walk 45 feet away, turn and wait for the judge's command). The judge told me to call my dog and I said "Baron, come!" and waited and waited. The judge told me to call my dog and again I said, "Baron, come!" and waited. The minute the judge said, "Exercise finished", Baron got up, walked over and sat right in front of me. I had a bored dog and he was letting me know it. Yes, I did put titles on other dogs, just not Baron.

Outside of work I enjoy working in my yard (getting mowable grass down to nothing and installing lots of perennials) and on my house (minor remodels).

As I mentioned before, I have one daughter who lives about four blocks from

me now and I'm "Nana" to her two cats.

I share my house with two German Shepherds—mother and daughter—Sabrina and DeeDee, and a cat named LaNKee (short for Lady and Napoleon's Kitty). Besides house, yard, and animals, I enjoy talking to friends, reading, knitting/crochet/sewing, hunting, fishing, playing bad golf, learning to cook low carb, and family.

Future

At the present time, I'm looking into completing my bachelor's degree. At present I have two associate's degrees (AA and ATA), so I need to get busy and complete the process.

My interests lie with political science or some type of program management.

I think it would be fun to graduate from college with my daughter.

Sabrina and Deeders



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Ripples of Change—2004 EAG Fall Conference

By desiree Monroy

transform

I'm writing this article with a pen that has Governor

Locke's signature. One of many treats I received at this year's EAG Conference. Ripples of Change, the conference theme, was well timed. State employees, whether classified, WMS or exempt, are all facing change. There's the Civil Service Reform, a new administration, and whatever else comes along! EAG wanted to give attendees an opportunity to prepare for change with humor, peer support, and a new vocabulary—how many words can you think up for change??

A conference is often only as good as its speakers. Hats off to Paul Wesselmann whose high energy and knowledge kept us all going strong through the day. The evaluations are in—and Paul's rating was EXCELLENT.

Mickey Fearn rocked the room with his dynamic speaking. One attendee gushed, "Good practical tools illustrated through true life stories."

endure

I listened to every word!"

Silvana Clark geared us up for the afternoon by telling us how to "arrange the change" instead of being swept away by them. She had audience members doing skits, being creative and singing! It's always fantastic to hear the room light up with song. Silvana also had everyone fly paper airplanes. If you picked up an airplane, remember to send good thoughts and encouragement to the person whose name and mail stop appeared on the airplane.

We also thank Tom Sweeney from Employee Advisory Services who provided lots of information. Also, Bev Peterson and Alison Lord from the Crisis Clinic.

Among all of our wonderful workshops, there was a jewel. The EAG Panel was insightful and provided great tools and information (although I'm not sure how anyone heard them over the laughter!) Our attendees enjoyed the first hand accounts. One comment from

the crowd, "We are proud of our EAs who have weathered transition(s) and care to share experiences. Thank you, Linda Fredricks, Patricia Justice Driver, Betty Mackey, Joyce Norris, Mary Henley and Pat Schmidtkofer. We appreciated your sharing the knowledge you've accumulated through the years and providing real life discussion."

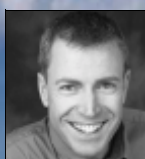
Good food, good location, awesome give-aways, and a great day. Thank you conference planners: Shellie, Mary, Mary, Pam, Xyzlinda, Barb, Judy and Jay!!! A great big thank you to Patsy Ellis. Your donation of the gorgeous centerpieces was both heartfelt and appreciated!

See you all, again, next year!!!

"These conferences have always been at the top of my list as being worthwhile, educational, inspirational and an opportunity to networking with marvelous people."

The Executive Assistants work diligently to provide a worthwhile program for the support staff of all state agencies and should be applauded for their efforts."

survive



Let Go of the Past

By Paul Wesselmann

This week we welcome some folks who help keep the state of Washington up and running. At the Executive Assistants Group Conference we spent some time exploring what tasks we needed to spend less time on so we could have more time for the people and activities we would like more time for. I was

thinking about this today as I prepared to organize some of my storage closets that have become a bit messy; a task that always starts out with throwing out old STUFF that I just don't need to keep anymore.

So, my friend, I wonder if you might have some OLD STUFF in your head or your heart or your

soul that might need to be thrown away to make room for renewed energy and passion?

I challenge you this week to spend a few moments writing down a quick list of STUFF that has been weighing you down, and then shred it or burn it or crumple it up and LET GO!

Things are temporary, relationships last forever... Nothing can replace the time we spend investing in the life of another.

~ Ray Lessin

Let go...of guilt; it's okay to make the same mistakes again.
Let go...of obsessions; they seldom turn out the way you planned.
Let go...of hate; it's a waste of love.
Let go...of blaming others; you are responsible for your own destiny.
Let go...of fantasies; so reality can come true.
Let go...of self-pity; someone else may need you.
Let go...of wanting; cherish what you have.
Let go...of fear; it's a waste of faith.
Let go...of despair; change comes from acceptance and forgiveness.
Let go...of the past; the future is here - right now.

~ Kathleen O'Brien



Three R's of Change

Major work and life changes are common: promotions, relocations, divorce, parenthood, and numerous other events. Whether these changes are welcome or unwelcome, all can be extremely stressful unless we learn how to adjust to them. Taking the time to recover, refocus, and regenerate following life changes can help us survive and even thrive.

Recover – You need to regain your sense of balance and routine. Your situation may be stressful, challenging, or unfamiliar. You may have symptoms such as headaches, backaches, or depression. To begin your recovery, it will help to step back from your new situation. Plan a weekend get-

away, or take time just for yourself. Mini-breaks like going to the movies can help you get distance and perspective. Exercise and sharing your feelings with others are excellent stress reducers which can help you get back on track.

Refocus – If you are able to look at "the big picture" you will gain greater peace of mind about the change. Take time to think about what has happened, why, and what it means. You might realize that your feelings are mixed. For example, if you have been promoted, you might be pleased with the higher salary, but uncomfortable about supervising your friends. You may feel sad or

angry about having to let go of familiar people and routines. With time, those feelings will change. Talking to trusted friends, family members, a counselor, or human resource professional may help.

Regenerate – All change is stressful for your body and your body needs time to heal. Get extra rest, avoid alcohol and cigarettes, and eat properly. Try to increase your circle of support –connect with new people or reinforce old friendships.

No one can escape change. When you take time to recover, refocus, and regenerate, you will find acceptance much easier.

*The world
always looks
brighter behind
a smile.*

Tips for Job Change Readiness

- Review, update your resume every year. Having a current resume on hand will allow you to quickly respond to opportunities as they arise. Consider creating several resumes for a variety of career directions.
- Look inside and outside. Consider an internal job change if your current position is not meeting your expectations. Leaving your current employer may not always be the best decision.
- Consider challenge and service. Investigate how a new position will allow opportunities for additional career challenges as well as possibilities to better serve customers, community, or the corporation.
- Find mentors. Advice from the right mentor can help you locate and manage opportunities.
- Plan for a smooth transition. If you do find a new position, make the transition seamless for your current employer. Clean up messes, offer to train replacement, be available for questions after your departure, and thank your current employer for the experience. Leaving on a positive note will only enhance your future career options.

Department of Personnel

Changes in Future

As part of the transition to the new classification system, DOP has created a new position description form for "classified positions". The new Position Description Form (PDF) will replace the Classification Questionnaire (CQ) form.

The new PDF will go into effect July 2005. It is not necessary for all current CQ's to be replaced with the new PDF at this time.

However, as you update, reallocate or establish new classified positions, they ask that you please begin using the new form.

If you have any questions or need assistance visit the:
Website: <http://hr.dop.wa.gov/home.html>
Email: information@dop.wa.gov
Phone 360.664.1960

Name Our Newsletter—Win A Prize!

We are asking for your help in renaming our newsletter!

We would like to spruce up the title and know that many of you are creative and can help us to come up with something spectacular!!!

Please turn in your ideas to Shellie Burnham at shellie.burnham@ofm.wa.gov by January 31st.

If we pick your title, you will win a prize! We're not sure what that prize will be at this writing, but it will be a good one, I assure you!

We will anxiously await your ideas!

Resources Available

DOP has many resources and services available to help exempt employees who may be seeking new employment opportunities due to the upcoming change of administration. DOP can connect you with other agencies that can answer questions about health care coverage, unemployment insurance and retirement benefits as well as assist with job search and resume writing.

Contact Heather Friedlander at 360.664.6322 or heatherf@dop.wa.gov.

Give It Up!

Four Rules for Sane Delegating

1. Break the habit of total self-reliance. You are not the only person who can or wants to do a good job.
2. Delegate one skill at a time. A gradual approach keeps both parties from being overwhelmed.
3. Establish a clear division of labor (written). This way nothing gets done twice or slips through the cracks.
4. Be precise about your goals, but keep an open mind about how you reach them. Engage your co-worker's creativity – you might gain from their new ideas.



*Start by doing
what's necessary,
then what's
possible, and
suddenly you are
doing the
impossible.*

*~
Saint Francis of Assisi*

Five Steps to Avoid E-mail Embarrassment

Have you ever sent an e-mail message to a colleague or a client referencing an attached document only to receive this reply? 'What attachment?'

Have you ever sent an e-mail message and realized just as it left your fingers and was on its way through Cyberspace that you had failed to run the spell and grammar check?

Have you ever hit 'Send' before completing the subject line and your e-mail went out with a header that read 'no subject'?

If you have done any or all of these things, you have lots of company. I have yet to find anyone who uses e-mail to communicate in business and who has not committed at least one of these electronic faux pas. There is a way to avoid these e-mail missteps.

Create a system that prevents you from sending messages before their time. You may have to unlearn some old habits and retrain yourself, but

it is worth it to eliminate those embarrassing moments when you have to send a follow up that begins with 'Oops, I forgot..' Here is my suggested order for creating and sending e-mail messages.

1. Insert the attachment. You know when you sit down to compose the message that you have a document to attach so make that your first action. There is no chance now that you will overlook including it.

2. Create your subject line. Remember that this is the bait to lure your reader. No one in business has the luxury of reading e-mail in the order in which it is received. People check their inboxes and decide which mail to open first based upon the sender and the subject.

3. Compose your message. Keep it brief and concise so your reader can see in an instant what you have to say.

If you can't say it in a few short paragraphs and a few short sentences, you may need to pick up the phone.

4. Check it over. Run your spelling and grammar check and be mindful that your program can pick out the misspelled words but not the misused ones. It doesn't know if you intended to say 'abut' or 'about'. After all 'abut' is a perfectly legitimate word.

5. Complete the 'To' line. Good logic would dictate that you do this first. Not so. If you fill in the address first, you risk sending your message before you have included the attachments and proofed your message. Completing the 'To' line last means never having to say you're sorry.

Lydia Ramsey is a business etiquette expert, professional speaker and author of *Manners That Sell: Adding The Polish That Builds Profits*. Contact her at 912-598-9812 or visit her website: www.mannerthatsell.com.

Quick Recipe For Those Chaotic Days At the Office!

Sesame Chicken Salad

3 tbsp. sesame seeds
1/2 tbsp. salt
1/4 tsp. pepper
4 4-oz. skinless, boneless chicken breasts
1 tbsp. vegetable oil
1/2 lb. greens

For Dressing:
2 tbsp. vinegar
2 tbsp. soy sauce
1 tbsp. honey
2 tsp. grated fresh ginger root
1 tsp. dry mustard
1 tsp. sesame oil
1/4 tsp. red pepper flakes

In a small bowl, mix together sesame seeds, salt and pepper. Place skinless, boneless chicken breasts on a sheet of waxed paper. Sprinkle chicken on both sides with sesame seed mixture. In skillet, heat vegetable oil. Saute chicken until cooked, about 4 to 6 minutes on each side. Transfer cooked chicken to a plate. To prepare dressing: In saucepan, combine vinegar, soy sauce, honey, ginger root, dry mustard, sesame oil and red pepper flakes. Bring to a boil. Remove from heat. Divide greens among four plates. Cut chicken into slices and arrange over greens. Drizzle with dressing.

College Credit For Your Work Experience and Training

By Mary Reister, Workforce Training and Education Coordinating Board

Are you one of those who started college years ago and now want to complete their higher education? Or perhaps you haven't started yet, but have always wanted to. Did you know that in addition to the traditional transfer credits that you may have from other higher education institutions, there are education credits just waiting in your state employment file?

That's right – you can get credit from your work at the state (and other jobs) in two different ways:

Prior Learning from Experience Programs

Many colleges have this type of program that recognizes that learning results not only from academic studies, but also from life experience. At The Evergreen State College (Evergreen), students can apply to the college to receive credit for knowledge gained from such experience. It is important to understand that credit is never awarded for experience alone, but for the demonstration that the student has gained college-level learning as a result of the experience. At Evergreen, you gain your credit by taking a required Prior Learning

Experience (PLE) writing course for 8 to 16 credits where you develop an extensive portfolio document that describes the experience and analyzes the knowledge gained through a combination of autobiographical and expository writing and research. Additional credit (29 additional credits beyond 16, up to a maximum of 45 credits) may be requested by submitting the PLE portfolio document to the student's PLE Faculty Advisor and/or additional faculty for review and evaluation. Upon award of credit above the 16 earned in the PLE Document Writing course, students will be billed for tuition for the additional credits.

Credit for Prior Training

Some colleges, including Evergreen, may also award credit for certain learning that earns a certificate acknowledging participation and completion of a workshop, seminar, training program, etc. This review process is performed after a student has been admitted to Evergreen. A completed certificate evaluation cover sheet, pamphlet and course outline and/or syllabus for the course or learning must accompany each certificate

submitted. For state training course, a copy of your training profile is the primary information used to determine credit. Evergreen awards a maximum of 15 credits for this type of training. One of the really terrific aspects of this type of credit is that since it is for training already taken and **paid**, you do not have to pay for these additional credits.

Why do I know about this? I know because I just completed my Bachelors Degree at Evergreen in June. I chose not to do the PLE route as I already had quite a number of credits from other colleges. However, I did submit my training profile (with training taken over the 15 plus years I've been with the state) and received the maximum of 15 credits for my prior training. Each college is different and may have different policies, so please do check with the institution to determine if they have such programs that will meet your needs.

So if you are thinking about college, I strongly encourage you to think about ways you can maximize your training and work knowledge to get the most you can out of your postsecondary experience!

Always give people more than they expect. ∞

Nelson Boswell

Change in Mandatory Use Hotel Contract

Effective January 1, 2005, this new contract is intended to be with Extended Stay Hotels, Studio Plus Hotels, Homestead Studio Suites Hotels, and Holiday Inns and Holiday Inns Express. This is a mandatory use contract with some exceptions to the mandatory requirement.

Those exceptions are:

- When the traveler is attending a conference being held at a hotel other than the contractor hotel.
- A medical reason why the employee cannot stay at the contractor hotel.

- The mission of the traveler's organization would be impaired by staying at the contractor hotel.

For more information, refer to the state travel regulations.

*Visit our
website*

<http://home.comcast.net/~executiveassistantsgroup/>

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The EAG newsletter is published quarterly to give members an update on both upcoming and past events. Photocopying, distributing, or sharing this newsletter is strongly encouraged!

If you have articles or tips you would like to submit for future issues or you would like to submit a name for our EA Member Profile, please send to Mary or Shellie. Please feel free to contact any member of the EAG for questions, concerns, or suggestions. This is your newsletter, so please tell us what you want it to be. If you would like to assist in the development or editing of the website and/or newsletter, please contact Mary or Shellie.

EAG Calendar

December 1, 2004

EAG Meeting—8 am to 10 am
Board of Industrial Insurance Appeals
2430 Chandler Court SW
Meeting Topic: Holiday Party

January 5, 2005

EAG Meeting—8 am to 10 am
Board of Industrial Insurance Appeals
2430 Chandler Court SW
*Meeting Topic: Principles of Self
Defense—Al Wolslegel, State Parks &
Strategic Sourcing—Rob Fukai, GA*

February 2, 2004

EAG Meeting—8 am to 10 am
Board of Industrial Insurance Appeals
2430 Chandler Court SW
*Meeting Topic: Public Records—
Chip Holcomb, Liquor Control Board*

March 2 2004

EAG Meeting—8 am to 10 am
Board of Industrial Insurance Appeals
2430 Chandler Court SW
*Meeting Topic: Green Meetings—
Nancy Mears, Ecology*

April 6, 2004

EAG Meeting—8 am to 10 am
Board of Industrial Insurance Appeals
2430 Chandler Court SW
*Meeting Topic: Homeland Security—Nancy
Brickford, Emergency Management Division*

May 4, 2004

EAG Meeting—8 am to 10 am
Board of Industrial Insurance Appeals
2430 Chandler Court SW
Meeting Topic: TBD

Welcome New EAG Members!

We try to include everyone we know about, but we don't always know. If you are a new EAG member and we did not include you, please let us know. Give any of the Board Officers a call if you need any assistance—that's what we are here for!!!

Jamie Darby Palmer

Governor's Office of Indian Affairs

Patricia (Davis) Sischo

Western Washington Growth Management Hearings Board

Mary Bearder

Washington State Commission on African American Affairs

Jeanette Nelson

Board of Tax Appeals



*Check out the EAG website:
<http://home.comcast.net/~executiveassistantsgroup>*

