

VOLUME LX, NUMBER 3 - SPRING 2010

# *the* TESA CONNECTION



THE OFFICIAL PUBLICATION OF THE TEXAS EDUCATIONAL SUPPORT STAFF ASSOCIATION, INC.

# President's Message



The 2009-2010 year is more than half over. Time moves along at an ever faster pace.

I am glad the winter is finally behind us. I had about 15 inches of snow, which was the official snow fall for Haslet, TX. The most snow fall recorded in the Dallas-Fort Worth area. This was a record breaking year for snow fall in the DFW area. Not to mention COLD temperatures. At least, I did not lose electrical power. Many of my coworkers had no electricity for 22 hours. I am so glad to live in Texas, for the mild winters.

SUMMER WORK CONFERENCE, June 23-26, 2010, Frisco, Texas. The excitement is building!

The Summer Work Conference (SWC) is the culmination of the 2009-2010 TESA year. I hope each of you will be attending this great event. There are many reasons to attend: gaining knowledge, STEM classes, CEOP graduation, installation of the 2010-2011 officers, meeting and/or making new friends, networking with your peers, cheering for the Administrator and Employee of the Year recipients, shopping, a short vacation from work, etc. The list of benefits is endless. The SWC committee has been hard at work. The conference theme is "Be Renewed with TESA Loyalty and Wisdom." We are offering many STEM classes, throughout the conference. Also, we will be offering an opportunity to take TASBO classes. In addition, we have lined up very interesting keynote speakers for the opening and closing sessions; plus the President's Luncheon. Of course, we will have a DJ following the banquet and installation. The committee has added a new event, 'Networking/Games/The Contest' Wednesday evening, following the CEOP graduation. Did I mention Breakout sessions? We will be offering many varied breakout sessions, plus several extended 3-hour sessions. The SWC will be held at the Embassy Suites Frisco. This hotel offers many amenities: two-room suites (including breakfast cooked to order and the nightly manager's reception), the Stone Briar mall (across the street), historical cities of McKinney and Grapevine, plus an outlet mall in nearby Allen. The Frisco Visitors and Information Center is located in the connecting conference and convention center. I am looking forward to seeing you all in Frisco.

## STATE of TESA

The financial state of TESA continues to be troubling. The board continues its endeavors to hold down costs, wherever possible. However, just as the economy of the United States, Texas, our schools and colleges, etc. continues to struggle; so does the financial well being of TESA. We continue to work towards increasing TESA membership, increasing the STEM and conference participation, and hosting an Area Workshop; as these are the basis of our income sources. Additionally, we are grateful to many of our members, affiliates, and businesses that donate time, funds and/or materials to TESA. So, TESA needs your help. We all must be instrumental in growing the TESA membership. If you have completed your STEM training and earned your CEOP, my heartiest congratulations, but we need to encourage others to start this wonderful learning adventure. We need you to host STEM classes, at your school district, college or university, education service center, etc. We all have to do our part to support TESA and encourage each other in this important task.

Visit our web site, [www.tesatexas.org](http://www.tesatexas.org) to learn more about TESA, the SWC conference, and many more activities.

Best regards, looking forward to seeing you at one or more of the TESA events...

Gerald



# Letter from the Editor & Table of Contents

## From the Editor



Christine Ortiz  
Editor

Hello once again to all of TESA! Spring, Spring beautiful Spring or should I say cold Spring! You have probably figured out by now living in TEXAS the weather here is as we all put it, extremely unpredictable! Once again, it is my pleasure to present you with our spring issue of the TESA Connection. I hope that this issue finds each of you doing wonderfully and that you have pursued the opportunity for professional growth through each of your affiliations, STEM classes, college classes or NAEOP.

In this issue you will see many astonishing feature articles as well as affiliate articles that demonstrate an array of “Wisdom and Loyalty.” Please take the time to read these, as they offer so much insight and helpful information for each of us to use for both our personal and professional careers. You will also be provided with helpful information pertaining to our astonishing upcoming 2010 TESA Summer Work Conference to be held in Frisco, Texas, June 23-26, 2010 at the Embassy Suites.

In closing I would like to keep encouraging each of you to find new venues of “Renewal”, taking full advantage of the remarkable opportunities TESA and the National Association of Educational Office Professionals (NAEOP) have to offer. Remember I truly believe there is a goal and dream we each have, believe in yourselves and put one foot in front of the other and reach for the stars as you each have that ability to do.

Christine



Paula Lambright  
Assistant Editor



Helen Kettler  
Advertising Manager

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# *CEOP Graduation and Reception*

## Texas Educational Support Staff

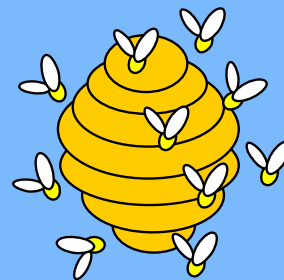
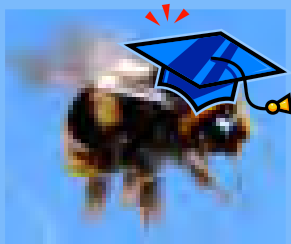
### **CEOP STEM GRADUATION 2010**

**Please join us for CEOP STEM Graduation and Reception**

**Wednesday, June 23, 2010**

**5:30 – 6:30**

**TESA Summer Conference @ Embassy Suites in Frisco, Texas**



**Tonya Arnold**

Authorized Sales Representative

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## *Blanche Louise Shepard (1919 - 2010)*



Louise Shepard, TESA Past President, 1967-1968, passed away Saturday, January 9, 2010. Louise and her husband of 66 years, Jack, were childhood sweethearts, born in Peoria, Illinois, and lived down the street from each other. They married right out of high school and she followed him as far as she could when he served in WWII. After the war they stopped in Ft. Worth for a visit on their way to Arizona and never left. Jack worked for what is now Lockheed and Louise eventually came to work for Ft. Worth ISD and retired. Louise was very passionate about TESA and its members.

**W**e the members of the Texas Educational Support Staff Association, hold that the primary purpose of the educational secretary is to assist, as a team member, in developing citizens who will safeguard, strengthen, and improve America. The TESA Connection is published four times a year - fall, winter, spring, and summer. Membership in TESA entitles the individual to an annual subscription to The TESA Connection magazine, circulation approximately 2,000. Subscription rate for libraries and nonmembers is \$10 per year. Send request for subscriptions to: TESA Central Office, PO Box 1565, Austin, TX 78767.

Please send information for the Spring Issue to:

***Christine R. Ortiz***

Region 10 Education Service Center, 904 Abrams Rd., Richardson 75081  
P: 972-348-1446      F: 972-348-1447      E: [christine.ortiz@region10.org](mailto:christine.ortiz@region10.org)





# TESA 2010 Summer Work Conference



## 2010 TESA Summer Work Conference June 23-26, 2010

The Embassy Suites Dallas-Frisco Hotel,  
Convention Center & Spa  
7600 John Q. Hammons Drive  
Frisco, TX 75034  
972-712-7200

**\$150/night for 2-room suite with pull out sofa**

Mention TESA for the room rate

Room reservations must be made on or before Friday, May 21, 2010 to receive the discounted rate.



Spacious suites with microwave,  
refrigerator and a pull out sofa!



Free shuttle to mall and many  
restaurants within 3 miles



Free parking



Fitness Room



Made to order breakfast



Swimming pool



Nightly manager's reception



Starbucks on site



## Dates to Remember

May	
15	The TESA Connection (Summer Issue) Deadline
31	TESA Office Closed – Memorial Day
June	
23-26	Summer Work Conference – Frisco
July	
4	TESA Office Closed – July 4th Holiday
4-10	NAEOP Annual Conference-Kansas City, MO

*“A discovery is said to  
be an accident meet-  
ing a prepared mind.”*

*~Albert Szent-Gyorgyi*



# Order with Registration

Wear it to all daytime events on Friday, June 25<sup>th</sup>

## Summer Work Conference Shirt

X-Small, Small, Medium,  
Large, X-Large

**\$15.00**

2-X and 3-X

**\$18.00**



*“Twenty years from now you will be more disappointed by the things that you didn’t do than by the ones you did do. So throw off the bow lines. Sail away from the safe harbor. Catch the trade winds in your sails. Explore. Dream. Discover.”*

~ Mark Twain



# TESA 2010 Summer Work Conference



## TESA 2010 SUMMER WORK CONFERENCE REGISTRATION FORM June 23 – 26, 2010

Member # \_\_\_\_\_ Is this your first Summer Work Conference? YES ☐ NO ☐

Last Name \_\_\_\_\_ First Name \_\_\_\_\_ Name on Badge \_\_\_\_\_  
 Address \_\_\_\_\_ City \_\_\_\_\_ Zip \_\_\_\_\_  
 Home Phone \_\_\_\_\_ Home E-Mail \_\_\_\_\_  
 Office Phone \_\_\_\_\_ Office E-Mail \_\_\_\_\_  
 Fax \_\_\_\_\_ Employer \_\_\_\_\_

REGISTRATION PACKAGES								TOTAL
Option I – All inclusive (includes President’s Luncheon and Banquet)	\$210	<input type="checkbox"/>	Banquet	A <input type="checkbox"/>	B <input type="checkbox"/>			\$
Option II – Registration Only	\$130	<input type="checkbox"/>	** Special Dietary Plates Available**					\$
A-LA-CART ITEMS		Select						
STEM Only – Registration (Includes Conference Bag)	\$ 30	<input type="checkbox"/>						\$
President’s Luncheon	\$ 40	<input type="checkbox"/>						\$
Banquet	\$ 60	<input type="checkbox"/>		A <input type="checkbox"/>	B <input type="checkbox"/>			\$
TESA Past Presidents Luncheon	\$ 35	<input type="checkbox"/>						\$
TESA Membership (If you have not paid your 2009-10 membership please include it in this registration)	\$35	<input type="checkbox"/>	2010-2011 Membership Renewal			\$35	<input type="checkbox"/>	\$

Registration Sub Total \$ \_\_\_\_\_

### 2010 SWC Shirts

Shirts - \$15.00 X-Small ☐ Small ☐ Medium ☐ Large ☐ X-Large ☐ \$ \_\_\_\_\_

Shirts - \$18.00 2-X ☐ 3-X ☐ \$ \_\_\_\_\_

Would you be willing to serve as a facilitator? YES ☐

### Conference Deadlines and Cancellation Policy

STEM cancellation request must be received in writing at the TESA office and postmarked prior to May 15, 2010 to be entitled to a refund. **STEM refunds are subject to a \$15 cancellation fee.** No refunds if postmarked after May 25, 2010.

Conference Refund policy: Cancellation request must be received **in writing** at the TESA office and postmarked prior to May 25, 2010 to be entitled to a refund. **Refunds are subject to a \$30 administration fee.** No refund if postmarked after May 15, 2010. **No refunds for no-shows.**

LATE registration will be accepted through June 5<sup>th</sup>. LATE FEE of \$30 for **ALL** registrations after May 25, 2010.  
 On-site registration will be accepted with a \$30.00 Late Fee.





# TESA 2010 Summer Work Conference

NAME: \_\_\_\_\_

## 2010 SWC STEM Registration

<b>Tuesday, June 22, 2010</b>	<b>STEM Session</b>	<b>Fee</b>	<b>Select</b>	<b>Amount</b>
9:00 a.m. – 12:00 p.m.	Professional Image	\$35	<input type="checkbox"/>	\$
9:00 a.m. – 4:15 p.m.	Interpersonal Communication	\$45	<input type="checkbox"/>	\$
9:00 a.m. – 4:15 p.m.	Effective Office Practices	\$45	<input type="checkbox"/>	\$
9:00 a.m. – 4:15 p.m.	Managing Change	\$45	<input type="checkbox"/>	\$
9:00 a.m. – 4:15 p.m.	Profile for Success	\$45	<input type="checkbox"/>	\$
9:00 a.m. – 4:15 p.m.	Basic Communication	\$45	<input type="checkbox"/>	\$
1:15 p.m. – 4:15 p.m.	Customer Service	\$35	<input type="checkbox"/>	\$

<b>Wednesday, June 23, 2010</b>	<b>STEM Session</b>	<b>Fee</b>	<b>Select</b>	<b>Amount</b>
9:00 a.m. – 12:00 p.m.	Assertiveness Training	\$35	<input type="checkbox"/>	\$
9:00 a.m. – 4:15 p.m.	Effective Office Practices	\$45	<input type="checkbox"/>	\$
9:00 a.m. – 4:15 p.m.	Interpersonal Communication	\$45	<input type="checkbox"/>	\$
9:00 a.m. – 4:15 p.m.	Basic Communication	\$45	<input type="checkbox"/>	\$
9:00 a.m. – 4:15 pm	Profile for Success	\$35	<input type="checkbox"/>	\$
9:00 a.m. – 4:15 pm	Assisting Difficult People	\$45	<input type="checkbox"/>	\$
1:15 p.m. – 4:15 p.m.	Time Management	\$35	<input type="checkbox"/>	\$

<b>Thursday, June 24, 2010</b>	<b>STEM Session</b>	<b>Fee</b>	<b>Select</b>	<b>Amount</b>
1:30 p.m. – 4:30 p.m.	Stress Management	\$35	<input type="checkbox"/>	\$



# TESA 2010 Summer Work Conference

1:30 p.m. – 4:30 p.m.	Professional Growth	\$35	<input type="checkbox"/>	\$
1:30 p.m. – 4:30 p.m.	Professional Image	\$35	<input type="checkbox"/>	\$
1:30 p.m. – 4:30 p.m.	Customer Service	\$35	<input type="checkbox"/>	\$
1:30 p.m. – 4:30 p.m.	Dialogue of Diversity	\$35	<input type="checkbox"/>	\$
1:30 p.m. – 4:30 p.m.	Leadership/Team Building	\$35	<input type="checkbox"/>	\$
<b>Friday, June 25, 2010</b>		<b>STEM Session</b>	<b>Fee</b>	<b>Select      Amount</b>
1:30 p.m. – 4:30 p.m.	Stress Management	\$35	<input type="checkbox"/>	\$
1:30 p.m. – 4:30 p.m.	Leadership/Team Building	\$35	<input type="checkbox"/>	\$
1:30 p.m. – 4:30 p.m.	Professional Growth	\$35	<input type="checkbox"/>	\$
1:30 p.m. – 4:30 p.m.	Assertiveness Training	\$35	<input type="checkbox"/>	\$
1:30 p.m. – 4:30 p.m.	Telephone Skills	\$35	<input type="checkbox"/>	\$
1:30 p.m. – 4:30 p.m.	Time Management	\$35	<input type="checkbox"/>	\$
<i>STEM Session Sub Total</i>				\$

**\*\* STEM Only Registration cost is \$30 (Complete on first page under A-La-Carte)\*\***



# TESA 2010 Summer Work Conference

NAME: \_\_\_\_\_

## 2010 SWC Breakout Sessions

*Please select your breakout session choices below from the drop-down menus  
tickets are required for entry in session*

### Wednesday, June 23, 2010

	1 <sup>st</sup> Choice	2 <sup>nd</sup> Choice	3 <sup>rd</sup> Choice	
1:30 p.m. – 4:30 p.m.	<input type="text"/>	<input type="text"/>	<input type="text"/>	EXTENDED SESSION

### Thursday, June 24, 2010

	1 <sup>st</sup> Choice	2 <sup>nd</sup> Choice	3 <sup>rd</sup> Choice	
8:00 a.m. – 9:15 a.m.	<input type="text"/>	<input type="text"/>	<input type="text"/>	
1:30 p.m. – 4:30 p.m.	<input type="text"/>	<input type="text"/>	<input type="text"/>	EXTENDED SESSION
1:30 p.m. – 2:45 p.m.	<input type="text"/>	<input type="text"/>	<input type="text"/>	
3:00 p.m. – 4:15 p.m.	<input type="text"/>	<input type="text"/>	<input type="text"/>	

### Friday, June 25, 2010

	1 <sup>st</sup> Choice	2 <sup>nd</sup> Choice	3 <sup>rd</sup> Choice
8:00 a.m. – 9:15 a.m.	<input type="text"/>	<input type="text"/>	<input type="text"/>
1:30 p.m. – 2:45 p.m.	<input type="text"/>	<input type="text"/>	<input type="text"/>
3:00 p.m. – 4:15 p.m.	<input type="text"/>	<input type="text"/>	<input type="text"/>

## Method of Payment for 2010 Summer Work Conference

### No Purchase Orders

Please select your method of payment and include with a copy of your completed registration Mail to:  
TESA, PO Box 1565, Austin TX 78767

Check # \_\_\_\_\_ Make check payable to TESA

Credit Card: MasterCard ☐ VISA ☐ American Express ☐ Discover ☐ Other ☐

**There will be a \$5.00 processing fee on all credit card payments**

Name on Card: \_\_\_\_\_

Card #: \_\_\_\_\_ Expiration: \_\_\_\_\_ / \_\_\_\_\_

Signature: \_\_\_\_\_

**Registration form and payment must be mailed to TESA office for you to be considered registered for SWC**

Registration Sub Total	\$
STEM Session Sub Total	\$
STEM Only Registration	\$
Shirt Sub Total	\$
Credit Card Processing Fee (\$5.00)	\$
Late Registration Fee After May 25, 2010 (\$30.00)	\$
Late STEM Fee After May 25, 2010 (\$15.00)	\$
<b>Grand Total for 2010 SWC Registration</b>	<b>\$</b>

Conference registration deadline is May 25. Late registrations will not be accepted after June 5th postmark.  
Refer to Deadline and Cancellation Policy at bottom of page 1 for more information.



# TESA 2010 Summer Work Conference



TESA 2010 Summer Work Conference  
Embassy Suites - Frisco  
June 23 – 26, 2010

## BREAKOUT SESSIONS



WEDNESDAY, JUNE 23, 2010 – 1:30 PM – 4:30 PM

### Extended Sessions

#### 101 “Dare to Soar: Dream, Believe, Achieve, Celebrate”

Debbie Wade – San Jacinto College

Spread your wings and soar high as we dare to dream our dreams and achieve our goals. When we believe in ourselves and in our abilities, we can achieve anything we want – and we’ll learn how through awesome activities, innovative interaction, and tremendous thoughts! We’ll celebrate our accomplishments together in grand style!

#### 102 “Beginning and Intermediate Microsoft Publisher

Paula Lambright – Mesquite ISD

Publisher is a versatile software package that will allow you to create your own greeting card or calendars. You will learn how to create publications by combining graphics, pictures, clip art and text. Once you learn the basics, you will be able to create all sorts of great documents. Basic computer skills are required for this class. (24 max per class)

\*NOTE: BRING A LAPTOP FOR THIS CLASS

#### 103 Home Sweet Away From Home

Ron Klinger, University of Houston Clear Lake

Have you ever ended the day at work wondering how you survived it? What about experiencing feelings of stress or frustration? In a typical work week (40 hours), we spend 35% of our waking hours on the job. Are you strengthened or drained at the end of your work week? Are you ready to return the following week or do you get a serious case of the “Monday Blues”? In this highly engaged session, participants will explore how to make the most of their work day, environment, and relationships on the job. From how to manage and deal with stress, to finding ways to be a part of the solution to workplace dysfunction, we will explore steps that participants can take to make their home away from home as “sweet” as possible.

THURSDAY, JUNE 24, 2010 – 8:00 AM – 9:15 AM

### 201 First Timers Session

#### TESA Past Presidents

TESA Past Presidents Association invites all First Timers to SWC to join them to learn more about this great organization.

#### 202 The Not So Private Life of a Public School Employee

Megan Overman, Grapevine-Colleyville ISD

Do you know that the public has access to your salary and employment information? Do you know that parents, patrons and media can get certain personal information about you? Do you know that anyone can get copies of all your school emails and phone logs? As a public school employee your life may not be as private as you think. This session will outline how the Texas Public Information Act and privacy laws relate to public school employees and share tips to help school professionals work smarter to protect both their public and private lives.

#### 203 How Good is Your Office Etiquette?

Debbie McFadden – University of Houston Clear Lake

Your office manners are always being observed...How good are they? Tips on email, work phone, cell phone and general office etiquette.

#### 204 The “Diva” Within

Lura Boyd – Richardson ISD

What does “Diva” truly mean? The “Diva” within will make you laugh, will allow you to know that ‘yes, I am a ‘Diva, and will inspire you to continue to be The “Diva” within!





# TESA 2010 Summer Work Conference

**THURSDAY, JUNE 24, 2010 – 1:30 PM – 4:30 PM**

## **Extended Sessions**

### **301 Beginning and Intermediate Microsoft Publisher**

**Paula Lambright – Mesquite ISD**

(24 max per class) (This is a repeat of Session 102)

\*NOTE: BRING A LAPTOP FOR THIS CLASS

### **302 Your TRS Benefits --- Now and in the Future!”**

**Joanne Holshouser – TRS, Austin**

This seminar will include a review of the full array of TRS benefits available to TRS active members, including retirement, disability, death and survivor benefits. It will also include a brief description of the Public School Retiree Health Benefit Program (TRS-Care). Participants will be provided with various ways to contact TRS, as well as TRS information that will be useful as active members “plan ahead”. There will be a question and answer period at the close of the seminar.

### **303 Home Sweet Away From Home**

**Ron Klinger - University of Houston Clear Lake**

(This is a repeat of Session 103)

**THURSDAY, JUNE 24, 2010 – 1:30 PM – 2:45 PM**

### **401 “Make Your Image Sparkle”**

**Candace Ahlfinger – Pasadena ISD**

There is always more to be done at work and at home. Discover ideas to make your business and personal image sparkle – and keep your sanity. Use this chance to learn ways to shine from others.

### **402 Microsoft Office – Word, Excel and Outlook Basics**

**Crystal Brown - Celeste ISD**

Achieve basic to intermediate understanding of Microsoft Office (Word and Excel).

(24 max per class)

\*NOTE: BRING A LAPTOP FOR THIS CLASS

### **403 Office Productivity**

**Pamela Wilson - 3M Office Supplies**

The 3M seminar will provide solutions to stay organized with Post-it and Scotch products that compliment the thinking and workflow process so that you are more productive on the job. The seminar will also show products that are less impactful to the environment. Everything you need in office products to organize and simplify your working environment.

### **404 “What’s Your Weather Forecast?”**

**Debbie Wade - San Jacinto College**

Are you fair to partly cloudy, bright and sunny, or do thunderstorms loom on the horizon? This session focuses on attitude, its positive and negative impact on life, the importance of how attitude affects job performance, and the ability to deal effectively with customers. Weather forecasting activities are included.

**THURSDAY, JUNE 24, 2010 – 3:00 PM – 4:15 PM**

### **501 “What Did You Say?”**

**Barbara Jennings - Retired**

This session will cover when it is a good time to talk, solving problems, checking in during the conversation, pitfalls and the needs of the heart.

### **502 Microsoft Office – Word, Excel and Outlook Basics**

**Crystal Brown - Celeste ISD**

(24 max per class) (This is a repeat of Session 402)

\*NOTE: BRING A LAPTOP FOR THIS CLASS



# TESA 2010 Summer Work Conference

## **503 Office Productivity**

**Pamela Wilson – 3M Office Supplies**

(This is a repeat of Session 403)

## **504 Developing Charisma**

**Jodi Thomas - West Texas A&M University**

Afraid to speak out in public? Have trouble with people taking you serious or being a leader? This fun look at developing self-confidence and learning how to become a person people look up to and remember. Come prepared to laugh and grow in confidence with Jodi, a New York Times Bestselling author of 30 books.

**FRIDAY, JUNE 25, 2010 – 8:00 AM – 9:15 AM**

## **601 “Call the Fashion Police 911”**

**Dianne Lemons - Mesquite ISD**

Have you ever seen someone walk into work and thought, “WOW...we need to call the 911 Fashion Police!” Then this is a class for you. We will learn about what colors go with your skin tone and what styles will benefit your shape.

## **602 Understanding the TEA Account Code System**

**Debbie Faires – Mesquite ISD**

This session will cover the structure of the account code, how to choose what coding to use, and what different parts of the code mean.

## **603 Facilitating Communication in the Workplace**

**Pamela Baker and Karen Slaughter - Region 10 ESC**

Participants will learn to use communication skills that create an environment in which team members can listen to each member's point of view and work together to complete whatever task is given. Participants will also learn skills of open communication, collaborative decision making, negotiation and reflective listening which results in increased respect of all participants.

## **604 “How the Workplace is Affected by Grief”**

**Melody McCurdy - Pasadena ISD**

Presentation will include: Stages of grief; how grief affects a person physically, emotionally and cognitively; how to help someone deal with grief; and pitfalls to avoid.

## **605 “Embracing and Thriving During Change”**

**Peggy Hudson – Leander ISD**

“The Shark and the Goldfish” We will learn how to accept change and how it can empower us. The author shares ways to enable us to thrive during change. We will be discussing how we can learn from and grow stronger during change and better because of the challenges we face. Most importantly you can discover if you are a shark or a goldfish.

**FRIDAY, JUNE 25, 2010 – 1:30 PM – 2:45 PM**

## **701 “Bad” attitudes VS “POS” attitudes**

**Phyllis Hyden - Galena Park ISD**

Where do you think ones' attitudes come from? Attitudes come from within you. The most important decision you make each day is the attitude you choose to express when dealing with people or circumstances. In this session we will discuss “positive” and “negative” attitudes and the effect they have on your responses to daily challenges.

## **702 Parliamentary Procedures for the Novice; Presented by a Novice**

**Gerald Wharton - Grapevine-Colleyville ISD**

Parliamentary Procedures – “Don't be afraid” This is a broad brush approach to Parliamentary Procedures that are typically used in everyday association meetings. This will be your opportunity to hear basic information, share experience, ask questions, and be prepared to preside at your next meeting.

## **703 “Bombus the Bumblebee”**

**Cindy Bright – Brownsboro ISD**

Are you like Bombus? Do you let the ridicule of others keep you from flying? Do you let what others say about you keep you from being yourself? Come and see what God had to teach Bombus about himself and others. This session will have some religious content.



# TESA 2010 Summer Work Conference

## **704 “Line Dancing ”**

**Cindy Freeman – Bangs ISD**

Learn some old steps and some new steps. If you want to kick up your heels and have fun and relieve some stress.

## **705 Spanish 101, 201...??? Aye carumba!”**

**MaryAnn Hollingsworth - Texas State University and Christine Ortiz - Region 10 ESC**

Join us as we have fun learning BASIC SPANISH. Simple words and phrases to enhance our work environment and provide effective customer service to those we come in contact in our school environment.

## **706 Putting the Pizzazz in your Pictures!**

**Peter Horn - AHHH! Photography**

Come learn how to take better pictures, whether it is for your organization, your school or your home. Children love to have their pictures displayed in the classroom.

## **707 Is the Customer Really Always Right?**

**Jana Worthington – Weatherford ISD**

Let's answer the age old question! Our days are filled with customers both internally and externally, and we need to be ready for them. In this session, explore the world of customer service and our role as goodwill ambassadors.

## **708 Solution for Identity Theft**

**Jim Harkema – Pre-Paid Legal Services**

Understand the reality of identity theft and best solutions available...having a comprehensive solution!

**FRIDAY, JUNE 25, 2010 – 3:00 PM – 4:15 PM**

## **801 Change Your Career – Change the Future – TEACH!**

**Dr. Jo Ann P. Gonzalez – Texas A & M University, San Antonio**

In this session participants will learn about the TAMU- SA Alternative Certification Program and how smooth the transition from a paraprofessional to teaching can be.

## **802 “NAEOP, Your National Professional Association”**

**Linda Sockwell - Richardson ISD**

This will be an overview of NAEOP for those new to education, an explanation of the National Certification Program – PSP, and there will be time for questions and answers.

## **803 “Bombus the Bumblebee”**

**Cindy Bright – Brownsboro ISD**

(This is a repeat of Session 703)

This session will have some religious content.

## **804 “Line Dancing ”**

**Cindy Freeman – Bangs ISD**

(repeat of Session 704)

## **805 Spanish 101, 201...??? Aye carumba!”**

**MaryAnn Hollingsworth - Texas State University and Christine Ortiz - Region 10 ESC**

(This is a repeat of Session 705)

## **806 The “Diva” Within**

**Lura Boyd – Richardson ISD**

(This is a repeat of Session 204)

## **807 Putting the Pizzazz in your Pictures!**

**Peter Horn - AHHH! Photography**

(This is a repeat of Session 706)



# TESA 2010 Summer Work Conference



**2010 TESA Summer Work Conference**  
**Embassy Suites in Frisco, Texas**  
**June 22-25, 2010**  
**Staff Training for Effective Management**



## **(STEM) Schedule**

DATE	STEM SESSION	TIME
Tuesday, June 22	Professional Image	9:00 – 12:00
	Customer Service	1:15 – 4:15
	Interpersonal Communication	9:00 – 4:15
	Effective Office Practices	9:00 – 4:15
	Managing Change	9:00 – 4:15
	Profile for Success	9:00 – 4:15
	Basic Communication	9:00 – 4:15
Wednesday, June 23	Effective Office Practices	9:00 – 4:15
	Interpersonal Communication	9:00 – 4:15
	Basic Communication	9:00 – 4:15
	Profile for Success	9:00 – 4:15
	Assisting Difficult People	9:00 – 4:15
	Assertiveness Training	9:00 – 12:00
	Time Management	1:15 – 4:15
Thursday, June 24	Stress Management	1:30 – 4:30
	Professional Growth	1:30 – 4:30
	Customer Service	1:30 – 4:30
	Dialogue of Diversity	1:30 – 4:30
	Leadership/Team Building	1:30 – 4:30
Friday, June 25	Stress Management	1:30 – 4:30
	Leadership/Team Building	1:30 – 4:30
	Professional Growth	1:30 – 4:30
	Assertiveness Training	1:30 – 4:30
	Telephone Skills	1:30 – 4:30
	Time Management	1:30 – 4:30





# TESA 2010 Summer Work Conference



## TESA 2010 Summer Work Conference Conference Schedule “Be Renewed with TESA Loyalty and Wisdom”



### Tuesday, June 22, 2010

STEM Sessions  
TASBO classes  
STEM Sessions  
Executive Board Meeting

9:00 a.m. to 12:00 p.m.  
9:00 a.m. to 4:00 p.m.  
1:15 p.m. to 4:15 p.m.  
7:00 p.m. to 9:00 p.m.

### Wednesday, June 23, 2010

STEM Sessions  
TASBO classes  
Registration Opens  
Exhibit Hall Opens  
STEM Sessions  
Extended Sessions  
Facilitator Meeting  
CEOP Graduation Practice  
CEOP Graduation Ceremony & Reception  
Networking and Game Night

9:00 a.m. to 12:00 p.m.  
9:00 a.m. to 4:00 p.m.  
11:00 a.m. to 5:00 p.m.  
11:00 a.m. to 5:00 p.m.  
1:15 p.m. to 4:15 p.m.  
1:15 p.m. to 4:15 p.m.  
4:30 p.m. to 5:00 p.m.  
5:00 p.m. to 5:30 p.m.  
5:30 p.m. to 6:30 p.m.  
7:30 p.m. to 9:00 p.m.

### Thursday, June 24, 2010

Registration Opens  
Exhibit Hall Opens  
Breakout Sessions  
Flag Practice  
General Session/Flag Ceremony/Keynote/Awards  
“Loyalty to TESA” President’s Luncheon  
Registration Opens  
Breakout Sessions  
STEM Sessions  
Extended Sessions  
Breakout Sessions  
Shuttle to Mall/Restaurants  
09-10 – 10-11 Joint Board Meeting

7:30 a.m. to 9:30 a.m.  
7:30 a.m. to 5:30 p.m.  
8:00 a.m. to 9:15 a.m.  
8:00 a.m. to 9:15 a.m.  
9:30 a.m. to 11:30 a.m.  
11:45 a.m. to 1:00 p.m.  
1:30 p.m. to 5:30 p.m.  
1:30 p.m. to 2:45 p.m.  
1:30 p.m. to 4:30 p.m.  
1:30 p.m. to 4:30 p.m.  
3:00 p.m. to 4:15 p.m.  
Available anytime  
8:00 p.m. to 10:00 p.m.

### Friday, June 25, 2010

Registration Opens  
Exhibit Halls Opens  
Breakout Session  
Business Meeting /Awards  
Breakout Session  
STEM Session  
Breakout Session  
“Renewal Through TESA” Installation and Banquet  
Dinner  
Installation  
Dance  
Reception: Wendy Klentzman, 2010-2011 President

7:30 a.m. to 9:15 a.m.  
7:30 a.m. to 1:30 p.m.  
8:00 a.m. to 9:15 a.m.  
9:30 a.m. to 11:30 a.m.  
1:30 p.m. to 2:45 p.m.  
1:30 p.m. to 4:30 p.m.  
3:00 p.m. to 4:15 p.m.  
6:00 p.m. to 11:30 p.m.  
6:00 p.m. to 7:00 p.m.  
7:00 p.m. to 8:30 p.m.  
8:30 p.m. to 11:30 p.m.  
9:00 p.m. to 10:00 p.m.

### Saturday, June 26, 2010

Closing Session

9:00 a.m. to 10:00 a.m.



# TESA 2010 Summer Work Conference

## TASBO Classes

**June 22<sup>nd</sup>**

9am to 4pm	ACT105A	Basic Governmental Accounting Part I
9am to 4pm	MGT303	Approaches to Leadership & Management

**June 23<sup>rd</sup>**

9am to 4pm	ACT105B	Basic Governmental Accounting Part II
9am to 4pm	PEI103	PEIMS Accuracy: Special Populations and Programs

**Cost is \$140 per class – register and pay directly to TASBO**

Contact Linda at [lindad@tasbo.org](mailto:lindad@tasbo.org) or call her at 512-462-1711 ext. 218



**TESA 2010 Summer Work Conference**  
**Embassy Suites - Frisco**  
**June 23 – 26, 2010**

### Menus

**“Loyalty to TESA” President’s Luncheon**  
Thursday, June 24, 2010  
11:45 AM

- \*Mixed Greens Salad, sliced tomatoes & cucumbers, julienne carrots with choice of Balsamic Vinaigrette or Ranch Dressing
- \*Chicken Caesar Wrap in Spinach Tortilla
- \*Beef Fajita Wrap in Flour Tortilla
- \*Decadent Chocolate Brownies
- \*Coffee & Tea

**“Renewal Through TESA” Installation Banquet**  
Friday, June 25, 2010  
6:00 PM

#### Menu A

Chicken Fried Steak

#### Menu B

Chicken Fried Chicken

Selection above will be served with

- \*Bibb Salad, Candied Walnuts, Endive & Herb Vinaigrette
- \*Buttermilk Mashed Potatoes
- \*Fresh Seasonal Vegetables
- \*Apple Crisp
- \*Coffee & Tea





## What Did You Say? Keys to Effective Communication

*By: Dr. Karen Nix, Mesquite ISD, Administrative Officer-Staff Development*

As an educator for many years, I have observed, on numerous occasions, misunderstandings as a result of poor communication. I remember one such occasion that happened my first year as an elementary principal. A parent called my office extremely upset with the cafeteria workers. She said in a rather loud and emphatic voice that the lunch lady was teasing her son, a first grader, about being short. I assured the parent that I would check into the situation, knowing in my mind that there must be more to the story. As I walked into the cafeteria, I headed for Louise who was the worker with the most contact with the students. She was responsible for totaling their purchases and collecting their money. I began explaining the telephone conversation to Louise and before I could finish, Louise was rolling on the floor with laughter. "Ok," I said, "you have to fill me in on what is so funny." Louise simply replied, smiling, "This young man never has enough money for his lunch." You see, Louise had been paying the amount the student "was short" for weeks and had been telling him, as she took the needed change from her pocket to put with his money, "You're short!"

As you can imagine, the parent and I were able to have a good laugh over this situation once I explained to her what had happened. However, the miscommunication in the cafeteria had caused a parent to become very angry and reflected poorly on our school, even if for a short time. Certainly, incidents such as this will happen from time to time, but as a service oriented business, the school business, it is imperative that we know and practice effective communication skills.

So what are the keys to effective communication? There are four keys to communicating effectively:

- 1) Connect,
- 2) Pause, Paraphrase and Prod
- 3) Avoid Barriers, and
- 4) Sincerely Close.

Whether communicating with a parent, a colleague, a friend, or a family member, if we remember to use these keys, we will increase our chance of communicating effectively and pro-

ducing the desired result.

Any successful communication begins with establishing rapport; connecting to the other person. Most often we have one chance to connect, and so it is crucial that we monitor our words and our body language during the initial greeting. How can we best do this? Establish and maintain eye contact, smile, choose a pleasant tone and inflection and use sincere expressions that instill confidence and a desire to understand. Assume positive intent on the part of the other person. Beginning the conversation with the right attitude will go a long way.

Once rapport is established, it is time to employ verbal communication skills. Pausing, paraphrasing and prodding are three skills that facilitate communication. In other words, you want to listen, check for understanding, and ask appropriate questions.

Pausing means to listen and listening involves more than merely hearing the words. Committed listeners listen to understand. As you practice your listening skills, try focusing completely on what the speaker is saying, both the words and emotions. By focusing on both, you more fully understand the meaning being expressed. As the listener, try not to think about how you might respond, instead use both verbal and nonverbal behavior to convey interest in the speaker. Maintain eye contact, mirror the speaker's body language, nod from time to time, and use appropriate facial expressions to convey understanding.

Once you take time to listen and feel you understand the message, it is time to check in. Checking in with the speaker is important in gaining clarity around the message. We can best gain clarity through paraphrasing; giving back to the speaker in an abbreviated way what they communicated to us. An effective paraphrase identifies the main ideas shared as well as the emotion behind the message. Paraphrasing benefits both the listener and the speaker. As the listener, you know if you understood the message correctly. As the speaker, a paraphrase assists in affirming your message or helping you to better communicate the message.

Pause, paraphrase, prod. Only after listening, pausing, and identifying the message, paraphrasing, should we begin to question, prod. Questioning helps to fill in the important details that may be missing from the communication. Asking clarifying questions aids mutual understanding. A gift to the speaker is to ask open ended questions that allow he or she to share their ideas, opinions, and feelings. Avoid close ended questions that require a simple yes or no. Instead, use open ended questions to encourage the speaker to reflect upon the topic of conversation providing not only you, but the speaker, greater clarity and new insight.

There are several barriers to avoid when communicating. Disagreeing, criticizing, advising, diagnosing, excessive questioning, moralizing, arguing, threatening, diverting, reassuring, and monologuing are certain to shut down communication, especially when done too soon and too often. It is best to focus first on listening, paraphrasing and asking strategic questions before moving forward with advising, disagreeing, or even reassuring.

As communication comes to an end, it is important to sincerely close the communication. Avoid letting the speaker hang, not knowing what you think, what has been accomplished and what the next steps might be. This is the perfect time to reflect on the message communicated, it's meaning for both the speaker and listener, and the path forward. Taking time to summarize the facts and decisions made will aid future communication. Most importantly, as you close the communication, sincerely thank the speaker for his/her time and for sharing his/her ideas, thinking, and/or opinions.

Susan Scott, in her book titled *Fierce Conversations*, says that the relationship is the conversation. If we approach our communication with this mindset, that each conversation we have is about our relationship, then maybe we will handle with care our communications hence improving our relationships with parents, colleagues, friends, and family. It might just be possible to change the world one conversation at a time.





# Loyalty

By Sue Hand, CEO, CEOE, Legislative Consultant

*"You stand up for your teammates. Your loyalty is to them. You protect them through good and bad, because they'd do the same for you."*

*~ Yogi Berra*

Yesterday as I was working away in my beloved PLUS SIZE consignment shop, a man came in and introduced himself to me; said he was starting a new business and would like me to consider his services as a window washer. A person only has ONE CHANCE to make a positive first impression, and he accomplished this by his appearance, his introduction, and his spiel.

He stated he does excellent work, had signed on many of my business neighbors, and could do it faster, better, and CHEAPER than what I was currently paying to have my store windows washed. He asked for my business, left a business card, and promised to return the next day to demonstrate his service and sign me on, as well.

I thought about his proposal, and although the cost savings were minimal (\$2), these days every penny counts, especially for a small business person. Those pennies can and do add up over time. But then I thought about the word "loyalty". I've been with the same window washer for over a year now. I thought about an incident a couple weeks ago when I jumped on him for the careless job (I thought) he did the time before. He asked me to come outside and show him what I was dissatisfied with; then he explained that the streaks I was seeing were on the INSIDE of the windows caused by a recent thunderstorm and not by careless workmanship. He was very calm and courteous, even faced with the ranting of this old woman, and offered to do the

inside of my windows. I appreciated his professionalism.

Loyalty - I like the definition of loyalty provided by Fred Reichheld in his book, The Loyalty Effect. He defines loyalty as the willingness to make an investment or personal sacrifice to strengthen a relationship. My window washer was willing to take the extra time and attention to make sure I was satisfied, as his customer.

I have customers who are loyal to my store and tell me they wouldn't shop anywhere else. As the owner of an almost-famous PLUS SIZE consignment shop, I recognize that the true measure of my success is my ability to develop relationships with my customers.

Today I had a customer try on a vest and she asked my opinion. I told her I thought it fit her well, was a good color, and looked good on her. She remarked, "Well, you're a salesperson, it's your job...". I responded that I'm NOT a salesperson, I fired myself from the last job I had as a salesperson, and I would NEVER tell a customer something looked fabulous on them when it didn't. I think that lady will come back.

So today, I waited for that new window washer to come back, as promised, and show me what he could do for me. I was prepared to tell him thanks, but no thanks, I was happy with my current window washer. I felt grateful for the loyalty shown me by my customers and felt it was the right thing to do to remain loyal to my window washer.

The new window washer never showed. He did not do what he promised to do. How will he ever hope to build a loyal customer base? So much for first impressions!

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## *You Are Never Too Old To Learn Never Give Up Your Dream*

By Darcy Blackstock, CEOP, Channelview ISD  
TESA Area Workshop Committee  
TESA Fall Work Conference Exhibits Chairman

Life has a funny way of teaching us how to appreciate the many life stages we all experience. You begin with the wonder and excitement of life after high school, to pondering how quickly the years have passed. Regardless of what life stage you are in, college, early in marriage, children, empty nest, aging etc., we all have new opportunities and experiences from which to grow. I am reminded of an old saying, “you’re never too old to learn,” which was instilled in me at a very young age. I always thought my parent’s intention was to encourage going to school and furthering my education. As I reflect on my current life stage, empty nest, I now realize the significance of these truly wise words. There is a kaleidoscope of learning adventures inside and outside of the classroom if we but take the opportunity to experience them. Life’s classroom provides an abundance of decisions that can change our lives forever. It is extremely important that we take time from our busy life stage to reflect and re-examine where we are, in what direction we are going, and to determine if we are on target for our goals and ambitions. Yes, we all need to have goals to reach our ambition in life. Whether it is losing those extra pounds, obtaining a new position in our place of employ-

ment, or finishing a college degree, we all have dreams and aspirations to improve ourselves personally and professionally.

It is all right if our journey takes a detour but then again it would not be life if everything happened according to our plan. We must take each detour as an opportunity to grow from the experience and learn how to be open minded to new ideas and changes that can assist in reaching our goals. Detours are a great opportunity to seek inspiration from your family and friends that may be going through or have gone through the same situation. You may also look inside yourself for encouragement by reflecting on other accomplishments that can boost your self-confidence and aid you in getting back on track.


Another essential part of life’s journey is to reward ourselves along the way. All too often we are so caught up in taking care of our families, jobs, and homes that at times we are to the point of ignoring ourselves. Taking a trip to a TESA Conference or Area Workshop, joining a local gym or weight-loss group or signing up for a night course at a community college can be a rewarding experience and may also assist in reaching your

goals. Even small rewards like a long soak in a hot tub or a brisk walk in the park can melt away frustrations while providing a time to clear your mind and assess the situation at hand. Being good to ourselves can help us be good to those around us in our every day lives.


Life is a journey full of surprises, some pleasantly good and others less exciting, and we all will experience many in our lifetime. How we choose to learn, grow and progress from each adventure can greatly impact our future and the future of others. I encourage you to take time to smell the roses, develop and implement personal and professional short and long-term goals, get involved in something just for you and begin taking advantage of the journey life has offered you. As I continue to travel along this journey these words have never been truer... “You are never too old to learn – never give up your dream.”



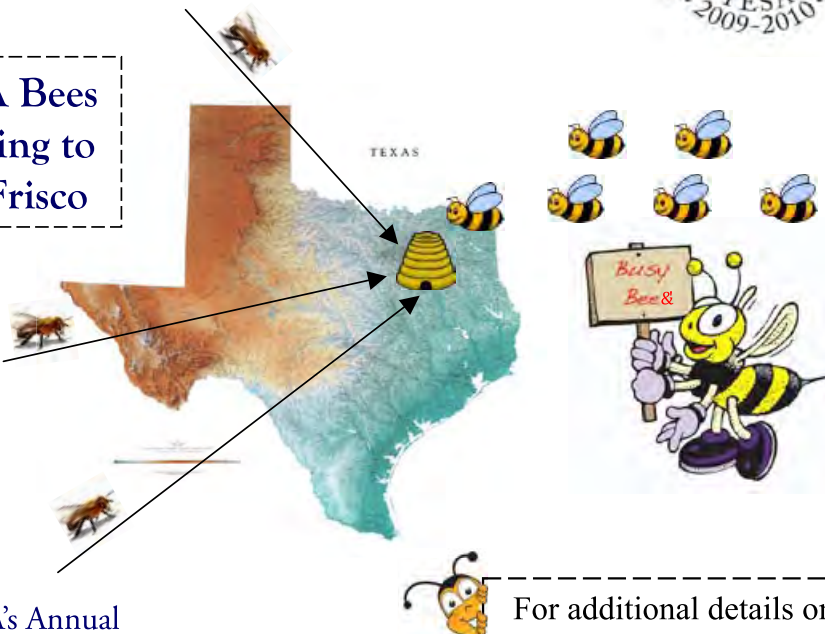
# Affiliate Services



**Affiliate Services**  
 Invites **YOU** to Dallas - Frisco



**The TESA Bees  
Are Heading to  
Dallas - Frisco**



**Affiliate Service  
Committee Members**






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For additional details on  
the 2010 SWC go to:  
[www.tesatexas.org](http://www.tesatexas.org)

TESA's Annual  
2010 Summer Work Conference  
June 23-26, 2010  
Embassy Suites

A N N O U N C E M E N T	  	<p><b>TO:</b> All TESA Affiliates </p> <p>TESA is giving an AWARD to the Affiliate with the most members at the 2010 Summer Work Conference</p> <div style="display: flex; justify-content: space-between; align-items: center; margin-top: 20px;"> <div style="border: 1px dashed red; padding: 10px; text-align: center;"> <p>For additional information, contact <b>Sylvia L. Flores,</b> Affiliate Chairman at (956) 323-4609</p> </div> <div style="text-align: center;">   <p><b>NOTE:</b> Affiliates must have paid their TESA dues to qualify!</p> </div> </div>
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# Living Through Grief

By: *Dianne Lemons of Mesquite ISD/TESA STEM Chairman*

Have you ever sat down to play a piano and one of the keys wasn't working or tried to play your favorite CD and realize that a scratch is on it where your favorite song is? In some ways, losing a loved one is similar. Here you go easily through life, and then, BAM, they are gone and your life will never be the same again.

My life was like most of yours. I have been married to a wonderful loving man Billy Paul for 33 years. We had two sons. Brandon Keith was our first born and then three years later Darren Kyle was born. Each of our sons grew up to love God and be very loving men who married two beautiful women. Brandon and his wife had our first grandbaby which was a girl. Now those of you that have raised only boys know how I was feeling when I found out the baby was going to be a girl. Celise was born in January 2005. With both of our sons being married and now having a granddaughter our world was wonderful. Brandon was such a wonderful father. He worked nights so he could keep his daughter everyday. Their bond was so strong and she adored her daddy and he adored her. Four years went by and our world and family just kept getting better everyday. Then, we found out that our youngest son Darren and his wife Becky were expecting and they were going to have our first grandson. Our lives were so full of love and excitement as God was adding to our family. Our little Celise was so excited to get a

cousin. As the story continues to unfold we thought our world would be great forever and then grief hit.

Our son Brandon came home from work one morning the second week in February to find his wife and daughter missing. We did not know where they were for eight days. We watched our son cry and grieve because his world was falling apart. Divorce papers came a week later and we found ourselves going to court with our son. He was trying so hard to keep his marriage together and be able to see his daughter. What a shock we had when we started hearing the words coming out of the mouth of the daughter-in-law we had loved like a daughter. Then, our attorney shed some light on what had really been going on when our son was at work. Texas laws and judges do not favor dads no matter what the moms have done. Our son was so upset when we left the courthouse. I remember the sad look on his face even today. He ended up getting to see his daughter 6 times a month instead of everyday like he had been and had to drive an hour and a half just to pick her up. Little did we know that day that our lives would really start to crumble day by day.



After three months of emotions going up and down and several court appearances our son grew even more discouraged. His world just kept falling apart and his heart was broken. He loved his wife and daughter so much and just wanted his family back home. Every time he picked up his daughter she would cry and plead with him to let them be a family again and tell him to promise her. He would tell her over and over that he wanted them to be a family again never saying a bad word about her mother. This just ripped his heart out as it did ours. He said that the kids are always the ones that suffer in a divorce because



they seem to catch the brunt of choosing between dad and mom and he didn't want Celise to live like that. Everything just kept crumbling around him and our entire family everyday. On April 20, 2009 our son made the choice to commit suicide and our world and lives would be changed forever. Since that day our hearts are broken into millions of pieces and we are just not the same couple or family that we use to be. We had two sons and their families and now we have one son and his family. I thank God everyday for them because without our son Darren and our daughter-in-law Becky we would not make each day. Our parents, family, friends, co-workers, church family and my MEPA and TESA families are what help me get out of the bed each and every day.

I soon had a family member suggest that I join a local group that was called Grief Share. What a lifesaver this has been for me and I get daily e-mails that help me deal with this terrible hurt and grief that I feel everyday of my life. I learned that grief is a natural response to loss. It's the emotional suffering you feel when someone you love is taken away. The more significant the loss the more intense the grief is. Grieving is a personal and highly individual experience. How you grieve depends on your personality, your coping style, your life experiences, your faith, and the nature of the loss. Grieving takes time and healing happens gradually. It can't be forced or hurried and there is no "normal" timetable for grieving. Research shows that when you lose a loved one to suicide your grief triples in the amount of pain you feel.

After living through the loss of my mother and brother at early ages, I thought I knew a lot about grief. Losing a child is the worst loss I have ever felt in my life. I not only lost my son last April I also lost his entire family that day. I feel that since I have not been allowed to see my granddaughter or her mother since October that part of my family is missing. I pray daily for God's protection on their lives and hope that I will be allowed soon to see them again.

I was raised by two wonderful parents and married into a wonderful family whose faith is very strong. I have always been taught that God gives life and he takes life and that our days are numbered on this earth. There are days when my faith seems so shaken but I just try to continue reading in my Bible everyday and praying for God's guidance and healing in my life and the lives of my family.

On November 3, 2009 my life took another turn. My first grandson Daylen Keith was born and what joy God brought back into my life. He is the most beautiful baby boy and looks like his dad and his uncle whom he was named after. His dad is also a wonderful father just like his brother was. How blessed I feel to have had two wonderful boys and their families in my life. God can always turn something bad into something good.

Sometimes when someone you know is grieving it is hard to know what to say. The most important thing I can tell you from a personal experience is to say something. Don't just ignore them like they have the

plague and don't say you understand unless you have walked in their shoes. Most important is to never forget this person. Grief is so overwhelming and like a roller coaster, full of ups and downs and highs and lows. Usually words can't comfort the grieving. Just being there in silence or just listening really helps. Nothing can change what has happened but being with them sure brings comfort. With the death of someone central in our lives - a parent, a spouse, a child, a sibling or a friend we find ourselves in unknown territory. We don't like it at all. We may feel as if we don't even know who we are anymore. We may wonder if we will ever be happy again. Most of us are unprepared for the enormous grief response we may have to a major loss and our expectations can be unrealistic.

Your perspective on people and life can become poisoned by bitterness. Bitterness never makes things right, never satisfies your heart, and will always block your journey through grief. It's often said when you're dealing with hardship, hurt and great pain in your life, you can either become bitter or better. The history that bitterness dwells on is like a stack of IOUs of what you think people should have done and how situations should have worked out. The only way to be free is to tear up the IOUs and let the bitterness go.

I have gone through a lot of bitterness and resentment in the past several months. To me resentment is anger with a history. I don't want to be known as a bitter resentful person because of losing my son before I was ready to. I ask the Lord everyday



to remove the poison of bitterness from my life, and let me see his good work in this situation and that helps me make it through one day at a time.

Dr. Larry Crabb says, "Sometimes the best remedy for grief is finding some way

to touch somebody else's life." Maybe it is time to change our focus from ourselves to other people. Open your eyes to the needs around you. Through this experience I have developed new character traits and knowledge and I have received so much encouragement and comfort from so many

wonderful people. I encourage you to make everyday count with your kids and family and I hope I can share with others in the future how this experience has changed my life forever and that with God's grace you too can survive.

## ***"Don't Quit"***

When things go wrong as they sometimes will;  
When the road you're trudging seems all uphill;  
When the funds are low, and the debts are high  
And you want to smile, but have to sigh;  
When care is pressing you down a bit-  
Rest if you must, but do not quit.

Success is failure turned inside out;  
The silver tint of the clouds of doubt;  
And you can never tell how close you are  
It may be near when it seems so far;  
So stick to the fight when you're hardest hit-  
It's when things go wrong that you must not quit.

*Author Unknown*





# Awards / Scholarships / Journalism



Honey,  
We will be looking for YOU at SWC  
to help us raise scholarship Money.

The TESA Awards/Scholarships/Journalist Committee will “bee” in our “hive” at the Summer Work conference. So “bee” a honey and bring a theme basket for the raffle.

Back by popular demand

AWARDS for baskets

“Queen Bee” basket - basket best representing conference theme

“Honey” basket – sweetest basket

“Stinger” basket – basket with the least expected items

“Honeycomb” basket – basket best representing TEXAS

We will “bee” there with  
50/50 tickets too!

Contact any member of the Awards/ Scholarship/  
Journalist Committee for more information



We've got spirit Yes we do!  
We've got spirit HOW 'BOUI YOU?

**Show your “Spirit” at the Summer Work Conference  
Your team could win the “SPIRIT AWARD”**

- ✓Eligible participants must be current TESA members
- ✓Spirit items must be items of wear (shirts, hats, vests, visors, etc.)
- ✓Spirit item entries must be at the Awards, Scholarship,
- ✓Journalist booth *no later than 4:30 Thursday.*
- ✓An entry form, available at the A/S/J booth, must be
- ✓Completed and turned in with the Spirit Item

**Wear your “Spirit” item to the opening General Session**

Contact any member of the Awards/ Scholarship/ Journalist Committee for more information

# Galena Park Area Workshop

## TESA Area Workshop

Sponsored by the Galena Park Educational Paraprofessional Association

The Galena Park Educational Paraprofessional Association sponsored a TESA Area Workshop, "Lasso a Day of Learning," Saturday, March 6, 2010 at the Joyce Zotz Education Center. This area workshop offered all TESA members an array of STEM classes, great breakout sessions and amazing vendors. Approximately 101 individuals attended the full day training. All in all, this area workshop was filled with fellowship, learning and fun!



*A variety of vendors provided great shopping for all!*



*Burk Mark, President-Elect Wendy Klentzman and President Gerald Wharton awaiting the start of the general session.*



*Burk Mark, was the keynote speaker at the general session. He was an amazing speaker as he enlightened the members with words of encouragement.*



*Linda Sherrard of Galena Park ISD presented "Gung Ho!" This breakout session provided attendees the opportunity to identify how important different skills and personalities are needed in everyday lives.*



*The above breakout session, The 4 W's of "It takes a village to raise a child," was presented by Paula Henry of North Shore Senior High. This session provided valuable information and tips that were helpful to all.*



# Galena Park Area Workshop



*Great fellowship, food and fun were enjoyed during the lunch break.*



*Members enjoyed TEXAS size baked potato's topped with barbeque and all the fixin's!*



*Membership anxiously standing in anticipation of their winning door prize number to be called!*



*3rd row left to right Lynn Nutt, Exhibits/Door prize Chairman; Janie Flores, Luncheon Chairman; Ruby Tibbs, Hospitality Chairman; Gladys Holt, Registration Chairman.*

*2nd row left to right – Phyllis Hyden, Area Workshop Chairman, TESA Past President; Wendy Klentzman, President-Elect; Gerald Wharton, President; Teresa Espino, Area Workshop Co-Chairman.*

*1st row Debbie Cox, GPEPA President*

## Weatherford Educational Support Association (WESA)

WESA celebrated the holidays in a big way. The crowd of 65 ladies gathered on December 11th to celebrate the holidays and to give back to the community by donating to the local Manna Angel Tree. Each campus took at least one angel with most campuses taking two. WESA member Whitney Bowman put the plea for help out to the Student Council at our Ninth Grade Campus and boy did they come through in a big way! The Student Council and Faculty raised over \$300 and sponsored 3 angels. THANK YOU WHITNEY AND THE NINTH GRADE CENTER! WESA helped support 30 local kids with Christmas presents this year.

WESA members enjoyed a traditional Christmas meal along with a style show presented by Stuff 'N Nonsense of Granbury, TX. The day ended with more than 20 door prizes being given out.



*Suzie Finneran door prize winner and retired WESA member, Eloise O'Donald*



*Retired WESA member, Kathy Porter*



*WESA members, Jana Worthington, Erin Davis, Julie Campbell, Debby Riebe*



*WESA Board – (L to R) Judy Prachyl, Maudie Lionberger, MaryLou Vulgamore, Patsy Johnston, Cathy Kosikowski, Amy Rankin (kneeling)*



*WESA Board – with Angel Tree gifts (L to R) Patsy Johnston, Maudie Lionberger, MaryLou Vulgamore, Amy Rankin, Judy Prachyl (not pictured), Cathy Kosikowski*



## Affiliates in Action

### Channelview Educational Support Staff Association

Channelview ESA Social Committee members Meg Murray and Tania Nunez arranged the Valentine's Color Makeover on February 9, 2010. Members enjoyed a fun-filled afternoon of learning how to best utilize color for individual skin tones and skin types. Jacqueline Randolph, a Channelview ISD Teacher, instructed members how to apply cosmetics in a variety of methods for daytime, evening, business and casual events.



Pictured in the before photograph are Mary Goss, CISD Teacher, Beth Cormier, CESA Vice President, and Linda Brewer, CESA President.



The glamorous CESA beauties are: seated Linda Brewer, standing (left to right) Claudia Leos, Meg Murray, Ms. Randolph, and Adriana Renteria.

Channelview ESA is planning a March fundraiser to bring in revenue for the annual student and member scholarships. This is the fourth consecutive year CESA has provided a \$250 scholarship to one graduating senior and one paraprofessional.

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## Rio Grande Valley Educational Support Staff Association (VESA)

The Rio Grande Valley Educational Support Staff Association (VESA) members have been busy all year, learning, sharing and offering community support.

On November 19, 2009, South Texas ISD hosted our monthly meeting. We had students from South Texas High School for Health Professions, along with their instructor come and speak to us about Pharmacy/Prescription Safety. On December 10, 2009 we continued with our traditional Christmas Meeting/Social at Casa Del Taco in Weslaco, TX. After a brief meeting, the members enjoyed delicious beef & chicken fajita botanas. After dinner, one of our members, Rosie Lopez, Rio Grande City CISD, played her guitar while members sang various Christmas Carols. The singing of Christmas Carols had been a long standing tradition with VESA that had sort of “died” out. Three years ago, President Lisa E. Gonzalez, “revived” the tradition and it has been going strong ever since. On January 14, 2010 our monthly meeting was hosted by Mission CISD VESA members. Norma Davis, a retired administrator from Mission CISD, spoke to us on “There is Life after Retirement.” She shared inspirational topics and messages and spoke to us of stories that have affected her daily life and how they related to our own lives. On February 11, 2010, Donna ISD hosted our monthly meeting. Our speaker for the evening was Mr. Andres S. Noreiga, Jr. He spoke to us on “Planning for Now and for the Future.” Mr. Noreiga gave

us several tips on how we can make our dollars stretch a little more, he also talked to us about “smart” investments and “smart” spending. This year seems to be really “flying” by. We only have two meetings left for the year, on March 11, 2010, South Texas ISD will be hosting our monthly meeting. Our last meeting of the year will be hosted by Weslaco ISD VESA members on April 8, 2010. At the April meeting, we will be voting for President-Elect and also for the Outstanding Support Staff Member of the Year.

So many things have been going on, in and around, our community and VESA members have stepped up with their support. In October, VESA as a group and as individuals made monetary donations to the annual Starr County American Cancer Society Relay for Life; in November, we made an annual donation to the McAllen Food Bank; in December members brought gifts for the elderly that were then taken to the Mission Nursing Home; in January members voted to make a monetary donation to the Haitian Relief Fund; in February members, as individuals, brought items i.e., cleaning supplies, paper ware, items for outdoor cleaning, food, etc. to be donated on VESA's behalf to the Aurora House in Weslaco (a home for terminally ill patients). So as you can see, VESA members are working hard, not only within our association, but also within our community.

Our Bosses Banquet Committee has been

busy putting together plans for our Annual Bosses Banquet which will take place on April 30, 2010 at the Embassy Suites in McAllen, TX. The theme for this year will be Mardi Gras. Entertainment plans are still being finalized as this article is being written. Currently VESA members are raising money through a Raffle to help defray Banquet expenses. There are 27 prizes on the ticket, with tickets selling for \$1.00 each. As you can imagine with that many prizes, tickets are selling quickly.

As we all know, many TESA awards are given out at Summer Work Conference. VESA will once again be submitting our Members Handbook as an entry for the Yearbook Award. We will also be submitting a nomination for the Nelda Van Dyke Award... Mr. Martin Saenz. Martin has been an active member with VESA, TESA and NAEOP. Good luck Martin!

VESA continues to try to increase its membership. We invite any individual who is employed in a school district in the Rio Grande Valley, Region One ESC, or College/University to join our association. For more information, you may contact any of the officers or current members. Contact information for the Executive Board is found on our website at [www.rgvvesa.org](http://www.rgvvesa.org).



## *Affiliates in Action*



*Delivering of Christmas Gifts to the Mission Nursing Home L to R: Breanna Garcia, Karina Garcia (Patty Garcia's daughters), Patty Garcia, Liz Young, Activity Director for Mission Nursing Home, Sylvia Flores, Lisa E. Gonzalez, Ofelia Barrón*

*“Don’t be too timid and squeamish about your actions. All life is an experiment. The more experiments you make the better.”*

*~Ralph Waldo Emerson*



## University of Houston-Clear Lake Educational Support Association

The University of Houston-Clear Lake Educational Support Association is definitely living up to this year's theme, "The Wings of Success." We had an exciting year ending 2009 and are engaged in a fantastic new year 2009-2010!

### *ESA Highlights – 2009-2010*



- Community Service:
  - Christmas 2009– Bay Area Turning Point; approximately 30 Christmas gifts delivered for BATP shelter families.
  - January 2010 – Haiti Recovery Fund Drive; all funds raised went equally to the American Red Cross and the Hope for Haiti Children Charity (see ESA donation table to right).
  - February 2010 – Participated in the American Heart Association Go Red for Women Awareness Campaign – Heart Disease in Women (see picture at left).
- Fund Raising for Professional Development: ESA has held several successful raffles, candy sales, etc., raising funds for our ESA stipend fund –at an all time high, benefiting ESA members for professional development – and we're still going strong for 2010!!!



Professional Development is a primary focus for ESA. To accomplish this, ESA depends on all its members. Key components are the ESA's Funding Raising Committee, the Training Committee, and the Stipend/Awards Committee. The Stipend and Awards Committee administers multiple calls for applications throughout the year, usually in time to meet registration deadlines for upcoming conferences. Our most recent call will assist members to attend two local TESA Area Workshops in March – Galena Park and Pasadena. The next call will assist ESA members to attend the Summer Work Conference in Frisco. Applicants may also specify use of funds toward most other professional training. The ESA Training Committee not only supports STEM classes and other training on the UHCL campus but tracks STEM classes held throughout the Greater Houston Area. All area opportunities for STEM classes are listed on the UHCL-ESA website calendar.

TESA Area Workshop at UHCL – Hold the Date! Our workshop is scheduled for SATURDAY, OCTOBER 23, 2010; more information to follow.

Meet the 2009-2010 UHCL-ESA Appointed Committee Chairs:

Last issue we introduced, with picture, the ESA Executive Board, but at time of writing, the Committee members had not all been appointed:

### *ESA Committee Chairs for 2009-1010*

Charise Armstrong, Publicity  
Wanda Honeycutt, Training  
MariaWinters, Fund Raising  
Ron Klinger, Training Liaison

Laura Nierling, Membership  
Susan Green, Awards and Stipends  
Lee Ann Wheelbarger, Past Presidents Council Chair  
Bridgette Daniels, Support Staff Association Liaison

If you missed the October TESA Connection ESA article, we call your attention to our beautiful new "ESA Logo" adopted officially this fiscal year!

**Visit our beautiful campus and our wonderful ESA members!**  
**University of Houston-Clear Lake Education Support Association [www.uhcl.edu/esa](http://www.uhcl.edu/esa)**







# TESA

## MEMBERSHIP

2009 - 2010

### NEW MEMBERSHIP FEES

### 2009-2010 TESA Membership Council

Debbie McFadden, UHCL  
2nd Vice President  
Membership Chairman  
mcfadden@uhcl.edu

Faith Gonzalez, Lubbock ISD  
Administrative Council  
fgonzalez@lubbockisd.org

Kay Riggs, Pasadena ISD  
Elementary Council  
kriggs@pasadenaisd.org

Sherry Gray, San Jacinto College  
Higher Education Council  
sherry.gray@sjcd.edu

Ricardo Martinez, Lubbock ISD  
Secondary Council  
ricmartinez@lubbockisd.org

Connie Dunnam, Region V Education  
Service Center  
Educational Service Center  
cdunnam@esc5.net

### TESA BENEFITS

- Discounted fees for Affiliate Services presentations and Area Workshops
- National award winning The TESA Connection magazine published four times a year (two printed and two online) included in your membership dues
- Member discounted registrations fees for Summer Work Conference and Fall Work Conference
- Member scholarships-Lorene Roby Rogers Memorial Scholarship, Michael Zolkoski Technology Scholarship, and Founders' Scholarship
- Staff development through one day Area Workshops, STEM classes, Affiliate Services presentations, and state conferences
- Retirees discounted Membership
- Networking opportunities with others in education from all across the state
- Legislative proceedings and updates relating to education

### Texas Educational Support Staff Association, Inc. Membership Application

Last Name	First Name	MI	Member #
Address		City/State/Zip	
Daytime Phone	Evening Phone	Email Address	
Employed by		Local TESA Affiliate	
<input type="checkbox"/> New Membership \$35		<input type="checkbox"/> Renewal \$35	<input type="checkbox"/> Associate \$35
		<input type="checkbox"/> Retired \$17.50	
Name Change/Address Change information			
<input type="checkbox"/> Elementary		<input type="checkbox"/> Secondary	<input type="checkbox"/> Higher Education
<input type="checkbox"/> Administrative		<input type="checkbox"/> Education Service Center	<input type="checkbox"/> Other
Referred by			
Are you a member of NAEOP? <input type="checkbox"/> Yes <input type="checkbox"/> No			

## Membership Form for the National Association of Educational Office Professionals

Membership Type:	<input type="checkbox"/>	Active - \$45	<input type="checkbox"/>	Retired - \$25
<input type="checkbox"/>	Associate - \$45	<input type="checkbox"/>	Institutional - \$80	<input type="checkbox"/>
				Corporate - \$55

Membership Application Continuous Membership (12 full months)

- ☐ New Membership    ☐ Renewal Membership    Membership Number:  
☐ Magazine Annual Subscription - \$25    ☐ Magazine Annual Subscription (Retired) - \$10

-All fees must be paid in U.S. Dollars  
 -Outside of U.S. special postage and handling charges apply. Please add an additional \$15.  
 -Active membership fees include a one-year subscription to the associate magazine.  
 -Dues are not deductible as a charitable contribution for income tax purposes.

### Membership Information:

Job description:

- ☐ Elementary    ☐ Middle School/Junior High    ☐ Secondary/High School  
☐ Higher Education    ☐ State Department    ☐ Administration  
☐ Career & Technical Education    ☐ Retired    ☐ Other:

Name:

Address:                      City:                      State:                      Zip:

Home phone:                      Office phone                      Ext.

Fax:                      Email:

Recruited by (Name):

Method of Payment: ☐ Check    ☐ MasterCard    ☐ Visa

Cardholder's Name:

Card Number:                      Expiration Date:

Signature:

Mail or Fax to:

NAEOP  
 PO Box 12619  
 Wichita, KS 67277-2619  
 Fax: 316-942-7100







## "What's all the buzz???"

### Networking/Game night/Contest

**Wednesday, June 23, 7:30 –9:00 PM, after the CEOP graduation**

Don't miss this exciting new addition to the Summer Work Conference!

#### *\*The Networking*

Bring your business cards to exchange and get to know people from across the state that do the same type of job you do. Trade information on shortcuts and other tidbits or ideas that make your job easier for you.

*We will also have lots of door prizes!*

#### *\*The Games*

Be sure to bring your favorite game along, even if it is a deck of cards.

Farkle, Scrabble, Cards, Dominoes, etc.....

We all love a little friendly competition...Bring It ON!!!!!!

#### *\*The Contest*

We will supply you and your team a bag of supplies to use and create....?  
you can't find out until you come!!!

**Please come! It is sure to be a lot of fun!**



Bring  
business  
cards



# *TESA 2010 Summer Work Conference*

*You are cordially invited to a reception honoring*

*Wendy Klentzman  
2010-2011 TESA President*

*Friday, June 25, 2010  
9:00—10:00 p.m.  
Embassy Suites Frisco*

*“Let us think of education as the means of developing our greatest abilities, because in each of us there is a private hope and dream which, fulfilled, can be translated into benefit for everyone and greater strength for our nation.”*

*~ John F. Kennedy*



# TESA 2010 Summer Work Conference



## TESA 2010 SWC

**JUNE 23-26, 2010**

*Wednesday – Saturday*

*Embassy Suites and Convention Center  
Frisco Texas*



*Each affiliate is invited to join in the flag ceremony on Thursday, June 24th at the General Session at 9:30 a.m. Rehearsal will be at 8:00 a.m. Cost \$10 per affiliate.*

### **Loyalty to TESA - President's Luncheon**

**Thursday, June 24 @ 11:45 a.m.**

**Included in Full Conference**

### *Renewal Through TESA*

### *Installation and Banquet*

*Friday, June 25<sup>th</sup> 6:00 p.m. – 11:30 p.m.*



Wear your School/College/University/ Affiliate "spirit" shirt  
at our closing session on Saturday, June 26<sup>th</sup>.

Come and get inspired by our Special guest speaker  
Kathy Kilcrease from Wells ISD.





# SUMMER WORK CONFERENCE 2010

*Be Renewed with TESA Loyalty and Wisdom*



***Wednesday, June 23—Saturday, June 26, 2010***

Hotel Conference  
Rate \$150/night  
for 1-4 people  
Spacious Suites with a  
microwave, refrigerator  
and a pull out sofa!

Made to Order  
Breakfast

*Nightly Manager's  
Reception!*

Fitness Room

*Swimming Pool*

Shuttle to the  
mall and many  
restaurants within  
3 miles

*Starbucks on site*

Covered parking \$8/day  
Limited free parking

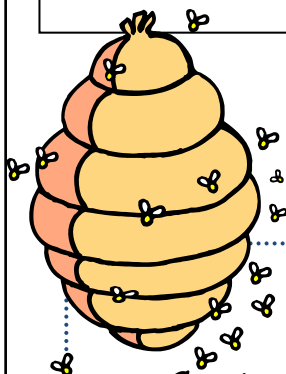
## ***Embassy Suites Frisco Texas***

7600 John Q Hammons Drive  
[http://www.embassysuitesfrisco.com/  
reservations.aspx](http://www.embassysuitesfrisco.com/reservations.aspx)

**Group/Convention Code: TESA**  
Or call 1-800-Embassy

**TASBO classes will be offered on  
Tuesday and Wednesday.**

**STEM classes will be offered  
Tuesday – Friday!**



Great networking opportunity on Wednesday night  
following the STEM graduation and reception!

**Register EARLY!**

**March 15, 2010**

Check the TESA  
website for your  
printable  
registration  
form. Mail in  
early as  
classroom sizes  
are limited.

## ***Exhibitors***

***Contact Jan Lampart for more information!***

***Rent an exhibitor booth for only \$175.***

***[Janet.lampart@springbranchisd.com](mailto:Janet.lampart@springbranchisd.com)***

Robin Pool, Chairman  
Ruth Lyday, Registration  
Danelle Schara, Social  
Jan Lampart, Exhibits

Pasadena ISD  
Celeste ISD  
Region 7 ESC  
Spring Branch ISD

[rpool@pasadenaisd.org](mailto:rpool@pasadenaisd.org)  
[lydayr@celesteisd.org](mailto:lydayr@celesteisd.org)  
[dschara@exch.esc7.net](mailto:dschara@exch.esc7.net)  
[janet.lampart@springbranchisd.com](mailto:janet.lampart@springbranchisd.com)

Make plans to attend the Full Conference which includes  
“Loyalty to TESA” President’s Luncheon on Thursday, June 24  
“Renewal through TESA” Installation and Banquet on Friday, June 25