

# Excellence



November 09

A newsletter for the members of Intermountain Credit Education League (ICEL)

Thursday  
November 12  
Red Lion Hotel  
11:45-1:15

How To Best  
Present  
Yourself

Speaker:  
Ellen Reddick

## Mentoring!

President, Erin Doll, CBA, Mountain Contractors Supply Group

I have been in credit for roughly 12 years with the past 5 years here in Utah. It was not until I moved here that I even knew about NACM, ICEL or even industry groups. Since becoming involved in NACM & ICEL, I have learned so much and met so many wonderful people in this profession. I owe much of where I am today to these friends and mentors.

One thing that I have heard over and over again since joining ICEL is the importance of having a mentor. Most of the people I have spoken to believe that their mentors have helped them tremendously. That gave me an idea. What if ICEL started a mentoring program? What if our members could be paired up into a mentor/protégé relationship? The face of ICEL has changed in recent years. People have retired and new faces have joined. Our group has some awesome people with tons of experience and wisdom to pass along to other members who have only been in credit a short period of time. Wouldn't it be great if ICEL sponsored a program that would allow some of the newer credit professionals to learn from and be motivated by some of our members who have been in the credit trenches for years? I think so!

I am not new to credit. However, I think I could learn so much more and grow even faster if I had a mentor—someone I could call for advice, someone who could encourage and cheer me on professionally. A mentor is a wise and trusted counselor. I know there are others like me in ICEL. I know some of you really wish there was someone to help you out when you struggle in credit. I also know that some of our seasoned vets would love to have the opportunity to share their experience and knowledge with the next generation. Let's be honest, credit is not easy. You don't go to school to become a credit manager. However, I strongly encourage all of you to get your professional designations. Many of us have "fallen" into this profession and have learned on the job. Many of us were asked to fill the position and were baptized by fire. Luckily for us, we have ICEL and NACM to support and educate us. But, if you're like me, you want a little bit more than that.

I would love to see both beginners and experienced credit professionals volunteer. Even if just a handful of our newer professionals and a handful of our more experienced members volunteered, it would be an awesome program. Please don't be shy and please don't feel pressured. If you are even slightly interested in being mentored or becoming a mentor, please contact me or Georgette. I think this program would strengthen our organization and help our members grow. Thank you so much for making ICEL such a wonderful organization! Let's keep it growing stronger than ever before!

# October ICEL Luncheon Re-cap "Organizing Your Office & Styles"

by Shanna Sorge, CBF, Easton Technical Products

In October we heard from Lanna Cairns, M.A. Lanna Cairns is an internationally recognized professional organizer and has been teaching people how to gain mastery over their physical environment since 1998. Lanna's clients include BMW, Sylvan Learning Center, Canyon Ranch, SBC Global, Harcourt-Brace, Mondavi Wineries and Schramsberg Winery, amongst others. Lanna has written two books, "*Organizing for Your Brain Type*" and "*Every Child Has a Thinking Style*."

The first thing she taught us was when you get a project you do one of the following 1) Get it done yourself 2) delegate it, or 3) defer it. She moved on to teaching strategies for organizing: 1) schedule "organization" into your calendar, 2) start "organizing" with current/present items, 3) start small, be hyper-focused with "organization", 4) purge fast but with a strategy, 5) end on a high note, 6) maintain a program, 8) discuss "organization" ideas at work/home, and 9) if you need help, ask for it. "We don't plan to fail...we fail to plan."

There are four different types of brain type styles that Lanna went over: There is the prioritizing style—set and achieve goals in an objective and timely manner, the innovating style—anticipates change, envisions and is innovative, the maintaining style—supplies dependable services needed for maintaining life; and the harmonizing style that builds trust, harmony and peaceful foundations.

This topic gave us many up-to-date tricks of the trade, including paper filing systems, space planning for cubicles and office and time management skills. But more importantly, we learned about our own personal organizing dilemmas. We were given a variety of strategies to make our lives more enjoyable and clutter-free. We also learned how to deal with people of different organizing styles.

## RED FLAG SEMINAR

**Monday, November 16, 2009, 10–11 a.m.**

**NACM Training Center, 7410 So. Creek Rd., 301**

**\$25/attendee**

*Presented by Scott W. Lee, CCE, Attorney*

**IS YOUR COMPANY IN COMPLIANCE?**

***This law applies to almost every company in America!***

### **Business Alert:**

*"Red Flag" requirements will help fight identity theft.*

*Credit Executives are in an excellent position to take the lead in assisting their companies to comply with the Red Flag Rule.*

### **You Will Learn:**

- What the Red Flag Rule is
- Who must comply
- How to comply
- Necessary elements for your company's Red Flag program
- How to identify, detect and respond to Red Flag

**FAX to Georgette Bevan, CCE, (801) 484-1891, phone: 801-433-6116**

Names \_\_\_\_\_  
Company Name \_\_\_\_\_ Member # \_\_\_\_\_  
Email Address \_\_\_\_\_

# Christmas Planning

by Shane B. Inglesby, CCE, Geneva Rock Products

The Intermountain Credit Education League has chosen to work with Candy Cane Corner for our Christmas charity. Many of you have taken the opportunity of donating time and items to this wonderful organization in the past and know how much this service benefits our community.



New unwrapped toys, toiletry and clothing items for children are always needed. Also, new toiletry and clothing items for adults are needed. Cash donations are welcomed, as the managers of the store will then, in turn, purchase items for the store that are in high demand.

Candy Cane Corner is also in need of volunteers to assist at the store. The store will be opening earlier this year. As a result, volunteers will be needed beginning November 16th until the store closes on December 23rd. Hours of operation will be weekdays from 12:00 noon to 7:00 p.m. and weekends from 12:00 to 5:00 p.m. If you can volunteer two hours, please email Carol Shifflett at [cshifflett@ywca.com](mailto:cshifflett@ywca.com). Let her know you are a member of ICEL. The store is located at 330 East 400 South in Salt Lake City on the south side of the street. If you are interested, it would be best to get on the schedule as soon as possible.

Plan to bring your donations on December 10th to our monthly ICEL meeting. Christmas is a time of joy for many. Your support of Candy Cane Corner will help many that otherwise may not experience the magic of this wonderful time of year.

## Thursday, November 12th Luncheon, 11:45-1:15 p.m.

**“How To Best Present Yourself” Speaker: Ellen Reddick**

Red Lion Hotel, 151 West 600 South, SLC, UT

Cost: \$16, Contact Georgette Bevan, CCE, 801-433-6116 or [GBevan@nacmint.com](mailto:GBevan@nacmint.com)

Good manners are good business. Successful professionals possess personal skills that make the difference in relationships. Confidence in one's self and sensitivity to the personalities of others is key. Because 85% of your success in business is based on your people skills, your demeanor and behavior toward others are as important as your technical abilities and professional competence. Refine your etiquette skills and you will represent your organization with poise and assurance.



Ellen Reddick

Ellen Reddick will provide a refresher course in business etiquette that will boost your self confidence in the social and business arenas and catapult you head and shoulders above the competition.

Ellen is a nationally recognized Executive and Corporate Consultant who works with executives and corporations to help identify and assess developmental opportunities for both organizations and individuals. Her unique, practical and powerful strategies make her easy to talk to and her vast corporate background helps her coach high-potential individuals and those requiring new skills to enhance their leadership competency. Her business experience is varied and extensive, including Director for Fairchild Telecommunications International and National Quality & Process Improvement Director for Lucent Technologies.

She is also a noted author of several business books and articles including *The Art of Professionalism in Our Lives* and *The Complete Job Search Handbook*. She currently writes several monthly columns for national and local publications.

## November SPOTLIGHT

Connie Steed, CCE, Kenworth Sales Co.

by Carolyn Thompson, Meadow Gold Dairies

After what seemed to be an eventful year, Connie is now at Kenworth Sales Co. in the credit department. There is nothing else she would rather do except maybe retire and then what?

She started in credit in 1973 before some of our members were even born. A lot has changed since then. She is sure our new members would be surprised with the advances that have taken place in over 30 years.

Connie's involvement with ICEL began in 1989 when she was talked into attending a meeting. It was the beginning. She received her CBA in 1980 but did nothing with it until after she joined ICEL. With the support of many members, especially Ilene Solomon, she received her CCE in 1990. Although life changes unexpectedly, she can always count on her education to help her through job challenges. She loves what she does and wouldn't do anything else.

Connie is close to her several nieces and nephews. In fact, just found out she's going to be a great aunt again. That means more \$\$\$ spent. Her family is very close and she is fortunate that they all live near. She just got a new puppy that keeps her on her toes. In her spare time she works in the garden and reads a lot. She has more time now to do fun things.



## Find The Time

By Shanna Sorge, CBF, Easton Technical Products

Do you ever find yourself wondering where did the day go? As a mother of two school age children, I ask that of myself all the time. I work full time and each night when I get home I prepare dinner, help the children with homework, bath them and get them ready for bed.

When I saw an email come across my inbox asking if I wanted to be on an NACM or ICEL committee, I would just kindly say no because where would I find the time to be on a committee? I barely had time to get my nails or hair done. I finally took a step back and realized that I had ideas to share and I wanted my voice to be heard.

Eight months ago I received a phone call asking if I would be interested in running for a position on the ICEL board. I thought that this was my chance to be heard. Without a second thought I said YES! I didn't know where I would find the time in my hectic life but my voice is now heard and my ideas valued. I dare you to find the time to share your ideas and to be valued. So, volunteer to serve on a committee today.

**ICEL** INTERMOUNTAIN  
Credit Education League

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