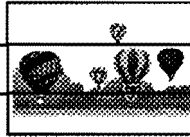


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S P R I N G



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## PRESIDENT'S CORNER

*By Marcia Keith*

Recently the Board of Oregon AAWCC participated in an amazing exercise. I'd like to share it with you. At a planning meeting in February the board identified several projects that we want to continue this year - the fall conference, of course, as well as the staff and faculty retreats, the newsletter, and the Oregon Institute for Leadership Development. We also agreed that outreach to the outlying districts is an important goal, as well as investigating the possibility of an administrative retreat, developing a logo (see details about the logo contest in this issue of the newsletter!), starting a mentoring program, advertising our web page, communicating job openings better, and developing a resource book.

We also discussed the advisability of becoming involved in "tough" issues, issues which would take us into uncharted territories, such as issues of gender equity, equal access to promotion and pay equality, and a whole host of difficult, political and controversial topics. While we were deciding which activities to pursue, we realized that we had no rationale for making those decisions. What is the reason for our existence as a statewide organization? Networking? Offering a "safe" place for people to demonstrate leadership abilities? Putting on a fall conference, publishing the newsletter, sponsoring Oregon Institute for Leadership Development? Dealing with tough and controversial issues of vital importance to community college women?

- Continued on Page 2

## OREGON AAWCC LOGO CONTEST!

The American Association of Women in Community Colleges Oregon is looking for a new logo!

If you have a creative logo design to submit, please do so by **June 1, 1998**. The winner of the Logo contest will receive a free registration to the fall conference in November 1998, great recognition and the satisfaction of knowing that you made a difference to our organizational image. Please submit your logo designs in camera ready format to:

Angela Ritchie, State Vice President for Professional Development, 3739 S.W. Pomona Street, Portland, OR 97219.

If you have questions, contact Angela via email [aritchie@pcc.edu](mailto:aritchie@pcc.edu) or by phone (503)977-4950.

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## **PRESIDENT'S CORNER**

by Marcia Keith

In other words, what is our mission? The board realized that we had never formulated a mission statement.

So - we met three weeks later, and under the expert guidance of Vicki Willis, facilitator extraordinaire from Chemeketa Community College, we developed a mission statement. It took us three and one-half hours and was a great exercise in creativity, teamwork, and compromise. When we were finished, we all felt as though we had achieved a great accomplishment - a mission statement that is powerful and memorable. Here it is. I hope you like it as much as we do.

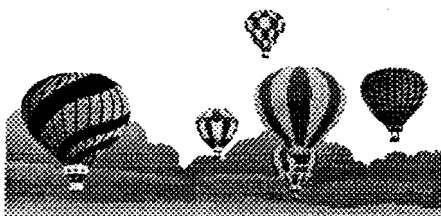
**The mission of the Oregon Chapter of the American Association of Women in Community Colleges is to inspire, champion, and celebrate the talents within each of us.**

To inspire - to help us see the possibilities in the world and within ourselves, to make the possibilities seem probable, to make the impossibilities seem possible.

To champion - to lift up and support, to link ourselves with each other, to speak out, to demonstrate our value and our values, to learn and teach about important issues.

To celebrate - our accomplishments, our goals, our possibilities, our contributions, our spirit, our sisterhood.

I'm looking forward to the next two years as your president. It is a great honor which makes me feel both proud and humble.



## **Retreat for Women Who Are Support Staff at Oregon Community Colleges Yachats Commons**

**June 25, 1998, 10 a.m. - 4 p.m.**

Oregon AAWCC will hold its second annual retreat for women who are support staff in community colleges in Oregon. It will be held in the Yachats Commons, 441 North Highway 101, Yachats, Oregon, on June 25 from 10 a.m. to 4 p.m. This year's retreat will feature a workshop led by Carolyn Berry, author of the *Gratitude Journal, Simplifying your Life*. Carolyn will walk participants through exercises designed for the over-busy woman who wants to simplify how she lives. Carolyn is a well known speaker, workshop leader, and has appeared on the Oprah Winfrey show. Other topics will include looking at how technology is affecting our lives, leadership, stress and topics of interest to the group.

Come join other women in support staff positions for a day of renewal, networking, and fun. Use the enclosed registration form on page 5.

## **Retreat for Women Who Teach in Oregon Community Colleges Yachats Commons**

**June 26, 1998, 10 a.m. - 4 p.m.**

Oregon AAWCC will hold its third annual retreat for women who teach in community colleges in Oregon. It will be held in the Yachats Commons, 441 North Highway 101, Yachats, Oregon, on June 26 from 10 a.m. to 4 p.m. This year's retreat will feature a workshop lead by Carolyn Berry, author of the *Gratitude Journal, Simplifying your Life*. Carolyn will walk participants through exercises designed for the over-busy woman who wants to simplify how she lives. Carolyn is a well known speaker, workshop leader, and has appeared on the Oprah Winfrey show. Other topics will include looking at how technology is affecting our lives, leadership, and topics of interest to the group.

Come join other faculty for a day of renewal, networking, and fun. Use the enclosed registration form on page 5.

**Retreats:** If you want to stay overnight in Yachats, there are numerous possibilities. An inexpensive accommodation is the Dublin House; a high-end accommodation is the Shamrock Inn. You will need to make your own arrangement. For more information call Linda Ericksen at 541-726-2221, ext. 2159 or email her at [lindae@efn.org](mailto:lindae@efn.org).

## TWELFTH ANNUAL AAWCC CONFERENCE TARGETS THE NAMASTÉ RETREAT CENTER

Mark your calendars now for the 12th Annual Conference of the Oregon Chapter of the American Association of Women in Community Colleges (AAWCC). This year's program committee is in the early stages of formation. However, we have reserved the Namasté Retreat Center in Wilsonville for our next conference to be held November 18-20, 1998.

At press time, the theme for the conference has not yet been voted on by the Board. Ideas for themes include *emphasizing mentorship, women as allies, overcoming natural barriers, health issues, meditation, and taking a holistic approach to leadership.*

We will be continuing our focus on health, diversity, leadership,

renewal and pursuit of personal and professional development. Our goal is to create each and every session to benefit the women in our organization from across all job classifications across our institutions. We will continue to make it our goal to allow each and every woman the opportunity to unleash her creative spirit to benefit her both personally and professionally, while joining together in a strong sisterhood which allows us to value our differences and build on our similarities. As in the past, our conference will begin on Wednesday night, November 18 for early birds through the attendance of receptions and open houses. The conference gets into full swing on Thursday morning, November 19, with our keynote speakers and breakout sessions and will end on Friday, November 20 with a lunch and musical performance.

Conference committees are forming now. If you would like to be a part of this team, please contact Angela Ritchie, Vice President for Professional Development via email ([aritchie@pcc.edu](mailto:aritchie@pcc.edu)) or phone (503)977-4950 now!

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### HELP WANTED!

**Presenters** for the Oregon Institute for Leadership Development (OILD), scheduled for June 15-18, 1998. Contact *Ellen Levine* at [ellen@chemek.cc.or.us](mailto:ellen@chemek.cc.or.us); or (503)399-5239.

**Program Committees and Presenters** for the November 19-20, 1998, AAWCC Annual Conference at the Namasté Conference Center. See enclosed "Call for Presenters" Form on Page 5. Contact *Angela Ritchie* at [aritchie@pcc.edu](mailto:aritchie@pcc.edu); or (503)977-4950.

**Program Committees and Presenters** for the Region X Conference in Seattle, WA in March 1999. Contact *Diane Mulligan* at [dmulliga@pcc.edu](mailto:dmulliga@pcc.edu); or (503)977-4191.

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### Administrative Support in the Age of Multi-Competency

A panel discussion was presented by Miriam Castellón of Lane CC, Peggy Hess, Carol Kraemer, and Susan Wilson of Portland CC, on the challenges facing support staff in the age of multi-competency at the 11<sup>th</sup> Annual Conference Friday Morning Session. *Since the audience was exclusively women, female gender pronouns are used in the text. The writer acknowledges that there are many fine male administrative assistants and they are not intended to be excluded from these challenges.*

The administrative assistant today not only tackles the meeting schedules of others and processes words into a presentable format, but uses all of her senses, technical skills, and positive energy to convey the needs and intent of her boss. A successful administrative assistant is tasks/detail-oriented, organized, has excellent interpersonal communications skills at all levels—telephone, person-to-person, group interactions, computer/word processing, e-mail, and voice-mail—and is capable of performing several tasks at one time, completing them in a timely manner. There are many different levels of administrative support, so for the sake of simplicity, "secretary" (in the highest form) is used in the text.

*Continued on Page 9*

## **Blue Mountain Community College**

*Reported by Cynthia Hilden,  
Campus Contact for Blue  
Mountain*

Gail Pincus, formerly of Clackamas Community College, was recently hired as the new professional technical dean.

Pat Tempinski, instructor of the Human Services program, is currently chair of the Social Science department. She and Caroline LeGuin, from the English department, are currently heading a committee to evaluate and redefine the position description of chair for the academic departments.

Faculty member Cindy Lenhart, is collaborating with Eastern Oregon University's (EOU) Education Department to make an equitable arrangement to house a professor in education on Blue Mountain campus. In addition, she has designed an introductory education course for Blue Mountain students which will meet undergraduate requirements at EOU. The course, Ed 242- Educational Concepts, is being offered for the first time spring term 1998.

The Women's Gathering Conference was held on March 14, at Blue Mountain. A number of Blue Mountain faculty and staff were among the facilitators. Presentations by women from our campus included: Mary Van Etta, Valerie Fouquette, Pat Tempinski, Cynthia Hilden, Tina Martinez, and Theresa Pihl.

## **Chemeketa Community College**

*Reported by Carol Fox,  
Campus Contact for  
Chemeketa*

Beverley Haines, CWE Coordinator, has been nominated for an Outstanding Service Award by her colleagues. This award is through NCEEA.

Janine Moothart, CWE Coordinator received recognition for her work on the Work Based Learning Manual committee.

Lori Murphy, director of corrections education, was chosen to participate in the National Institute for Leadership Development and recently attended a Leaders program in Phoenix, Arizona.

Jane Nichols is the new Occupational Skills Training coordinator at Chemeketa.

## **Clackamas Community College**

*Reported by Lynda Myers,  
Campus Contact for  
Clackamas*

The Clackamas chapter of AAWCC (formerly the Focus on Women program) is now named Connections: Women Creating Community. Spring events for the Connections program are as follows:

April 23, Take Our Daughters to Work Day.

Weekly meetings.

First Tuesday of each month, Women's Book Group—Come share a common book that you have read or may be reading and wish to recommend.

Chrysalis: Women Writers Group—Join the group and share your writings.

April 21, I Can Take Care of My Car Workshop.

April 27, Simplifying Your Life, Part II Workshop.

May 5, I Can Fix the Toilet! Workshop.

May 18, Grandparents As Parents Workshop.

May 19, I Can Use a Chain Saw Workshop.

Counselor Donna Ford has been elected President of the American Counseling Association, the largest counseling association in the United States. She will serve a year as president-elect, a year as president, and the last year as past-president.

Music instructor LeaAnne DenBeste's soprano voice is frequently in demand throughout the Portland area. DenBeste was a featured soloist during the final concert series of the season by the Portland Baroque Orchestra.

Sue Mach, English Instructor, continues her involvement with the Haven Project, which last year linked inner city kids with playwrights. The kids this year are writing a play, which Mach and actress Susanna Mars will perform. Also, Mach did a one-act play at the Edgefield in Troutdale, in celebration of Valentine's Day, is working on her third play, all while involving herself in many various community workshops while she's not teaching.

Kay Davis, Associate Dean of Humanities, Arts & Social Science, has been invited to serve a three-year term on the TESOL (Teachers of English to Students of Other Languages) Professional Development Committee.

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*Keeping In Touch - continued  
on Page 8*

# AAWCC Retreat Registration Form

Name \_\_\_\_\_

College \_\_\_\_\_

Title \_\_\_\_\_

Phone \_\_\_\_\_

E-mail \_\_\_\_\_

## I would like to attend

- June 25 Retreat for Women Who are Support Staff in Oregon Community Colleges
- June 26 Retreat for Women Who Teach in Community Colleges

I would like to see the following topics discussed:

I would be willing to lead a discussion on the following topic:

Please enclose this form and send your check: **\$15 for members** (if you attended the conference in Portland last fall you are automatically a member) or **\$25 for non-members** to:

**Linda Ericksen  
2354 Emerald St.  
Eugene, Or 97403**

**Registration deadline is June 1, 1998**

*(Make a copy, complete form, and submit)*

## INVITATION TO PRESENT AT THE NEXT STATE CONFERENCE

You are invited to present at the Twelfth Annual Conference of The Oregon Chapter of The American Association of Women in Community Colleges (AAWCC).

The Namasté Conference Center  
Wilsonville, Oregon  
November 18-20, 1998

The program committee is seeking workshop topics that will benefit women working in a wide variety of positions within community colleges. We hope to have presentations which focus on ways to collaborate our resources, to maintain skills, and further develop in the areas of education, politics, health, diversity and personal and professional development.

Please consider sharing your time, knowledge, talents, and expertise with other women who work in Oregon's community colleges at the Twelfth annual AAWCC Conference being held for the first time at the Namasté Retreat Center.

We are looking for presenters who can bring a fresh perspective on women's concerns such as health, diversity, equity, personal growth, classroom innovation, bringing balance back into our lives, and other issues which help us create a program that is exciting and uplifting to us all!

What expertise do you have to offer? Do you know someone you would recommend to make a presentation?

To attend the conference, watch for the conference mailing this fall. Please budget now for the conference registration price of \$99. Overnight lodging is available at the Namasté Conference Center or in nearby hotels/motels.

To submit a session proposal, complete the following form. Please send us the following information by **May 29, 1998**.



### 1998 AAWCC Oregon Conference Request for Proposal Form

Presenter Name: \_\_\_\_\_ Position: \_\_\_\_\_  
Institution: \_\_\_\_\_ Phone(day): \_\_\_\_\_  
Address: \_\_\_\_\_ Phone (evening): \_\_\_\_\_  
\_\_\_\_\_ Fax: \_\_\_\_\_  
E-mail: \_\_\_\_\_

Proposed Session Title: \_\_\_\_\_

Please attach a description of the content of your proposal session and the names of potential co-presenters. Session schedules to be 75 minutes in length.

Have you presented this topic before? If yes, when?: \_\_\_\_\_

Please send or fax your proposal by **May 29, 1998** to: Angela Ritchie, Portland Community College, P.O. Box 15000 (SY-CC-247), Portland, OR 97280; Phone: (503) 977-4950; Fax: (503) 977-4144; E-mail: [aritchie@pcc.edu](mailto:aritchie@pcc.edu)

### OILD 1998 Session!

Every year, right before the Oregon Institute for Leadership Development (OILD) session kicks off, I get phone calls asking for appropriate dress. "Bring jeans, shorts, whatever's comfortable," I say, "and don't forget your raincoat!" Rain or shine, from time on Monday afternoon through departure on Thursday, the women who attend OILD '98 will be busy. This select group will gain insight on work styles, consider community college issues, reflect on professional ethics and personal value systems, and discuss dynamics and leadership. They'll have an opportunity to hear from women who are in community college leadership roles: college presidents, deans, faculty, support staff, and others who come to share stories of personal and professional growth. It's a time for learning, reflecting, growing. It's a time for meeting women from other community colleges and for expanding horizons. It's also a time for fun. A highlight of each year's session is the Oregon Leaders reception and entertainment, which is a special event for OILD graduates to join us for an evening of celebration. (Mark your calendar now: Tuesday, June 16, 4:45-5:30 p.m. Reception; 5:30-6:30 p.m. dinner for a low cost; and 6:30-8:30 p.m. Leaders Entertainment. Come prepared for the fun!) The OILD '98 is scheduled for June 15-18, 1998, at the beautiful setting of the Silver Falls Conference Center. If you're a community college woman who wants to know more about this experience, talk to your campus contact. Application materials for this session begin in the beginning of April, but it's not too soon to start thinking about OILD '99! - Ellen Levine.

*11<sup>th</sup> Annual Conference Thursday Morning Keynote Presentation: "Beyond the Limits: A Woman's Triumph on Everest," by Stacy Allison, Mountain Climber and Business Owner*

Reported by Miriam A. Castellón

"How many of you spent time in a snow cave?" asked Stacy of the audience. "Imagine being underneath a kitchen or dining room table and that it is a small ice cave, big enough for three people. Imagine being in this snow cave with three handsome, intelligent men, but you haven't had a bath for 24 days, and you have to go to the bathroom. Often times you cannot go outside. What do you do? Staying hydrated is vital as your body needs up to nine quarts of water a day. Imagine having two 1/4-liter water bottles, one filled with water and the other one empty. As you empty one bottle, you are filling up the empty one. *Limited resources, unlimited spirit.*"

Stacy Allison spoke on her experience as the first American woman to successfully climb Mt Everest. She focused on her goals and the values behind her goals, while building the kind of teamwork that leads to success within the context of competitive challenge and change that people and organizations face every day. "Although at times I don't have the self-confidence, I haven't let the lack of confidence stop me from achieving my goals. I keep moving forward to reach my very high goals. Just take one tiny step forward and you too will reach your goals."

When Stacy was very young, she was invited to climb the Himalayas with seven experienced climbers. They had told her that she may not realize that she was really good. They had encouraged her and provided *mentorship*. It took her 21 days to climb to one peak of the mountain and had a first look at Mt. Everest, which was 6,000 feet higher. It took years of preparation and many more climbing experiences to get the opportunity to climb Mt. Everest again. She climbed for three years before she found a climber, Scott, who received a permit for Mt. Everest.

Three months later, she was invited to join the expedition. After climbing 24,000 feet, the weather was crisp and clear. Looking out over the horizon, she felt that nothing was going to stop her. An hour later, an ominous black bank of clouds was rolling in. Quickly, they retreated to a small snow cave. That storm turned out to be one of the worst storms in 40 years. They were in the snow cave for five days, digging every 1/2-hour to breathe. Although they had enough food, waiting was excruciating. Later, they climbed to another snow cave.

At an altitude of 9,000 feet, human cells cannot regenerate. Each day, no one wanted to talk about going up or going back. Finally, one climber said that, "if I don't get off this mountain now, I won't make it." This was a failure not anticipated. In 1986 Stacey went through a terrible divorce after an abusive relationship. After her husband left her, Stacey was focused on grasping the title as the first American woman to climb Mt. Everest, which pulled her through this terrible time. She needed to show that she was somebody.

"I was on this mountain for two months, so consumed at reaching the top that I forgot to enjoy the climb. It became a dread climb. I missed out on the journey and the joy. I don't climb mountains now to be first. I have to believe in the reasons behind that goal." There is a difference between failure, defeat, and giving up. Defeat is often a temporary condition and you can learn from your mistakes. When you give up, you don't learn and you never try again.

She learned about teamwork and was fortunate to have found out about another expedition in 1988. Of the 13 people on this expedition, three were women. After entering Nepal, the team found out that they had to get into the Nepal mind-set before they were able to proceed. At the base of the mountain at 17,600 feet, a pooga ceremony was performed for the American climbers. This ceremony prepares the climbers for their dangerous journey and signified inclusion, a celebration before the climb, and the rejuvenation of spirit.

The expedition team had climbed for 15 days before setting up camp again. Exhausted, the team relied on each other for support. Up to 26,200 feet, the climb is a team effort. Above it, it is an individual effort. One evening, around midnight, in 30° below 0, under a full moon, Stacy and five other climbers began to climb. At 28,000 feet, the team realized there was only one other tank of oxygen left and they had to choose who will go up to the top. Stacy won that extra oxygen bottle. She and another climber, Osong, climbed that last 1,000 feet.

"When I stood on top of the highest spot in the world, it was the most exhilarating and lonely moment of my life." They gave thanks and left a piece of turquoise, a Susan B. Anthony coin, and a picture. "I didn't do this journey by myself. Our goals should not be a means to an end. It is the journey, the processing of getting there that is important. We all need support. Find and support yourselves with positive people... Never underestimate the power you have. Use it positively."





## **Lane Community College**

*Reported by Miriam Castellón, LCC Chapter President/ Campus Contact*

The LCC Chapter of AAWCC is putting together an educational and social calendar for its members for 1998. So far, events include more video and lecture opportunities, hiking and other outdoor events. \$1,500 was raised to award the AAWCC Leadership Award scholarship to a female Lane Community College student (based on a set criteria) for the 1998-99 academic year. Fund-raising efforts for future awards will be ongoing.

Alice Kaseberg, math instructor, is among 20 community college instructors from around the U.S. selected to visit NASA at the Kennedy Space Center in Orlando, FL from June 22-26, the teams will meet directly with a NASA scientist or engineer to develop technical laboratory activities suitable for algebra courses. During the week the instructors will tour the NASA launch facilities and various museums and exhibits at the Space Center. Kaseberg is a long-time space and Star Trek fan.

## **Linn-Benton Community College**

*Reported by Julie Walker, Campus Contact for Linn-Benton*

LBCC Chapter of AAWCC has had a busy year. This year's programming committee has worked hard to provide a wide variety of activities for the

membership. In October, the AAWCC board joined the Student Life and Leadership in welcoming students to campus by providing cake and prizes at an outdoor open house, located in the courtyard.

In November, the membership enjoyed an interesting and thought-provoking presentation by Faculty Member Jackie Turle, on "Women and Safety." In December, Gwenn Marchese, Albany Extended Learning Director, presented a "hands-on" demonstration of Wycinanki (Polish paper cutting). In January, Dr. Sara Ingle, CPA and LBCC board member, presented information on new tax laws, budgeting and investments. In February, members learned to "Write Smarter--Not Harder!" during a presentation by Doug Cazort, LBCC faculty member.

In March, Women's History Week was celebrated in collaboration with Student Life and Leadership. The April meeting will focus on humor and a week-long celebration of wellness will be held in May. In addition to all the on-campus activities, 13 LBCC women attended the state conference in November.

Most recently, Cheryl Kovalik, program assistant in the JOBS program was selected to attend the OILD conference in June.

## **Mt. Hood Community College**

*Reported by JoyLynn Woodard, Campus Contact for Mt. Hood.*

Karen Reynolds was recently asked to serve on the City of Gresham's Overhead Design Team for the Gresham '98

Haz-Mat Drill. Administrators from Gresham/Barlow's Clear Creek Middle School and Reynolds' Woodland Elementary School, a rep from Portland Fire Bureau, and Reynolds developed a Shelter in Place policy for schools and designed a drill to test the schools' ability to respond to a chemical release. Other elements of the exercise included the activation of the Gresham Emergency Coordination Center, activation of two Red Cross shelters in the Wood Village/Fairview areas, a hazardous material spill at LSI Logic with contaminated victims transported to Mt. Hood Medical Center for treatment. As a result from this project, Reynolds was nominated to the East County Emergency Management User's Board. Reynolds is currently serving as the representative for MHCC, Gresham/Barlow, Reynolds, Centennial and Corbett School Districts.

Linda Gerber presented at MHCC's "Expanding Your Horizons" event this past February. Over 50 parents were in attendance to discuss issues related to gender equity and early adolescence. The event was for young women, grades 7 through 10, and their parents. Her presentation was borrowed from Mary Pipher's "Reviving Ophelia."

## **Tillamook Bay Community College**

*Reported by Betty Conrad, Campus Contact for Tillamook*

Terrie Minner, academic advisor and instructor, has been appointed acting director of Student Services and Enrollment Services Office.



Instructor **Deb Lamb's** class has done a fantastic job of bringing women's history to the elementary schools during March (Women's History Month). Lamb also led Friday evening showings of movies about women, followed by discussion. There have also been interesting pictorial displays in the hallways of the Tillamook Campus, posted by her class.

**Jean Peterson** is chair of Oregon Community College Council of Institutional Researchers for this fiscal year. **Paula Ascher** is Director of Vocational, Cooperative & Distance Education. A new class for nursing is in the planning stages.

**Anne Key** is Director of Developmental Education for the College.

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#### **Administrative Support in the Age of Multi-Competency (From Page 3)**

Today's secretary assists her boss in accomplishing the goals of the institution and takes care of the daily operation of the office by utilizing technology to make the best use of her time and energy. She organizes, prioritizes, and completes assignments in concert with time lines. She knows where the resources are, assists customers in overcoming obstacles, and determines the best course of action on any given issue. She views everyone as a valued customer and handles issues in the most efficient manner possible. She anticipates the needs of her boss and provides an environment where her boss can focus on the "big picture."

Before technology, tasks were done manually. Bookkeeping was written on accounting ledgers, scheduling was

penciled in onto calendar books (which tended to be messy), phones were answered although busy signals were common, and correspondence was typed on a typewriter. Accurate typing was the most important skill for a secretary because one mistake and the document would have to be retyped, sometimes over and over again (especially if carbon paper was used). Other important skills included shorthand to transcribe verbal communication, and taking directions. Because tasks were done manually and communications took longer, the turnaround time was slower and people did not expect to receive information immediately.

*Now*, with access to information now at her fingertips, everyone expects her to know everything and immediate responses are now expected. The focus is no longer in performing tasks well, but in doing them better. The abilities to think, troubleshoot, advise, direct, and formulate ideas have become highly valued skills. The level of customer service expectations has also increased to the extent that diplomatic finesse is needed.

The challenge facing today's secretary is finding the time to communicate information to her boss! Bosses are even busier than ever (that's another article) and secretaries are constantly determining the best way to inform bosses of important issues without distracting them too much from their tasks. The methods available depend on their boss's style and the time of day. Some receive information from their assistants via voice-mail, others by Post-its, e-mail, hand-written notes, computer-generated updates, or face-to-face exchange. By whatever method, all agreed that all communications must be made in the most succinct way possible (just the facts) and a request for feedback included in the updates. Building trust

and good timing takes time, but we will get there . . . and soon, your boss will know that when you have something to say, it is important.

Today's secretary is a natural leader, who has developed valuable communication styles for every occasion and is a great team player. She is open to share ideas and exchange information. Because she is always using her analytical skills, she can convey possible solutions and determine the course of action of the team. She is adept at following up on assignments and delegating tasks to team members in a participatory fashion. As she continues to develop her leadership skills, she will be considered for other institutional-wide assignments.

Today's secretary must stay on top of new computer software programs by taking classes, reading the manuals, and participating in discussions with teammates and secretarial support in other departments on software upgrades and functions. Keeping an open mind, she understands that learning and re-learning is a lifelong process. It is also a good idea to organize informal meetings with other secretarial support to share techniques, issues, solutions, and common goals that will enhance productivity. Continue to improve communication styles and critical thinking skills by attending workshops. Build and strengthen your network of support by attending conferences and just staying in touch. How a secretary projects her competency, leadership, and pride of work affects how others see her and place trust in her. She should not be shy about blowing her own horn and always document to goals that have been achieved. - *Miriam A. Castellón.*

*(Consider attending the summer retreat! Application form is on PAGE 5.)*

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