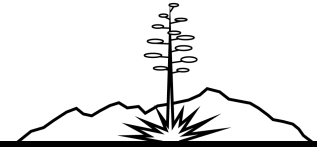


# THE BORDER LINE



News from the Society for Technical Communication, Southern Arizona Chapter  
December 2000, Volume 5, Number 4

## Coming in December Holiday party featuring publications competition winners

### **When**

Tuesday, December 19

Registration 5:15 p.m.

Dinner Buffet 5:30 p.m.

Awards Display 6:30 - 7:30 p.m.

### **Location**

Viscount Suite Hotel

4855 East Broadway Boulevard

### **Fee**

Members No charge

Guests \$10

### **RSVP**

Contact Bryan Croddy, 547-6542  
or [croddy-bryan@augmentix.com](mailto:croddy-bryan@augmentix.com).

Reserve by 4 p.m., Wednesday,  
December 13.

No shows will be billed, and walk-  
ins are always welcome!

The Southern Arizona chapter of STC cordially invites you to our annual holiday party and a display of award-winning publications from the 2000 STC international publications competition.

The award-winning entries from the following categories will be on display:

- Technical publications
- Art
- Chapter newsletter
- Chapter public relations campaigns

The party is hosted by the chapter, so there is no fee for members.

### **Le Menu**

(items subject to change)

Savory Roast Beef on Sliced Rolls with Horseradish

Chicken Teriyaki Kabobs

Cheese Puffs

Stuffed Seafood Mushrooms

Baby Back Ribs

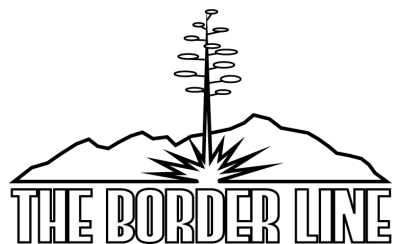
Egg Rolls

Assorted Canapés\*

Margarita punch bowl and cash bar

\*can·a·pé (kan a pay): A cracker or a small, thin piece of bread or toast spread with cheese, meat, or relish and served as an appetizer. [French, from canapé, couch, from Medieval Latin canapeum, mosquito net; see canopy.]

The mission of the Southern Arizona chapter of the Society for Technical Communication is to elevate the technical communication professions, increase public awareness of these professions, and serve as a resource to members.



### About the newsletter

*The Border Line* is the official publication of the Southern Arizona chapter of the Society for Technical Communication.

Contributions are welcome. Send mail to [stb@rightfax.com](mailto:stb@rightfax.com), or phone 320-7029. Include your name and telephone number.

For the publication of your first article, you'll be attending the Southern Arizona STC program of your choice as a guest of the chapter (workshops excluded).

Your submission should be factual, original, not previously published, and relevant to the field of technical communication; for example, describing tools, techniques, or tips for communicators.

The newsletter editor determines the submissions that are appropriate for publication. We reserve the right to edit your text to conform to the style guidelines and space restrictions of the newsletter.

The deadline for time-sensitive submissions is the first Friday of each month.

### Electronic version via e-mail

To save paper, printing, and postage costs, *The Border Line* is available via e-mail in PDF format.

To sign up for this service, send a message to [stb@rightfax.com](mailto:stb@rightfax.com).

## Clip 'N Save

### Southern Arizona STC Tentative 2000-2001 Events

December 19	Holiday Party and Pubs Competition Winners
January 25	Whine and Cheese IV, Part II
February 17	Workshop: Getting the Most from Adobe Acrobat Files
February 27	Organizing and Managing a Writing Project
March 29	Effective Visual Communication
April 24	Using an Intranet Site to Manage a Development Project
May 17	What Employers Look For, and How to Present Your Skills and Experience

For up-to-date meeting information, go to  
<http://www.stc.org/region5/saz/default.htm>

### Chapter administrative council

President	Barbara Fraps	<a href="mailto:bfraps@glatmos.com">bfraps@glatmos.com</a>
Vice President	Brenda Huettner	<a href="mailto:bphuettner@aol.com">bphuettner@aol.com</a>
Secretary	Ed Hoornaert	<a href="mailto:edward.hoornaert@sunquest.com">edward.hoornaert@sunquest.com</a>
Treasurer	Helen Marty	<a href="mailto:helen.marty@sunquest.com">helen.marty@sunquest.com</a>
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Facilities	Anna Mary Mackey	
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## Add TeamWisdom to your skill set

by Christopher M. Avery, Ph.D., [cavery@partnerwerks.com](mailto:cavery@partnerwerks.com)

Aren't you tired of hearing, and maybe even saying, "I got put on a bad team?" I am. It's the most common excuse for non-performance I hear from highly skilled professionals.

I firmly believe that teamwork should no longer be considered a group skill. Instead, it should be an individual skill and responsibility of everyone in the work place. Why? Because TeamWisdom is the primary means for getting our work done in a highly interdependent and changing environment. Not treating teamwork as an individual skill and responsibility allows otherwise highly skilled employees to justify non-performance by pointing fingers at others.

Who should develop TeamWisdom? Here's my list:

- Any individual contributor who relies on the work of others in order to get their own work done: engineers, scientists, analysts, planners, marketers, salespeople, accountants, technicians, administrators, and many others.
- People assigned to work in teams: developers, designers, creatives, coders, specialists, engineers, and scientists.
- People assigned to lead teams: program managers, product managers, project managers, team leads, matrix managers, technical experts, and the like.
- Managers and executives who wish to empower people within and across their own authority — anybody who works in an environment of shared responsibility.

TeamWisdom refers to all the individual mental skills and behaviors that lead to highly responsible and productive relationships at work. The idea is based on my definition for team: "when a group of individuals responds successfully to the opportunity presented by shared responsibility." Thus, someone with TeamWisdom takes responsibility for ensuring that the group rises to the occasion so that one's own work gets done and done well.

Why should you take personal responsibility for the performance of every team on which you serve?

- Remain employable. Your ability to create a high quality, productive relationship is fast becoming a prerequisite to being able to do your work. It once was management's job to dole out individual work and then integrate the pieces. Now, organizations are doling out work in larger chunks to teams and expecting the team to divide and integrate the work in the manner that is most effective and efficient for the work.
- Get more done with less time and energy. Instead of thinking about yourself as a component on a team, think of any team on which you serve as a lever for you and the value you bring. Learn to see your relationships at work as opportunities to leverage your talents and your results.
- Earn more. I believe that we are not very far away from the day when professionals will be measured not on individual deliverables and output, but on how many successful teams they serve.
- Satisfaction. People who take 100 percent responsibility for creating quality, productive relationships at work tend to struggle less with bureaucracy and politics. Instead, they are more interested in getting work done. Responsible relationships invite people to bring their expertise. Such relationships reward your psyche and spirit, and allow you to make an impact, be seen and acknowledged.
- Transform your work place. You just might help your organization and its members by helping yourself. Imagine a place where people do not blame others or make excuses when things go wrong. Imagine a place where agendas are aligned instead of hidden and where everyone can win instead of live in fear of losing. Every day, through your own actions, you either reinforce the way things currently are or else you demonstrate a different possibility and preference.

Remember, for things around you to change, first you must change.



## Computer-based training program informs viewers

At the November meeting, Dr. Peggy Raisglid discussed creating computer based training (CBT) courses and demonstrated several training programs created at her company.

Peggy discussed elements of good instructional design and how, through repetition and practice, speed and accuracy are built by a good training program to increase the learner's retention.

Dr. Raisglid is vice president of course development for Mentix, which offers AccelerateR+, a CBT authoring tool.

Twenty-seven attended the meeting. Feedback included the following comments:

"Liked the info on good design control for training."

"Very helpful."

"Outstanding presentation; **practical and fun.**"

Half the respondents to the feedback survey rated the program Wow! on a scale of Disappointing to Wow!

## Are you wired?

### Electronic newsletter saves resources

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### Web site treasures await

STC SAZ is at <http://www.stc.org/region5/saz>, the permanent home of the chapter job bank and newsletter archive.

Recent additions to the site include the complete data from the Southern Arizona chapter salary survey and an "online handout" provided by October's speaker John Hedtke.

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