



# W UNITED TRIBES TECHNICAL COLLEGE WEEKLY NEWSLETTER R

VOL. 8 NO. 21

February 1, 1999

## Time and Attendance

As of January 28th, we will have completed the first 3 weeks of the 2nd semester and our overall time and attendance reports indicate that our classroom attendance rate is much improved over last semester. If our projections hold true, there will be less than 30 students who will need a "staffing" as a result of poor time and attendance this semester. However, we need to remind all UTTC students that classroom work must be made up for excused absences. It is the student's responsibility to contact his/her instructor for class assignments, make up work, tests, etc. Failure to make up classroom work and/or assignments may affect your overall final grade. It maybe worthy to note that time and attendance are important considerations in determining your final grade for the course. Instructors should make every effort to work with all UTTC students for makeup work resulting from excused absences. We are here to work with all UTTC students who want to earn their Associate Degree or Certificate.

Finally, I would like to convey to all UTTC students to stay focused on your goal of earning your Associate degree of Certificate. There will be a lot of distractions, obstacles to overcome, trails and tests, peer pressure, and related factors which mitigate against completing your mission and goal. Be sure you talk to your instructors and counselor assigned to you if you need to talk about your personal situation. Effective communications must be both ways. We need to look at ourselves in the mirror everyday because you and I can become our worst enemy. How do we do that? We make wrong decisions when we fail to live up to our adult responsibilities. Oddly enough, our human nature seemingly wants to place the blame on someone else other than ourselves for our problems. It boils down to attitude and our ability to look inwardly (at the heart) and then resolve to

become that better students, better employee, and mature adult. Please read the article in this issue on "Attitude." The most important communication is taking place in class. That's where it's happening. We choose to come to class, come to work not because it is required, but we use our God given talents and abilities. Now that we have earned our degree and/or certificate, we can do what we want to do. Our future is filled with purpose and we can fulfill our dreams and ambitions. Be good to yourself.

## TJES Students

The Student Senate received your letters of appreciation for the trip to the movie "RUGRATS". We would like to express our gratitude for your letters of thanks. We were happy to provide you with enjoyment before the Christmas break, hoping to start your Spring Semester off well. In all the letters we received I noticed the thanks we all got for taking you out of class and giving you something else to do besides work. At any age even college, school may seem to be a drag. Student Senate always wants you to remember that the key to a good life is "EDUCATION". Our best wishes go out to all of you students at Theodore Jamerson Elementary School.

GOOD LUCK!  
STAY IN SCHOOL!

Gerri D. Whiteman  
Student Senate President





## Weekly Menu

### DINNER

#### February 1 - 5

- Mon.- Chuckwagon Stew, Baking Powder Biscuit, Salad Bar, Fresh Fruit, Relish Tray, 2% or Skim Milk
- Tue.- Ham Sandwich, Soup, Salad Bar, Dessert, 2% or Skim Milk
- Wed.- Chicken Stir-Fry w/Oriental Noodles, Rice, Cranberry Sauce, Salad Bar, Pumpkin Bars, 2% or Skim Milk
- Thu.- Bar-B-Que Beef on a Bun, Soup, Salad Bar, Assorted Fresh Fruit, 2% or Skim Milk
- Fri.- Tuna Salad Sandwich, Soup, Salad Bar, Lemon Bars, 2% or Skim Milk

#### February 8

- Mon.- Goulash, Vegetable, Dinner Bun, Salad Bar, 2% or Skim Milk

### SUPPER

- Mon.- Bar-B-Que Ribs, Baked Potato, Vegetable, Salad, Dessert, 2% or Skim Milk
- Tue.- New England Dinner, Boiled Potatoes, Boiled Vegetables, Salad Bar, Dessert, 2% or Skim Milk
- Wed.- Pepper Steak, Rice Pilaf, Salad Bar, Dessert, 2% or Skim Milk
- Thu.- Chicken Breasts, Rice, Tossed Salad, Garlic Toast, 2% or Skim Milk
- Fri.- Roast Pork, Mashed Potatoes & Gravy, Vegetable, Salad Bar, Dessert, 2% or Skim Milk
- Mon.- Hamburger on a Bun, French Fries or Potato Chips, Soup, Salad Bar, Brownies, 2% or Skim Milk

### Bookstore News

*I have received the list for students on payroll. If you have a jacket on hold. Please come in to pick it up. Any jackets that are not picked up by February 8, will be put back on selling floor.*

*Bookstore Hours:*

*Monday - Friday*

*8:00 - 12:00*

*1:-00 - 5:00*

*Ext. 357*

### Financial Aid Office

- American Indian College Fund (AICF) Scholarship Applications are OUT. You can pick one up at the Bookstore, Library, or Financial Aid Office. Application Deadline is February 26, 1999. If you submitted your application list semester (Fall 1998) you need to check with the Financial Aid Office to see if we still have it on file. You may have to reapply.

- If you plan on attending college next year 1999-2000 you can begin application for Federal Student Aid (PELL). Early application increases your chances for other state and campus based programs.

- New Students need to set up an appointment with the Financial Aid Administration (ASAP) Today!

**A Minot State University  
representative will be  
here on Monday,  
February 1st - 1:00 pm at  
Skills Center**



# Binge Drinking

by Chemical Health Center

## What is a Binge Drinking?

Binge drinking is drinking to get drunk. It's drinking as much as possible, as fast as possible. People who drink to get drunk may have a serious problem with alcohol.

Binge drinking is dangerous! Alcohol is a powerful depressant. That means it slows down the body and mind.

1. Alcohol enters the bloodstream quickly. It travels to every part of the body.
2. Alcohol reaches the brain within minutes. It knocks out the brain's control center, clouds judgement, slows reflexes, blurs vision and harms coordination.
3. Alcohol is slowly broken down by the liver. Some is eliminated by the kidneys, lungs and sweat glands.

Drinking faster than your body can process alcohol **causes intoxication**. Intoxication happens in stages:

Stage 1: Emotional changes, erratic behavior like trying to snag, impaired thinking, loss of control.

Stage 2: Confusion, disoriented, double vision, staggering, exaggerated fear, anger.

State 3: In a stupor, unable to walk or stand, near paralysis, vomiting, incontinence, passing out.

State 4: In a coma, completely unconscious, at risk of death from respiratory paralysis.

Drinking games can kill. Drinking a lot at one time puts you in immediate danger you can move through the 4 stages of intoxication very quickly. This can cause alcohol poisoning which makes you unconscious, stop your breathing and kills you.

Binge drinking is really playing games with your own life!!

IF YOU WANT TO KNOW MORE OR HELP WITH BINGE DRINKING COME TO THE CHEMICAL HEALTH CENTER.

**If anyone is interested in  
First Communion Classes  
Every Tuesday and Thursday  
at 7:00 - 8:00 pm  
starting on February 2.**

## CALL FOR PAPERS

**34th Annual Northern Great Plains  
History Conference  
October 6-9, 1999, Kelly Inn  
St. Cloud, Minnesota**

*Co-sponsored by: St. Cloud State University,  
St. John's University, College of St. Benedict*

The program committee for the 1999 Northern Great Plains History Conference requests proposals for papers and sessions on all areas of history. A brief summary of prospective papers, with participant names, addresses and telephone numbers, and a short paragraph on each semester, chair, and commentator will be welcome. The committee will assume that all those whose names appear in the proposals have agreed to participate. The committee especially invites individuals--professors, public historians, independent scholars, or graduate students--who do not have a full session organized to submit proposals for consideration. Please send a one-page summary of the proposed paper and a brief vitae by March 31, 1999, to the program chair: Edward J. Pluth, Department of History, St. Cloud State University, 720 Fourth Avenue South, St. Cloud, MN 56301, email: epluth@stcloudstate.edu, phone: 320-255-2902 or 255-3165, fax: 320-529-1516

**Information for the  
Next Newsletter must be  
submitted to  
Arrow Graphics  
No later then Feb. 5  
Attn: Wanda Swagger**

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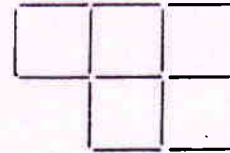
## Absent Excuse Slips

These are actual excuse notes teachers have received, spelling mistakes included.

- My son is under a doctor's care and should not take P.E. today. Please execute him.
- Please excuse Lisa for being absent. She was sick and I had her shot.
- Dear School: Please excuse John being absent on Jan. 28, 29, 30, 32, and also 33.
- Please excuse Gloria from Jim today. She is administering.
- Please excuse Roland from P.E. for a few days. Yesterday he fell out of a tree and misplaced his hip.
- John has been absent because he had two teeth taken out of his face.
- Carlos was absent yesterday because he was playing football. He was hurt in the growing part.
- Megan could not come to school today because she has been bothered by very close veins.
- Chris will not be in school cus he has an acre in his side.
- Please excuse Ray Friday from school. He has very loose vowels.
- Please excuse Tommy for being absent yesterday. He had diarrhea and his boots leak.
- Irving was absent yesterday because he missed his bust.
- Please excuse Jimmy for being. It was his father's fault.
- I kept Billie home because she had to go Christmas shopping because I don't know what size she wear.
- Please excuse Jennifer for missing school yesterday. We forgot to get the Sunday paper off the porch, and when we found it Monday, we thought it was Sunday.
- Sally won't be in school a week from Friday. We have to attend her funeral.
- My daughter was absent yesterday because she was tired. She spent a weekend with the Marines.
- Please excuse Jason for being absent yesterday. He had a cold and could not breed well.
- Please excuse Mary for being absent yesterday. She was in bed with gramps.
- Gloria was absent yesterday as she was having a gangover.
- Please excuse Burma, she has been sick and under the doctor.

## Spatial Activites Toothpick Puzzles

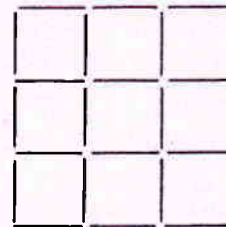
I. Make this figure with 15 toothpicks.



Try these puzzles:

1. Remove 3 toothpicks and leave 3 squares.
2. Remove 4 toothpicks and leave 3 squares.
3. Remove 5 toothpicks and leave 3 squares.
4. Remove 4 toothpicks and leave 2 squares.
5. Move 3 toothpicks and make 4 squares.

II. Make this figure with 24 toothpicks.



Try these puzzles:

1. Remove 4 toothpicks and leave 5 squares.
2. Remove 8 toothpicks and leave 4 squares.
3. Remove 8 toothpicks and leave 2 squares.
4. Remove 8 toothpicks and leave 3 squares.
5. Remove 6 toothpicks and leave 3 squares.



**1999 AIHEC Student Congress  
Outstanding Student of the Year Award  
Criteria**



*The AIHEC Student Congress Outstanding Student of the Year Award is sponsored by the American Indian College Fund, 1111 Osage St. Bldg D, Suite 205, Denver, CO 80204.*

**PURPOSE**

- To recognize and award one outstanding student from each of the 30 U.S. Indian colleges.
- To create an initiative for student excellence.

**USE OF THE AWARD**

Money from the awards may be used to pay for tuition, fees, room and board, books or any other educational needs. The award check from the American Indian College Fund will be made out to the college for the school to disburse to the student.

**CRITERIA FOR THE AWARD**

- Each institution shall determine for itself how many credits a student must carry in order to be eligible for the award.
- Community service and volunteer work
- Minimum 3.0 GPA
- At two-year colleges, students must not have received an associate's degree. At four-year colleges, students must not have received a bachelor's degree.

**QUALIFICATIONS**

1. Student must complete the attached application.
2. Student must write a 250-word biography.
3. Two letters of recommendation must accompany the application.
4. Volunteer work and community service must include estimated hours per week, in addition to a brief description of the services.
5. Close relatives of those serving on the selection committees are ineligible for the award.

If you have any questions regarding this application, please contact your scholarship committee or Sonia Iron Cloud, Communications Coordinator at the **American Indian College Fund**, 303/892-8312 or [ironcloud@earthlink.net](mailto:ironcloud@earthlink.net)

# Gambler's Addiction Conference sponsored by the North Dakota Indian Council

United Tribes Skills Center (Exhibit Area), February 3-5, 1999 - Contact Duane Silk, Conference Coordinator at 701-854-7219

*This conference is designed for those who work with compulsive gamblers and/or their families in counseling, social services, the legal system, and those interested in the recovery process.*

## CONFERENCE HOURS

*Wednesday, Thursday, Friday*

*9:00 a.m. - 4:30 p.m.*

*Registration at 8:30 a.m. each day.*

## CEU'S

CEU's are available for Licensed Social Workers and Licensed Addiction Counselors. Attendees will receive certificates of completion.

## REGISTRATION

The total cost of this conference is \$105.00, or \$35.00 per day, with a registration deadline date of January 29<sup>th</sup>. To register, please contact Belinda Beston from Circle of Life at (701) 627-4700, or mail registration to Circle of Life, HC3/Box 2, New Town ND 58763.

*Lisa Vig, LAC, CGC, Program Director  
Addiction Outreach for Recovery of  
Lutheran Social Services of ND*

*Lisa Vig is a Nationally-Certified Gambling Counselor. She has been actively advocating for treatment and public awareness funding for compulsive gamblers. She has presented workshops on treatment of compulsive gamblers at national conventions and seminars and has presented extensively in Canada. Lisa has also co-developed and co-authored a book on treating children raised in a gambling addicted environment entitled, "What About Me, Too?".*

*"Lisa Vig's knowledge, insight, and expertise provides an important resource for training of professionals."*

*ND Attorney General, Heidi Heitkamp*

*"Lisa Vig has provided important leadership in the area of compulsive gambling for the state of North Dakota. She is knowledgeable and very competent."*

*Director of Division of Mental Health and Substance Abuse, Karen Larson*

### Day One: "Who is the Compulsive Gambler?"

- Evaluating, Screening, Assessing
  - Diagnostic Criteria
  - Action and Escape Gamblers
- North Dakota's statistics and Special Concerns

### Day Two: "Treating the Compulsive Gambler"

- Modifying Your Treatment Program
  - Treatment Implications
- 12 Step Groups and Their Importance
  - Bailouts and Finances

### Day Three: "Family Implications"

- Interventions
- How the Family is Affected
  - Enabling
  - 12 Step Groups
  - Couple Counseling

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## CONFERENCE INFORMATION:

- Refreshments at breaks.
  - Lunch on Wednesday, Thursday, and Friday is the responsibility of the conference registrant.
  - Handouts and educational materials.
  - Certificates distributed upon completion.
-

## **ATTITUDE**

*The longer I live, the more I realize the impact of attitude on life. Attitude, to me, is more important than the past, the education, than money, than circumstances, than failures, than success, than what other people think or say, or do. It is more important than appearance, giftedness, or skill. It will make or break a company...a church... a home. The remarkable thing is we have a choice everyday regarding the attitude we will embrace for that day. We cannot change our past...we cannot change the fact that people will act in a certain way. We cannot change the inevitable. The only thing we can do is play on the one string we have, and that is our attitude. I am convinced that life is 10% what happens to me and 90% how I react to it. And so it is with you... we are in charge of attitude.*

*--Author Unknown--*



JANUARY 1999

### ANNOUNCEMENT OF MINORITY AFFAIRS SCHOLARSHIP

Since 1988, the North Dakota Education Association, in cooperation with its Minority Affairs Commission, is offering two \$500 Minority Affairs Scholarships—one to a University education student and one to a Tribal College education student.

The purpose of these scholarships is to encourage and assist minorities to enter the profession of teaching. As the enclosed brochure indicates, the applicant must be:

- \* a minority undergraduate student in good standing;
- \* enrolled in a North Dakota institution of higher education; and
- \* enrolled in a teacher preparation program.

The brochure contains an application, which may be duplicated and **must be received at the NDEA office by March 15, 1999**. Additional requirements are indicated on the application.

We hope you will notify potential candidates at your institution of this program.



## HISTORY

First awarded in 1988, the NDEA Minority Affairs Scholarship serves to encourage and assist minorities to enter the profession of teaching. Two \$500 scholarships are awarded annually upon the recommendation of NDEA's Minority Affairs Commission -- one to a University education student; one to a Tribal College education student.

## CRITERIA

1. The applicant must be:
  - a minority undergraduate student in good standing.
  - enrolled in a North Dakota institution of higher education.
  - enrolled in a teacher preparation program.
2. Only two recipients will be named each year -- one from a University and one from a Tribal College.
3. The award will be forwarded to the institution of higher education in which the recipient is enrolled to defer usual and customary expenses for the semester following the award.

**APPLICATIONS MUST BE  
RECEIVED AT THE NDEA OFFICE  
BY MARCH 15**

## ABOUT NDEA

Since 1887 - before statehood - the North Dakota Education Association has served North Dakota's teachers and school children.

NDEA's programs address numerous needs, among which include:

- \* legal rights
- \* professional development
- \* government relations
- \* negotiations support
- \* education research
- \* minority advancement
- \* higher education

NDEA members total approximately 8,000. They are served by five UniServ directors, who are headquartered in the four regions of the state and in the Bismarck office.

NDEA  
410 E Thayer Ave  
PO Box 5005  
Bismarck, ND 58502  
(223-0450 or 1-800-369-NDEA)  
FAX: 704-331-8535

# THE ANNUAL MINORITY AFFAIRS SCHOLARSHIPS



Sponsored by  
North Dakota Education Association  
and  
NDEA Minority Affairs Commission

*"...to encourage and assist minorities to  
enter the profession of teaching."*

# NDEA MINORITY SCHOLARSHIP

NAME \_\_\_\_\_

HOME ADDRESS \_\_\_\_\_ PHONE \_\_\_\_\_

COLLEGE ADDRESS \_\_\_\_\_ PHONE \_\_\_\_\_

ETHNIC GROUP \_\_\_\_\_

COLLEGE MAJOR(S) \_\_\_\_\_

COLLEGE MINOR(S) \_\_\_\_\_

HONORS RECEIVED IN COLLEGE \_\_\_\_\_

COLLEGE/COMMUNITY ACTIVITIES \_\_\_\_\_

JOBS HELD SINCE HIGH SCHOOL GRADUATION \_\_\_\_\_

I certify that \_\_\_\_\_ is enrolled in the  
(Applicant's Name)

\_\_\_\_\_ teacher preparation program.  
(Institution)

Signed \_\_\_\_\_  
(Director of Teacher Education)

## TO BE CONSIDERED, THE FOLLOWING MUST BE ATTACHED TO THE APPLICATION:

1. An official college transcript
2. One letter of recommendation from a college professor
3. One personal letter (*not more than two typed pages, double-spaced*) outlining your goals, interests/activities, need, and reasons for pursuing a career in teaching.

MAIL TO:  
NDEA President  
North Dakota Education Association  
PO Box 5005  
Bismarck, ND 58502-5005  
OR FAX TO: 701-224-8535

**APPLICATIONS MUST BE RECEIVED  
AT THE NDEA OFFICE BY MARCH 15**  
(This application may be duplicated)

## ANNOUNCEMENT OF NDEA FOUNDATION SCHOLARSHIP

January 1999

The North Dakota Education Association Foundation, a non-profit organization founded to enhance the education profession, announces its **\$500 scholarship for outstanding education students.**

The purpose of the scholarship is to assist and recognize outstanding students preparing to enter the teaching profession. As the enclosed announcement indicates, the applicant must be:

- \* a full-time student in a teacher education program;
- \* maintaining at least a 3.0 grade point average;
- \* maintaining membership in the NEA Student Program.

The announcement contains an application and an outline of the application procedure. These must be received by March 15, 1999. *The scholarship is for the 1999 fall semester or quarter.*

We hope you will notify potential candidates at your institution about the Foundation scholarship.

If you have any questions, please contact Gary Rath at the NDEA office (1-800-369-NDEA).

Les Snavely  
NDEA Foundation President



## Application Procedure

Application forms must be submitted by March 15 and include the following:

- \* A copy of the applicant's college transcript.
- \* Three letters of recommendation; at least one must be from an educator.
- \* An essay of 300 to 500 words on the applicant's personal goals, strengths and weaknesses.

## Selection process

- \* The winner will be selected by the Board of Trustees of the Foundation. However, prior to the review of the applications by the Board, references to names and communities will be removed from the material.

## Requirements

Applicants for the NDEA Foundation Scholarships must:

- \* Be a full-time student in teacher education programs.
- \* Have maintained at least a 3.0 grade point average.
- \* Maintain membership in the NEA Student Program.

NDEA Foundation  
410 E Thayer Ave  
PO Box 5005  
Bismarck ND 58502  
(223-0450 or 1-800-369-NDEA)  
FAX: 701-224-8535

**NDEA  
FOUNDATION  
EDUCATION SCHOLARSHIP**



The North Dakota Education Association Foundation will award a \$500 scholarship to an outstanding student who is preparing for a career in education. The scholarship will be for the fall semester of the next academic year.

# NDEA FOUNDATION SCHOLARSHIP APPLICATION

NAME: \_\_\_\_\_

Home Address: \_\_\_\_\_

Phone Number: ( \_\_\_\_\_ ) \_\_\_\_\_

College Address: \_\_\_\_\_

Phone Number: ( \_\_\_\_\_ ) \_\_\_\_\_

Birth Date: \_\_\_\_\_

State of Residence: \_\_\_\_\_

Do You Plan to Pursue a Teaching Position in North Dakota?: \_\_\_\_\_

Parents' Names: \_\_\_\_\_

Parents' Are: NDEA member(s)?  yes  no Retired NDEA member(s)?  yes  no

Parents' State of Residence: \_\_\_\_\_

College Major(s): \_\_\_\_\_

College Minors(s): \_\_\_\_\_

Honors Received in College and/or High School: \_\_\_\_\_

High School/College/Community/SNEA Activities: \_\_\_\_\_

Jobs Held Since High School Graduation: \_\_\_\_\_

I certify that \_\_\_\_\_ is enrolled in the \_\_\_\_\_  
(Applicant's Name) (Institution)

\_\_\_\_\_ teacher preparation program.

Signed \_\_\_\_\_  
(Dean or Director of Teacher Education)

MAIL TO: NDEA Foundation Scholarship  
P.O. Box 5005  
Bismarck, ND 58502

\*\*\*\*\* APPLICATION MUST BE RECEIVED BY MARCH 15 \*\*\*\*\*

(This application may be duplicated)

## Managing

# How to Be a Great Manager

Management consultant Peter Stark suggests the following if you want to make it to the top in management:

- **Develop positive** vision. See success before it arrives. *Example:* Successful managers—when visualizing themselves walking across a high wire—see themselves walking to the other side. Managers who struggle usually have their focus on not falling off the rope.

- **Think big.** Look for ideas that will be contagious and excite people.

- **Encourage others** to do their best. Successful managers believe

that people do want to make a significant contribution. Coach, counsel and develop people to live up to their potential.

- **Set and maintain** high expectations for all who work with you. Mediocrity does not generate a highly motivated work force.

- **Overuse polite** phrases. Unsuccessful managers don't seem to find the time to say "please" and "thank you."

*Source: The Manager's Advisor, Peter Barron Stark & Associates Inc., 16935 W.*

## Face-to-Face Communication

# If You Must Criticize Someone

Here are some suggestions for giving criticism in a way that motivates others to do a better job:

- **See yourself** as a teacher or coach—as being helpful. Keep in mind that you're trying to help someone improve.

- **Show you** care. Express your sincere concern about sharing ways the other person can boost his or her success.

- **Pick the** right moment to offer criticism. Make sure the person hasn't just been shaken by some incident.

- **Avoid telling** people they "should do such and such" or "should have done such and such." "Shoulds" make you appear rigid and pedantic.

- **Avoid giving** the impression that you're more concerned with seeing your recommendations put into practice than in helping the other person improve.

- **Show how** the person will benefit from taking the actions you suggest.

- **Give specific** suggestions. Being vague might only make the situation worse by creating anxiety and doubt.

*Tip:* Be sure you can take criticism yourself. If not, you may not be perceived as a credible source.

*Source: How to Love the Job You Hate, by Jane Boucher, Thomas Nelson Publishers, P.O. Box 141000, Nashville, TN 37214.*

## Time Management

# The 5 Major Time Wasters

Here are five major time wasters:

- **Spreading yourself** too thin by trying to do too many things at once. *Suggestion:* You must set priorities for each day and, if necessary, each hour. Get the most important things done first.

- **Being afraid** to delegate. *Suggestion:* Convince yourself that it's not necessary to do everything yourself. You can still be certain things are being done the way you want them to be when you delegate.

- **Not wanting** to say "no" to requests. *Suggestion:* You can't say "yes" to everything without getting in

over your head. Decide what you *must* do—and *want* to do—and say "no" to all other requests.

- **Being tied** to the phone. *Suggestions:* Have others screen your calls. Use an answering machine when you don't want to be disturbed. Schedule a telephone hour to return calls.

- **Procrastinating.** *Suggestions:* Get those unpleasant chores done first—if they're important. Divide large tasks into smaller ones. Reward yourself when you accomplish something.

*Source: Dr. Jan Yager, writing in Woman's Own, Harris Publications Inc., 1115 Broadway, New York, NY 10010.*

## Words in Action

- **Precedent vs. precedence.** A *precedent* is something that is used as an example or justification for later use. It is often applied in a legal sense: "The judge's decision set a *precedent*." *Precedence* is something that takes priority over something else: "People arriving early will receive *precedence*."

- **Complement vs. supplement.** *Complement* means to "complete something or bring it to perfection": "His tie *complements* the suit he's wearing." *Supplement* means to "add something to make up for a deficiency": "She works nights to *supplement* her income." Both words can be used as verbs and nouns.

## Don't Use 'Volunteer'

If you're using print materials to recruit volunteers, don't include the word "volunteer" in a headline. *Reason:* Stereotypes about volunteering will block your message.

Try using phrases such as, "get involved" or "become a part of..." *Or:* Use the title of the volunteer position. *Examples:* "Be a tutor" or "Drive people happy."

*Source: The Volunteer Recruitment Book, by Susan J. Ellis, cited in Fundraising Blueprint, 6 Basset Place, Bear, DE 19701.*

## When You Write An E-Mail Policy

Follow these tips from e-mail specialists Diane Hartman and Dr. Karen Nantz to establish an e-mail policy in your organization:

- **Make your** requirements clear. *Examples:* Will the company be allowed to inspect messages? Can employees use e-mail for personal correspondence?

- **Set guidelines** for appropriate times to send messages. Let employees know when a phone call or face-to-face communication is preferred.

- **Make clear** how long messages will be saved.

*Source: Employee Relations Bulletin, Bureau of Business Practice, 24 Rope Ferry Road, Waterford, CT 06386.*