MIDDLE TENNESSEE ADMINISTRATIVE PROFESSIONALS

MTAP Monthly

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LETTER FROM THE EDITOR

JAYRAH TRAPP

Welcome to the November issue of MTAP Monthly! This month, we have another fun puzzle by Luke Kautzky, inspired by a presentation Sandra Campbell did a few years ago. Thank you, Sandra and Luke! Coming up, the Newsletter Committee will host a virtual meeting on how you can help your department create an awesome newsletter. That will be November 18 at 11:30 a.m. Registration and link forthcoming. The Newsletter Committee is so thankful for our readers and for the support you show us every month. Happy Thanksgiving!

MTAP SHOUT-OUTS

A Special Shout-Out to Our Accounts Payable Team!

I want to send a little extra love and appreciation to our **Accounts Payable staff** as they navigate the challenges of closing out our current system while preparing for the transition to a brand-new one. With thousands of invoices to process before the end of the year, they certainly have their work cut out for them! Please keep this hardworking team in your thoughts, offer a little extra patience and encouragement, and let them know how much their efforts are appreciated. A little kindness and a few words of encouragement can go a long way.



A big BRAVO to **Jessica Krebs** for passing the CAP exam!

TEAMWORK MAKES THE DREAM WORK!

DEAN HEAMES SCHOOLS MTAP IN PROPER ETIQUETTE

by JAYRAH TRAPP

Dr. Joyce Heames, Dean of the College of Business, entered BAS N127 promptly at 11:00 a.m. dressed in business casual with no more than 9 shiny points on her outfit. She approached the podium and swiftly pulled up her slides (of course, she also had them printed out as notes for herself). After clarifying how much time she had with us, she got down to business —business etiquette, that is.



Dean Heames explains formal place settings. Work from the outside in!

The word "etiquette" can conjure up images of tea parties, high society, and old ladies with scrunched faces just waiting to tell you that you are not following the proper society rules. Dr. Heames, however, showed a different view of etiquette. It is not rules for rules' sake. Instead, etiquette exists to help one be respectful and courteous and to avoid drawing unwanted attention to yourself or others.

The four Cs of etiquette:

1. Common sense – Many etiquette rules just make sense! For example, name badges should be placed around your collarbone on the right side of your body. When shaking someone's hand, their eyes and yours can more easily follow the line of the arm and see each other's names.

2. Confidence – When you know etiquette, you can better conduct yourself in everyday life. People will notice! That's wanted attention.

3. Courtesy – Say your neighbor at dinner mistook your roll for hers. Instead of letting her know she messed up, etiquette calls for simply asking the waiter for another roll or asking someone to pass the bread basket. No need to embarrass her!

4. Competitive advantage – In other words, social skills are a prerequisite for success. You can be trained in the day-to-day workings of a business, but people skills set you apart and are harder to teach.

One thing Dr. Heames wanted to make sure we took from her presentation was the 9-Point Rule. Your entire body should have no more than 9 “shiny” points. “Shininess” here refers to literal sparkle or anything eye-catching. Fingers full of rings? That draws attention (and also hurts when shaking hands!). A double-breasted coat with bright blue buttons? Okay, but you’ve used 6 of your 9 points already. Here is a good balance: glasses, necklace, 3 rings, earrings, bracelet, and a belt.

Want to learn more? After all, there are over 120 official rules of etiquette. Check out courses at The Protocol School of Washington or read *Miller’s Bolt: A Modern Business Parable* by Thomas Stirr.

Pictures by
Bonnie Bailey/Photography Committee



Dean Heames, with the help of Laura Loggins, demonstrates how to discourage unwanted touch during handshakes.
Just step to your left!

November Birthdays

Sarah Clark (11/2)
DeAnne Hathaway (11/5)
Caroline Gerhart (11/13)
Julie George (11/26)
Andrea Lawrence (11/30)
Lynn Adams (11/30)

TAKE A PUZZLE BREAK

BY LUKE KAUTZKY

How closely do you notice the details around you each day? Test your campus knowledge by identifying where these close-up photos were taken. Both images capture a small detail from a building, landmark, or feature somewhere on campus.

Check your answers on the next page.

a



b



CHECK YOUR ANSWERS!



a

Academic Classroom Building (ACB)



b

Student Union