



# The InterAct Newsletter

Summer Issue 2009

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## Good-Bye from the Chair

By Amilee Wilson, Department of Fish and Wildlife



Amilee Wilson

Transition is defined as a change, evolution, or conversion. Though transition can be difficult, a change or evolution molds us into something new, enhanced, and more proficient. This July, ICSEW experienced transition in a big way when two-thirds of the committee membership encountered a changeover in representatives and alternates.

First, I would like to thank Captain Karen DeWitt Washington State Patrol former Vice Chair, Audrey Pitchford and Michelle Fisher Office of the Insurance Commissioner Secretaries, Kim Sauer Liquor Control Board Treasurer, Michelle Lucero Department of Agriculture Education, Meagan Macvie Department of Personnel Professional Development Subcommittee, Andrea Harker Department of Labor and Industries Legislative, and Sherry Hickam Department of Agriculture Cell Phone Coordinator for their dedication and contributions to ICSEW over the past year. You truly have been an asset to our committee and we will miss you greatly.

Second, it is with a heavy heart I am resigning as chair of ICSEW this year to leave state service and work for the federal government. I would like to express my sincere gratitude to all members on the committee for their dedication and commitment to ICSEW. I have thoroughly enjoyed working with each one of you and am saddened by the lack of opportunity to work with our new, talented members. I am

continually impressed with the caliber of women and the exceptional teamwork and encouragement displayed throughout our committee.

Third, I would like to introduce your new interim Chair, Genevieve O'Sullivan State Auditor's Office and Vice Chair Kris Reichl Department of Health. I encourage you to demonstrate the same extraordinary support you provided me and Karen over the past year. You supported us during one of the toughest budget years on record which led to the postponement of our ICSEW Leadership Conference until 2011. However, we did not let it deter us from a successful year of accomplishments – the voting in of a new Legislative Subcommittee, policy and special *InterAct* edition, our fifth annual Health Fair, the development of two new historical ICSEW banners, the Professional Development “mini-conference,” and the hosting of several Take Our Daughters and Sons to Work® Day events, to mention a few. Keep the momentum going, invite transition, and work together towards becoming a newly enhanced and proficient committee. Remember, you make a difference in the lives of state employed women! ■

# Ask the Governor

## What is your message to young women entering the workforce?



Get the best education you can. Women entering the workforce today have greater career opportunities than any time in history. It's up to you to take advantage of these opportunities. First and foremost, you need to develop the skills today's employers need. Developing a marketable skill is essential to success if you are interested in a career rather than just a job. ■

### Creating Success - Linda Bremer, Director of General Administration

By Anna Gill, Utilities and Transportation Commission

Appointed as the Director of General Administration by Governor Gregoire in 2005, Linda Bremer has come a long way from her days as a young girl growing up in rural Texas. It was her families focus on education and the support of her teachers and colleagues that have allowed her to achieve such success. Linda also contributes her success to three things; optimism, personal power, and possibility. It is these three things she wants to share with others so they too can incorporate them into their personal and professional lives. At the July 14 ICSEW transition meeting, this was her message and challenge to all of us.

Linda has experienced a lot of success throughout her life, and along with her success, came many transitions. Although uncomfortable and scary she was able to make it through each transition stronger and with new tools to continue to excel. One of the first major changes in her life was when she moved from Texas to Chicago as a young adult. It was hard on her coming from a rural town to a large metropolitan such as Chicago. Not only were there more people, but the whole dynamic was different. Here there were people just like her, educated and motivated. Back home life was much slower. Because of her strong support group, she was able to make it through this transition. Support is an important dimension to making our way through transitions. ICSEW, she says, is a great support group. It is set up to allow each member to have that needed assistance, especially given the current situation with the national and state economic climate. "We

are in a spot where we can make a huge contribution," she says. Supported by her positive thinking, she believes it is through transition we become stronger and more efficient. "Sometimes opportunity is disguised as a challenge." We cannot go back to the way we were, Linda challenges us to make a difference – take this opportunity to make it better.



During her visit she shared with us the most important transition in her life, her personal struggle with breast cancer ten years ago. She recalls the experience as "the worst of time, but also the best of times." Because she was uncertain about her future, she was able to live for the day and to find joy in the things that really matter in life. Although painful, she looked at her conflict as an opportunity to really see what her life is all about. She is grateful to be alive and the experience allowed her to reshape her relationships and career to be more meaningful.

In closing, Linda encouraged us to be our intentions, create more than our day, and to create a great future.

It is people like Linda Bremer who remind us life is what we make of it and we are all masters of our own destinies. Thank you Linda for your inspiration! ■



ICSEW

GOVERNOR'S INTERAGENCY COMMITTEE OF STATE EMPLOYED WOMEN

### 2009-10 Executive Board

#### Interim Chair

Genevieve O'Sullivan  
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#### Executive Secretary

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#### Take our Daughters and Sons to Work® Day

Roberta Carpenter  
WA State Gambling Commission  
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## Subcommittee News...in brief

### Conference

- Due to strained agency budgets, the ICSEW Executive Board passed a motion to postpone the biennial leadership conference until summer of 2011.
- Specific conference dates have yet to be determined, however we are looking at dates in July or August.
- Being attentive to the state's financial condition, the Board is currently in the process of identifying alternate venues for hosting the conference; and towards that end will be touring the campus of Western Washington University at our Executive Board Retreat the end of August to look at their facilities.
- If you have any ideas or suggestions for speakers or topics please forward that information to Darla Bauknecht at [dbauknecht@ewu.edu](mailto:dbauknecht@ewu.edu).
- If you are an ICSEW member interested in participating on the Conference Committee please contact Darla Bauknecht at [dbauknecht@ewu.edu](mailto:dbauknecht@ewu.edu).

### Communications

- Edited, formatted and published the Legislative Special Issue and the Summer 2009 issue of the *InterAct* Newsletter.
- Recognized ICSEW representatives and external contributors who wrote articles for the Spring 2009 *InterAct* and the Special Legislative Issue.
- Secured a new Chief Editor.
- Completed and posted an online PowerPoint presentation of ICSEW events for the calendar year of July 2008 to June 2009.

The Communications Subcommittee would like to welcome new members to join our subcommittee. If interested please contact [tammy@tre.wa.gov](mailto:tammy@tre.wa.gov).

### Gifts and Grants Ad-Hoc

Unlike regular state agencies, ICSEW is a unique entity due to our Executive Order and bylaws. We may accept gifts, grants, and donations. In light of current budget and economic times, we want to explore alternative ways to develop revenue throughout the year. ICSEW is excited to have a newly appointed Chair, Samantha Smithingell and Co-Chair, Melissa Rubenstein to head up this dynamic new subcommittee. Samantha and Melissa bring experience in grants and fundraising, not to mention energy and new ideas to the Executive Board. Watch for opportunities to participate in events sponsored by the Gifts and Grants this year.

### Health and Wellness

- We held our 5th annual women's health fair on May 13, 2009, at the Tumwater L & I building. The fair was a huge success, drawing over 400 participants, featuring 45 vendors and 12 diverse presentations

and demonstrations. Participants were treated to a variety of topics, including physical fitness, nutrition, chiropractic care, car seat safety, sleep disorders, health care benefits, self-defense, Zumba!, parent care, financial health, job skills, resume building, massage therapy and reflexology, a senior companion program, etc.

- Many thanks to the Health & Wellness Subcommittee members: Kris Reichl, Kristi Aravena, Sheila Ichita, Karen DeWitt, Kim Sauer, June Hershey, Kelly Boston, Alison Navarrete, and the many ICSEW volunteers that stepped up and made this a successful and fun day for everyone.
- If you are an ICSEW member interested in participating on the Health & Wellness Subcommittee, or if you know someone interested in being a vendor or speaker at the 2010 fair, please contact Kristi Aravena at [KristiA@cted.wa.gov](mailto:KristiA@cted.wa.gov), or Sheila Ichita at [SheilaIchita@doh.wa.gov](mailto:SheilaIchita@doh.wa.gov).

### History

No news at this time.

### Legislative

- Ensured that ICSEW priorities were in line with the Governor's priorities.
- Met with Governor's office to define ICSEW's role in legislation.
- Created a policy to reflect the Subcommittee purpose, intent, scope, and procedures.
- Obtained training for Subcommittee members on tracking and monitoring legislative bills.
- Developed a process for tracking bills.
- Tracked and monitored federal and state bills of interest to ICSEW and state employed women.
- Presented an overview on the legislative process to the General Membership.
- Helped transition the subcommittee from Ad Hoc status to a full standing subcommittee, through a successful vote of the General Membership, to better align with ICSEW priorities.
- Contributed to and published ICSEW's first "Legislative Special Edition" of the *InterAct* Newsletter.
- Sponsored the March General Membership meeting and presented to the General Membership the status of bills being tracked.
- Sent updates through LISTSERV.
- Published information on the ICSEW Legislative Subcommittee web page.

(Subcommittee news continued on page 4)

## (Subcommittee News...in brief continued from page 3)

### Membership

- Completed reconciling of representative positions on the Governor's roster within seven incomplete applications.
- Organized the ICSEW activity at the Public Service Recognition Week (PSRW) event on the east plaza campus lawn. With giveaway items for those visiting the ICSEW booth and additional giveaway items for those who knew the name of their Agency's ICSEW representative.
- Secured set up and decorated the Columbia Room for the July 14 Transition meeting. Purchased refreshments and worked with the caterer. Twenty-four guests and 64 members attended for a total of 88 participants.
- Membership Subcommittee has four members, two returning and two new. If anyone would like to join the Membership Subcommittee, please contact Margaret Brennan at [mbrennan@sib.wa.gov](mailto:mbrennan@sib.wa.gov).

- clothing drive. A copy of the letter was also sent to their agency director.
- Thanked committee members for their service this year and prepped for the transition meeting.
- Finalized PDC instructions and template for new chair of PDC/Education.

### Education:

- Scheduled first free lunch brown bag lunch session this fall with Marcia Brixey (Money Wi\$e Women) at the Department of Social and Health Service OB2 Auditorium on October 13 from 11:00 - 1:00pm. Marcia will discuss financial issues affecting state employed women in the workforce.
- Working with current ICSEW trainers to set up a meeting with the new PDC/Education chair in early August. Agenda topics include improvements to the online registration system, streamlining trainings, and focusing on free or low-cost training opportunities to state employees.

### Professional Development/Education

#### PDC:

- Sent each state agency clothing drive coordinator a thank you letter highlighting the efforts of our spring

### Take Our Daughters and Sons to Work® Day

TODSTW®D subcommittee is looking for adventurous committee members to join them in planning for the 2010 event! ■

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## ICSEW Public Service Recognition Week

By Sharon Edwards, Department of Retirement Systems and Pat Carlson, Washington State Gambling Commission

Even though the May 6 Olympia Public Services Recognition Week (PSRW) event was held in a downpour, there was a wonderful turnout of state employees.

The Washington State Productivity Board administers the PSRW every year during the first week of May. Celebrations this year were in Olympia, Vancouver, Spokane, the Tri-Cities, and Seattle. Awards were given for the Extra Mile, Leadership, and Longevity.

At the Olympia East Capitol Campus lawn, the Interagency Committee of State Employed Women (ICSEW) had five faithful representatives at the booth to hand out miniature chocolate bars, pens, pencils, post-it notes, and newly designed magnets.

ICSEW coffee mugs and bags were also given to state employees who knew the name of their agency ICSEW representative. The responses to this question evoked much conversation. Very few had never heard of ICSEW. Others wanted to find out. Many were able to describe not only whom but also what the ICSEW Subcommittees offered their agencies.

Two new Committee panels were on display for the event. They were developed to educate state employees on what ICSEW does and how the committee came into existence. Visit the History Subcommittee (link) to see the new displays.

Thank you to the following ICSEW volunteers:

- **Amilee Wilson, Department of Fish and Wildlife**
- **Sharon Edwards, Department of Retirement Systems**
- **Kim Anenson, Employment Security Department**
- **Darrela Standfill, State Parks and Recreation**
- **Angie Naillon, Department of Financial Institutions**
- **Tammy Risner, Office of the State Treasurer**
- **Teresa Glidden, Office of the Secretary of State**
- **Genevieve O'Sullivan, State Auditor's Office**

A special thank you to the **Department of Retirement Systems** and **Department of Fish and Wildlife** for putting together the "Do You Know Your ICSEW Representative?" sign. ■

## Take Our Daughters and Sons to Work® Day (TODSTW®D) 2009

By Roberta Carpenter, Washington State Gambling Commission

Every year, parents are encouraged to invite their children to spend a fun-filled day working with them in honor of national Take Our Daughters and Sons to Work® Day (TODSTW®D). The event focuses on exposing girls and boys to what a parent does during the work day and showing them the value of their education.

Due to budget constraints and school schedules the state capitol event for TODSTW®D

was moved to June 25 by a governor declared proclamation. As a result, individual agencies were asked to hold their own events instead.

As the organizer of TODSTW®D, ICSEW was available to each agency for help planning activities. Agencies came up with a variety of exciting activities - experimenting on fish, being fingerprinted, and learning how it feels to have

a disability, to name a few.

Together with the Society of Women Engineers, ICSEW visited a number of agencies doing fun science experiments. The children really got a kick out of making Gak and lava lamps.

Accompanied by an adult, children were also invited to attend the activities at the East Plaza Lawn, put on by the Department of Licensing (DOL) Department of Natural Resources (DNR) and Department of Fish and Wildlife (DFW), where even Smokey the Bear made an appearance! Children met and learned what



**"State Auditor's Office event"**

officers from DNR and DFW do. The event also had tents full of fun things for children to do including face painting and balloon art. To see more photos go to <http://icsew.wa.gov/gallery/default.htm>.

In the end, the event was a huge success, and was fun and educational for everyone! ■

### **ICSEW 2009 Calendar of Events**

September 15, 2009

General Membership Meeting  
Dept. of Natural Resources Building  
8:00 a.m. - 5:00 p.m.

November 10, 2009

General Membership Meeting  
DOT Edna Lucille Goodrich Building  
8:00 a.m. - 5:00 p.m.

## Bouncing Raisins and More!

By Anna Gill, Utilities and Transportation Commission

You are never too old to kick-off your heels and get your hands dirty.

At the May 12 general membership meeting that is exactly what ICSEW members did, thanks to a visit from the [Society of Women Engineers](#) South Sound Chapter (SWE).

SWE is a non-profit organization dedicated to empowering women to succeed and advance in the field of engineering and to be recognized for their life-changing contributions as engineers and leaders. They joined us to promote their organization and provide us with some hands-on fun we could share with children at the annual Take Our Daughters and Sons to Work® Day.

The first experiment, Bouncing Raisins, was quite an ice breaker. The goal of the experiment was to get a handful

of raisins to bob up and down in a bottle of water as if they were bouncing!

Next, the SWE gals gave four lucky volunteers the chance to try their luck at making Gak, a gelatinous substance kids cannot get enough of. It's not quite solid, yet not quite liquid either. It was very funny to see the different consistency each volunteer came up with - only one got the ratios perfect!

It's fun and easy to try these experiments at home with your own little scientist. Who said learning can't be fun?! ■



Anna Jones creates Gak.

### Bouncing Raisins

- 3 tablespoons baking soda
- 4 tablespoons white vinegar
- Water
- Raisins

Fill a large glass half way with water. Add the vinegar. Carefully add the baking soda to the vinegar-water mixture. The addition of the baking soda causes the mixture to bubble and possibly spill over the glass. Be sure to have something to catch or soak up the mixture. Once the baking soda, vinegar, and water are mixed you can add your raisins and voila, your raisins begin to "bounce" in the water!

How does it work? The water, baking soda, and vinegar have a chemical reaction creating H<sub>2</sub>O molecules which attach to the raisins. The raisins are the perfect density for bouncing, not dense enough to sink, but not light enough to simply float.

### Gak

- 2 disposable mixing cups
- Something to stir with
- 2 tablespoons white glue
- 1 tablespoon borax (*Borax is used as a multi-purpose natural detergent and can be found at your local grocery and hardware stores.*)
- Water
- Food coloring
- Plastic baggie for storage

In a cup, mix the borax with one cup warm water. Stir until all of the borax has dissolved. In the other cup, combine two tablespoons white glue with two tablespoons water. Mix well and add your favorite color food coloring. Once mixed, add one tablespoon of the borax mixture to the glue mixture and stir. Let stand for a few minutes and then it's ready to play with.

**The most remarkable discovery made by scientists is science itself.**

**~Gerard Piel**

## Secretary of State Sam Reed Tells ICSEW Members to ...



Secretary of State Sam Reed was a featured speaker at the ICSEW Transition meeting on July 14. Currently serving a third term, the theme of Secretary Reed's office is "community involvement." His focus is to encourage individuals,

especially young people, but the broader community as well, to "Find your one thing." In other words, discover your passion, what you care about, and then pursue it. If you connect and get involved in your community, then you are more likely to participate in other ways (*i.e.*, voting).

Volunteer activities really bring about life transitions – you learn things about yourself, as well as job-related skills such as recruiting, organizing, and supervising. What works with volunteers often works better than traditional management techniques with employees. For example, inspire them, let them know they're making a difference, recognize them, and let them know they're appreciated.

Secretary Reed encourages everyone to take advantage of new tasks. Think of things that make you nervous (*i.e.*, public speaking, fund-raising, leading, etc.) – and start with a charity, arts group, etc. You learn very fast what works and what does not, and what your strengths and weaknesses are. You get very good at it just by doing it, and your self-confidence increases. You also model a good example for coworkers, your children, your family, and friends as well as the community at large.

Sometimes we feel so busy already, tired from work and family responsibilities, and we tell ourselves we don't

## "Find Your One Thing"

have time to volunteer. When Secretary Reed feels this way, he remembers how inspiring it was to be part of the American Cancer Society's founding of a camp for children with cancer, as well as their siblings. The kids with cancer were able to just be regular campers for a week, instead of patients, and their siblings were able to connect with other healthy siblings of cancer patients who were dealing with the same feelings of guilt, resentment, and jealousy they may have been dealing with. Whenever Secretary Reed's in a volunteer meeting that's taking a long time, he remembers that experience and why he's doing what he's doing.

America is unique when compared historically to Europe and Asia, due to the sense that individuals who have so much should be giving back, both materially and with their time. Volunteering was once the privilege and duty of the upper classes, but in the 1800's Alexis de Tocqueville commented on how unusual it was in America, that people of all levels volunteered with their time and money.

It is no different today, nearly 200 years later. People of all social and income levels volunteer to help their community be a better place. In today's economic climate, it's even more important to do what we can to look out for each other – not just friends and family, but neighbors and even strangers. Take some food or a check down to the food bank. Buy some extra shampoo and dish soap for the "Other Bank." Donate your discarded clothing to clothing banks. Spend an hour a month on the crisis hot-line. Find your one thing and make a difference in your community. ■

**We make a living by what we get, but we make a life by what we give.**

~Winston Churchill

## Why Taking Extremely Good Care of You Matters

By June Hershey, Department of Social and Health Services

Simply put, living with situations, relationships, and tasks that are not just the way you want them depletes you of your energy. When these same areas suit you well, they give you energy.

Creating a reserve of energy is much like keeping a high performance vehicle in peak condition. For example, it is necessary to fill up the tank with premium fuel as it gets low, otherwise the vehicle stops going. Similarly, if you keep taking from yourself without putting anything back, there will eventually be nothing left to give.

Extreme self care is not selfish. It is "self"-ish and is what enables you to live and give with an open and happy heart.

During the March ICSEW General Membership Meeting, I lead an activity that included having committee members complete an inventory of opportunities to practice self care for the following areas:

- Stress
- Finances
- Physical environment
- Fun
- Health and wellness
- Relationships
- Career

The activity heightened participant awareness in areas typically never even considered as energy drains.

After the inventory was completed, committee members were encouraged to take action and begin eliminating situations, circumstances, and/or areas in their lives that are not just the way they want them. By

getting rid of those areas, it is much easier to respond to things we cannot control.

Committee members also created a list of 10 habits they would commit to do every day. The habits chosen were little things that do not take a lot of time and cost little or nothing to do. Here are some of the ideas brainstormed that might work for you too:



- Exercise in the morning
- Take 15 minute walking breaks in the morning and afternoon
- Cooking healthy
- Play with my kitties
- Pray
- Wink at myself in mirror
- End day with a positive thought
- Hug/kiss spouse/kids
- Walk my dog
- Play in my garden
- Enjoy a chocolate morsel
- Contact a friend or a neighbor

Think of these habits as little gifts you can give to yourself to fuel your engine and replenish your reserves. Try it out! ■

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## Women's History Quiz



Who said "Failure is Impossible"?

- A) Amelia Earhart
- B) Phyllis Schlafly
- C) Susan B. Anthony
- D) Ruth Badar Ginsburg

*Answer on page 23*

## AGENCY IN THE SPOTLIGHT ...

By Tiffany LeMoine, Department of Revenue

Washington ranks as one of the top states in the country when it comes to assistance for veterans.

At the helm of these efforts is the Washington State Department of Veterans Affairs (WDVA) whose vision is to advocate for entitlements, help heal seen and unseen wounds, assist the homeless, provide quality care in our veterans homes, and to honor veterans in their final resting place.

Many veterans are eligible for federal government entitlements but often don't pursue them because of more pressing issues, such as health problems or lack of basic needs. Just give the WDVA or an affiliate, such as the America Legion or Veterans of Foreign Wars, your military records, and an experienced service officer will help you fill out the paperwork and make all the necessary arrangements to help you navigate the complex federal entitlements maze. The WDVA allows veterans to focus on taking care of their needs, while not missing out on entitlements they have earned.

Depending on the circumstances, benefits may include pensions, VA health care, compensation for injuries, or monetary benefits for certain eligible family members and surviving spouses. WDVA also offers a financial management services for veterans who are incapable of managing their financial affairs.

Veterans, especially those wounded physically in war, also have access to many healthcare programs, . For veterans with post traumatic stress disorder, WDVA has 35 professional counselors available throughout the state at no cost or visit limit. The WDVA also helps connect those challenged by substance abuse to rehabilitation services.

The WDVA strives to prevent homelessness, which occurs to veterans who lose their jobs or are unable to get jobs due to readjustment issues or unresolved mental health illnesses. Homelessness among veterans affects both the young and old. Financial assistance enabled by the legislative and executive branches allows WDVA to provide transitional housing, financial assistance and jobs to those in need.

The WDVA offers training opportunities to help veterans learn trades like environmental restoration/conservation and educational assistance or benefits coordination for training in blue collar jobs such as welding and commercial vehicle driver's training.

## Veterans Affairs

Other perks for eligible veterans include low interest business loans, reduced hunting and fishing licenses, lower mass transportation fees, and free recreational passes.

Many services are open to family members as well, with a more recent focus on helping children adjust before, during, and after a parent's deployment.

WDVA deputy director Lourdes E. 'Alfie' Alvarado-Ramos says, "The challenge with veterans is accepting our help or asking for it. This is because the marketing that attracted them to the military in the first place, such as 'be all you can be' or 'army of one,' become the hurdle that keeps them away, as they feel that asking for help is a sign of weakness."

Many people are touched by war. In fact, nearly half of Washington State citizens are either veterans, active duty service members, or immediate family members.

The WDVA understands military service and is dedicated towards serving those who served.

If you are a veteran or a friend of a veteran, contact the WDVA today. Let them help you understand your benefits.

For more information, visit <http://www.dva.wa.gov/> or call 1-800-562-2308. ■

**A veteran is any person who served in the United States military who was discharged for other than dishonorable conditions.**

**This includes women who served in World War II as clerks (even though they were not foot soldiers) and women discharged before 1976 for becoming pregnant.**



## A Message on Stress Management

By Jan Paul, Department of Personnel

The Employee Assistance Program (EAP) is seeing workplace trends on increasing stress, fear, anxiety, and uncertainty. These trends apply to employees, managers, and Human Resource fields alike and are a result of events in our world such as the economic downturn, downsizing, swine flu, and so much more.

We all deal with stressful situations differently, in different intensities, and in different ways. Yet there are some effective tools to help us through it or to help us manage the stress to maintain resilience and more effectively bounce back.

- Take care of yourself. Tend to your own needs and feelings, both physically and emotionally. Exercise regularly, maintain a healthy diet, and get plenty of sleep.
- Get connected. Build strong, positive relationships with family and friends who can listen to your concerns and offer support. Get involved in civic groups, faith groups, or volunteer organizations giving you an opportunity to help others. Connectedness can sustain you in more difficult times.
- Use humor and laughter. Remaining positive or finding humor in distressing or stressful situations does not mean you are in denial. Humor is a helpful coping mechanism.
- Learn from your experiences. Recall how you have coped with hardships in the past. What worked? What did not? Build on what helped you through those rough times.
- Remain hopeful and optimistic. When you are in the middle of a crisis, use the resources (your friends and family, your humor, your strengths) to remain hopeful and optimistic. They allow you to remember what is working. Find something in each day that is working. Find something each day that signals a change for the better. Expect good results.
- Accept and anticipate change. Be flexible. Change and uncertainty are part of life.
- Work toward goals. Do something every day that gives you a sense of accomplishment. It does not have to be a major goal. Even small, everyday goals are important, such as finishing a work project or making a difficult phone call.
- Take action. Do not just wish your problems would go away or try to ignore them. Figure out what needs to be done, make a plan to do it, and then take action to resolve your problems.
- Nurture your strengths. Identify and congratulate yourself for your real successes, no matter how small. Be proud of yourself and your success. Trust yourself to solve problems and make sound decisions. Think positive thoughts about yourself. Nurture your self-confidence and self-esteem so you feel you're a strong, capable, and self-reliant person withstanding hardships and criticism.
- Maintain perspective. Look at your life. Recognize you have had better times and worse. Remember you made it through the worse times before and you will again through this.
- Make no comparisons. Comparing yourself to others is self-defeating. There is always someone doing better than you and someone else having more problems. Comparing your events with others in the world does not change what happened, it simply allows you to reinforce whatever you choose.

Becoming resilient is something each of us learns in our own way. These tips provide simple tools, or really just the pointers to tools helping you become more resilient.

Your EAP is a resource in this process too. Call one of the three regional EAP offices:

- Olympia (360) 753-3260
- Seattle (206) 281-6315
- Spokane (509) 482-3686

For additional information, call toll free 1-877-313-445 or visit <http://www.dop.wa.gov/EAP>. ■

## Passport to Wellness - 2009 ICSEW Women's Health Fair

By Kristin Reichl, Department of Health



*Front row:* Amilee Wilson, Alison Navarrete, Kristi Aravena, Co-Chair, Kim Sauer, Sheila Ichita *Back row:* Karen DeWitt, June Hershey, Kelly Boston, Kristin Reichl, Chair

ICSEW, in collaboration with the Department of Health, L & I, DSHS, and the Health Care Authority held the fifth annual Women's Health Fair on May 13, 2009, at the Tumwater L & I building. The fair occurred on Washington State Women's Health Day during National Women's Health Week.

The fair, themed "Passport to Wellness," was an opportunity for state employees to become aware of the importance of being physically, mentally, and financially healthy. The event drew over 400 participants and featured 45 vendors and 12 diverse presentations and demonstrations. Participants were treated to a potpourri of topics, including physical fitness, nutrition, chiropractic care, car seat safety, sleep disorders, health care benefits, self-defense, Zumba!, parent care, massage therapy and reflexology, and a new local senior companion program.

This year's fair was expanded to include topics relevant to issues state employees face in today's economy, such as financial health, job skills, and résumé building. We received many positive comments about the fair from participants, speakers, and vendors.

We would like to thank the Health & Wellness

Subcommittee and the many ICSEW volunteers for making the event such a great success. It is only with your passion and dedication that we are able to bring much needed resources and tools to our fellow employees. We would also like to thank the Department of Health, L & I, the Health Care Authority, and DSHS for their contributions and support of the event.

If you are an ICSEW member interested in participating on the Health & Wellness committee, or if you know someone interested in being a vendor or speaker at the 2010 fair, please contact Kristi Aravena at [KristiA@cted.wa.gov](mailto:KristiA@cted.wa.gov), or Sheila Ichita at [Sheila.ichita@doh.wa.gov](mailto:Sheila.ichita@doh.wa.gov). ■



Roberta Carpenter and Amilee Wilson work the ICSEW booth.



June Hershey greets guests.



To see more photos of the Women's Health and Wellness Fair go to the ICSEW website at <http://icsew.wa.gov/gallery/default.htm>

## Celebrating 25 Years of HOPE - ICSEW Joins Relay for Life

Teresa Glidden, Office of the Secretary of State

*Sanguine – adjective: cheerfully optimistic, hopeful, or confident*

*Soldier – noun: a person who contends or serves in any cause*



Cancer is the second most common cause of death in the U.S., surpassed only by heart disease. In the United States, cancer accounts for nearly one of every four deaths. This year, 562,340 Americans are expected to die of

cancer, that's more than 1,500 people a day. It is almost certain you or someone you know has been touched by cancer in one way or another. The money raised by Relay for Life helps the American Cancer Society provide up-to-date cancer information, advocate for all people to have access to screening and treatment, and offer free programs and services to improve the quality of life for those facing cancer.

Because we are state employed women making a difference, in 2009 ICSEW formed its first Relay for Life team! Our members created a team and then voted on a team name. We called ourselves the "Sanguine Soldiers" meaning cheerfully optimistic people serving for a cause.

Despite being one of the last teams to register and having only 5-6 weeks to solicit donations, the Sanguine Soldiers raised nearly \$3,000! Of the 14 registered team members, six made the top 100 fundraisers overall (Teresa Glidden,

Michelle Fisher, Jolena Missildine, Tammy Risner, Darla Bauknecht, and Roberta Carpenter) Teresa made the Relay top 25!

The event was held at Black Hills High School in Tumwater. There were 61 teams and 661 participants, raising an incredible \$109,050.62.

There were silent auctions and numerous raffles. Some of the teams sold food and beverages for donation. Various contests and games were offered throughout the night, to help keep walkers awake.

We had many positive comments on our team spirit, our dedication to the cause, and the appearance of our booth.

The Relay for Life organizers complimented the Sanguine Soldiers, thanking us for the positive energy we brought to the event, saying we were upbeat, friendly, and smiling for the entire 24-hour event.

We'll officially register as a team in September and start planning our fundraisers for 2010 then! Please consider



Back row left to right: Amilee Wilson, Roberta Carpenter, Teresa Glidden, Michelle Fisher, Darla Bauknecht, Kristi Aravena.

Front row left to right: Kris Reichl, Audrey Pitchford, Jolena Missildine, Sherry Thomas.

Not pictured: Andrea Harker, Genevieve O'Sullivan, Tammy Risner and Kim Sauer.

joining us and help the ICSEW become one of the TOP FIVE teams in 2010! There is a \$20 registration fee for each team member, with the proceeds (after the team registration fee is paid) going to the American Cancer Society.

ICSEW would like to thank all team members and participants and we hope to see you join us again next year. ■

See Relay photos on page 12

ICSEW joins Relay for Life continued from page 12



We had Relay for Life temporary tattoos that Teresa's daughter, Monica, enjoyed applying to all the team members.



Sharon Edwards helps set up Luminaires for the Memorial Lap.



Roberta won the "Craziest Hat" contest.



Opening Ceremonies



Audrey Pitchford, Kristi Arevena, Kris Reichl, Amilee Wilson, Sherry Thomas, Michelle Fisher



Survivor Lap



Audrey Pitchford gets a quick, much needed massage during the Relay.



Jolena Missildine works the ICSEW booth.

## A Mother's Take on Raising Boys to Men in the 21st Century

An Opinion piece by Rebecca Orbeck, Department of Licensing

The purpose of this article is to provide my advice to the women raising the boys and young men of the next generation and project how important it is to reinforce the skills they will need to succeed in life. As the mother of a 12 year-old-boy, I have often asked myself if I'm doing enough to make sure he is a capable, responsible, moral, caring, sensitive, and an informed individual. Will he be ready to accept the world and join society when the time comes? Will he single handedly pick up his dirty clothes from the floor? Will he change his socks after more than one use? Along with all the fears I hope he remembers to take a shower, with soap! The worries of motherhood and the preparation for adulthood can send someone straight to the pharmaceutical counter. I feel that we, as women, need to be proactive in assuring our little men are ready. Prepare them to survive on their own, make good conscious decisions, and treat others with respect and dignity. We have so many great women role models today but we must also remember to be one as well.

Since our little ones didn't come with a guide book or instructions it's up to us to reach out to family and friends for advice; so I did just that. I was curious to know why some men become admirable members of society-the smart, sharp dressers, who are genuinely nice and thoughtful of others. How does one become that way? Is it taught? If so, how? Is it a learned behavior or part of one's personality from the beginning? Take into account environmental factors all play a role in everyone's upbringing. Some fought the odds from the beginning and became better people for it, others took a different road. I decided to do some digging and interview a few "successful" men to see what attributed to their success.

According to the men I interviewed, their biggest influences were their surrounding family. They each had a close knit immediate family or an integrated extended family. Positive male role models whether it is a father, grandfather or even a mentor were

important. Sometimes boys just don't want mom, and that's okay. My son said to me the other day "you don't know what it's like being a boy" and I have to hand it to him - I don't.

Some of the men I interviewed had responsibilities at an early age. In their families it wasn't a question whether they would help out with chores, it was a given. For single parents, there was a heavy responsibility on the children to take care of themselves. The raising of a family was quite different fifty



years ago. Children were taught to have responsibility and be respectful. I remember addressing adults as Mr. Jones or Mrs. Jones and not on a first name basis. I recall getting scolded even if the adult in question gave me permission to call them by their first name. Why have things changed? We still have all the conflicts our parents had fifty years ago. I think our values have changed. Seemingly, it is more common today to have a dual income family. This means less time with the kids. We, as parents may feel guilty for not spending enough time with our children, so we overcompensate. When does the spoiling stop? At what age do we stop and take a look at our sons and say, "No- you can do that yourself." I believe the constant need

to do everything for them only hinders them in the long run. We want our little boys and young men to be responsible and take care of themselves. This means teaching them to pick up after themselves and siblings (if the case may be), good hygiene is essential, and giving them responsibilities or chores as a great way for them to help keep the household maintained.

My son has chores. There are some things I feel he must do as a member of our family. I have a list posted on our refrigerator of extra things he can do during the week to earn money. I put a limit on the amount he can "earn" each week, because reality set in and I figured out if he did all the items on the list, I would owe him about twenty bucks every week-yikes! I think they should be taught to cook, clean, do laundry, and manage a checkbook before they're sent out to the real world. Yes, I probably worry too much but seriously, I don't want his future wife to look at me someday and ask, "What did you do to him?" "Didn't you teach him anything?"

I believe that how you are treated by your husband or significant other is a reflection of how your son will treat his partner. Children tend to mimic what they see on a daily basis. This is important to remember. On occasion, when I'm getting ready to drop my son off at an event, whether it's sports or a buddy's house for an overnight stay, I remind him, "behave yourself". I haven't had any phone calls yet (knock on wood).

The best compliment you can receive is one of admiration from a school teacher, co-worker or most of all a stranger reflecting your parenting skills. There's nothing quite like hearing "what a nice young man" or "he has such a great personality." I realize my years are numbered as an influence. Psychologists say a child's personality is formed within the first six years. Reality is, my son is who he is going to be, and he is pretty wonderful; but I still have preaching time (give or take six years). ■

## Self Defense Training

By Teresa Reno, Department of Ecology

Cindy Gallegos is trained in various forms of Martial Arts and Self-Defense tactics and is currently training to earn her Judo Black-Belt. She teaches private and group Women's Self-Defense classes and training programs in Thurston County and surrounding areas. Here are some of her tips to escape an attack.

As your first line of defense, it is key to create time and space. Pay attention to who is around, who can hear you, and who might come to your rescue. The longer it takes your attacker to gain control over you, the more likely it is they will give up or worry about someone coming to your defense. Try to put space and distance between you and the person who is trying to attack you.

Ask yourself these questions and how you would answer them:

- How are you going to operate in your environment?
- How close will you allow someone to get to you?
- What are you going to do if a person makes a move towards you?

Don't be afraid to say, "**STOP!**" Ninety-five percent of self-defense and protection is your awareness and confidence. Be aware of your surroundings. Don't be afraid to turn around and look at the person who is walking behind you. This lets them know you know they're there.

You are most vulnerable when getting in and out of your car. Look around before you step into or out of your car. When you come out of a store, be prepared, have your keys ready in hand; this way they can also be used as a weapon if needed. Don't park next to the scary van or in a secluded area. At night, park as close as possible to a light. When loading your car with groceries, put the cart between you and your car, pay attention to who is around, and don't turn your back.

If someone pulls a gun on you, they are trying to control you. Never let yourself be taken to a second location - do whatever you can to get away or keep from being taken. Your voice is a very powerful tool - scream, "**NO!**" The attacker will be thrown off by your fighting back, giving you a better chance at getting away. Screaming is also good because you expel air and if you are hit in the stomach, you are less likely to get the wind knocked out of you.



Cindy Gallegos and assistant Meagan Sullivan

What to do if someone grabs you:

- If someone grabs you, twist your arm and break free from their grip. Twist towards the opening of their hand.
- Feel and peel – touch their hand and find a vulnerable finger and bend it back, break it if you need to.
- Knock the person on the back of their hand – make a knuckle and knock on the back of their hand hard enough to get them to open their hands.
- If they are pulling your hair, put your hands on top of theirs, giving you the control. Then spin out from the hold to get free.
- Body grab – lock your legs around the attackers legs on the inside, the attacker can't move and will let go of you.
- If someone grabs you face to face, put your legs inside theirs and push them down to the ground.

If you kick the attacker, don't kick higher than the knee. Kicking higher allows the attacker to grab your leg and pull you off balance. Remember this, knee-shin-toe: kick the knee, slide down the shin, and stomp on the foot.

Weapons:

- Get out of the line of fire to avoid getting shot.
- If possible, try to slap the gun out of their hand.
- Run away – bob and weave. It is harder to shoot a moving target.
- Gun to your head – turn your head and trap their wrist against your head. Turn the gun away from you.
- Slap the groin with a flat hand, it is more painful. Slap, grab, pull, and twist. ■

# What is Cultural Competence?

By Anne Williams, Department of Corrections

“Culture” describes the integrated pattern of human behavior that includes action, assumptions, values, reasoning, and communication of a racial, ethnic, religious, or social group. “Competence” is the state of being capable. So “cultural competence” refers to an ability to interact effectively with people of different cultures. “Culturally competent services” are systems, agencies, and practitioners that have the capacity, skills, and knowledge to respond to the unique needs of populations whose cultures are different from dominant or mainstream American.

Four factors comprise cultural competence:

- Awareness of one’s own cultural worldview;
- Attitude towards cultural difference;
- Knowledge of different cultural practices and worldviews; and
- Cross-cultural skills.

Cultural competence can and should occur in both individuals and groups. Cultural competence allows agencies and professionals to work effectively in cross-cultural situations.

A Cultural Competency Continuum describes ranges from cultural destructiveness to cultural proficiency. The characteristics listed in the continuum do not define a system or group. They allow systems and groups to broadly gauge where they are, and to plan for positive movement and growth to achieve cultural competence and proficiency. Systems and groups may be at different stages at different times with different groups. There is always room for continued growth.

Cultural Competency Continuum

- Cultural destructiveness is when attitudes, policies, structures, and practices of a system or generation are destructive to a cultural group.
- Cultural incapacity is the lack of capacity of systems and groups to respond effectively to the needs, interests and preferences of diverse groups. Features include, but are not limited to: Institutional or systemic bias; discrimination in hiring and promotion; disproportionate allocation of resources

benefitting one group over another; subtle messages that some groups are neither valued nor welcomed; and lower expectations for some groups.

- Cultural blindness is a stated belief of viewing and treating all people as the same. Features may include: policies and staff who encourage assimilation; delivery of services and supports that ignore cultural families; little value placed on training and resource development that facilitates cultural and linguistic competence; and workforce and contract staff who lack diversity (race, ethnicity, language, gender, age, etc.).
- Cultural pre-competence is a level of awareness with systems or groups of their strengths and areas for growth to respond effectively to diverse groups. Features include but are not limited to: the system or group expressly values the delivery of high quality services and supports to diverse groups; commitment to human and civil rights; hiring practices that support a diverse workforce; the capacity to conduct asset and needs assessments with diverse groups; concerted efforts to improve service delivery for specific groups; token representation on governing boards; and no clear plan for achieving group cultural competence. One of the dangers at this level is a false sense of achievement or failure that prevents the agency from moving forward along the continuum. The agency may believe that the achievement of one goal or activity fills their obligation to minority groups.
- Cultural competence is shown in difference, continuing self-review regarding culture, careful attention to the dynamics of difference, continuing growth of cultural knowledge and resources, and a variety of changes to service models to better meet the needs of minority groups and the general population. Culturally proficient agencies seek to add to the knowledge base of culturally competent practice by conducting research, developing new approaches based on culture, advocating for cultural competence throughout the system, and improved relations between cultures. ■

## Helping Employees Through the Tough Economic Times

By Tiffany LeMoine, Department of Revenue



While the government strives to help our country recover from these tough times, we continue to feel the pressure.

As public servants of the state, we are faced with ongoing budget issues. Agencies are being challenged to find ways to do more with less.

With the passing of legislation to help these efforts, employees are doing their best to run both existing and new programs with increased workloads. Resources are being stretched to the max.

As citizens, we are experiencing the pinch at home, too. Concerns about finances—savings, investments, benefits, bills, and debt—puts us in a mad rush to make our future more secure. Downsizing and being extra cautious with spending has become a new lifestyle.

To say the least, people are sacrificing a great deal just to get by, and the daily strains of work and feelings of uncertainty are wearing us down.

Fortunately, if you are a manager or supervisor, you have the ability to alleviate some of that stress for your staff.

### **Get connected**

When there is a situation where opinions vary, stakes are high, and emotions run strong, always engage in open dialog.

Keep your staff informed of changes and explain why they are happening. Make all the facts available to reduce developing anxieties of the unknown, internal story telling, and gossip.

Understand how your office is thinking by providing an environment where questions and comments can be expressed freely. Use this as an opportunity to correct any false assumptions or information.

Take the conversation to the next level by brainstorming together a solution to the problem. Set an example by

being the first to put something on the table and playing devils-advocate with your own idea. Employees will open up more to finding and being a part of the solution if you demonstrate there is no right or wrong answer.

### **Keep spirits up**

In addition to keeping the communication and involvement flowing with employees, it is equally important to boost morale.

Make work a fun place to come to everyday. Sport a smile when you walk in the door. An upbeat attitude can be contagious. Social activities help too. Set a reasonable time aside for your staff to participate in team strengthening exercises, friendly internal competitions, charitable drives, health and wellness activities, or potlucks.

Show your staff their time is just as important as yours. When you need a task to be completed, ask politely rather than demand. Chances are you will get what you need much faster because of your respectful approach.

Celebrate successes. Generously give praise for jobs well done. Be specific in your feedback and get creative with the recognition gifts. Demonstrate how much they are valued.

Invest in employee development. Assist your staff in creating an action plan to get them where they want to be or to their highest potential within their job. Get them in touch with people who can help them further. Explore training opportunities and assign side projects to expand upon their strengths and interests.

Remember the human side. We all have lives outside of the office with other commitments and priorities. Keep an open door policy and offer patience and flexibility. Make referrals to outside resources such as the Employee Assistance Program for specialized support.

Now more than ever leadership is needed. Use your positive influence and the strategies above to see your agency and its employees succeed through our difficult economic times. ■

**Management is nothing more than motivating other people.**

*~Lee Iacocca*



## Women Who Make a Difference

### Jan Johnson, Visitor Services

By Pattie Williams, State Capitol Visitor Services

There are many women in our community who truly make a difference in education, government, community service, and our daily lives.

Jan Johnson is one of those women.

A mother of five and grandmother to nine, Jan is a trained educator who has devoted her life to helping children, especially those who need a bit more help.

Raised in Walla Walla, Jan is a true Washingtonian. Although her married life has taken her many places, she has a special fondness for the Pacific Northwest, where she has lived and worked for the past 35 years.

After graduating from Walla Walla High School, Jan attended the Washington State University (go cougs!!) and Stevens College in Columbia, MO, majoring in education. Jan also had a keen interest in flying, and while attending Stevens College, was able to train for and receive her pilot's license.

After college, Jan met and married a young naval officer, Arne, who had a sincere distrust of airplanes, so Jan set aside her dreams of flying and concentrated on a career teaching special needs children.

Jan later put her teaching career on hold to focus on her family and raising five growing children. She still found time to help out in whichever community they were stationed. In many of the areas they lived, Jan discovered there were no programs for children with disabilities, so she started them herself.

Over the years, she has been active in Navy Relief, petitioning base commanders and advocating for children's special needs programs. She has been responsible for the implementation of numerous programs, each providing educational and recreational opportunities to special needs families. One of these programs involved teaching special needs children and adults how to swim and enjoy the water.

After raising her children, Jan decided to re-enter the workplace. But, as her teaching credentials had lapsed, she set out on a different path. Still volunteering to work with children and trailblazing new ways to make a difference, she took a position with the Washington Senate, initially supervising Pages, and later moving to the Senate Tour Program where she was responsible for supervising session tour guides. In 1985, when the Senate program was united with the General Administration Visitor Services Program, Jan became an integral player. Still involved with her community activities, Jan told her manager she could only commit to three years with the program--that was 18 years ago!

Since then, Jan has been instrumental in helping develop

and grow one of the finest volunteer tour programs in the nation. She has worked tirelessly and selflessly to solicit and train volunteers while continuing to serve as a guide herself. She has taken on the responsibility of working weekends and holidays and serves as the unofficial wedding coordinator for weddings held in the Capitol Building.

In 1996, Jan was a delegate to the convention honoring the 125th Anniversary of the Susan B. Anthony suffrage movement, and in 1998, received the Living the Legacy – A Salute to Washington Women Award sponsored by the League of Women Voters and other women's groups throughout the state, in honor of her volunteer work.

Jan continues to volunteer in the community with programs such as the food bank and the Salvation Army. Her work has included fund-raising, organizing food and clothing drives, and mentoring other volunteers. And, of course, her work with the state capitol volunteer tour program continues, and she is a Docent for the Governor's Mansion Foundation. While she stopped teaching swimming to special needs kids a few years back, she remains active wherever she can, especially when kids are involved--most especially, special needs kids.

Recently, Jan experienced a major medical situation that would have sidelined many others, but not Jan. After a short period of recovery, she was back at work, ready and willing to help wherever and however she could.

If you have occasion to be in the Washington State Legislative Building (the Capitol), you will most likely be greeted by Jan, who may be manning the reception desk or conducting a guided tour between her other duties organizing volunteer workers for the capitol tour program. She still works full time and is always available if help is needed on weekends or holidays.

Jan is a wonderful asset to General Administration's Visitor Services Program. Rich in knowledge and friendly by nature, she provides a rich, meaningful experience for visitors. Truly, she is a woman who, every day, makes a difference.

By the way, you may be wondering if Jan was ever able to realize her dream of piloting an airplane. Yes, she did. In 1985, while on a charter-flight to a conference in Eastern Washington, the pilot, who was a friend of Jan's, asked her to take the controls. She did. It was an amazing experience for Jan and quite a shock for her co-workers in the back seats who had never known Jan was a trained pilot. ■



Jan Johnson



# Mastering Crucial Conversations

## What is a “crucial conversation?”

Day-to-day verbal exchanges that affect your life when:

1. Opinions vary
2. Stakes are high
3. Emotions run strong

**“Master your crucial conversations and you will kick-start your career, strengthen your relationships, and improve your health.”**

— Authors of the *Crucial Conversations: Tools for Talking When Stakes are High*, 2002

## Additional Resources

[www.crucialconversations.com](http://www.crucialconversations.com)

[www.vitalSMARTS.com](http://www.vitalSMARTS.com)

[HR Training Resource Library](#)

## Unhealthy Behaviors

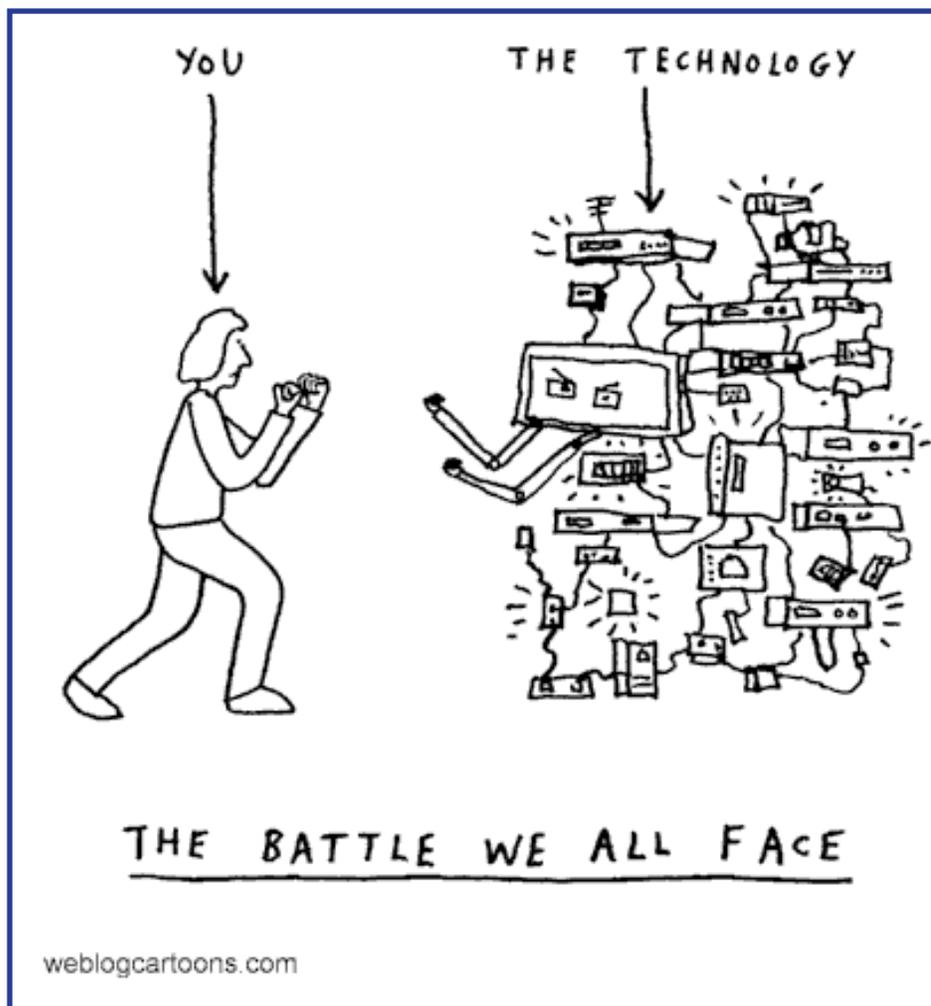
- Name-calling, using stereotypes
- Using hints, innuendos, or sarcasm
- Speaking under your breath, giving looks of disgust
- Withdrawing, silence, helplessness
- Blaming others, defensiveness
- Being dishonest or sugarcoating
- Yelling, belittling, or threatening
- Nagging, pushing others to take your side
- Avoidance, surrendering, choosing peace over conflict

## Break the Cycle

Contribute to a “shared pool” of different opinions, feelings, theories, and experiences by:

1. **Handling Emotions**  
How am I behaving? What did I see, hear, or tell myself that triggered this response? What are the facts?
2. **Briefly Stepping Out of the Content to Observe**  
How are others reacting or physically responding?
3. **Sincerely Asking for Input and Listening**  
Use mirroring when emotions or physical responses clash with statements. Paraphrase to understanding.
4. **Setting an Example**  
Be the first to put something on the table. Play devil-advocate with your own idea. Apologize when appropriate.
5. **Speaking the Unspeakable with Confidence and Humility**  
Avoid watering down your message but soften delivery. State your thoughts tentatively, like an opinion.

*Adapted from Crucial Conversations: Tools for Talking When Stakes are High, 2002*



**Answer to Women's History Quiz from page 8:**

C) Susan B. Anthony

**TECHIE TIPS AND TRICKS** By Tiffany LeMoine, Department of Revenue

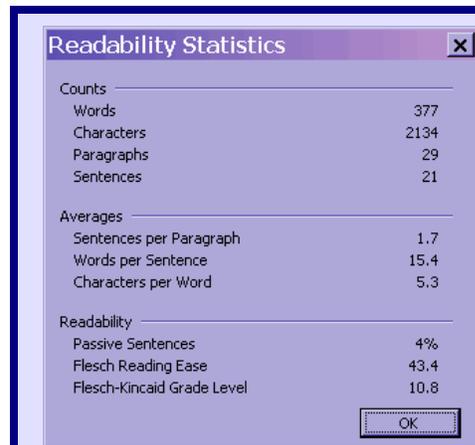
**Write like an 8th grader!**

The “plain talk” writing principle stresses communicating information in a simple way. However, in school, we are taught to use complex words and lengthy sentences. This does not work for business.

Did you know we should strive to write at an 8th grade level? Break the habit and turn on a 2003 Word feature which will provide a readability statistics about the articles, emails, reports, and other documents you write:

1. On the Standard Toolbar, select Tools
2. Select the "Options" option
3. Select the "Spelling and Grammar" tab
4. Check the " Check Grammar with spelling" box
5. Check the "Show readability statistics" box

The next time you complete a spell check, the window to the right will pop up. See the “Readability” section for your results.



## Did you know...

### ICSEW accepts articles from non-representatives!

*If you like to write*, or have something you would like to see published in the ICSEW *InterAct* and are not a member of the ICSEW, we welcome your contribution. All persons interested in submitting articles or ideas to this publication should contact their agency's ICSEW representative **or** any member of the Communications Subcommittee at <http://icsew.wa.gov/committee/communications.htm>.

*Note: Submission deadlines and writing guidelines are available on our website.*

Don't forget to recycle your old cell phone with battery charger and cords to the ICSEW's on-going cell phone drive. For further information contact:

**Michelle Fisher**  
*MichelleF@oic.wa.gov*



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