

R.C.A.E.O.P. COMMUNIQUE



Your key to Success

Established in 1954

VOLUME 16, ISSUE 1

Riverside County Association of Educational Office Professionals (RCAEOP)

Purpose and Aim

- Promote professional interest in educational classified positions in the offices of educational institutions in Riverside County and allied groups within the state.
- Provide a clearinghouse for administrators and employees for ideas and methods which will result in finer and more efficient services to the schools and the community.
- Encourage personal and professional growth, through the Association, by the sharing of ideas and ideals.
- Award the Riverside County Association of Educational Office Professionals' Florence Pentony Scholarship and Re-entry Scholarship.
- Cooperate with administrators, certificated staff and members of other departments of the classified staff to maintain a pleasant working relationship throughout the school districts.
- Provide in-service education through local, state, and national conferences.

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2014 RCAEOP President's Message

As I think about our Association, I'd like to say it's an honor to have the opportunity to serve this year as your President. I'm grateful to those past Presidents and Executive Board members who have worked and devoted personal resources to lend to the vision that makes Riverside County Association of Educational Office Professionals (RCAEOP) the successful organization it is today.

I would like to welcome our returning and new members! To our returning members, welcome to another great year with RCAEOP. To our new members, welcome to the organization and thank you for joining. As returning members can tell you, RCAEOP is very active and has offered a wide range of excellent workshops over the years, offerings, such as technology based workshops, health and wellness, Dress for Success Fashion shows, & personal safety to name a few.

I am very excited to announce our *October workshop titled: "Frontline Leadership: Winning the battle for excellent customer service"* presented by Kasha Robinson, Ed.D. I encourage you to maximize the value from your membership by taking advantage of our offerings and networking with your fellow professionals.

The Board of Directors of RCAEOP is here to serve your needs as a member. While I have the pleasure of serving as the President for 2014, the success of the Chapter would be impossible without the active support and participation of our Board Members, and I would like to recognize them for their service. This year's theme is "You are the Key to our Success" because without YOU, we would not be a success! We look forward to greeting each and every one of you!

Cyndee Amezcua
President, RCAEOP

CAEOP



Please consider joining California Association of Educational Office Professionals (CAEOP). You must be a member to attend the Annual CAEOP Conference. More information is available on their website: www.caeop.org.

Name the Newsletter Contest Winner!

I am pleased to announce that Amelia Trinidad won a \$10 Starbucks' Gift Card for her winning submission of the newsletter name R.C.A.E.O.P. Communique'. Congratulations Amelia!

SAVE THESE DATES IN 2014/2015

October 16, 2014

Frontline Leadership: Winning
the Battle for Excellent
Customer Service Workshop
(Location is Beaumont Unified
School District)
Presented Jointly by CAEOP &
RCAEOP

December 11, 2014

Health and Wellness
Workshop
Presented by Kathy Espinoza
Location TBD

Quote Corner

Autumn is a second spring when every leaf is a flower.

- [Albert Camus](#)

For man, autumn is a time of harvest, of gathering together. For nature, it is a time of sowing, of scattering abroad.

- Edwin Way Teale



Become Adept at Dealing With Difficult People and Avoiding Conflict

By Elizabeth Scott, M.S.
Stress Management Expert

*Originally published October 19, 2006.
Updated May 23, 2014.*

Research shows that [supportive relationships](#) are good for our mental and physical health. However, dealing with difficult people and maintaining ongoing negative relationships is actually detrimental to our health. It's a good idea to diminish or eliminate relationships that are filled with [conflict](#). But what do you do if the person in question is a family member, co-worker, or someone you otherwise can't easily eliminate from your life?

The following are tips for dealing with difficult people who are in your life, for better or for worse:

Difficulty: Average

Time Required: Ongoing

Here's How:

1. **Keep Conversations Neutral**
Avoid discussing divisive and personal issues, like religion and politics, or other issues that tend to cause conflict. If the other person tries to engage you in a discussion that will probably become an argument, change the subject or leave the room.
2. **Accept The Reality of Who They Are**
In dealing with difficult people, don't try to change the other person; you will only get into a power struggle, cause defensiveness, invite criticism, or otherwise make things worse. It also makes *you* a more difficult person to deal with.
3. **Know What's Under Your Control**
Change [your response](#) to

the other person; this is all you have the power to change. For example, don't feel you need to accept abusive behavior. You can use [assertive communication](#) to draw boundaries when the other person chooses to treat you in an unacceptable way.

4. **Create Healthier Patterns**

Remember that most relationship difficulties are due to a *dynamic* between two people rather than one person being unilaterally "bad." Chances are good that you're repeating the same patterns of interaction over and over; changing your response could get you out of this rut, and responding in a healthy way can improve your chances of a healthier pattern forming. Here's a list of [things to avoid in dealing with conflict](#). Do you do any of them? Also, here are some [healthy communication skills](#) to remember.

5. **See The Best In People**

Try to look for the positive aspects of others, especially when dealing with family, and focus on them. (Developing your [optimism](#) and [reframing skills](#) can help here!) The other person will feel more appreciated, and you will likely enjoy your time together more.

6. **Remember Who You're Dealing With**

Seeing the best in someone is important; however, don't pretend the other person's negative traits don't exist. Don't tell your secrets to a gossip, rely on a flake, or look for affection from someone who isn't able to give it. This is part of accepting them for who they are.

7. **Get Support Where You Can Find It**

Get your needs met from others who are able to meet your needs. Tell your secrets to a

trustworthy friend who's a [good listener](#), or process your feelings through [journaling](#), for example. Rely on people who have proven themselves to be trustworthy and supportive, or find a good therapist if you need one. This will help you *and* the other person by taking pressure off the relationship and removing a source of conflict.

8. **Let Go Or Get Space If You Need It**

Know when it's time to distance yourself, and do so. If the other person can't be around you without antagonizing you, minimizing contact may be key. If they're continually abusive, it's best to [cut ties](#) and let them know why. Explain what needs to happen if there ever is to be a relationship, and let it go. (If the offending party is a boss or co-worker, you may consider switching jobs.)

Tips:

1. Try not to place blame on yourself or the other person for the negative interactions. It may just be a case of your two personalities fitting poorly.
2. Remember that you don't have to be close with everyone; just being polite goes a long way toward getting along and appropriately dealing with difficult people.
3. Work to [maintain a sense of humor](#) -- difficulties will roll off your back much more easily. Shows like ["Modern Family"](#) and books like David Sedaris' [Naked](#) can help you see the humor in dealing with difficult people.
4. Be sure to [cultivate other more positive relationships](#) in your life to offset the negativity of dealing with difficult people.

2014 Bosses' Night

Our Annual Bosses' Night, held on Wednesday, May 8th at Monteleone Meadows in Murrieta was a smashing success.



Derek Jindra & Tonia Gonzalez, Tahquitz HS, HUSD



Pat Linan, Amelia Trinidad & Nelli Romero, Ed Svcs, HUSD



Steve Swartz, Jonathan Greenberg, PUHSD Supt., & PUHSD Administrators



Jennifer Marrone & Christine Harris, PUHS



Vince Christakos, HUSD



Special Ed Admin. & Kathy Dalton. HUSD



Dr. LaFaye Platter, Barry Kayrell, HUSD Supt.
& Chris Van Gelder, HUSD



Victoria Gilman & Cyndee Amezcua, HUSD



Dian Martin, Marcy Savage, Xochitl Trujillo
& Sophia Rubio, PUHSD



Fiscal Services, HUSD



Judy Miller, Jennifer Thomasian, Carolyn Smelser
& Sarah Rico, PUHSD



Dr. Barry Kayrell, HUSD Supt. & Keynote Speaker



Entertainment provided by Tahquitz High School



Anna Fetzner, PUHSD

2014-2015 RCAEOP Installation



2014-2015 Executive Board



2014-15 Executive Board



2014-2015 Executive Board



Christine Harris & Lori Ortell, PUHSD



Anna Fetzner & Xochitl Trujillo, PUHSD



Pamela Martinez, HUSD



Installation attendees



Kenton Miller (CAEOP), Linda Rush, Lisa Apodaca & Victoria Gilman, HUSD, Karena Chuma, Altura Credit Union



Mr. John Deitrich, AALRR, Keynote Speaker (Brown Act)