



WASHINGTON STATE
EXECUTIVE ASSISTANTS GROUP

1997 MINUTES
GOVERNOR GARY LOCKE ADMINISTRATION

Date	Time/Location	Agenda	Attend	Notes
Jan. 8, 1997	Time: 8-10am Location: Capital Courthouse (Lisa Perez, Gov's EA attended)	General Business Roundtable Speaker, Larry Beyer, BHR	18	Transition – EAs moving to new agencies. Lisa Perez thanked EAG for being an incredible resource. Leg Reception 100 attendees. Training - Stress Management
Feb. 5, 1997	Time: 8-10am Location: Capital Courthouse	General Business Round Table Speaker, Marilyn McCabe	17	Leg Reception Update – 50 attended and was held in the SOS office. More changes for EAs moving to new agencies. One day conference will replace Ft. Worden in May or June. Training - Effective Delegation Skills and Empowering Others
March 5, 1997	Time: 8-10am Location: Capital Courthouse	General Business Roundtable Speaker, Annette Hansen	13	Liz Mattos/Kym Ryan Gov EAs unable to attend due to meetings. Will work with them to set up a separate meeting time to meet with EAs. New EAG Logo and letterhead. Training - Enhancing Professional Image through Improved Communication Skills
April 2, 1997	Time: 8-10am Location: Capital Courthouse	General Business Roundtable Speaker, Paul Taylor, DIS	13	Training - Public Information...Access & Privacy
May 7, 1997	Time: 8-10am Location: Capital Courthouse	General Business Roundtable		Elections Notes sent to all EA's who were not spoken to over the phone.
June 11, 1997	Spring Planning Time: 8:30-4:30 Location: Lacey Comm. Center	No minutes		
July 1997	No Meeting?			
Aug. 6, 1997	Time: 8-10am Location: Capital Courthouse	General Business Roundtable Speaker, Fred Stephens Deputy Chief of Staff, Gov's Office	15	
Sept. 3, 1997	Time: 8-10am Location: Capital Courthouse (Liz Mattos, Gov's EA attended)	General Business Speakers, Janet Bloom and Sandy Miller, ESD	7	Newsletter/EAG Announcements Training – Washington WorkFirst Program Overview Stopped collecting \$1 for membership dues. Permanent designee – change to bylaws will be discussed at the November meetings.
Oct. 3, 1997	Fall Conference			Lower attendance.

Date	Time/Location	Agenda	Attend	Notes
	Location L&I			
Nov. 5, 1997	Time: 8-10am Location: Capital Courthouse (Liz Mattos, Gov's EA attended)	General Business Speaker, Marsha Tadano Long, GA	25	Six new members attended – most likely from push from personal telephone calls and notes.
Dec. 3, 1997	Time: 8-10am Location: DOL	General Business Speaker, Meredy Davis, EAP	13	Encouraged EAs to appoint permanent designees if they are unable to attend. The preference is to have the EA attend, but if that is not possible, the designee should be just as committed to the group. Bylaws revised.



Washington State Government
Executive Assistants Group

MINUTES
January 8, 1997

Members Present:

Mary Henley, Employment Security
Vicki Flynn, Conservation Commission
Susan Green, Gambling Commission
Patricia Justice, Human Rights Commission
Carolyn Hendricks, Interagency Committee for Outdoor Recreation
Linda Fredericks, Attorney General's Office
Jeri Sevier, Superintendent of Public Instruction
Rhonda Penrose, Information Services
Renee Pacana, Parks & Recreation Commission
Linda Moon, Corrections
Jan Seaman, General Administration
Shirley Avery, Lottery
Ilene Nelson, Personnel
Jean Cospers, Health Care Facilities Authority
Russ Snelson, Indeterminate Sentence Review Board
Tina Nisbet, Secretary of State's Office
Betty Mackey, Growth Management Hearings Board
Lisa Perez, Governor's Office

Minutes and Treasurer's Report:

The minutes of the December meeting were approved as distributed, and Susan Green distributed the treasurer's report.

Introductions and Agency Updates:

Chair Mary Henley opened the meeting by asking for introductions and updates on significant agency events.

Kym Ryan is now working with Joe Dear in the Governor's Office.

Carolyn Hendricks distributed handouts that were left over from the networking session earlier this year.

Shirley Avery plans to retire in February.

Ilene Nelson said that the Department of Personnel is scanning resumes into the new resumex system. If anyone wants to be listed for possible Executive Assistant openings, send your resume to Ilene.

Tina Nisbet reported there is an exhibit on Governor Lowry in the Secretary of State's Office. On January 15, it will be changed to a "Welcome Governor Locke" exhibit.

Betty Mackey will be going to the Office of Financial Management to work for Dick Thompson. If anyone is interested in her position at the Growth Management Hearings Board, let her know.

Mary offered time to discuss our anxieties over the transition, with many agency heads having already been announced and more announcements coming soon.

Presentation: Stress Management

Carolyn Hendricks introduced Larry Beye, Program Director, Behavioral Health Resources. Mr. Beye also works with Youth Enhancement Partnerships and Community Mental Health Services. Packets of information on those services were made available to us. Another handout made available to us dealt with personal leadership styles.

Larry Beye distributed a handout and asked us what commonalities exist within this group. Specific stressors of this group were listed, along with feelings that accompany those, and the behaviors and reactions that result. He conducted an excellent discussion on different ways of dealing with stress, emphasizing the need for some obstacles in our lives.

Governor's Office Update:

Lisa Perez discussed recent activities as the Governor's Office brings business to a close.

The telephone system is being completely changed to the 902 system.

Lisa did not submit her resume to the Locke administration, and does not have a specific job in mind after leaving the Governor's Office.

She talked about the good feeling of working in public service through the Governor's Office. She could not have done her job without the help of the Executive Assistants Group. This group is an incredible resource. She thanked everyone and wished everyone her best.

Wrapup:

Approximately 100 people have responded for the Legislative Reception tomorrow evening.

If anyone hears of appointments to Executive Assistant positions, let Mary know so the roster can be updated and we can do outreach.

Carolyn reported that the February speaker will be Marilyn McCabe.

Recorded by Linda Moon, Secretary



Washington State Government
Executive Assistants Group

MINUTES
February 5, 1997

Members Present:

Mary Henley, Employment Security
Linda Moon, Department of Corrections
Rhonda Penrose, Department of Information Services
Carolyn Hendricks, Outdoor Recreation
Shirley Avery, Lottery
Susan Putzier, Department of Financial Institutions
Kelly Reid, Office of Public Defense
Linda Fredericks, Attorney General's Office
Suzee Smith, Washington State Patrol
Judy Cryderman, Office of Administrator for the Courts
Naomi Hanson, Supreme Court
Jeri Sevier, Office of Marine Safety
Vicki Flynn, Conservation Commission
Patricia Justice, Human Rights Commission
Diana Nelson, Department of Health
Renee Pacana, State Parks & Recreation Commission
Tina Nisbet, Office of Secretary of State

Introductions and Agency Updates:

Mary Henley opened the meeting by asking for introductions and updates on significant agency events.

Jeri Sevier is now with the Office of Marine Safety; however, that office is due to sunset at the end of June.

Shirley Avery is retiring February 28. Patricia Justice will be taking her place and will begin February 24.

Carver Gayton, from the Boeing Company, will begin as Commissioner of the Employment Security Department effective March 1.

Shellie Burnham will promote from the Department of Corrections to the Growth Management Hearings Board.

Diane Pastore will be the Executive Assistant at the Department of Ecology.

Tina Nisbet was thanked for hosting the Legislative Reception.

Rhonda reported the SCAN directory is being updated with a target date the end of the month. There is now an on-line version of the SCAN directory. She distributed a memo regarding on-line directories.

Minutes:

The minutes of the January 8 meeting were approved as previously distributed.

Treasurer's Report:

The Financial Report will be included with the minutes.

Presentation: Effective Delegation Skills and Empowering Others

In discussions with Executive Assistants, Marilyn McCabe learned there is a feeling that they need to improve their supervisory skills in the area of delegation. She gave the group tips for *effective* delegation and the team approach to delegation by working "through" others and not "dumping" work on others.

Tips for the manager are to clearly communicate the delegation, agree on quality and standards, the ask open-ended questions to assure understanding.

Marilyn brought handouts which Mary will mail to those in attendance.

The group listed the benefits and disadvantages of delegating to others, as well as what they have done to make delegation successful. Put yourself in the other person's place. Find out what the other person values so you can motivate them. Finally, ask how they want to be rewarded.

1997-98 Planning:

Mary asked for discussion on the one-day conference that will replace the Ft. Worden Conference this year. The group decided to have one-half day of training in the morning with an interactive session, followed by one-half day of planning. Carolyn and Mary will reserve a place in the Olympia area in May or June.

If anyone knows of a speaker/presenter, call Mary.

If anyone has ideas for topics for future EAG meetings, call Carolyn.

Wrap-up:

At the March meeting, the date of the Fall Conference will be announced and committees will be established.

Minutes recorded by Linda Moon, Secretary



Washington State Government

Executive Assistants Group

MINUTES

March 5, 1997

Members Present:

Mary Henley, Employment Security
Carolyn Hendricks, Outdoor Recreation
Linda Fredericks, Attorney General's Office
Patricia Justice, Lottery
Pat Schmidkofer, Department of Licensing
Linda Moon, Department of Corrections
Karen Proctor, Department of General Administration
Susan Putzier, Department of Financial Institutions
Jeri Sevier, Office of Marine Safety
Renee Pacana, State Parks & Recreation Commission
Susan Green, Gambling Commission
Teresa Loe, Board of Industrial Insurance Appeals
Russell Snelson, Indeterminate Sentence Review Board

Introductions and Agency Updates:

Mary Henley opened the meeting by asking for introductions and updates on significant agency events.

The Office of Marine Safety will be merging with the Department of Ecology effective July 1. If anyone knows of an opening for Secretary 1 and 2, many of the people in Jeri Sevier's office are looking for jobs. Jeri will also be looking for a new position.

The new Secretary for the Department of Corrections has been announced. Linda Moon worked for Joe Lehman when he was previously in Washington State.

Linda reported that Jan Seaman is now a Program Manager at General Administration.

Mary reported that Liz Mattos and Kym Ryan, from the Governor's Office, are not able to join this group because they have management meetings on Wednesday mornings. Mary is working with them to set up a separate meeting with the Executive Assistants at a time that will meet their schedule.

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

Minutes:

The minutes were approved as previously distributed.

Treasurer's Report:

Susan distributed the Financial Report, pointing out a mistake from last month that was corrected this time.

PRESENTATION: Enhancing Professional Image Through Improved Communication Skills

Annette Hansen gave an excellent and interesting presentation that included new approaches to how we view image. She distributed a handout and discussed the importance of non-verbal communication, first impressions, deciding how you want to be perceived, how colors are perceived in business, and the importance of "mirroring" during a job interview.

General Discussion:

Russ Snelson distributed some drafts of the new EAG logo and letterhead for review.

The Fall Conference will be October 3 at the Labor and Industries building in Tumwater. Mary distributed a list of Fall conference responsibilities and asked for committee volunteers. Carolyn Hendricks will be the Facilities Coordinator; Susan Green will do evaluations; Pat Schmidkofer and Jeri Sevier will work on the Speakers Committee. Be thinking about what you would like to do for the conference and let Mary know!

The Nominating Committee for next year's officers is Renee Pacana, Pat Schmidkofer, and Pat Justice. Election of officers takes place at the May meeting.

Since the ICSEW Conference is June 2, 3, and 4, the EAG Planning/Training Day will hopefully be on June 11. Pat provided a list of locations to Mary so she can begin calling to find a place in the Olympia vicinity. We are still looking for topics and speakers for the one-half day of training.

Minutes recorded by Linda Moon.



Washington State Government

Executive Assistants Group

MINUTES

April 2, 1997

Members Present:

Linda Moon, Department of Corrections
Monica Cooper, State Auditor's Office
Jan Papiez, State Auditor's Office
Velva Miller, Department of Revenue
Susan Green, Gambling Commission
Linda Fredericks, Attorney General's Office
Karen Proctor, General Administration
Rhonda Penrose, Information Services
Russ Snelson, Indeterminate Sentence Review Board
Carolyn Hendricks, Interagency Committee for Outdoor Recreation
Mary Henley, Employment Security Department
Vicki Flynn, Conservation Commission
Patricia Justice, Lottery Commission

Introductions and Agency Updates:

Chair Mary Henley opened the meeting by asking for introductions and updates on significant agency events.

Rhonda Penrose is leaving state government April 24 to go into the real estate business with her husband. Resumes of anyone interested in her position should go to Sandy Parry, in the DIS human resources office.

The ISRB is waiting for a bill to pass the Legislature that would extend the Board another 10 years.

Employment Security has a new Deputy Commissioner, Cindy Zehnder. Kathy Freidt has returned to ES as Assistant Commissioner of Administrative Services.

Linda Moon's retirement date is June 19. New DOC Secretary, Joe Lehman, is working with Mrs. Locke and others on a Computers for Schools Program. This program is already working in a couple of institutions in California, sponsored by the Detwiler Foundation. Private corporations are

encouraged to donate computers that need repair or refurbishing. Inmates do the work, and the computers are donated to schools.

Will Rice is the new Assistant Director for the Department of Revenue.

Minutes:

The minutes of the March meeting were approved as previously distributed.

Treasurer's Report:

Susan Green distributed a corrected financial report.

PRESENTATION: Public Information...Access & Privacy

Paul Taylor, Department of Information Services

Paul spoke of the changing landscape in the field of public access to records. He distributed an article from *The Olympian* about the disclosure of government records, and discussed the tension surrounding public information access laws every time the issue comes up. There is tremendous sensitivity surrounding the release of personal information of citizens, and the ability to use technology to economic advantage. There are concerns that these same technologies can take once discreet records and come to go beyond legitimate business use. What do you do with information once it has been released legitimately? Privacy is a major concern.

A government work group was established to address this issue. It produced a report that is a perspective on the proper balance of the use of this technology. It did not recommend any new rules on privacy.

He distributed a list of bills introduced in the 1997 Legislature that affect public records. This list grows larger each year, indicating a growing concern over this issue.

The Open Records Act, which is 25 years old, is paper-oriented, requiring a paper copy. It speaks to open government and accountability. He reviewed the proposed framework for a new category in the Open Records Act. If commercial information resellers misuse information, they can be cut off from it. He pointed out that the inaccurate information now creates a new category of "nuisance information" that people must deal with, but it isn't a "deal breaker" when making purchases such as a house or automobile like it could have been five years ago.

In response to a question, Paul said it is his understanding that things involving public policy require paper backup.

In addressing future technologies, we need to consider what the social aspects are—the larger public policy questions.

General Discussion:

Russ Snelson's samples of new **EAG letterhead** were rerouted for voting and a new one was selected. Mary will get it printed, using a color other than buff.

We still need a Conference Chair for the **Fall Conference**.

The full-day June meeting will be June 11. Mary is trying to confirm a location.

Velva Miller pointed out the the federal relations guidelines need to be included in the *State Government Correspondence Guidelines*. Also, she pointed out that the Post Office did a "font run" to see what is accepted by the postage meters. This information should also be in the next issue. Mary is collecting information that needs to be included in the next *Correspondence Guidelines* update.

Velva had a question about the use of letterhead for agencies with multiple field offices which need to use a local address. She asked if agencies are using computer-generated letterhead or have it printed with separate addresses. She was referred to the State Printer for assistance.

Recorded by Linda Moon, Secretary



Washington State Government
Executive Assistants Group

MINUTES

May 7, 1997

Members Present:

Mary Henley, Employment Security Department
Linda Moon, Department of Corrections
Susan Putzier, Department of Financial Institutions
Carolyn Hendricks, Outdoor Recreation
Suzee Smith, Washington State Patrol
Linda Hoverter, Marine Employees' Commission
Linda Fredericks, Attorney General's Office
Jeri Sevier, Office of Marine Safety
Russ Snelson, Indeterminate Sentence Review Board
Susan Green, Gambling Commission
Karen Proctor, Department of General Administration
Patricia Justice, Lottery Commission
Jan Papiez, Auditor's Office

Introductions and Agency Updates:

Chair Mary Henley opened the meeting by routing cards for everyone to sign for Pat Schmidtkofer and for Rhonda Penrose. Rhonda left state government in April. She also routed a thank you card we received from Betty Ivey, who retired in April. The EAG had sent her a card and certificate of appreciation.

Mary asked for introductions and updates on significant agency events. There are two positions in Employment Security available for lateral transfer: Administrative Assistant 3 in the Employment and Training Division, and Administrative Assistant 4 in the new Office of Regional Affairs. Send resumes to Mary.

Carol Maher is the new ADA Coordinator in the Department of General Administration. Karen Proctor will talk to her about possibly updating the "Fax on Demand."

The Office of Marine Safety is in the process of merging with the Department of Ecology.

Minutes:

The minutes of the April meeting were approved as previously distributed.

Treasurer's Report:

Susan Green distributed the financial report, showing a deposit for the conference room for the June Planning Meeting.

Presentation:

Evelyn Yenson was unable to be the speaker today, so she will be rescheduled at a later meeting.

Fall Conference:

The Fall Conference has been confirmed for October 3 at the Labor and Industries auditorium. Mary reviewed the committees:

We do not have an overall chair yet.

Facilities: Carolyn Hendricks

Speakers: Pat Schmidlkofer and Jeri Sevier

Publications: Suzee Smith, with assistance from Ilene Nelson and the Department of Personnel Publications Unit.

Registration: Mary will work with Ilene Nelson.

Evaluations: Susan Green

Annual Planning Meeting:

There will not be a regular June meeting. The annual planning meeting will be June 11 in Room A of the Lacey Community Center, and will consist of one-half day training and one-half day planning, running from 8:30 - 4:30. There will be a small registration fee to cover costs of the food and meeting room. Mary would like to have some discussion about developing a new method of encouraging attendance for those members who do not usually come. Fall Conference planning will also be on the agenda.

General Discussion:

Mary has sent notes to all new Executive Assistants who have not attended meetings or whom she has not spoken with.

Election of Officers:

Patsi Justice, Renee Pacana, and Pat Schmidlkofer contacted members to serve as officers for the next year. Patsi distributed ballots for voting.

Officers for 1997-98 will be:

Chair - Carolyn Hendricks

Vice Chair - Jean Cospers

Treasurer - Russ Snelson

Since no one agreed to take the Secretary position, a method such as drawing a name each month will need to be used. Mary Henley agreed to maintain the roster and labels.

Minutes recorded by Linda Moon, Secretary

EXECUTIVE ASSISTANTS GROUP

August 6, 1997

MINUTES

Members Present:

Mary Henley, Employment Security Department
Jean Fisher, Health Care Facilities Authority
Sheila Geisler, State Investment Board
Cynthia Hood, Department of Corrections
Patricia Justice, Washington State Lottery
Vicki Flynn, Washington Conservation Commission
Betty Mackey, Office of Financial Management
Patricia Anderson, Department of Services for the Blind
Jeremy Hagquist, Office of Administrative Hearings
Claire Krueger, State Board for Community and Technical Colleges
Jan Papiez, Washington State Auditor
Jeri Sevier, Department of Ecology
Suzee Smith, Washington State Patrol
Linda Hoverter, Marine Employees' Commission
Karen Proctor, Department of General Administration

Call to Order:

The meeting was called to order by Jean Fisher, Vice Chair. Introductions were made, along with highlights/updates of agency activities.

Jeri Sevier announced that she has been appointed Special Assistant for the Department of Ecology, working on projects. She will continue with EAG until the Fall Conference is completed.

Minutes:

The minutes of the June 11 meeting were approved as distributed.

New Business:

Monthly Programs: Jean reviewed the list of topics identified at the June planning meeting. Additional suggestions for programs included violence in the work place, employing persons with disabilities and a presentation from Marsha Tadano Long, Director of the Department of General Administration.

Fall Conference: Jeri reviewed the agenda for the conference and noted that speakers have been confirmed. As in the past, some of the speakers will be paid by DOP and some from EAG funds. Registration materials have been mailed and we will check with Ilene to identify the appropriate time to open registration to non-exempt personnel in our agencies.

Patricia Anderson, Betty Mackey and Patricia Justice volunteered to assist with registration; Sheila Geisler will assist with morning set-up. Betty Mackey volunteered to do name tags.

General Discussion:

There was some discussion about the preparation of Quality Plans and some of the questions of smaller agencies. The same is true of the Weekly Alerts to the Governor's Office.

Betty Mackey offered to work with Kym Ryan to schedule a meeting with appropriate staff in the Governor's Office to update on procedures, coordination, correspondence procedures, etc. We agreed that we could be flexible and adjust the time of our meeting if that would help.

Speaker:

Fred Stephens, Deputy Chief of Staff in the Governor's Office, joined us to discuss the Governor's Quality Initiative. His comments helped to clarify some things for the smaller agencies who had questions earlier. He noted that he is flexible and available to work with agencies and answer questions. He also noted that there are about six volunteers from other agencies available to provide technical assistance.

He also touched briefly on the Weekly Alerts which are to cover significant agency activities. These are due each week, Monday morning, no later than 10:00 am.

Adjournment:

Having no further business, the meeting was adjourned.



EAG ANNOUNCEMENTS

Washington State Executive Assistants Group

September 1997

Sixth Annual Fall Conf. "Vision For the Future"

We are pleased to announce the sixth annual Fall Conference co-sponsored by the Washington State Executive Assistants Group and the Department of Personnel. The theme for this event is **Vision for the Future**, and the program has been designed for confidential secretaries and executive assistants.

The conference will be held on **Friday, October 3, 1997 at the Labor and Industries Building from 8:00 a.m. to 4:00 p.m.** To register, contact your agency training manager or registration representative. The course code is 01-14-EPB3. Registration will be opened to non-exempt staff on September 22, on a first-come, first-served basis.

The conference provides for networking and educational opportunities. Dynamic speakers from the public and private sectors will provide informative sessions on:

Ground Rules for Success in a Radically Changing World: Generation X Meets the Boomers - Kelly Catlin Walker and Teri Fisher will entertain and inform us on how the rules are changing, how the old rules do not apply to the generations on the horizon! They will address the human element of a revolutionary and time ticking change in organizational culture. Kelly Catlin Walker and Teri Fisher are with Impact Productions, an organization which develops customized training programs, keynote addresses, and workshops for national and international organizations. Over the past fifteen years, more than 250,000 professionals have achieved specific goals resulting from their training sessions. Current clients include the CIA, Chrysler, OSHA, and Clemson University.

Kelly Catlin Walker, the president says, "We are often times asked to help with damage control and clean-up messes. At other times we work with fairly functional teams to become highly functional by improving team

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Kelly Catlin Walker and Teri Fisher of Impact Productions will be joining us at the EAG Conference on October 3!

Member Profile

Russ Snelson began working for state government as a Communications Officer for the State Patrol in Bellevue in June of 1985. He then transferred to the Olympia in 1986. Russ began working for the Indeterminate Sentence Review Board as a Correctional Records Specialist in May of 1990. He applied for the Confidential Secretary/Executive Assistant position when the Board's long time Confidential Assistant, Donna Larson, decided to retire. He was offered the position and, accepted it, in June of 1995.

Since the Indeterminate Sentence Review Board is such a small agency (11 employees), in addition to being the assistant to the Chair, he also handles the Personnel Manager duties.

Russ says, "I work for a great boss! She gives me a lot of freedom to do my job and has a lot of confidence in me to do my job right. I also have just completed a training program on maintaining and repairing desktop computers. Working on computers is one of my favorite things to do."

When asked how Russ would describe a successful executive assistant in three words, he answered: dependability, flexibility, and initiative.

Donna Larson, the former confidential secretary, told Russ about the EAG and brought him to his first meeting, he has been attending ever since.

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Vision for the Future

(Cont.)

interactions and relationships. However, this is not about a big group hug!" Teri Fisher, the vice president, added enthusiastically, "We are like a SWAT team...we are willing to take on projects no one else wants."

Dealing with Conflict: Are you a Part of the Solution or Part of the Problem? Teri Fisher will also provide a session that focuses on conflict resolution. Avoiding conflict can undermine any efforts made to develop a team and build relationships in the workplace. This session will help you improve your communication skills and develop a technique to diffuse difficult and potentially damaging situations.

The Gender Gap - Kelly Catlin Walker will provide us with a thought provoking and entertaining session that will uncover some of the mysteries of the male female dynamic! "She's got a chip on her shoulder." How many times have you heard this type of interaction in the workplace? By understanding and accepting our differences, we will communicate more effectively. Additionally, they point out the importance of understanding the difference in men and women's non-verbal language. "When a woman nods her head, for example, that usually means she is *listening*, when a man nods his head, that usually means he is in *agreement*. Can you see how this can be confusing?"

Super Mom - Deborah Wooten will give lunch an added adventure! Deborah will share her struggle with adversity from being a single teenage mother through an abusive marriage, divorce, re-marriage, suicide of her spouse, and the challenge of raising five children alone. To add to her challenge, she was stricken with the disease of polio when she was a child. Deborah finds the strength to carry on through humor. Deborah says "I have been at war! I have used humor as a sword to battle depression and keep my head above the ruins." It is her gutsy method of looking at life that led her to comedy. Look forward to an exciting luncheon speaker who has won countless awards with her "Super Mom" routine.

Your Style + Your Job = Right Fit? Doug Spohn and Scott Turner, from the Department of Personnel, will use the Meyers Briggs

assessment tool to lead participants to a better understanding of themselves and will explore career choices which seem to fit well with one's unique personality style.

Burnout: A Workplace Issue - Marilyn McCabe, a dynamic speaker, will use her witty way with words to deliver a session to determine whether or not you are experiencing or heading toward burnout. Burnout can be prevented and reversed...self awareness is the key. This session will examine the 12 stage cycle of short and long term burnout and its effects in the workplace.

Joe Dear, Chief of Staff for Governor Locke, will discuss "Quality Initiatives" and Dick Thompson, Director, Office of Financial Management, will present **Leadership in the Public Sector: The Locke Agenda**.

We hope you can join us!!



Message from the Chair

It's September, always a time of fresh beginnings. We pack away the suntan lotion and other trappings of summer and hope to find renewed energy for getting down to business on projects that may have been temporarily pushed aside during the warm, sunny days of the past two months.

Hopefully, some of that renewed energy will be directed towards the Executive Assistants Group and its activities. As you will read in other sections of this newsletter, we have exciting monthly programs and a dynamic fall conference scheduled - all planned to provide you exceptional training and networking opportunities. I hope you will take advantage of our efforts.

We always welcome suggestions for program and speaker ideas, newsletter articles, and other activities. Please don't hesitate to call me - or any other active EAG member. We look forward to meeting you and encourage you to attend our regularly scheduled monthly meetings - the first Wednesday of each month from 8-10 a.m.

See you at the conference in October!

Carolyn Hendricks

"I have been at war! I have used humor as a sword to battle depression and keep my head above the ruins."

Member Update

Office of Marine Safety:

OMS was sunsetted on July 1. JERI SEVIER has assumed a position with the Department of Ecology's Spills Program.

Department of Corrections:

LINDA MOON retired in June and is planning to begin training at the SST Travel School in Tacoma on September 15. She has used the summer months to get all those "little jobs around the house" under control and she and her husband took their classic '57 Chevy to Hot August Nights in Reno last month. CINDY HOOD replaced Linda, upon her retirement, as Executive Assistant to Director Joe Lehman.

Department of Ecology:

DIANE PASTORE is the Administrative Assistant to Director Tom Fitzsimmons.

Financial Management:

BETTY MACKEY is the Executive Assistant to the Director. She is teaming up with Dick Thompson for the third time.

General Administration:

Director Marsha Tadano Long appointed KAREN PROCTOR as her Executive Assistant.

Growth Management Hearings Board:

SHELLIE BURNHAM moved from the Department of Corrections to the position vacated by Betty Mackey.

Department of Information Services:

LYNN KENNEDY replaced long-time EAG member RHONDA PENROSE when she "retired" last spring. Rhonda is enjoying her position as realtor with John L. Scott in Olympia. She "loves the flexibility of being (her) own boss" and has great job satisfaction - especially when working with successful first-time home buyers.

Lottery Commission:

PATRICIA JUSTICE moved from the Human Rights Commission to the Lottery Commission with her long-time boss, Merritt Long. Shirley Avery retired in February.

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(Member Update - Continued)

Superintendent of Public Instruction:

ELLEN LUNDE has been appointed Executive Assistant by Superintendent Terry Bergeson.

Department of Retirement Systems:

JERALYN FALKHABER was appointed to the position vacated by BETTY (IVEY) THRETHEWAY in April.

Department of Revenue:

VELVA MILLER moved from the Governor's Mansion to become the Executive Assistant to Director Fred Kiga.

Office of the State Treasurer:

COLLEEN MALKMUS has been appointed Executive Assistant for Mike Murphy.

Upcoming Meetings

The EAG meets the first Wednesday of each month at 8:00 a.m. in the, AG Conference Room, Suite 135, Capitol Court Building, Capitol Way and 11th—metered parking is available. Each meeting consists of new/old business and a speaker that focuses on educational or personal enrichment topics. We have exciting programs planned for future meetings!



The Executive Assistants Group Meets the first Wednesday of the month from 8:00 - 10:00 a.m. Great Networking Opportunity!!

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, Ecology, 407-7460
Linda Fredricks, AG, 664-8565
Pat Schmidtkofer, Licensing, 902-3602

EAG Board Officers

Chair: Carolyn Hendricks

Carolyn works for the Interagency Committee on Outdoor Recreation. She has worked there for the past 4 years. Carolyn has served as an executive assistant for a total of 12 years working for the Legislature and Commission on Public Lands. Carolyn can be reached at 902-3004.

Vice Chair: Jean Fisher

Jean has been working as executive assistant for the Health Care Facilities Authority for the past 16 years. Jean can be reached at 753-6185.

Treasurer: Russ Snelson

Russ is with the Indeterminate Sentence Review Board. He has worked there as the executive assistant for 2 years. Russ has been with state government for 12 years. Russ is also our member profiled for this EAG newsletter edition. Russ can be reached at 493-9271.

Secretary: Vacant

(Member Profile Continued from page 1)

Russ says, "The networking is very important and it is very interesting to be able to hear how the other agencies work and how the other Executive Assistants handle certain situations in their jobs." Russ also added, "I enjoy the group very much. Being the only male attending at this time has never made any difference in this group. All members are great people and are always very open and willing to help with anything."

When asked what his career plans were, Russ responded, "I enjoy my job and co-workers here at the Board and plan to stay here as long as they will have me! I wouldn't mind, someday, to get involved in a computer support type job, as I enjoy working on computers very much."

Thanks Russ for being the member profiled this quarter! Your participation and viewpoints shared at meetings is invaluable!



Executive Assistants Group

Campus Mail

Carolyn Hendricks
Interagency Committee for
Outdoor Recreation
CAMPUS MAIL 40917

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EXECUTIVE ASSISTANTS GROUP

September 3, 1997

Members Present:

Carolyn Hendricks, IAC - Outdoor Recreation
Russ Snelson, Indeterminate Sentence Review Board
Colleen Malkmus, Office of the State Treasurer
Karen Proctor, Department of General Administration
Linda Fredericks, Attorney General's Office
Liz Mattos, Office of the Governor
Mary Henley, Employment Security Department

Call to Order:

The meeting was called to order by Carolyn Hendricks, EAG Chair. Introductions were made, along with highlights/updates of agency activities. We welcomed two first time attendees to EAG: Liz Mattos of the Governor's Office and Colleen Malkmus of the State Treasurer's Office.

Governor's Office Update:

Liz Mattos noted some upcoming personnel changes: Leslie Frank is moving to the Administrative Services Coordinator position; Becky Cannon will be at the front desk and Joyce Turner will be filling in for Liz while she's on maternity leave. They are also in the process of filling the Executive Scheduler position.

She noted that the "Weekly Alerts" are due to the Governor's Office each Monday morning; that they should be no more than two pages long and they should be on letterhead so that the agency is easily identified. There is no longer a need to submit monthly reports, but quarterly reports are due two weeks following the end of each quarter.

In response to a question about the use of the Mansion, Liz referred us to the Mansion Manager, Mary Charles.

She confirmed that the upcoming Cabinet Workshop will be September 24.

Minutes:

The minutes of the August 6 meeting were approved as distributed.

Treasurer's Report:

The treasurer's report was approved as presented. Attached is a copy of the financial statement for the period July 1, 1996 through June 30, 1997.

Presentation:

Janet Bloom and Sandy Miller of the Employment Security Department presented an overview of "Washington WorkFirst."

Signed into law by Governor Locke in April 1997, WorkFirst is a partnership between public agencies, business, labor, and community agencies. This program represents significant reform of a 60 year old program, changing it from an entitlement program to one that is temporary in nature. There is a five year lifetime limit on cash assistance and everyone in WorkFirst is required to participate in a work activity.

Governor Locke set three goals for WorkFirst: Reduce poverty by helping people get jobs, promote independence by helping people keep jobs, and protect children and other vulnerable residents.

Copies of the complete presentation can be obtained from Mary Henley at 902-9302.

Fall Conference Update:

The speakers for the Conference have been confirmed except for the Governor's Office for a presentation on Quality. There was some discussion about when registration will be open to non-exempt personnel who are interested in attending. We will contact DOP to determine the appropriate time to do that. Carolyn passed around a sign up sheet for workshop monitors.

Monthly Programs:

At the monthly meeting on November 5, Marsha Tadano Long, Director of the Department of General Administration will share her career experiences and suggest ways executive assistants can develop personally and professionally.

Meridy Davis from the Employee Advisory Service will be our guest speaker in December. Meridy's remarks will focus on the services available to supervisors and employees through the EAS.

It was suggested that we have a speaker from DOP come to discuss the recent clerical class study.

New Business:

It was agreed that we will discontinue the practice of collecting \$1 from each member at our meetings.

Mary Henley shared a recent conversation she had with an employee from another agency about participation in EAG by other than the confidential secretary or executive assistant to the agency director. Since attendance at the monthly meetings seems to be on the decline, this may be a way to increase participation. A permanent "designee" could be appointed by the EAG member to represent the agency. Since this would require a change to the bylaws, the group agreed to add this as a discussion item at the November meeting. **(Please Note: If you are unable to attend the November 5 meeting and have an opinion you would like to share, please contact Mary Henley at 902-9302 or Carolyn Hendricks at 902-3004.)**

Adjournment:

Having no further business, the meeting was adjourned.

EXECUTIVE ASSISTANTS GROUP

November 5, 1997

Members Present:

Russ Snelson, Indeterminate Sentence Review Board
Carolyn Hendricks, IAC-Outdoor Recreation
Pat Schmidtkofer, Department of Licensing
Mary Mendoza, Utilities and Transportation Commission
Naomi Hanson, Supreme Court
Judy Cryderman, Office of the Administrator for the Courts
Suzee Smith, State Patrol
Joyce Norris, Department of Transportation
Susan Green, Gambling Commission
Cindy Hood, Department of Corrections
Velva Miller, Department of Revenue
Sandie Maki, Arts Commission
Vicki Flynn, Conservation Commission
Shellie Burnham, Growth Management Hearings Board
Kathi Black, Liquor Control Board
Jan Papiez, Office of the State Auditor
Monica Cooper, Office of the State Auditor
Linda Fredericks, Office of the Attorney General
Karen Proctor, Department of General Administration
Jeremy Hagquist, Office of Administrative Hearings
Mary Henley, Employment Security Department
Tamara Rashid, Commission for African-American Affairs
Jeri Sevier, Department of Ecology
Marcia Greene, Department of Agriculture
Claire Krueger, State Board for Community and Technical Colleges

Call to Order:

The meeting was called to order by Carolyn Hendricks, EAG Chair. Introductions were made, along with highlights/updates of agency activities. We welcomed six first time attendees to EAG: Mary Mendoza (UTC), Sandie Maki (Arts Commission), Jeremy Hagquist (OAH), Marcia Greene (Designee for Sue Reams/Agriculture), Claire Krueger (Community and Technical Colleges), and Tamara Rashid (African-American Affairs).

Minutes:

The minutes of the September 3 meeting were approved as distributed.

Treasurer's Report:

The treasurer's report was approved as presented. Attached is a copy of the financial statement for the period September 4 through November 5, 1997.

Old Business:

Fall Conference

Susan Green distributed the evaluation responses gathered after the fall conference. Speakers and program received favorable remarks. Carolyn Hendricks reported that a preliminary budget report indicates a net loss of \$476 which can be attributed to a lower than usual attendance and higher than usual speaker costs.

Suggestions for next year include scheduling on a Wednesday or Thursday later in October and offering only 2 workshop choices in the afternoon since attendance seems to drop off considerably after lunch.

Designees

In response to several requests, the membership discussed the possibility of encouraging executive assistants to appoint designees to attend EAG meetings. Members agreed that this would be a way to increase participation and generate interest from agencies whose representative may not be able to attend monthly meetings. Mary Henley and Carolyn Hendricks will develop language to change the bylaws and will also send notification to members. A final vote on the change will take place at the December meeting.

Presentation:

Marsha Tadano Long, Director of the Department of General Administration, related experiences along her life and career paths. Ms. Long expressed her views on leadership and responded to questions/comments from members.

New Business:

Carolyn Hendricks asked for a volunteer to work with DOP on an upcoming review of the Administrative Assistant 1-5 class. Cindy Hood and Pat Schmidtkofer volunteered and will keep the EAG informed of progress on the review.

Members expressed interest in having a DOP representative speak on the Clerical Class study and the resulting changes. Carolyn Hendricks will pursue this suggestion.

Next Meeting:

Wednesday, December 3 in Room 211 of the Department of Licensing Building.
Presenter will be Meridy Davis from the Employee Assistance Services.

Having no further the meeting was adjourned at 9:30 a.m.

EXECUTIVE ASSISTANTS GROUP

December 3, 1997

Members Present:

Carolyn Hendricks, IAC-Outdoor Recreation
Pat Schmidtkofer, Department of Licensing
Mary Mendoza, Utilities and Transportation Commission
Joyce Norris, Department of Transportation
Deb Gregory, Department of Transportation
Susan Green, Gambling Commission
Velva Miller, Department of Revenue
Jan Papiez, Office of the State Auditor
Monica Cooper, Office of the State Auditor
Linda Fredericks, Office of the Attorney General
Karen Proctor, Department of General Administration
Mary Henley, Employment Security Department
Jean Fisher, Health Care Facilities Authority

Call to Order:

The meeting was called to order by Carolyn Hendricks, EAG Chair. Introductions were made, along with highlights/updates of agency activities. We welcomed first time attendee Deb Gregory (designee, Department of Transportation).

Minutes:

The minutes of the November 5 meeting were approved as distributed.

Treasurer's Report:

There was no treasurer's report. Carolyn Hendricks announced that the fall conference had a loss of \$402.

Presentation:

Meredy Davis presented information on the Employee Advisory Service (DOP) and explained the various ways the Service can assist employees and supervisors. EAS counselors can provide Critical Incident Stress Assistance, Mediation, Counseling Referrals and Training. Meredy also responded to questions and comments from attendees. (Several very informative brochures and hand-outs were distributed. If you would like copies, please contact Carolyn Hendricks at 902-3004).

Old Business:

Designees

At the November meeting, the membership discussed the possibility of encouraging executive assistants to appoint designees to attend EAG meetings. Members agreed this would be a way to

increase participation and generate interest from agencies whose representative may not be able to attend monthly meetings. Mary Henley distributed a change to the bylaws and a brief discussion of the advantages and disadvantages followed. It was agreed that permanent designees would be encouraged to attend when members are not available. While rotating designees would give other employees exposure to the organization, it may not be advantageous to other EAG members. Jean Fisher moved approval of the change to the bylaws. Pat Schmidtkofer seconded. MOTION CARRIED. (Please see attached revised bylaws).

Monthly Meetings:

Members discussed programs for the upcoming monthly meeting:

January	State and Local Fraud Investigations (State Auditor's Office)
February	Quality Initiatives (various state agency coordinators)
March	Tour of State Archives (Secretary of State)
April	Evelyn Yenson, Director (Department of Licensing)
May	TBA
June	TBA (training and planning session)

Pat Schmidtkofer, Linda Fredericks and Carolyn Hendricks agreed to coordinate the June meeting.

Members with program ideas are invited to contact Jean Fisher (753-6185).

New Business:

Pat Schmidtkofer announced that DOL is planning a one-day support staff conference and asked for suggestions from other agencies.

Deb Gregory, reported that DOT is exploring the possibility of having on-site massage as part of the wellness program and asked for assistance from other agencies which may have (or have had in the past) such a program.

Next Meeting:

Wednesday, January 7 in the AG's meeting room, 1st Floor, Old Courthouse.
Presenter will be Shawn Lewis, Fraud Specialist, State Auditor's Office.

Having no further the meeting was adjourned at 10:05 a.m.

WASHINGTON STATE
EXECUTIVE ASSISTANTS GROUP

BYLAWS

ARTICLE I. NAME AND PURPOSE

SECTION 1. NAME. The name of the organization shall be the Washington State Executive Assistants Group (hereafter referred to as the EAG).

SECTION 2. PURPOSE. The EAG is a non-profit organization dedicated to promoting high standards and professionalism among administrative personnel through mentoring, networking and training.

ARTICLE II. MEMBERSHIP AND DUES

SECTION 1. MEMBERSHIP. Membership in the EAG is open to any executive assistant, or designee, who would like to network and share common interests and services. An executive assistant is defined as one who reports to a state government agency head and provides primary administrative support for internal and external business needs. Participation in the EAG is encouraged for up to one year after vacating the position of executive assistant. Membership in the EAG will not be prohibited for any reason which would violate Chapter 49.60 RCW, or the Civil Rights Act of 1964, as amended.

SECTION 2. DUES. The EAG does not have a formal dues structure, however a \$1.00 per member donation will be collected at each meeting, to be deposited in the EAG treasury.

ARTICLE III. MEETINGS

SECTION 1. MEETINGS. Meetings will be held on a monthly basis, on the first Wednesday, beginning 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 membership. The meeting location shall be on a rotational basis, as determined by the membership.

SECTION 2. VOTING. At all meetings, each member shall be entitled to one vote on each issue.

SECTION 3. QUORUM. All members present shall constitute a quorum.

ARTICLE IV. EXECUTIVE COMMITTEE

There shall be an Executive Committee, consisting of the elected officers, to conduct business on behalf of the EAG as necessary.

ARTICLE V. OFFICERS

SECTION 1. OFFICERS. The elected officers of the organization shall be the Chair, Vice Chair, Treasurer and Secretary/Historian.

SECTION 2. TERM OF OFFICE. The term of office for elected positions shall be one year, commencing in July and ending in June of the following year.

SECTION 3. CHAIR. Officiates at all meetings, sets agendas, acts as group spokesperson. The Chair may delegate authority to another elected officer when necessary.

SECTION 4. VICE CHAIR. Responsible for arranging for speakers for monthly meetings and agenda for yearly half-day work session. Presides over meetings in the absence of the Chair. If the office of Chair is vacated for any reason, the vice chair shall be appointed to fill the remainder of the term.

SECTION 5. TREASURER. Custodian of all EAG funds and responsible for financial records and reports of the organization.

SECTION 6. SECRETARY/HISTORIAN. Takes minutes of meetings, transcribes and distributes same. Maintains historical information on EAG.

SECTION 7. ATTENDANCE. Elected officers of the EAG shall attend no less than three-fourths of the monthly EAG meetings. Any elected officer not attending three-fourths of the monthly meetings shall be removed from office.

ARTICLE VI. ELECTIONS

Election of Officers shall be by secret ballot and take place annually at a meeting of the membership, during the month of May. A Nominating Committee shall present a slate of candidates for each office no later than April each year. Nominations from the floor or write-in candidates will be accepted. The Nominating Committee will tabulate the votes and present the results to the membership.

ARTICLE VII. COMMITTEES

Committees shall be formed on an ad hoc basis by concurrence of the EAG membership and endorsement by the Chair.

ARTICLE VIII. FINANCES

All funds of the EAG shall be deposited in an account designated for this purpose. Disbursements shall be by check, signed by the Treasurer, or in the absence of the Treasurer, the Chair. Funds generated by EAG activities shall be used for purposes which further the goals of the EAG. All disbursements shall be adequately documented and available for review by any EAG member. The Executive Committee shall have the authority to approve expenditure of EAG funds, not to exceed \$50.00. Expenditures greater than \$50.00 shall have the approval of the membership.

ARTICLE IX. DISSOLUTION

Dissolution of the EAG may be by general concurrence of the members. Any existing funds, materials and equipment may be transferred to a group of similar nature as determined by vote of the membership.

Amended 07/03/96
Amended 12/03/97

ARTICLE VII. FINANCES

All funds of the EAO shall be deposited in an account designated for this purpose. The EAO shall be the sole owner of the account and shall have the right to withdraw funds therefrom for the purposes of the EAO. The EAO shall be responsible for the payment of all bills and expenses incurred by the EAO. The EAO shall be responsible for the payment of all taxes and fees incurred by the EAO. The EAO shall be responsible for the payment of all interest on any loans incurred by the EAO. The EAO shall be responsible for the payment of all other obligations incurred by the EAO.

ARTICLE VIII. DISPOSITION

The EAO shall be a permanent institution and shall not be subject to dissolution. The EAO shall be responsible for the management and operation of the EAO. The EAO shall be responsible for the development and implementation of the EAO's policies and programs. The EAO shall be responsible for the recruitment and retention of staff. The EAO shall be responsible for the financial management of the EAO.

Carolyn Hendricks
Interagency Committee for
Outdoor Recreation
CAMPUS MAIL 40917