

ASWA FAX RETURN

American Society of Women Accountants — Houston Chapter No. 33 www.aswahouston.org

Member of *The Federation of Houston Professional Women*

VOL. 57 No. 11

Membership Meeting

June 30, 2009

INSTALLATION OF OFFICERS

Where: The Briar Club, 2603 Timmons Lane
(corner of Westheimer and Timmons Lane)

Parking available in the member parking area across the street from the Briar Club. Valet parking is available.

Time: 5:30 p.m. Networking:
6:00 p.m. Dinner
6:45 p.m. Installation

Early bird reservations by Wednesday 5:00 pm prior to meeting:

Members and 1st time guests	\$30
Returning guests	\$35

Late reservations and walk-ins:

Members and guests	\$35
Returning guests	\$40

Administrative Policy: Per ASWA standing rules, if you register and do not attend, you will be charged for the regular meeting price.

Reservations need to be made by the Wednesday preceding the meeting to Brandi Lucher at brandilucher@yahoo.com. Please contact Brandi with late reservations, even on the day of the meeting. Special dietary requirements available upon request

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Greetings Everyone!

School is out, summer is already here (not by the calendar, but the heat says so). We are coming to the end of our fiscal year, and this month's meeting is the installation of officers for 2009 – 2010 on Tuesday, June 30th.

I am excited to see the following slate of officers taking office. President – Melanie Norton; President-Elect – Julianne Dorsett; Vice President – Lien Le; Treasurer – Kathleen Long; Secretary – Ursula Cornish; Past President – Kristi DeNardo; Director – Suzi Martin; Director – Sonia Calloway. In addition, nominees for the following committee chair positions: Membership – Kristi DeNardo; Member Relations – Suzi Martin; Meeting Arrangements – Julianne Dorsett; Student Activities – Lien Le; Newsletter – Ursula Cornish; and Database/By-Laws/Career Center – Razia Sultana. The following positions are still open: Programs chair, and Publicity chair.

It has been an exciting year for me to serve as the president of our chapter, and I thank you all for your support. We have weathered a hurricane, dealt with flooding, awarded two scholarships, had some great speakers, and gained a number of new members. Please join me in welcoming those who have joined in the past few months: Tashiana Briggs, Cynthia Hochman, Jessica Lange, Janice Murphy, Ijeoma Nwabue, Cara Patton, Juliana Velez, and Kasi Wieding (all from Weaver & Tidwell), Lien Le (Briggs & Veselka), Susan Garand (Linbeck Group), Meredith Erwin (National Oilwell Varco), Dora Graham (Shell Oil), and Razia Sultana (Bengal Professional Services). If I have missed anyone, please forgive me – this is based on notices I have received from National. All these ladies are a credit to our chapter, and several have stepped forward to assume responsibilities. Thank you, and welcome! If I have not yet met you, please look me up at the next meeting – I look forward to the opportunity to get to know you.

We will not have a regular monthly meeting in July, as we voted last year to replace that meeting with the annual planning meeting. Details will be forthcoming, and I urge you to participate. We need your input.

I look forward to seeing everyone at our June meeting, which will be **one week later than normal Tuesday, JUNE 30.**

Kristi

2008-2009 Officers & Committee Chairs

President W 713-584-6451 F 713-935-7701	Kristi DeNardo kdenardo@igloocorp.com C 832-595-5587	Director H 713-591-8282 W 713-333-4340	Jerilyn Barthel Membership jbarthel@gddcpa.com F 713-621-6907
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Vice President H 281-478-0778 W 281-884-5184	Julianne Dorsett Publicity julianne_dorsett@petrochemintl.com C 832-563-3840	Database/Bylaws H 281-894-5253 W 281-894-5253	Eileen Neucere Career Center eneucere@earthlink.net F 281-807-1520
Treasurer H 713-436-1445 W	Brandi Lucher Meeting Arrangements brandilucher@yahoo.com C 713-703-7894	Newsletter C 281-773-1530 W 713-552-2105	Ursula Cornish assistantcontroller@thebriarclub.com F 713-622-1366
Secretary C 713-906-8060 W 713-561-6528	Adrienne Brown abrown@uhy-us.com F 713-968-7138		
Past President H 713-927-2679 W	Debbie McKenney Student Activities debbie.jensen93@gmail.com C 713-927-2679		

Deadline for July newsletter: July 3, 2009	
Newsletter Editor:	Ursula Cornish
Cell:	281-773-1530
Work:	713-552-2105
Fax:	713-622-1366
Email:	assistantcontroller@thebriarclub.com

Additions and changes to the mailing list should be submitted to Eileen Neucere	
Home:	281-894-5253
Fax:	281-807-1520
Email:	eneucere@earthlink.net

The FAX RETURN is the newsletter of ASWA Houston Chapter 33. It is published monthly, except December. You can receive the Fax Return by email or by snail mail. **Please let the editor know which form you would like to receive the newsletter.**

CALENDAR OF EVENTS

Standing Reservations

- | | |
|--------------------|-----------------|
| Jeri Barthel | Debbie McKenney |
| Colene Blankinship | Brandi Lucher |
| Adrienne Brown | Carrie Morris |
| Sonia Calloway | Eileen Neucere |
| Ursula Cornish | Melanie Norton |
| Kristi DeNardo | Eunice Reiter |
| Julianne Dorsett | Ann White |
| Suzi Martin | |

June 12-13 —St. Louis ASWA Regional Conference

June 30—Membership Meeting—The Briar Club

July 27— FHPW Quarterly Meeting— HESS Building

The Chapter will bill for reservations that are not cancelled by noon Thursday prior to the meeting.

Please contact **Brandi Lucher** to be added or deleted from the Standing Reservations List.
713-436-1445 brandilucher@yahoo.com

Houston ASWA Memorial Fund

The Houston ASWA Memorial Fund was chartered in 1973 with the two-fold purpose of:

- Providing scholarships to deserving accounting students
- Furthering the mission of the American Society of Women Accountants -- “To enable women in all accounting and related fields to achieve their full personal, professional and economic potential and to contribute to the future development of their profession”.

The Memorial Fund receives contributions, in lieu of flowers, for members and their loved ones during times of grief. We receive contributions to celebrate special occasions and in honor of special people.

Please consider the ASWA Memorial Fund as an opportunity to honor or to memorialize the people in your lives.

Contributions should be made payable to:

ASWA Memorial Fund
c/o Eunice H. Reiter
5005 Woodway, Suite 200
Houston, TX 77056-1789

If your contribution is in honor or in memory of someone, be sure to include information regarding where to send the acknowledgement.

Charitable Project

Please remember to gather your sample toiletries when you travel and donate them to Miryam’s Hostel which is on the second floor of the Loaves and Fishes Soup Kitchen. It is a place where 6 – 8 women can spend the night, wash their clothes, take a shower and sleep in a bed. Then they are back out on the street. It is sponsored by Magnificent House which is affiliated with the Catholic church. They can use toiletries, towels, twin bed sheets, pajamas etc.

ADVERTISING RATES

The ads are to be emailed to the newsletter chair no later than the 1st of the month in which the ad is to appear.

\$300/ year—full page
\$160/ year—1/2 page
\$ 10/ month—business card size

The Fax return is published monthly except December.

Official National Registry Statement

ASWA is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State Boards of Accountancy have the final authority on the acceptance of individual courses of CPE credit. Complaints regarding registered sponsors may be addressed to the National Registry of CPE Sponsors: 150 Fourth Avenue, Nashville, TN 37219-2417. Web site: www.nsba.org.

4 tools to help employees adjust to change

In times of change, employees’ fears tend to feed the rumor mill—unless they’re properly informed from the beginning. To ensure everyone stays in the know during these times, try one of these tools.

Hold off their fears

- **Hold a staff forum.** Address the recent changes face-to-face with employees, or provide a memo detailing everything they need to know. Then invite them to ask questions and join in a discussion
- **Recognize achievements.** Once employees know about the changes, recognize and reward them for supporting the new agenda or simply doing a good job.
- **Meet with employees.** Find out what they’re working on and what they think can be done differently.
- **Keep’em in the loop.** Send periodic updates to all employees affected by the change, whether through e-mail, intranet or instant messaging.

Federation of Houston Professional Women

Web site: www.fhpw.org

Federation of Houston Professional Women (FHPW)

The Federation of Houston Professional Women is an alliance of women's professional organizations, chartered by the state of Texas as a non-profit, non-partisan business league. Each FHPW member organization, although diverse in style and structure, has professional or businesswomen members focused on education, networking, specific careers or community service.

FHPW offers quarterly events designed to bring its diverse membership together to promote a place of POWER and INFLUENCE. Quarterly events are open to both members and guests and allow Houston professional women the opportunity to network, have some fun and learn something new.

If you are a member of ASWA then you are automatically a member of FHPW.

FHPW Quarterly Meeting

"Women Standing Strong and Working Together"

July 27, 2009

Introducing the 2009 Women of Excellence

Where: H.E.S.S. Building, 5430 Westheimer
(between Chimney Rock and Yorktown)

Time: 5:15 PM Social/Networking/FHPW Table

6:15 PM Dinner/Business Meeting/
Opportunity to Network

7:00 PM - 8:00 PM Program

Please join us as we introduce the 2009 Women of Excellence. This first event introducing these outstanding women will start the special events leading up to the 2009 Women of Excellence Gala September 19th at the Hyatt Regency Downtown. **Please note this event is organized by the [FHPW Advisory Council](#) to benefit the [FHPW Educational Foundation](#) – all checks and credit card charges are payable to [FHPWEF](#).** Make your reservations today and be a part of the wonderful celebration of the *2009 Women Standing Strong* – who has inspired all of us!

Current Fundraiser

Our chapter has been registered with the Current Fundraiser Online program. It is very simple—all you have to do is shop online at www.CurrentFun.com, and when you check out, select:

State: **Texas** Organization: **ASWA – Houston** City: **Houston**.

Our chapter will receive a check quarterly for 50% of online sales that are attributable to our organization. Tell your friends and relatives, and help raise money for our scholarship fund. You can save some money for yourself and get some great products, and at the same time, contribute to the scholarship fund. What a deal!

Career Center

Please remember to encourage friends and colleagues to register and that there is not cost to individuals to post their resumes. Members can help by letting their HR Departments at work know about the site. Using the site is a win-win-win-win proposition because 1) employers gain access to a pool of specialized job seekers, 2) individuals seeking employment in accounting and finance can easily connect with employers/recruiters looking for candidates with those skills, and 3) the ASWA raises funds that it uses to 4) provide scholarships to worthy individuals.

Support a worthy cause by spreading the news about the ASWA Career Center today!

The Moody Employee: Dealing with Personality Problems

Figuring out what's to blame

Many difficult employees produce quality work in spite of their personality issues. That makes disciplining this kind of employee even more complicated. That's the situation manager Liza Estolano found herself in when a solid performer threatened staff morale with her volatile moods.

Never know what to expect

"I'm plain fed up!" employee Steven Hicks said after taking a seat in Liza's office. "I've always made an effort to be nice to Jackie, since she sits near me. "But lately, she's been driving me crazy. I can never tell what she's going to do or say next."

"What do you mean?" Liza asked.

"Sometimes she's super sweet and will do anything you ask, or she'll come over and say something nice for no reason," Steven said. "And other times, if you even say 'Hello' to her, she gives you a mean look or snaps back some nasty reply."

‘Still a good worker

“Jackie’s been with us a long time—and sure, she’s never been afraid to show how she feels,” Liza said. “But that’s never interfered with her work.”

“Well, it’s interfering with *my* work,” Steven said, “or at least my ability to do it well. It’s tough to stay positive during these times, but having someone like that around sure isn’t helping.”

Which Jackie today?’

“Have you thought of talking to her about it?” Liza asked.

“No, because it’s hard to tell which Jackie will show up each day,” Steven said. “I’m afraid to say anything to her, for fear I’m going to get screamed at. I’ve seen it happen to other people. It’s not pretty.”

“We can’t have people getting screamed at,” Liza said. “I’ll see what I can do.”

The big question

Liza knew Jackie was a bit temperamental, especially when things didn’t go her way. But she also had a long track record of success. If Steven’s claims were true, this was a real problem. Liza couldn’t risk having another member of her staff yelled at again. At the same time, if Jackie had always been this way, it’d be harder for her to change. Liza didn’t want morale to sink any lower—but she also wanted to keep Jackie on as a hard-working employee.

If you were in Liza’s situation, what would you do? One of the ideas offered below might provide some guidance.

WHAT YOU NEED TO KNOW:

To deal with moody employees:

- Ask them, “Is there something wrong?”, and
- Offer to speak with them about any issues they’re having.

How Two Managers Would Solve the Above Communication Problem

1 Set down rules of courtesy and respect

I’d sit down with Jackie for a one-on-one chat—and find out if she was dealing with anything that might call for some advice or counseling outside of work. I’d also remind her to be courteous to her co-workers, even if she’s not having a good day. She needs to remember it’s company policy to treat all co-workers and managers with respect. As long as she’s able to accept this constructive criticism, I wouldn’t press the issue any further—after all, Jackie’s personality has never interfered with her ability to do a good job.

*Janet Johnson, HR Director
Tazewell County Health Department, Tremont, IL*

2 Ask for concerns and offer help

I’d take the time to observe Jackie on my own, and see if there was any truth behind Steven’s statements. If so, then I’d talk to her and explain I’d noticed she hasn’t been acting like herself lately. Then I’d ask if everything was OK, and if there was anything I could do to help. It’s especially important during these times to keep an eye out for moody, stressed-out employees. Supervisors should make an effort to talk to them and offer assistance—that way employees don’t feel like they’re being reprimanded. And often, they’ll open up about problems they’re having. It can be very therapeutic.

*Carolyn Baumel, VP/Human Resources Officer
Citizens Bank of Northern CA, Nevada City, CA*

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