

NORTHEAST REGION (FEW)

Proudly serving Maine, New Hampshire, Vermont,
Massachusetts, New York, Connecticut,
New Jersey, Rhode Island, Europe, Puerto Rico,
and the U.S. Virgin Islands



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Are you a member of the T.E.A.M.?

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Northeast Region (FEW)
P. O. Box 444
Farmington, NH 03835-0444
<http://nerfew.org>

Regional Manager's Message

I am delighted to share that plans are moving forward quickly for a new chapter to be chartered at the IRS in New York City, NY! Christine Cantine, IRS, and Tetiana Slupitska, Long Island University, have already volunteered to be interim officers. Becky Fasulo, Vice President for Membership and Chapter Organization, participated in their initial interest meeting held on March 2, 2010. The meeting was a success! Christine has been getting follow-up calls from several other agencies nearby who are also interested in joining. We could be welcoming another new chapter into our region as early as May, following the National FEW Executive Committee meeting.

At the invitation of Cathy Fletcher, Vice President for Diversity, I was the Keynote Speaker for an interagency Federal Women's Program Council in Boston on March 11, 2010. My topic was "Writing the Not-So-Famous Women Back into History." In addition, Valarie Briggs of the Greater Boston Chapter provided a wonderful musical selection. I also met Kathleen Sousa, Greater Merrimack Valley Chapter, from the audience after the event. The day was a lot of fun. I enjoyed meeting everyone!

Happy Women's History Month, everyone!

Chapter Updates

Greater Merrimack Valley Chapter

Lisa Lombardi rescinded her resignation as Regional Legislative Liaison, as well as Vice President of the Methuen location of our chapter. Welcome back, Lisa!

Dawn Nester, Regional Manager, visited the Andover and Lowell sites of our chapter on March 2 and 3, respectively. She shared information about FEW's Diversity, Legislative, Compliance, and Training focus areas, as well as membership information. Many of us are renewing in March; the information she shared was timely and reminded us why we keep our membership current. In addition, she talked about the upcoming FEW Capitol Hill Lobby Day on May 12-13, 2010, in Washington, DC. Some of us are thinking about going down for the event. If you are, please let Dawn and/or Linda Fielding know. Dawn can be reached at Dawn.M.Nester@irs.gov or by phone at 603-433-0560. Linda can be reached at Linda.A.Fielding@irs.gov or by phone at 978-474-5635.

Western New York Chapter

The Western New York Chapter held its first meeting on March 12, 2010. We discussed the upcoming National Training Program and how IRS processes applications for interested member attendees, among other topics.

Potential New York City Chapter

Christine Cantine, an IRS employee in New York City, and Tetiana Slupitska, a student at Long Island University, conducted an interest meeting of interested people on March 2nd. Becky Fasulo, Vice President for Membership and Chapter Organization, participated via conference call. She answered questions from the attendees. The next interest meeting is scheduled for April 5th with hopes of submitting a charter package for presentation to the FEW Executive Committee (EC) for approval in May while the EC is in Washington, DC.

Membership Report by Kelly Badzo

The Region is pleased to welcome these new members who are part of the Western New York Chapter:

- Cynthia Veroba (IRS);
- Cindy Engleka (agency not provided);
- Amy Engleka (agency not provided);
- Sherrita Herrod (IRS);
- Karen Higgins (agency not provided);
- Kimberly McLaughlin (agency not provided);
- Kimberly Moore (agency not provided); and,
- Jannie Scott (IRS).

In addition, the Brookhaven Chapter is pleased to welcome:

- Beth Lettieri (BNL);
- Mary Ann Maggio (BNL);
- Ms. Biesell-Bingham (BNL);
- Carol Ogeka (BNL); and,
- Marge O'Laughlin (BNL).

The Fort Monmouth Chapter is pleased to welcome:

- Valerie Howell (IRS).

A new member of the Greater Boston Chapter is:

- Stephanie Wilsen (agency not provided)

The Greater Merrimack Valley Chapter welcomes:

- Regina Riviezzo (private industry);
- Ron Spolsino (IRS); and,
- Laura Taveras (IRS).

Welcome to FEW, everyone! All of us look forward to meeting and working with you in our chapters!

Dawn has also shared with Regional Board members that National FEW is considering mounting a national recruitment campaign during April 2010. April is FEW's anniversary month. The National Communication Committee is developing a new Top 10 poster to help us with our recruitment activities.

And while you are talking to friends, family, and co-workers about FEW, be sure your membership is current. If you are due to renew this month, please be sure you go to FEW's secure web site (<http://secure.few.org>) to renew on-line. Or, if you are uncomfortable with paying by credit card, simply write a check for \$45, made payable to FEW, add your membership number and chapter name on the memo line, and mail it to:

Federally Employed Women
P. O. Box 75551
Baltimore, MD 21275-5551.

I've left the information about FEW's annual contest below so that you know what you can earn through recruitment activities.

FEW is pleased to announce that the 2009-2010 Membership Contest is currently in progress. The following prizes have been selected by the membership committee, comprised of Evelyn Anderson, Wanda Hewlin, Arlene Good, Mary Walter, Gloria Edelen.

- First prize will be a FEW Lifetime Membership and Bank Gift Card (value not to exceed \$1000.00).
- Second prize will be 5 years FEW Membership (value \$250.00).
- Third prize will be 3 years FEW Membership (value \$150.00).

Membership Report (cont.)

If the first place winner is already a Lifetime Member, then her (or his) membership will be upgraded to Diamond Lifetime or the entire prize will be a Bank Gift Card.

If the second and/or third place winners are Lifetime Members, then the prizes will be Bank Gift Cards in the designated amounts.

The contest period covers from June 1, 2009 to May 1, 2010, so there's still time to get in there and recruit! Everyone is encouraged to "Each One, Reach One" to spread the word about FEW. We are all working to make FEW the organization of choice for leadership, equity and the advancement of women. When you invite your friends and co-workers to join you at a meeting and they decide to make the commitment to join, ask her (or him) to add your name to the "Referred by: _____" line so that you can be credited with the recruitment.

Happy recruiting!

Spring Regional Training Program

by Jayne Cousins, Lisa Lombardi, Kristina Tiedke, and Dawn Nester

The 2010 Spring Regional Training Program (RTP) planning is under way.

Registration for the June 4, 2010, RTP is now open! As a reminder, new this year, we are offering members and guests the option of paying on the installment plan to attend the RTP.

- Members = \$40 (or \$13.33 in *three payments* over three months, *starting in March or April*);
 - Non-Members = \$55 (or \$16.33 in *three payments* over three months, *starting in March or April*)
- Students = \$25 (or \$8.33 in *three payments* over three months, *starting in March or April*).

Registrations may be faxed to Dawn Nester at (603) 433-0780, with payment to follow by check to the Regional address of:

NER FEW
P. O. Box 444
Farmington, NH 03835-0444

Or mailed with the registration form to the above address.

Confirmed speakers include:

- Lauren Mackler, noted local author and motivational speaker on "Living Boldly;"
- Sheree Galpert, local communication expertise on "It Isn't Bragging;" and,
- Cathy Fletcher, Vice President for Diversity (topic to be announced).

Invited speakers not yet confirmed include:

- Michelle Crockett, Vice President for Compliance; and,
- Regina Riviezzo, speaking on women's health issues.

Information about the RTP is being posted to the Region's website. Download the "Save the Date" flyer and post it on bulletin boards, in cubicles, and other places where allowed by your office. Encourage family, friends, and co-workers to join you for an exciting day of learning, networking, and fun! Visit the web site frequently for the latest information at www.nerfew.org.

Diversity Corner



Cathy Fletcher
Vice President for Diversity



I am pleased to share that FEW's newest website feature, Cyber Exhibits, has been a big hit! The first exhibit celebrating Black History Month was well received.

Dawn Nester, Regional Manager (Northeast Region) and a member of the FEW IT Committee, and Lisa Sullivan, also a member of the FEW IT Committee, are already working on the Women's History Month exhibit.

As soon as I return from a west-coast swing to participate in Regional Training Programs for the Western and Pacific Northwest Regions, I will begin working with Dawn to create a Diversity exhibit for April.

If you haven't already, I encourage you to check out the exhibits on the FEW website under the Events link.

Future Cyber Exhibits include:

March	Women's History Month
April	Diversity Month/FEW's anniversary month
May	Asian/Pacific Islander Heritage Month
June	To be determined
July	NTP
August	Women's Equality Day
September	Hispanic Heritage Month
October	Disability Awareness Month
November	Native American/Alaskan Native Heritage Month
December	To be determined

Legislative Report



Cecelia Davis
Vice President for
Congressional Relations

FEW's Capitol Hill Lobby Day event on May 12-13, 2010, continues to be a focal point of activity. Dawn Nester, your Regional Manager, recently sent in a question about the dress code for the evening reception on May 12th. Janet Kopenhaver and I responded that appropriate dress for the event will be business attire. Janet is encouraging anyone who enquires to wear a suit.

I've asked Dawn to keep the information about the event in the column on the right as an easy reference for you.

I also want to encourage anyone who is interested and eligible to consider submitting an interest package for the Vice President for Congressional Relations. I am not eligible to run for this position again and will be stepping down with the change of administration during the 2010 NTP in New Orleans, LA, July 12-16, 2010. With that said, I am very willing to share information about what the position entails with any interested, eligible candidate. Contact me at Cecelia.Davis@gsa.gov or by phone at (202) 219-0202. I have enjoyed serving as your Vice President for Congressional Relations for the past four years.

If you have not received the Registration form/lobby day information, please contact Dawn Nester, your Regional Manager, as soon as possible.

Federally Employed Women
LOBBY DAY and CONGRESSIONAL RECEPTION

**Wednesday, May 12, and
Thursday, May 13, 2010**

We are incredibly excited to announce that FEW will be conducting its third Lobby Day in conjunction with a reception in honor of the members of the Congressional Women's Caucus and organized in cooperation with the Caucus Chair Representative Jan Schakowsky (D-9-IL). Based on the responses we received from our Legislative Survey, FEW's leaders have decided that enough members have required we organize this important event that we are moving ahead.

WHEN: Wednesday May, 12, 2010, from 5:00 p.m. to 7:00 p.m. – FEW's Congressional Reception on Capitol Hill.

Thursday, May 13, 2010, from 9:00 a.m. to 3:00 p.m. and Friday – for those saying later, there are several tourist options. Please contact Gray Line tours or the Washington DC Visitor Center for great opportunities.

WHO: This event is open to all FEW members. There is no registration fee, but attendees must take annual leave for the Lobby Day on Thursday. Attendees will also be responsible for their travel and lodging costs while in Washington, DC.

WHERE: A room block has been established at the Hyatt Regency Washington Hotel on Capitol Hill (400 New Jersey Avenue, NW). Rates for rooms are \$259 a night for singles our doubles. In order to receive the FEW room rate, FEW must take your reservation. Please let us know if you will need a room. Further registration information and will be sent at a later date.

WHY: There is no better way to influence and develop a relationship with your elected officials than in-person meetings. These events show legislators that you care enough about the issues that you have paid to fly into town, used your own vacation time, and taken valuable time away from the office to meet her/him to talk about issues of concern to federally employed women. Don't miss this opportunity!

WHAT: FEW National will arrange all your Hill meetings (your representative and two Senators), equip you with all the background materials you need for your meetings, and provide attendees with the leave-behind folders for your legislators. You will also receive a full briefing on the morning of your meetings, not only on the issues to be discussed, but also on how to conduct an effective meeting. Additionally, all attendees are welcome to attend the Congressional Reception, which is being organized in cooperation with the Congressional Women's caucus Chair and, there fore, very likely to attract many legislators and their staff members.

Training Report



Arlena Fitch-Gordon
Vice President for Training

By now, you should have been informed that registration is open for the NTP 2010. I hope that you are putting your paperwork together and submitting it to your agency for funding to this exciting week of Agency forums; top-notch, quality classes; networking; and personal enrichment.



As you know, from time to time, I like to share information from Mindtools.com. This month, I'm sharing information about understanding team roles. Are you sometimes put on a team to complete a project but aren't sure what role you're going to play on the new team? It happens to all of us from time to time. This article from www.Mindtools.com may help shed some light on the situation.

Belbin's Team Roles

How understanding team roles can improve team performance

When a team is performing at its best, you'll usually find that each team member has clear responsibilities. Just as importantly, you'll normally see that

every role needed to achieve the team's goal is being performed fully and well.

But often, despite clear roles and responsibilities, a team will fall short of its full potential.

How often does this happen in the teams you work with? Perhaps some team members don't complete what you expect them to do. Perhaps some team members are not quite flexible enough, so things 'fall between the cracks'. Maybe someone who is valued for their expert input fails to see the wider picture, and so misses out tasks or steps that others would expect. Or perhaps one team member become frustrated because he or she disagrees with the approach of another team members.

Dr Meredith Belbin studied team-work for many years, and he famously observed that people in teams tend to assume different "team roles". He defines a "team role" as "a tendency to behave, contribute and interrelate with others in a particular way" and named nine such team roles that underlie team success.

Creating More Balanced Teams

Belbin suggests that, by understanding your team role within a particular team, you can develop your strengths and manage your weaknesses as a team member, and so improve how you contribute to the team.

Team leaders and team development practitioners often use the Belbin model to help create more balanced teams. Teams can become unbalanced if all team members have similar styles of behavior or team roles.

Training Report (cont.)

If team members have similar weakness, the team as a whole may tend to have that weakness. If team members have similar team-work strengths, they may tend to compete (rather than co-operate) for the team tasks and responsibilities that best suit their natural styles. So you can use the model with your team to help ensure that necessary team roles are covered, and that potential behavioral tensions or weaknesses among the team member are addressed.

Tip 1:

Belbin's "team-roles" are based on observed behavior and interpersonal styles.

Whilst Belbin suggests that people tend to adopt a particular team-role, bear in mind that your behavior and interpersonal style within a team is to some extent dependent on the situation: It relates not only to your own natural working style, but also to your interrelationships with others, and the work being done.

Be careful: You, and the people you work with, may behave and interact quite differently in different teams or when the membership or work of the team changes.

Also, be aware that there are other approaches in use, some of which complement this model, some of which conflict with it. By all means use this approach as a guide, however do not put too much reliance on it, and temper any conclusions with common sense.

Understanding Belbin's Team Roles Model

Belbin identified nine team roles and he categorized those roles into three groups: Action Oriented, People Oriented, and Thought Oriented. Each team role is associated with typical behavioral and interpersonal strengths.

Belbin also defined characteristic weaknesses that tend to accompany the team-role. He called the characteristic weaknesses of team-roles the "allowable" weaknesses; as for any behavioral weakness, these are areas to be aware of and potentially improve.

The nine team-roles are:

Action Oriented Roles:

Shapers (SH)

Shapers are people who challenge the team to improve. They are dynamic and usually extroverted people who enjoy stimulating others, questioning norms, and finding the best approaches to problems. The Shaper is the one who shakes things up to make sure that all possibilities are considered and that the team does not become complacent.

Shapers often see obstacles as exciting challenges and they tend to have the courage to push on when others feel like quitting.

Their potential weaknesses may be that they're argumentative, and that they may offend people's feelings.

Implementer (IMP)

Implementers are the people who get things done. They turn the team's ideas and concepts into practical actions and plans. They are typically conservative, disciplined people who work systematically and efficiently and are very well organized. These are the people who you can count on to get the job done.

On the downside, Implementers may be inflexible and somewhat resistant to change.

Training Report (cont.)

Completer - Finisher (CF)

Completer-Finishers are the people who see that projects are completed thoroughly. They ensure there have been no errors or omissions and they pay attention to the smallest of details. They are very concerned with deadlines and will push the team to make sure the job is completed on time. They are described as perfectionists who are orderly, conscientious, and anxious.

However, a Completer-Finisher may worry unnecessarily and find it hard to delegate.

People Oriented Roles:

Coordinator (CO)

Coordinators are the ones who take on the traditional team-leader role and have also been referred to as the chairmen. They guide the team to what they perceive are the objectives. They are often excellent listeners and they are naturally able to recognize the value that each team members brings to the table. They are calm and good-natured and delegate tasks very effectively.

Their potential weaknesses are that they may delegate away too much personal responsibility, and may tend to be manipulative.

Team Worker (TW)

Team Workers are the people who provide support and make sure the team is working together. These people fill the role of negotiators within the team and they are flexible, diplomatic, and perceptive. These tend to be popular people who are very capable in their own right but who prioritize team cohesion and helping people getting along.

Their weaknesses may be a tendency to be indecisive, and maintain uncommitted positions during discussions and decision-making.

Resource Investigator (RI)

Resource Investigators are innovative and curious. They explore available options, develop contacts, and negotiate for resources on behalf of the team. They are enthusiastic team members, who identify and work with external stakeholders to help the team accomplish its objective. They are outgoing and are often extroverted, meaning that others are often receptive to them and their ideas.

On the downside, they may lose enthusiasm quickly, and are often overly optimistic.

Thought Oriented Roles:

Plant (PL)

The Plant is the creative innovator who comes up with new ideas and approaches. They thrive on praise but criticism is especially hard for them to deal with. Plants are often introverted and prefer to work apart from the team. Because their ideas are so novel, they can be impractical at times. They may also be poor communicators and can tend to ignore given parameters and constraints.

Monitor - Evaluator (ME)

Monitor-Evaluators are best at analyzing and evaluating ideas that other people (often Plants) come up with. These people are shrewd and objective and they carefully weigh the pros and cons of all the options before coming to a decision.

Training Report (cont.)

Monitor-Evaluators are critical thinkers and very strategic in their approach. They are often perceived as detached or unemotional. Sometimes they are poor motivators who react to events rather than instigating them.

Specialist (SP)

Specialists are people who have specialized knowledge that is needed to get the job done. They pride themselves on their skills and abilities, and they work to maintain their professional status. Their job within the team is to be an expert in the area, and they commit themselves fully to their field of expertise. This may limit their contribution, and lead to a preoccupation with technicalities at the expense of the bigger picture.

Figure 1: Belbin's Team Roles

Action Oriented Roles	Shaper	Challenges the team to improve.
	Implementer	Puts ideas into action.
	Completer Finisher	Ensures thorough, timely completion.
People Oriented Roles	Coordinator	Acts as a chairperson.
	Team Worker	Encourages cooperation.
	Resource Investigator	Explores outside opportunities.
Thought Oriented Roles	Plant	Presents new ideas and approaches.
	Monitor-Evaluator	Analyzes the options.
	Specialist	Provides specialized

To find out which team roles you naturally fulfill, or to profile your team, visit www.belbin.com.

How to Use the Tool:

The Belbin Team Roles Model can be used in several ways: You can use it to think about team balance before a project starts, you can use it to highlight and so manage interpersonal differences within an existing team, and you can use it to develop yourself as a team player.

The tool below helps you analyze team membership, using the Belbin team roles as checks for potential strengths and weakness.

Use Belbin's model to analyze your team, and as a guide as you develop your team's strengths, and manage its weaknesses:

1. Over a period of time, observe the individual members of your team, and see how they behave, contribute and behave within the team.
2. Now list the members of the team, and for each person write down the key strengths and characteristics you have observed. (You may also want to note down any observed weaknesses).
3. Compare each person's listed strengths and weakness with the Belbin's descriptions of team-roles, and note the one that most accurately describes that person.

Training Report (cont.)

4. Once you have done this for each team member, consider the following questions:
 - Which team roles are missing from your team? And from this, ask yourself which strengths are likely to be missing from the team overall?
 - Is there are prevalent team role that many of the team members share?
- Whether one or more team members could improve how they work together and with others to avoid potential conflict of their natural styles.

Whether new skills need to brought onto the team to cover weaknesses.

Tip 2 - Prevalent team roles:

Among teams of people that do the same job, a few team roles often prevail. For example, within a research department, the team roles of Specialist and Plant may prevail. A team of business consultants may mainly comprise Team Workers and Shapers. Such teams may be unbalanced, in that they may be missing key approaches and outlooks.

If the team is unbalanced, first identify any team weakness that is not naturally covered by any of the team members. Then identify any potential areas of conflict. For example, too many Shapers can weaken a team if each Shaper wants to pull the team in a different direction.

Tip 3:

Remember not to depend too heavily on this idea when structuring your team – this is only one of many, many factors that are important in getting a team to perform at its best.

That said, just knowing about the Belbin Team Roles model can bring more harmony to your team, as team members learn that there are different approaches that are important in different circumstances and that no one approach is best all of the time.

5. Once you have identified potential weakness, areas of conflict and missing strengths, consider the options you have to improve and change this.

Consider:

- Whether an existing team member could compensate by purposefully adopting different a team role. With awareness and intention, this is sometimes possible.

Compliance Report



Michelle Crockett
Vice President for Compliance

The EEOC is responsible for enforcing federal laws prohibiting employment discrimination.

Further information about the EEOC is available on its web site at www.eeoc.gov.

As you know, I check the Equal Employment Opportunity web site from time to time for items of interest to FEW members. Here are two items from their Newsroom.

[EEOC is Hiring](#)

EEOC is hiring NOW in many locations around the country for investigators, mediators, attorneys and administrative and clerical positions. See [USAJobs.Gov](#) for a list of current vacancies. We are adding positions frequently, so check back often!

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PRESS RELEASE

3-11-10

EEOC Acting Chairman Stuart Ishimaru Testifies Before Senate in Support of Paycheck Fairness Act

Cites Persistent Gender-Based Wage Discrimination, Highlights Obama Administration Equal Pay Task Force

WASHINGTON – Stuart J. Ishimaru, Acting Chairman of the U.S. Equal Employment Opportunity Commission (EEOC), testified this morning before the Senate Health, Education, Labor and Pensions Committee in favor of the Paycheck Fairness Act. Attached is a text of his [prepared remarks](#).



<http://www.fewfoundation.org>

FEW Foundation Board of Trustees and Council of Advisor members are pleased to announce the [**availability of the annual Grantham University scholarship**](#). This is a \$34,500 value available to FEW members, spouses, and/or dependent children. The announcement was sent out via blast e-mail to all FEW members. You can also visit our web site to download the announcement and application form. Visit the Our Programs/ Scholarships page. Applications must be postmarked by **March 31, 2010**, to be eligible. Any applications received after March 31, 2010, will be returned unopened.

Our next webinar will be in celebration of Women's History Month. Joan ("Toni") Stringer, sister of DC Metro Region Manager Valerie Stringer, will present "Sojourner Truth: Her Life and Times," on March 25, 2010, at 12:00 noon Eastern time. A flyer will be sent out via blast e-mail with the *registration information*. *Registration is free*, but you must register to receive access information. ***Hurry! This one will fill up fast!***

We are nearing the end of our contribution support from the 2008 Combined Federal Campaign. To those in the DC Metro area who pledged through their CFC, "[*Thank you!*](#)" You have helped us support

RTP participants win scholarships, including one awarded in the Northeast Region in 2009, as well as help sponsor our free webinar series.

We are currently awaiting word from the CFC of the National Capital Area (NCA) on the pledges made through the 2009 CFC and we have already applied to be a part of the 2010 CFC in the NCA. We are hoping to qualify for the national campaign through OPM for 2011, which would put the FEW Foundation in every CFC nationwide and overseas.

All monies raised support our efforts to provide scholarships to you, our member. We keep our mission of "empowering career achievement through education and training" in the forefront of all our planning.

Management Tip

Writing Effective Emails

Making sure your messages get read and acted upon

Do people respond to your emails in the way you want them too? Or do they seem to ignore them, or miss important information? And are you sure that you're making the best possible impression with your emails?

When you compose an email message, there are some simple rules that you can follow to ensure that your emails make a positive impression, and get you the response you want. We look at these here, and we'll illustrate the points we're talking about with both good and bad examples at the end of each section.

Subject Lines are Headlines

A newspaper headline has two functions: It grabs your attention, and it tells you what the article is about, so that you can decide if you want to read further. Email subject lines need to do exactly the same thing! Use a few well-chosen words, so that the recipient knows at a glance what the email is about.

If your message is one of a regular series of emails, such as a weekly project report, include the date in the subject line. And for a message that needs a response, you might want to include a call to action, such as "Please reply by November 7".

Remember that everyone tries to reduce the amount of "spam" email messages they receive. If you make appropriate use of the subject line, you increase the chances that your

email will be read, rather than mistaken for spam and deleted without so much as a glance.

Of course, just as it would be ridiculous to publish a newspaper without headlines, never leave the subject line blank. Emails with blank subject lines are usually spam!

Bad Example

Subject: Meeting

Hi Jim,
I just wanted to remind you about the meeting we have scheduled next week.

Do let me know if you have any questions!

Best wishes,
Mark

This email is an example of poor communication for several reasons. Let's focus on the headline. As you can see, it's titled "Meeting".

Why is this a bad headline?

Well, there's no information about the meeting. If your calendar is full of meetings, you might even wonder which one Mark is talking about. And there's certainly no clarity about the subject, or when and where the meeting's being held.

What's more, the lack of specific information makes it look like a spam email. This email risks being deleted without being read!

Also, the tone of the message is that of a friendly reminder. There's nothing wrong with that, but essential details are missing. If Jim hasn't heard anything about the meeting, or has completely forgotten about it, he'll have to write back for more information.

Management Tip (cont.)

Good Example

Subject: Reminder of 10am Meeting
Sched. 10/05 on PASS Process.

Hi Jim,

I just wanted to remind you about the meeting we have scheduled for Monday, October 5, at 10:00am. It's being held in conference room A, and we'll be discussing the new PASS Process.

If you have any questions, feel free to get in touch (x3024).

Best Wishes,
Mark

See how specific this new headline is?

The great thing about this headline is that the reader doesn't even have to open the email to get most of the relevant information.

And the precise nature of the headline serves as a useful prompt. Every time the reader glances at his saved emails, he'll be reminded about that specific meeting.

Make One Point per Email

One of the advantages of email compared with traditional letters is that it doesn't cost any more to send several emails than it does to send one. So, if you need to communicate with someone about a number of different things, consider writing a separate email on each subject

That way, your correspondent can reply to each one individually and in the appropriate time frame. One topic might only require a short reply, that he or she can send straight away. Another topic might require more research. By writing separate messages, you should get clearer answers, while helping other people manage their inboxes better.

If you do want to put several points in an email - perhaps because they relate to the same project - consider presenting each point in a separate, numbered paragraph. This makes each point stand out, significantly increasing the likelihood that each point will be addressed.

As with traditional business letters, each individual email should be clear and concise, with the purpose of the message detailed in the very first paragraph. Sentences should be kept short and to the point. The body of the email should contain all pertinent information (see our articles on [Writing Skills](#) and [The Rhetorical Triangle](#)), and should be direct and informative.

Bad Example

Subject: Revisions For Sales Report

Hi Jackie,

Thanks for sending in that report last week. I read through it yesterday and feel that you need more specific information regarding our sales figures in Chapter 2. I also felt that the tone could be a bit more formal. The report is going to be read by our Executive Team, and needs to reflect our professionalism.

Management Tip (cont.)

Also, I wanted to let you know that I've scheduled a meeting with the PR department for this Friday, regarding the new ad campaign. It's at 11:00, and will be in the small conference room.

Please let me know if you can make that time.

Thanks!
Monica

Monica got a good headline in there, and she was pretty clear on the changes she wanted Jackie to make to that report.

But what did she do wrong?

Well, that second paragraph about the meeting is pretty important, and yet she lumped it into the email that detailed the revisions. If Jackie doesn't put it straight in her calendar, she'll have to remember that the meeting details were in the email titled "Revisions For Sales Report", which is not very logical.

Combining those two important communications increases the chance that either the meeting or the revisions will be forgotten. Let's look at how she could have done it better:

Good Example

Subject: Revisions For Sales Report

Hi Jackie,

Thanks for sending in that report last week. I read through it yesterday and feel that you need more specific information regarding our sales

figures in Chapter 2. I also felt that the tone could be a bit more formal. The report is going to be read by our Executive Team, and needs to reflect our professionalism.

Thanks for your hard work on this!
Monica

AND

Subject: Friday 10/9, 11am Meeting w/PR Dept

Hi Jackie,

I wanted to let you know that I've scheduled a meeting with the PR department for this Friday, 10/9, regarding the new ad campaign.

It's at 11:00am, and will be in the small conference room. Please let me know if you can make that time.

Thanks!
Monica

By separating those two important communications, Jackie will be able to find what she needs quickly in her inbox.

As well as this, separating the two topics helps her keep her saved emails relevant. Once she's done with the revisions email she can delete it, but keep the meeting reminder email until the end of the week.

By separating those two important communications, Jackie will be able to find what she needs quickly in her inbox.

As well as this, separating the two topics helps her keep her saved emails relevant. Once she's done with the revisions email she can delete it, but keep the meeting reminder email until the end of the week.

Management Tip (cont.)

Bad Example

From:
reliablelandscapes@domain.com

Subject: Proposal

Lynn,

Did you get my proposal last week? I haven't heard back and wanted to make sure.

Can you please call me so we can discuss?

Thanks!
Peter

There are several pieces of important information missing from this email.

The first thing that's missing is information about the proposal. What if Lynn got several proposals? Which one is the writer talking about? Also, did he send it by post, or through email?

Also, the writer gave Lynn no information on how to get in touch. Where is his office number, his cell number, or his business name? Lynn will have to go and find that information.

And, most critically, he didn't give his full name and title at the bottom of the mail - despite the fact that his name doesn't form part of his email address

Good Example

Subject: Checking On Reliable Landscapes Proposal

Dear Lynn,

I just wanted to check that you have received the landscaping proposal I emailed to you last week. I haven't heard back and wanted to make sure it went through.

Can you please call me by Thursday so we can discuss? This is when our discount offer expires, and I want to make sure you don't miss it!

The quickest way to contact me is by cell phone.

Thanks!
Peter Schuell, Owner
Reliable Landscaping, Inc.
555.135.4598 (office)
555.135.2929 (cell)

Peter has now given Lynn all the information she needs. She knows he emailed the proposal last week, that he'd like her to call him by Thursday, and that she should use his cell phone to make contact quickly.

Most importantly, Peter included his name and title, so Lynn knows who he is, and put his contact information at the bottom.

Using EOM Headlines

When you have a very short message to convey, you can use the EOM, or End Of Message, technique.

This is possible when you can put all the relevant information in the subject line, followed by the letters "EOM". This lets the recipient know that he or she doesn't even have to open the email; all the information is right there. The subject line is the message!

Example

Subject: 10/5 Meeting, 10am, Conf.
Rm. A, On PASS Procedure EOM

Be a Good Correspondent

Make sure that you go through your inbox regularly and respond as appropriate. This is a simple act of courtesy and will also serve to encourage others to reply to your emails in a timely manner. If a detailed response is required to an email, and you don't have the time to pull together the information straight away, send a holding reply saying that you have received the message, and indicating when you will respond fully.

How frequently you should check your mail will depend on the nature of your work, but try to avoid interrupting a task you're working on to check your mail, simply because you wonder if something interesting has come in.

Always set your Out of Office agent when you're going to be away from your email for a day or more, whether on leave or because you're at meetings/

Internal Email

Internal emails, just like other emails, should not be too informal. Remember, these are written forms of communication that can be printed out and viewed by people other than those for whom they were originally intended! Always use your spell checker, and avoid slang.

For more great tips on how to use e-mail effectively, and how to avoid being overwhelmed by your inbox, listen to our Premium Members' Expert Interview with Mike Song on [Managing Your Email Before It Manages You](#).



2010 Spring
Regional Training
Program
June 4, 2009
www.nerfew.org



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Save the Date!

The Northeast Region (FEW)
Regional Training Program (RTP)
will be....

June 4, 2010

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Students (with ID): \$25 (or choose the 3-month installment plan – **NEW!**)
One Class OR the Luncheon Only: \$10

TENTATIVE AGENDA (subject to change without prior notification):

- FEW's Compliance Program, with Vice President Michelle Crockett
- Diversity Presentation, with Vice President Cathy Fletcher
- Luncheon speaker, to be determined
- Living Boldly, with Lauren Mackler, noted local author
- It Isn't Bragging, with Sheree Galpert, noted local communications expert
- Raffle prizes

Price includes catered continental breakfast and luncheon.



**Registration
Northeast Region (FEW)
EIN: 14-1975132
Regional Training Program
June 4, 2010**

Name (please print or type):		
Address:		
City:	State:	ZIP Code:
Home phone:		Work phone:
Fax number:		E-mail:
Title:		
Employer:		
Employer's Address:		
Chapter Name (Required, if a member):		
FEW Member Number (required):		
Student ID Number (required, if a student):		
Name of School attending:		
Name of agency contact for billing:		
Phone number of agency contact for billing:		
Please identify any special need for accommodations (<u>e.g.</u> , interpreter, special diet, wheelchair, other):		
Please check registration and payment type:		Payment Type
Student Registration	<input type="checkbox"/> \$25 (full day) <input type="checkbox"/> \$4 (Luncheon only)	<input type="checkbox"/> Cash (on-site registration only) <input type="checkbox"/> Check (personal) <input type="checkbox"/> Installment Plan
Member Registration	<input type="checkbox"/> \$40 (full day) <input type="checkbox"/> \$6 (Luncheon only)	<input type="checkbox"/> Cash (on-site registration only) <input type="checkbox"/> Check <input type="checkbox"/> personal <input type="checkbox"/> government <input type="checkbox"/> Installment Plan
Non-Member Registration	<input type="checkbox"/> \$55 (full day) <input type="checkbox"/> \$10 (Luncheon only)	<input type="checkbox"/> Cash (on-site registration only) <input type="checkbox"/> Check <input type="checkbox"/> personal <input type="checkbox"/> government <input type="checkbox"/> Installment Plan

Make checks payable to **Northeast Region/FEW**. **Cancellation Policy: NO REFUNDS**
SUBMIT by USPS to: Northeast Region RTP, c/o Dawn Nester, P. O. Box 444, Farmington, NH 03835-0444.
SUBMIT by fax to: Northeast Region RTP, Attn: Dawn Nester, (603) 433-0780.
 If you have any additional questions, please contact Dawn by e-mail at Dawn.M.Nester@irs.gov or by phone at (603) 433-0560.

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