

## Letter from President

HAPPY NEW YEAR!!!

I hope everyone had a wonderful holiday. It is amazing how quickly the year goes by.

At our December meeting, we met at Liza Moz's for a pottery painting session. I hope everyone had a good time doing something a little different and enjoyed our time together. It was a nice way to end to a great year.

In 2016, we have some great speakers and activities to look forward to in helping us to expand our professional and personal development. More information on this will be shared in the monthly newsletters, so I encourage you to read them.

We also have our annual events with the Golf Tournament in June and the Auction in October. If you are not on a committee, I encourage to you join one. Don't wait to be asked, just volunteer. This is a great way to get to know others and have a lot of fun in the process.

May this year bring you the opportunity to realize your dreams, to rediscover your strengths and enjoy the simple pleasures that life brings your way.

Sincerely,

Zandra Coppenger  
Chapter President  
Bush Brothers & Company

### 2015 - 2016 OFFICERS & DIRECTORS

#### President

Zandra Coppenger  
Bush Brothers & Company

#### Vice President/President-Elect

Charity Wilson  
McKibbin Hotel Management

#### Secretary

Jean Martinez  
SunTrust Bank

#### Treasurer

Connie Leggett  
Lattimore, Black, Morgan & Cain, PC

#### Sergeant At Arms

Chelsea Craig  
Jason's Deli

#### Scholarship Director

Peggy Wilson  
Mississippi State Community College

#### Ways & Means Director

Terrie Arp  
Coca Cola Bottling Co. Consolidated  
Sandy Richards  
Lattimore, Black, Morgan & Cain, PC

#### Membership Director

Christa Early  
Employbridge Staffing Solutions

#### Program Director

Samantha Lane  
King University

#### Publications Director

Susan Ward  
Bush Brothers & Company

#### Director-at-Large / Golf Chair

Laura Joyce  
Pilot  
Jan Delaney  
U S Cellular

#### Past President's Club Chair

Denise Smith  
Tennessee Valley Authority

## Professional Development: Preparing for your Review

This is a summary from an article in Executive Secretary Magazine, November 2015 edition.

Performance reviews – so many of us dread them! We know our supervisors are talking to others about us, getting their opinions, seeking input, evaluating everything we have done in the past year – who can remember what happened a *year* ago? Remembering last week can be challenging enough! Here are a few hints to help you deal with the “day of reckoning” as described by Robert Hosking, Executive Director of Office Team, a specialized staffing firm with 315 locations worldwide.

- 1) Make a list – what achievements come to mind from the past year? Any new responsibilities, items not in your normal job function? Have you received any notes of thanks from internal or external customers? Come to your review prepared with this list.
- 2) Be a go-getter! Use this time to make requests for training, additional responsibilities, flextime, or even (gasp!) that pay raise you have earned. Many times, if you don't ask, you will not receive.
- 3) Make another list – this time consider the areas where you can improve. No one is perfect. We all have room to improve so be honest with yourself. Maybe you need to be more organized, more conscious of time and deadlines. Be prepared with ways you can improve on these self-identified areas.
- 4) Calm the jitters. This is not an inquisition (or shouldn't be). You and your supervisor have common goals and you are both professional. Anticipate the criticism and practice listing with a positive attitude and open mind. You can practice this with a wide variety of people and settings/topics, not just your review.
- 5) Brace yourself for negatives. This is not the time for denial or defensiveness. Listen professionally, ask clarifying questions, and request time to digest the information before you respond *especially* if you tend to get emotional. Thank your boss for the feedback and demonstrate your professionalism by assuring him/her of your dedication to your job/company.
- 6) Don't be a stranger. Nothing in your review should be a surprise. Seek feedback monthly so you can make corrections as the year progresses.

The review is an important tool for you, your supervisor, and the company. Recognize it as such and you can use it to help you grow professionally and realize your goals faster.

## Chapter Meeting, January 19, 2016

11:30 at Bearden Banquet Hall

With **CAROLYN A. JONES, THE  
ENERGY ARCHITECT™**

Carolyn is a Reiki Master/Teacher, Quantum-Touch® Practitioner and a LifeWorks Certified Coach. Carolyn believes everyone can live the life they desire if they are willing to open their hearts, find their passion and work to overcome the obstacles preventing them from stepping into their highest potential. "It's a commitment that requires dedication, perseverance and fortitude. You must choose to live in a place of gratitude, greater peace and higher consciousness." She utilizes Intuitive Life Coaching and Energy Healing as the avenues to help you uncover and embrace your life.



### SIDE BAR: DRAWING

A late arrival from our fundraising efforts left us with a weekend stay at the Ritz Carlton in Charlotte to offer as a drawing. Tickets are \$20 each or 3 for \$50. Must be present at the January meeting to win.

**GOOD LUCK!**

## December Meeting Highlights

Many thanks to everyone who joined us for the December meeting at Liza Moz Pottery! We had a great evening of networking prior to the holidays and were able to exercise our creative energies. Who knew so many of us were potential artists! Here are a few photos from the evening:



Chelsea and Shannon



These ladies are very focused!



Laughter is the best medicine!



Hard at work



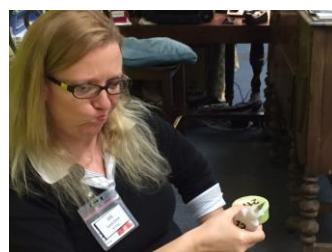
Charity



Connie & Sherry



Linda



(Left) Denise Smith's (TVA Representative) finished tree – lovely, isn't it?  
 (Right) Laura Joyce (Pilot Representative) – I think we can all relate. ☺

## Member Firms

Appalachia Business Communications

BEH Group

Bertelkamp Automation, Inc.

Blue Cross Blue Shield

Bush Brothers & Company

Coca Cola Refreshments

East Tennessee PBS

Employbridge/Staffing Solutions

Hilton

Home Federal Bank of TN

Holbrook, Peterson, & Smith

Jason's Deli

King University

Knox County Government

Knoxville Chamber

Lattimore, Black, Morgan & Cain, PC

McKibbin Hotel Management, Inc.

Pellissippi State Community College

Pilot Travel Centers LLC

SunTrust Bank

TIS Insurance

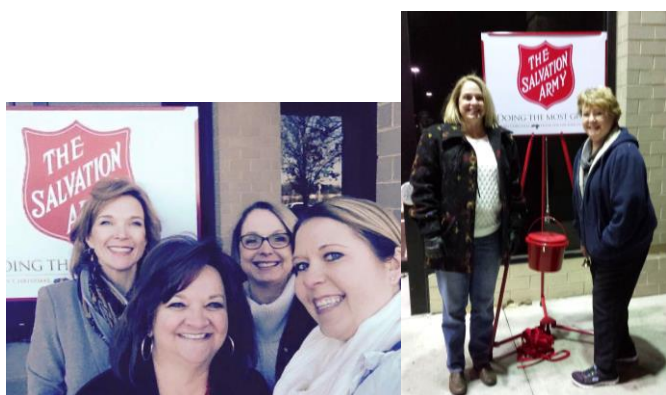
Tennessee Valley Authority

U.S. Cellular

WBIR TV 10

## Salvation Army Bell Ringing!

What a beautiful and COLD day! We froze for a good cause and everyone enjoyed feeling like we were a part of something bigger than ourselves.



### HAPPY BIRTHDAY!

December 13 – Linda Heaton Ridings (East Tennessee PBS)  
 January 24 – Teresa Elder (Holbrook Peterson Smith PLLC)  
 January 31 – Zandra Coppenger (Bush Brothers & Company)

### DATES TO NOTE

**February 16, 2016**  
**Chapter Meeting**  
*Lunch at Gettysvue*

Speaker: Samantha Lane  
 “Networking Now”

**February 25, 2016**  
**Extra Outing – Self Pay**

Join us for this “extra” time to network! 7:30 a.m. at Gourmet Market

**March 15, 2016**  
**Chapter Meeting**  
*Dinner at Gettysvue – 5:30*

Speaker: Donna Walker  
 “Personal Style for Professional Success”

**April 19, 2016**  
**Chapter Meeting**  
*Dinner at Gettysvue – 5:30*

Speaker: Chris Ruel  
 “Situational Awareness”

**May 17, 2016**  
**Scholarship Night**  
*Dinner at Gettysvue – 5:30*  
 Speaker TBD

**June 6, 2016**  
**Golf Tournament**

**June 23, 2016**  
**Extra Outing – Self Pay**  
 5:30 pm at Aubrey’s Papermill

**July 19, 2016**  
**PBS Firm Night!**