



NACOP Newsletter

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Message from the Co-Chairs

By: *Debra J. Duckworth, SAA*
Veronica C. Cullum, PWA

It is with great pleasure that we announce the 2006 National Conference for ARS Office Professionals! The conference will be held the week of May 8, 2006, in San Antonio, TX. The members of NACOP have been hard at work planning a stimulating and informative agenda.

In response to participants' comments garnered from the first two national conferences, next year's conference will combine longer general sessions, several keynote speakers, and fewer break-out sessions. We have identified some truly outstanding keynote speakers, and we believe participants will come away from the conference both energized and with valuable knowledge and tools for the workplace.

Information on nomination procedures and further conference information will be provided to each of the Area Directors in the near future. We look forward to a positive and professional conference experience!

We wish all our ARS co-workers a safe, happy, and bountiful holiday season.



Ways to BOOST Your Reputation

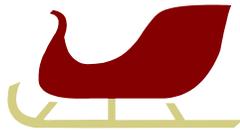
Submitted By: *Patricia Coyle, NAA*

Are you giving a presentation in the near future? While you may be able to comfortably present your ideas at an informal staff meeting, making a major presentation requires a more polished and prepared approach. Follow these steps to polish a major presentation:

- ___ Write the whole presentation out. Prepare a script for what you want to say, word for word. Use everyday language and vocabulary that you normally use. Keep your sentences short and avoid writing long-winded statements with complex language that might get your tongue tangled.
- ___ Practice on your feet. Read your script aloud while walking around. This will get you accustomed to moving as you speak. Tape record yourself and listen to how you sound. Make notes on your script about where you should pause for emphasis, and experiment with speaking at different speeds or increasing your volume.

■ ___ Look for places to spice it up. Don't plan to talk at your audience for the full time that you have been given for your presentation. Once you have finalized your script, look for places where stories, cartoons or provocative questions can be inserted to illustrate your point.

■ ___ Select the key points from your presentation. Transfer key points to index cards, leaving out the detailed statements you wrote in your original script. Practice your presentation standing in front of a mirror.



Microsoft Keyboard® Shortcuts
Submitted By: Terrance L. Brooks, NAL

Have you ever been typing away, hit a key and *wham* you've hit a wrong key and now nothing looks right or your screen shows something you don't want and can't seem to get rid of. Well, there is usually a simple explanation, which is you've accidentally hit a combination that equals a Microsoft® keyboard shortcut. Below is a list of a few shortcut keys.

***Windows System Key Combinations**

•	F1: HELP
•	CTRL+ESC: Open Start menu
•	ALT+TAB: Switch between open programs
•	ALT+F4: Quit program
•	SHIFT+DELETE: Delete item permanently

Windows Program Key Combinations

•	CTRL+C: Copy
•	CTRL+X: Cut
•	CTRL+V: Paste
•	CTRL+Z: Undo
•	CTRL+B: Bold
•	CTRL+U: Underline
•	CTRL+I: Italic

Mouse Click/Keyboard Modifier Combinations for Shell Objects

•	SHIFT+right click: Displays a shortcut menu containing alternative commands
•	SHIFT+double click: Runs the alternate default command (the second item on the menu)
•	ALT+double click: Displays properties
•	SHIFT+DELETE: Deletes an item immediately without placing it in the Recycle Bin

Keyboard-Only Commands

•	F1: Starts Windows Help
•	F10: Activates menu bar options
•	SHIFT+F10 Opens a shortcut menu for the selected item (this is the same as right-clicking an object)
•	CTRL+ESC: Opens the Start menu (use the ARROW keys to select an item)
•	CTRL+ESC or ESC: Selects the Start button (press TAB to select the taskbar, or press SHIFT+F10 for a context menu)
•	ALT+DOWN ARROW: Opens a drop-down list box
•	ALT+TAB: Switch to another running program (hold down the ALT key and then press the TAB key to view the task-switching window)
•	SHIFT: Press and hold down the SHIFT

	key while you insert a CD-ROM to bypass the automatic-run feature
•	ALT+SPACE: Displays the main window's System menu (from the System menu, you can restore, move, resize, minimize, maximize, or close the window)
•	ALT+- (ALT+hyphen): Displays the Multiple Document Interface (MDI) child window's System menu (from the MDI child window's System menu, you can restore, move, resize, minimize, maximize, or close the child window)
•	CTRL+TAB: Switch to the next child window of a Multiple Document Interface (MDI) program
•	ALT+ <i>underlined letter in menu</i> : Opens the menu
•	ALT+F4: Closes the current window
•	CTRL+F4: Closes the current Multiple Document Interface (MDI) window
•	ALT+F6: Switch between multiple windows in the same program (for example, when the Notepad Find dialog box is displayed, ALT+F6 switches between the Find dialog box and the main Notepad window)

Shell Objects and General Folder/Windows Explorer Shortcuts

For a selected object:

•	F2: Rename object
•	F3: Find all files
•	CTRL+X: Cut
•	CTRL+C: Copy
•	CTRL+V: Paste
•	SHIFT+DELETE: Delete selection immediately, without moving the item to the Recycle Bin
•	ALT+ENTER: Open the properties for the selected object

To Copy a File

Press and hold down the CTRL key while you drag the file to another folder.

To Create a Shortcut

Press and hold down CTRL+SHIFT while you drag a file to the desktop or a folder.

As I said these are just a few Microsoft® keyboard shortcuts. You can find more shortcuts on the Internet at

<http://support.Microsoft.com/default.aspx?scid=kb:en-us:301583>.

I hope you find these shortcuts as useful as I've found them to be.

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Becoming a More Successful Manager and a Stronger Leader

Submitted by: Debra Duckworth, SAA

“Leadership is not something you do to people; it’s something you do with them.”

An effective leader should **trust** and **respect** his employees. **Respecting** an employee means you want to involve them in decision making and hear their opinions. Be open to hear others opinions. Respect should go both ways. Ways to put respect into action are: “**Uphold the Golden Rule** – do unto others as you want them to do unto you.” As a leader you want your opinions to be respected, so you need to respect the opinions of others. “**Leading by example** is another way to put respect into action.”

Trust was the second attribute of good leadership skills. The leader needs to be willing to let the employee take charge and run with the ball. “To build a trusting environment, you need to have a set of operating values that guide people’s behaviors when they are working on organizational goals.” “Trust Is What Happens When Values and Behaviors Match Up.”

The above attributes may make your life as a team leader/supervisor easier, and may enable you to excel, rather than just trying to get by and survive. “People Will Think for Themselves When You Quit Doing It for Them.”



Improving your memory

Submitted by: Patricia Coyle, NAA

Memory is a useful tool that we rely on heavily in our daily lives, but it is often taken for granted until it doesn’t seem to be functioning as we expect it to. At the Administrative Professionals Conference held in Las Vegas, Oct. 17–20, 2004, Patricia J. Hutchings, a professional coach and author of *Managing Workplace Chaos: Workplace Solutions for Managing Information, Paper, Time and Stress* (American Management Association, 2002), told her audience that, as they get older, many people worry about temporary lapses in memory. But Hutchings says that often our memory lapses are due mainly to stress, fatigue, and poor diet. Memory is a skill you can build and, for many people, it actually improves with age. You can strengthen your memory with these tips, taken from

her session “You and Your Magnificent Memory!” presented at the conference:

■ ___ Evaluate your memory and identify the weak areas. You may have developed a self-perception that your memory is weak, and may even reinforce this by making statements like “I have a mind like a sieve” when you forget something. But Hutchings says it’s likely that you have a strong memory in many areas, with only one or two aspects that might need improvement. Give your memory a rating on a scale of one to 10 for each of these factors:

- Memory in general
- Names (actual words and letters)
- Faces
- Appointments
- Where you put things
- Words (spelling and punctuation)
- What you have read
- What you were doing before an interruption
- What was said to you
- Places you have been
- Directions and instructions
- Dates and times
- Lists of items (e.g. groceries, things to be done)

Select one or two areas that are weakest, set a goal for improvement, and look for strategies to strengthen your memory in those areas.

■ ___ Create the right conditions for your memory to be effective. The things that are good for your body are good for your memory too. Ensure that you get enough sleep, exercise, water, and good food if you want your memory to work at peak capacity. Take a break at lunch, ensure that you eat a healthy meal, and take a walk to get some fresh air. When you feel yourself getting sluggish during the day, take a short walk

around the office, or try some “belly breathing”— breathe deeply by expanding your abdomen as you inhale, rather than breathing from your chest.

■ ___ Slow down and focus when it counts. If you have trouble remembering names, when you meet others, note whether you really pay attention to their names. Take time to really focus on others during introductions. Repeat their names once or twice and try making a mental connection to reinforce names. (For example, “His name is Sandy, like the beach.”) If you often put items down and then forget where they are make a point of paying attention to where you place important things such as your keys, your cell phone, or lists. Reinforce important information soon after you hear or read it. We can forget up to 50 percent of what we hear within one hour if we don’t take steps to embed it in our long-term memory, and within 24 hours we only retain 10 percent. Write down the things that you want to reinforce.

■ ___ If you are the memory for other people, stop it. While a certain amount of reminding and gatekeeping for others may be part of your job, avoid letting others over-rely on you to remember things that they should remember themselves. Gently encourage others to take responsibility for their own memory.

■ ___ Do NOT let people interrupt you on the phone or in mid-thought. If you’re in the middle of typing a sentence when someone interrupts you, don’t try to listen while you continue typing. Make eye contact and politely hold up your finger to indicate “one minute,” then finish your thought. If you’re on the phone, turn your head so the other person can’t make eye contact and talk to you while you’re also trying to listen to your caller. When you’ve hung up the phone or

finished typing your sentence, you’ll be in a much better position to give the other person your undivided attention and decrease the chance that a thought or request will slip through the cracks because you’re trying to multi-task. If you simply must stop what you’re doing because the company president has walked up to your desk, mentally shift gears so that you are really focusing on what he or she has to say rather than trying to continue composing that memo in your head.

■ ___ Be kind to yourself when you forget. Instead of verbally beating yourself up, ask yourself why you forgot in this situation. Perhaps you haven’t gotten enough sleep, you’re under a lot of stress, or you are just overloaded with a lot of things to remember. Whatever you have forgotten, it’s not gone forever. Tell yourself that it will pass. If you begin to distrust your memory, the anxiety of these self-doubts can begin to interfere with your memory, creating a self-fulfilling prophecy.



Take the Credit You Deserve and Project a Positive Attitude!

Submitted By: Jennifer Roberson, MSA

Based on excerpts from the book “Power Phrases! The Perfect Words to Say it Right and Get the Results You Want” by Meryl Runion

According to Meryl Runion, women are much more likely to avert compliments and credit for their accomplishments than men are. I am not suggesting that you should go around bragging, this does not impress anyone, but neither does false modesty! When you turn aside a compliment, you are

refusing a gift. The next time you are complimented, embrace it and don't refuse a gift! See the table below for examples:

Avoid	Replace With
I got lucky.	I worked hard.
It was nothing...	Thanks for noticing.
This old thing?	Thank you.
Anyone could have...	I'm pleased with the outcome too.

Also, be careful about the use of negative phrases. Do not get so focused on what you do not want that there is no room for what you do want! Your mind absorbs the positive more easily than the negative. Talk in terms of how you will solve a problem rather the problem itself. Draw attention to your strengths, taking the focus away from your weaknesses. See the table below for examples:

Avoid	Replace With
Everything went wrong...	I learned from some setbacks...
I'll have to...	I'll be glad to...
I can't...	What I can do is...
I am spending time...	I am investing time...
I'm no good at...	I'm getting better at...
You'll have to excuse...	Here it is...
If only I had...	Starting now I will...
This is bad...	What good can we get out of this?
I can't get to this until...	I can get to this by...
Don't forget to (log off your computer.)	Be certain to (log off your computer.)



How to Transfer an Email Address or Saved Group

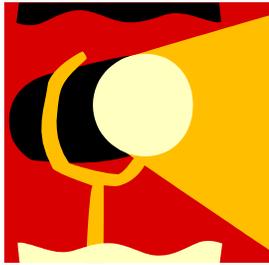
Submitted By: Marlene Cole, MSA

To export addresses from your address book to someone else can be as easy as 1-2-3, just follow these steps.

1. Open the address book from which you want to export names or a group that you have saved.
2. Select the name(s) or group(s) you want to export. (If you want to export an entire address book, you don't need to select any names.)
3. Click File > Export.
4. A pop-up box will come up; click the selection.
5. Another pop-up (Address Book Export) will come up that allows you to save the file. Name your file and remember what folder you save it in. The file extension will be *.NAB.

Now you are ready to send the information. Prepare your email to the person you are sending the exported file to. Attach the file as you normally would and send to the individual. The individual will receive the email with the attachment. When they double click on the attachment, a pop-up box (Select Target Address Book) will come up showing their address books. They can select which book they want to put the names or group list in, i.e. Frequent Contacts, Personal, or the GroupWise. Select one and click OK. They can then go to that address book and the name(s) should be there (filter for groups if the exported file was a group

AREA Council Spotlight



BAASAC Celebrates Ten Years of Service to the Beltsville Area in 2005

Submitted By: Jennifer Klemens, BA

On May 10, the Beltsville Area Administrative Support Advisory Council (BAASAC) celebrated its 10-Year Anniversary. Personal invitations were forwarded to all former BAASAC members and to all current administrative support staff and their respective Research Leaders, as well as to all people who had contributed their time and energy to BAASAC by either conducting a training session or seminar or by assisting the Council in a variety of other ways. Welcoming remarks were given by Dr. Ron Korcak, Associate Director of the Beltsville Area. Dr. Korcak thanked the Council members for their hard work and dedication to Beltsville Area employees over the years. He took the time to recognize former BAASAC members who were in the audience, and he commended the active BAASAC members for their organization of the day's events.

Highlights of the event included a presentation by keynote speaker, Dr. Mark Feldlaufer; award ceremonies recognizing

the contributions of past and present Council members and of non-members who have generously given their time to assist BAASAC; and a training session, the focus of which was an introduction to Microsoft Outlook. Dr. Feldlaufer, Research Leader of the Bee Research Laboratory, gave an engaging and entertaining talk entitled, "Honey Bees: Teamwork is Sweet – Linking Research and Administrative Support." The presentation of certificates and awards to all non-members was led by Ms. Laura O'Hare, Council member, and Dr. Phyllis Johnson, Beltsville Area Director, led the presentation of awards to the BAASAC members. Special recognition was given to Ms. Sheila Messineo for the creation of the new BAASAC logo; the Council sponsored a Logo Competition which was open to all Beltsville Area administrative support staff, and Sheila's design was chosen, hands down! The Microsoft Outlook training was co-conducted by Mr. Michael Witles and Ms. Melissa Goodloe, both of the OCIO, Customer Support Branch. The Beltsville Area is anticipating a conversion from GroupWise to MS Outlook in 2006.

Overall, the anniversary event was a huge success and exceeded the Council's expectations with regard to attendance, participation, and the variety of topics addressed. The training session on MS Outlook was largely attended, and the question and answer session following the OCIO presentation proved beneficial to the many RL's, SY's, and support staff in attendance. BAASAC members are in motion to ensure another ten years of success!



Quote:

As you become more CLEAR about who you really are, you'll be better able to decide what is best for you the FIRST time around.

Oprah Winfrey

Chuckle Corner:

A young executive was leaving the office at 6 p.m. when he found the CEO standing in front of the paper shredder with a piece of paper in his hand.

“Listen,” said the CEO, “this is important, and my secretary has left. Can you make this thing work?”

“Certainly,” said the young executive. He turned on the machine, inserted the paper, and pressed the *Start* button.

“Excellent! Excellent!” said the CEO as his paper disappeared inside the machine. “I just need one copy”.



101 Ways to Cope with Stress

Submitted By: Telecia Burton, MSA

Get up 15 minutes earlier * Prepare for the morning the night before * Avoid tight fitting clothes * Avoid relying on chemical aids * Set appointments ahead * Don't rely on your memory... write it down * Practice preventative maintenance * Make duplicate keys * Say no more often * Set priorities in your life * Avoid negative people * Use time wisely * Simplify meal times * Always make copies of important papers *

Anticipate your needs * Repair anything that doesn't work properly * Ask for help with the jobs you dislike * Break large tasks into bite size portions * Look at problems as challenges * Look at challenges differently * Unclutter your life * Smile * Be prepared for rain * Tickle a baby * Pet a friendly dog/cat * Don't know all the answers * Look for the silver lining * Say something nice to someone * Teach a kid to fly a kite * Walk in the rain * Schedule play time into every day * Take a bubble bath * Be aware of the decisions you make * Believe in you * Stop saying negative things to yourself * Visualize yourself winning * Develop your sense of humor * Stop thinking tomorrow will be a better today * Have goals for yourself * Dance a jig * Say hello to a stranger * Ask a friend for a hug * Look up at the stars * Practice breathing slowly * Learn to whistle a tune * Read a poem * Listen to a symphony * Watch a ballet * Read a story curled up in bed * Do a brand new thing * Stop a bad habit * Buy yourself a flower * Take stock of your achievements * Find support from others * Ask someone to be your “vent-partner” * Do it today * Work at being cheerful and optimistic * Put safety first * Do everything in moderation * Pay attention to your appearance * Strive for excellence NOT perfection * Stretch your limits a little each day * Look at a work of art * Hum a jingle * Maintain your weight * Plant a tree * Feed the birds * Practice grace under pressure * Stand up and stretch * Always have a plan “B” * Learn a new doodle * Memorize a joke * Be responsible for your feelings * Learn to meet your own needs * Become a better listener * Know your limitations and let others know them too * Tell someone to have a good day in pig Latin * Throw a paper airplane * Exercise every day * Learn the words to a new song * Get to work early * Clean out one closet * Play patty cake with a toddler * Go on a picnic * Take different route to

work * Leave work early (with permission)
 * Put air freshener in your car * Watch a movie and eat popcorn * Write a note to a far away friend * Go to a ball game and scream * Cook a meal and eat it by candlelight * Recognize the importance of unconditional love * Remember that stress is an attitude * Keep a journal * Practice a monster smile * Remember you always have options * Have a support network of people, places, and things * Quite trying to "fix" other 4 people * Get enough sleep * Talk less and listen more * Freely praise other people * P.S. Relax, take each day at a time...you have the rest of your life to live.



TIP : Draft IT!

Submitted By: Olivia Pedraza, SPA

D.R.A.F.T. your paperwork. You'll be amazed at what a difference following this quick tip will do for your paperwork! It's an acronym that stands for "discard," "refer," "act," "file" or "table." Here's what they all mean...

<p>DISCARD: Trash it. If it will never be retrieved again, don't file it. Realize that files are an information and resource "holding" place, not a dead storage place. Just throw it away!</p>
<p>REFER: If someone else can do the paperwork for you, or if someone else needs it, pass it on or give it up! Don't get caught in a paper trail jail.</p>
<p>ACT: Act on it now. Don't procrastinate. Do routine paperwork immediately. If not, the time needed to tackle your paperwork later on can snowball!</p>
<p>FILE: File it in your files. Forget about</p>

<p>letting it all sit there. With a proper filing system, important documents can be filed, and found, in a snap!</p>
<p>TABLE: Table it. If you need it at some time in the near future, other than today, place it in a simple follow-up system for easy, quick access!</p>



Fast Facts About New Year's Resolutions:

- 63% of people are keeping their resolutions after 2 months.
- 67% of people make three or more resolutions.
- Top four resolutions:
 1. Increase exercise
 2. Be more conscientious about work or school
 3. Develop better eating habits
 4. Stop smoking, drinking, or using drugs (including caffeine)
- People make more resolutions to start a new habit, than to break an old one.



Brief History of Madeline's New Year's Resolutions:

- ❖ 2002 I will get my weight down below 125.
- ❖ 2003 I will watch my calories until my weight is below 145.
- ❖ 2004 I will follow my new diet until I get below 150.
- ❖ 2005 I will work out once a week.
- ❖ 2006 I will drive past the gym at least once a week.

Meet the ARS Administrator's Council

The Administrator's Council (AC) is ARS' chief deliberative body, bringing together line management, program management, and program support to confer on issues of importance to the Agency. The AC maintains an active discussion on issues with future implications for the Agency. The purpose of the AC is to provide the leadership that will ensure the most effective and efficient support, direction, and management of research in the Agency.



Administrator's Council
Agricultural Research Service

Program Planning and Coordination (National Program Staff)



Steven M. Kappes
Deputy Administrator,
Animal Production & Protection



Daniel R. Upchurch
Acting Deputy Administrator,
Natural Resources & Sustainable
Agricultural Systems



Judith B. St. John
Deputy Administrator,
Crop Production & Protection



Joseph T. Spence
Deputy Administrator,
Nutrition, Food Safety & Quality



Pai-Yei Whung
Director,
Office of International Research Programs

Area and NAL Directors



Wilbert H. Blackburn
Director,
Northern Plains Area



Darrell F. Cole
Director,
South Atlantic Area



Adrianna D. Hewings
Director,
Midwest Area



Phyllis E. Johnson
Director,
Beltsville Area



Edgar G. King, Jr.
Director,
Mid South Area



Wilda H. Martinez
Director,
North Atlantic Area



Charles A. Onstad
Director,
Southern Plains Area



Dwayne R. Buxton
Director,
Pacific West Area



Peter Young
Director,
National Agricultural Library

Program Support and Operations (Headquarters)



James H. Bradley
Deputy Administrator,
Administrative & Financial Management



Sharon D. Drumm
Special Assistant to
the Administrator



Joseph S. Garbarino
Director,
Budget & Program Management Staff



Sandy Miller Hays
Director,
Information Staff



Melinda L. McClanahan
Chief Information Officer



Korona I. Prince
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Jeff Hayes
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ARS Homeland Security



Richard J. Brenner
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Vacant
Senior
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