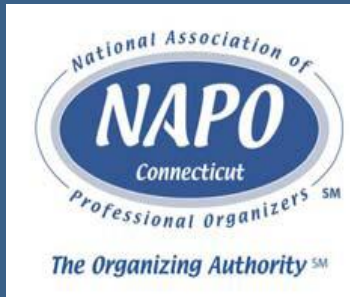


Connecticut Connections

January / February 2010

"I find it helps to organize chores into categories: Things I won't do now; Things I won't do later; Things I'll never do."

- Maxine (cartoon character)



Next Chapter Meeting

When: January 15th

Title: Real World Productivity
(for more info see pg 5)

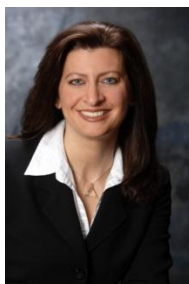
Speaker: Wendy Ronitz-Baker
of Systemiqs, LLC

Agenda:

9:00 a.m. – noon
Continental breakfast
Situation of the Month
Networking
Speaker

Where: Holiday Inn, North Haven, Exit 12 off Route 91

RSVP: if you plan to attend, send an e-mail to RSVP@NAPOct.com



President's Message – Cara Brook

cara@organizewithsos.com

Happy New Year everyone! It seems as though 2009 went by so quickly in some ways, and in others it seemed like it would never end. It has been a year of changes and transitions; people joining our industry, leaving our industry, growing, downsizing, reinventing themselves; a year to cut back on the excess and reevaluate necessities.

As we head into 2010, I challenge you to use the experiences from last year to help create a plan for your future. Where do you want to be a year from now? What will your business look like? How will you make a contribution to your NAPO chapter and our industry as a whole?

NAPO-CT is here to assist you as you plan and grow. Since National Get Organized Week became NAPO National Get Organized Month and moved from October to January (who else remembers that change?), we have made every effort to create opportunities for our members to educate the public on our profession and the importance of being organized. This year is no exception! Our GO Month committee did a great job securing libraries and other venues for speaking engagements. I only wish my attempt at adding the Connecticut State Capitol as a venue was more successful. I'm sorry to say that Governor Rell rejected our offer this year.

All of these opportunities, and our ability to offer programs with outside speakers, cooperative learning via "Situation of the Month" topics, and the ability to network on a monthly basis would not be possible without the help of our volunteers. Thank you to all of the people who have given their time to NAPO-CT since I began my presidency on May 15th. I appreciate the help and support and look forward to working with more of you in the coming months.

Please join us for our next set of programs that fall under the theme of "Grow Your Skills." We will learn about different types of organizing and the products and services that help us help our clients. A line-up of our January, February, and March speakers can be found on page six. I hope to see you all at our next meeting on January 15th.

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Elisabeth Monique Guerlain Talbot

February 26, 1953 – December 12, 2009

Leaving a legacy of optimism, perseverance, courage and elegance, Elisabeth “Babette” Talbot, 56, of Avon, CT, passed away peacefully on Saturday after a long illness. Her daughters, Monica and Gwendolyn, and her husband, Paul Fischer, were at her side.

Babette cherished the gift of motherhood and time spent with her daughters. She reveled in the people who enhanced her life, and the individual relationships she developed with each member of her extended family on both sides of the Atlantic. She was a guiding light, a confidant and a mentor. Any encounter with her could burnish one brighter.

The entrepreneurial spirit ran deep within Babette, inherited from her father. She followed his example of tenacity, forthrightness and integrity in all her business endeavors. From her mother she gained a love of the fine arts and learned to carry herself forward with grace, self-confidence and determination. Babette was a self-described collector of art. In fact, she was an artist of life. She loved to play classical piano, go to the theater and the opera, and surround herself with art works of all types.

Babette grew up in Redding, CT. She graduated from Joel Barlow High School and Manhattanville College, after which she worked at Vogue Magazine. Upon moving to Avon, Connecticut, she became a well-known photography stylist and was Executive Director of the Connecticut Art Director’s Club. Subsequently, she developed a career in real estate, becoming a “Unique and Unusual Homes” specialist, before joining the corporate relocation industry.

Babette’s greatest career joy came from The Talbot Group, the independent relocation counseling company she opened in 2001. Over the years, she successfully expanded her business adding new divisions such as HomeWorks, Senior*Moves* and Academic*Moves*.

In both 2005 and 2006, Liz Talbot, as she was known in business, earned the Business Champion award from the MetroHartford Alliance for increasing year-over-year business revenues by more than any other company her size in Connecticut. Liz was accredited by the Women’s Business Enterprise National Council, active in the national Women Presidents’ Organization, and spoke at relocation conventions throughout the United States. A Celebration of Life took place on December 19th at the Universalist Church in West Hartford.

Babette truly believed in the power of integrative medicine. In lieu of flowers, donations in her memory may be made to Integrative Medicine/St. Francis Foundation, 114 Woodland St, Hartford, CT 06105.

For more information about Liz’s life, please refer to the blog her daughter Monica has been updating:
www.supermamasan.blogspot.com



extraordinary. every day.



There's a Path for You: NAPO Conference 2010

Innovate – Connect – Inspire

By: Ellen Faye, CPO® - Conference Program Chair

Be it your first, 5th or 15th year in the Organizing industry, this spring's National NAPO conference has something for you. With a new schedule, exciting concurrent sessions, and pertinent general session topics, you will find plenty to propel your business success and personal growth.

With a tremendous number of session proposals to choose from, the Conference Committee used an independent computer-based service, so we could anonymously rate each session proposal. The independent ratings were ranked by the outside company and then the Committee selected sessions that are sure to provide excellent speakers, content, and variety.

There are sessions for the newer Organizer, veteran/Golden Circle Organizer, members of the National Study Group on Chronic Disorganization, the business Organizer, and the Generalist. Concurrent sessions are scheduled so that whatever your interest, you'll have a path to follow. There are 5 sessions per topic – and while you don't need to follow one path completely – we provide you with this information so you can choose what's best for you. The committee is confident that your most difficult decision will likely be choosing which compelling sessions to attend!

Business Development

- Session 1: Business Models Panel – Best Practices: Employees, Subs, Solo & Beyond.
- Session 2: From Organizer to Organizer Coach (Golden Circle Members Only)
- Session 3: A Case for Using Independent Contractors (Golden Circle Members Only)
- Session 5: Aging in Place
- Session 6: Don't Go It Alone: It Takes a Village to Run a Successful Organizing Business

Business Skills

- Session 1: Know Your Numbers
- Session 3: Go from Hourly Pricing to Package Pricing...Fearlessly
- Session 4: Intellectual Property: Are You Stealing from Others & Don't Even Know It?
- Session 5: Writing an Effective Business Proposal
- Session 6: Project Management for the Professional Organizer

Marketing

- Session 1: How to Fortify and Retain your Customer Base in Any Economy
- Session 2: Business Mastery in the Organizing Business - Marketing Part 1
- Session 3: Business Mastery in the Organizing Business - Marketing Part 2
- Session 4: Engaging the Aging: Marketing to the Senior Client
- Session 6: Marketing Secrets Used by Corporate America

Technology

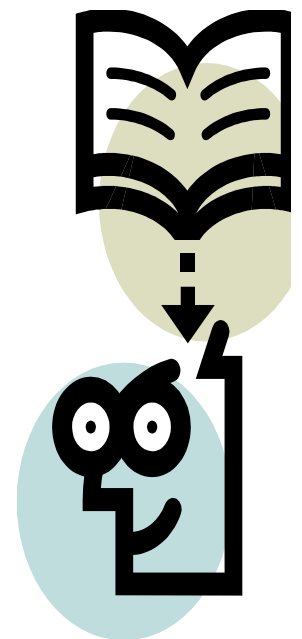
- Session 1: Health Information Organizing
- Session 2: Tackle the Towering To-Do List: Task Management and Technology
- Session 4: Organizing Tools on the Web
- Session 5: An "Apple" Today, Keeps Disorganization Away
- Session 6: How to Make Money with Virtual Classes

Organizing Techniques

- Session 1: Creating a "Power Office" for the Small Business Client
- Session 2: Green and Orderly
- Session 3: Six Sigma, Lean Processes, and the Cost Benefits of Organizing
- Session 4: What Does a Small Business Organizer Really Do? Panel
- Session 5: Less is More: Maximizing Small Residential Spaces

Humanism (learning, chronic disorganization and psychologically-oriented material)

- Session 2: Making Peace with your Office Life
- Session 3: Boost Your Resilience! 3 Essential Skills for Great Results at Work & Beyond



- Session 4: Use and Clarification of the NSGCD Clutter Hoarding Scale
- Session 5: Contagious Leadership...of You, Your Customers, & Your Business (Golden Circle Only)
- Session 6: Strategies to Organize Clients with ADD/ADHD

Additionally, new to the concurrent sessions you will find:

- A Marketing Mega session – two sessions Friday afternoon: 1 presenter – in-depth content
- A Senior Focus morning – two different sessions on Saturday morning – both dealing with the Senior market – same room, for your convenience
- 3 Golden Circle Member-only sessions

I'm sure you'll agree that these learning opportunities can only be found once a year at NAPO's National Conference. Be sure to check the on-line registration brochure for more details, <https://www.napo.net/Events/Conf2010/Login.aspx>.

A few things for you to keep in mind:

- Print out the conference brochure for review – it will not be sent by regular mail this year
- For the first time ever - conference will begin Wednesday. Preconference sessions and SIG (Special Interest Group) meetings are during the day on Wednesday, and **the EXPO opens at 5:30 Wednesday Evening.**
- Book your room today. Rooms typically sell out at the NAPO conference. Our conference hotel – The Hyatt Regency Columbus – is in walking distance to great restaurants, shopping, and attractions.
- Check airline rates now too, or consider driving; Columbus is within driving distance to 14 US cities!
- Looking forward to seeing you in Columbus!

Course Offerings

Provided by NAPO National – www.napo.net

Jan 7	Intro to Professional Organizing
Jan 8, 15, 22, 29	Starting an Organizing Business
Jan 11 and 18	Starting out as a Residential Organizer
Jan 18 and 25	Starting out as a Business Organizer
Jan 18 and 26	Preparing for the BCPO CPO Exam
Jan 28	Project Management for P.O.s
Feb 3	Sticky Issues
Feb 9	Intro to Professional Organizing
Feb 11	Chronic Disorg: Understanding Emotional Challenges with the CD Client
Feb 16	Transference of Organizational Skills
Feb 23, Mar 2, 9, 16	Residential Needs Assessment
Feb 25	Project Mgmt for Residential Organizers
Mar 3, 10, 17, 24	Fundamental Organizing Principals
Mar 4	Intro to Professional Organizing
Mar 18	Project Mgmt for Business Organizers
Mar 23	The Power of Multiple Income Streams and Other Business Model Options
Mar 25	Eliminating Excess

Provided by NSGCD – www.nsgcd.org

Jan 11	Advanced Collaborative Therapy
Jan 25	Embracing Change
Jan 28	Intro to Compulsive Hoarding
Feb 1	Working with ADD Clients to Reduce Distractability
Feb 2	Boundaries and Ethics
Feb 8	Strategies for the Challenged Organizer
Feb 22	Strategies for Helping CD Clients who are Depressed
Mar 1	Working with a Cleanout or Restoration Company for a CD Hoarder Client
Mar 8	Case Studies: Clients who Hoard
Mar 15	Understanding Family Dynamics in the CD/ADD/LD Home
Mar 22	Life Stages and Transitions
Mar 29	Sleep Disorders and CD Clients

Do the Right Thing

Written by Judith Ann Kirk, Organizing Resources
NAPO-CT Treasurer, Past NAPO Golden Circle Chair

No doubt you have heard the phrase, *"Do the right thing!"* but few have ever been challenged enough to make it a life philosophy. One outstanding entrepreneur espoused this belief and faced the challenge. Leon Leonwood Bean grew his business from a one-man operation to a global organization by strictly adhering to the simple, yet compelling core value of doing what is right -- not what is convenient, nor profitable, nor socially acceptable -- just plain doing what is right.

L.L. Bean was challenged and almost went belly-up during the initial year in business. In 1911, the first 100 pairs of hunting boots the company produced and sold had a flaw that caused the boot to become separated from its rubber sole. Bean took out a loan to refund or replace every boot, and the brand's money-back guarantee was born. Sometimes it is hard to do the right thing and sometimes it means sacrifice; but no matter what, it is right and must be done.

L.L.Bean built success one client at a time. He knew the value of trust and customer satisfaction. As Leon Gorman, grandson of L.L. and company president from 1967 to 2001, once said, *"Word-of-mouth advertising and customer satisfaction were critical to L.L.'s way of thinking."*



Some business decisions are not terribly important, and some decisions involve a simple choice between right and wrong. But, there are times when it is not easy to know the difference. So, how do you decide what is the right thing to do? Simply ask the little voice inside your head – your conscience. What is it telling you? How do you really feel about the decision you made? Was it right for you and those involved? Doing the right thing, whatever the circumstance illuminates the characteristics of integrity and responsibility. Don't make promises you can't keep; but, if you do make a promise, be sure that you are willing and able to stick to it.

How far will you go to stand up for your product or service? Will you offer a money-back guarantee as Bean did? Will you adhere to your promise through the good and bad times? Could you offer a guarantee of more time, more energy, more money, less stress? Can you articulate your guarantee in measurable terms? Make it your business to guarantee results and state those guarantees publicly.

Successful entrepreneurs are able to articulate their guiding principles. Can you? L. L. Bean said, *"A customer is the most important person ever in this office – in person or by mail."* He never missed an opportunity to improve customer service, and you shouldn't either. Make 2010 a year to "do the right thing."

As we progress into the next three months of the NAPO-CT theme, *Grow Your Skills*, focus on two key points that will build client trust: Do the right thing and communicate it in your business philosophy. If you live the values you profess, you will add to the value of your service.

"Do the right thing. It will gratify some people and astonish the rest." Mark Twain



GO Month 2010

The following NAPO-CT members are ready to present at these libraries across the state for "GO Month 2010 – Ask the Organizer Panels". Thank you to all our Speakers and those that helped to control this great endeavor.

January 4 at the Greenwich Library

Cara Brook – Time Management
Jennifer Burke – Organizing Kids and Teens
Susan Lovallo – How to Get Financially Organized

January 5 at the New London Library

KB Bryant – Organizing for the Caregiver
Sandra Wheeler – 10 Key Steps to Getting Organized

January 6 at the Enfield Library

Bridget Cooper – Strategic Life Planning: Resolutions that Stick
Carleen Hoffman – Unclutter your Life & Start Living

January 11 at the Rocky Hill Library

Deb Gabinelle – Get Organized for Tax Season!
Sandra Wheeler – 10 Key Steps to Getting Organized

January 11 at the Meriden Library

KB Bryant – Organizing for the Caregiver
Joanne Grabinski – Organizing Basics
Catherine Nelson – Got Photos? How a PO Can Help!

January 13 at the W. Hartford – California Closets

Deb Gabinelle – Get Control of your Paper before it Controls You!
Catherine Nelson – Got Photos? How a PO Can Help!

January 14 at the Cheshire Library

KB Bryant – Organizing for the Caregiver
Deb Gabinelle – Get Organized for Tax Season!
Joanne Grabinski – Organizing Basics

January 19 at the Woodbridge Library

Bernette Powell – Do you want a Professional organizer or a Housekeeper?
Rick Uliano – Exploring the Emotional Aspects of Letting Go of Your Stuff
Sandra Wheeler – 10 Key Steps to Getting Organized

January 20 at the Farmington Library

Deb Gabinelle – Get Organized for Tax Season!
Judith Kirk – Managing Time
Catherine Nelson – Got Photos? How a PO Can Help!
Linda Pulford - Paperwork Management

January 21 at the Canton Library

Carleen Hoffman – Unclutter your Life & Start Living
Catherine Nelson – Got Photos? How a Professional Organizer can Help!

January 21 at the East Haven Library

Rick Uliano – Exploring the Emotional Aspects of Letting Go of Your Stuff
Sandra Wheeler – 10 Key Steps to Getting Organized

January 27 at the Darien Library

Cara Brook – Time Management
Jennifer Burke – Organizing Kids and Teens
Susan Lovallo – How to Get Financially Organized

January 27 at the Mansfield Library

Bridget Cooper – Strategic Life Planning: Resolutions that Stick
Carleen Hoffman – Unclutter your Life & Start Living

Chapter Meetings

January through March meeting theme is "Grow your Skills"

January 15 "Real World Productivity" by Wendy Ronitz-Baker

Single entrepreneurs and small business owners have a lot of details to worry about! They are solely responsible for their company's Sales and Marketing, Delivery of Products and Services, Networking and keeping up with E-mails and phone calls. The most productive business people have tools and tricks that give them an edge in juggling those responsibilities. During this session, you will learn first-hand what some of these tools are. Sharing these tips and techniques with your clients will make them more productive and will make you a valuable member of their team.

Wendy Ronitz-Baker is a systems designer, information technology consultant, and productivity coach. She specializes in seeing the "big picture" of where a company wants to go, and then optimizing systems and processes to get them there efficiently. She has worked with clients as diverse as ESPN and the Blue Man Group as well as entrepreneurs, small business owners, and dynamic individuals who are looking to get the most out of their life's work.

January's Situation of the Month Topic: What is your favorite organizing product? Be one of the first 6 respondents and share a product that "wowed" a Client and helped you solve an organizing dilemma! Tell us how you found it and where we can get it!

February 19 "Crisis Control – Legal & Financial Recordkeeping" with attorney Gary Schwartz

March 19 "Understanding Chronic Disorganization" with Faith Manierre CPO-CD

March 20 "New Organizer panel. 8:00 a.m. registration; 9-12 program; \$75

April through June meeting theme is "Balance it Out".

Our Chapter Vision is to be the leading resource for Professional Organizers in Connecticut.

Our Chapter Mission is to:

- Support, educate and provide networking for our members.
- Promote the profession of Professional Organizing.
- Educate the public about professional organizing.

OUR GOAL IS YOUR SUCCESS!

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Vacant

An Organizer's Thanksgiving Story: Sharing Organizing Skills with Those in Need

Written by Deb Gabinelle, Insightful Solutions CT, LLC
NAPO-CT Director of Marketing

Thanksgiving took on a whole new meaning for me this year. On November 24th, I had the opportunity to do a presentation for a group of unemployed professionals in the "Your Hired Re-Employment Meet Up Group", a support group founded by Dan Dionne, a Financial Advisor with Merrill Lynch.

Dan founded the group of 40+ members in July 2009 "to help those hurt by the economy". Dan sought to provide "a forum to empower individuals to greater heights of personal and professional development while also gaining greater control of their own destiny". Dan shares his passions, tips and motivation techniques and volunteers his time, energy and enthusiasm to organize the group's monthly meetings.

Dan contacted me in September to ask me if I would share my organizing knowledge and expertise. We discussed the fact that in today's economy and with the sheer number of job search activities available, the process of finding a new job can be overwhelming! I put together a presentation entitled "Organizing Your Way to a New Job".

Planning the presentation represented an organizing challenge in itself! Dan allotted me 30-40 minutes for the presentation. We had agreed that the primary topics should include: 1) Organizing Job Search Activities; 2) Using Time Management Tips to Get the Most Out of the Job Search; and 3) Leveraging Organizational Skills. Clearly, I could have developed an entire workshop on any one of these topics!

I somehow managed to consolidate a lot of information into a 35-minute presentation. I began the talk by discussing the importance of goal setting in conducting a meaningful job search. I asked each of the members to think about the specific job they want and the aspects of the job which are most important to them (i.e. money, benefits, flexibility, status, contribution to society, etc.). I then asked them to write these goals down and to formulate an action plan to achieve each goal. I explained that to get the job they want, they need to conduct a targeted job search focusing on the "value-added activities", those activities which yield the most job leads, contacts, networking opportunities, interviews, calls from prospective employers, etc. We talked about applying the "80/20 Rule" to focus their energy and time on the most productive activities. Group members shared their experiences (good and not-so-good) with online social networking and more traditional job search techniques - face-to-face networking, resume and cover letter writing, skill-building workshops, etc. It was a lively discussion!

As I moved onto Time Management Tips, I talked about practicing "self-awareness" to identify the most productive times of your day and tackling the most challenging job search activities during those times. I emphasized the need to *schedule* job search activities in a daily planner. Drawing upon my knowledge of Harold Taylor Time Management Techniques, I stated that writing down the task is demonstrating a commitment to the task! I reminded the group that looking for a new job is a really difficult job in itself, and that they should congratulate themselves when they check off completed job search activities.

When we talked about leveraging organizational skills, I asked the group to tell me what the following positions have in common:

- Chief Lending Officer
- Dental Technician
- Budget Manager
- Chocolate Retailer
- Regional Director of Development
- Purchasing Agent
- Sales Professional
- Customer Service Rep



Based on my reading of the “want ads” in the Sunday Hartford Courant over the last several months, these positions all require “strong organizational skills”! The group was surprised at the variety of employers looking for job candidates with strong organizational skills. As I told the group, “All employers value employees who are organized! Employers see organized employees as productive, reliable members of their staff. Employers look for employees with strong organizational skills to get the job done!”

I tried to debunk the myth that you are either born organized or you are not, encouraging group members to learn more about organizing principals and practices by reading books and accessing on-line resources.

I received a lot of positive feedback from Dan as well as members of the group who felt that I gave them some valuable tips to help them organize and focus their job search activities as they work towards becoming re-employed. I was amazed by the group’s optimism despite the grim economic outlook and was touched by their graciousness towards me for giving a little of my time and expertise. I reminded myself that I have a lot to be thankful for.....