



# ICSEW

GOVERNOR'S INTERAGENCY COMMITTEE  
OF STATE EMPLOYED WOMEN

*"To better the lives of state employed women"*

**GENERAL MEMBERSHIP MEETING**  
**Thurston County Fairgrounds, Expo Center (Lacey)**  
**January 13, 2009**  
**8:00 am – 4:30 pm**

8:00 – 8:30am Registration & Networking

8:30 – 9:05am Amilee, Call to Order and Announcements:

- Thank you's, logistics, and lunch information shared
- Introduction of new members:
  - Juanessa Scott, Services for the Blind
  - Abby Kelso, The Evergreen State College
  - Pam Crowley, Board of Industrial Insurance Appeals
  - Melissa Wareham, Health Care Authority
  - Margaret Brennan, Investment Board
  - Darrella Standfill, Parks and Recreation
  - Kim Buccarelli, General Administration
- Business plans are on hold due to budget issues. Amilee would like to share plans with the General Membership after issues are resolved.
- The Education Committee looking for ideas for brown bag events.
- If you have teleconferencing or videoconferencing options within your agencies, please talk to Amilee at the break or lunch hour.
- Committees that need members include:
  - Education
  - Take Our Daughters and Sons to Work® (TODSTW®) Day
  - Health and Wellness
  - Membership
  - History
- The Ad Hoc Legislative Committee has requested to become a standing committee. Currently, it needs to be voted in every year. The Executive Board will discuss this in February, and put the issue before the General Membership in March for a vote.
- There is an update on Ledbetter case, which we had a presentation on in September 2008 from Judy Fortier, former director of National Organization for Women. President Elect Obama is planning to bring forth legislation for victims of unfair employment practices and pay disparity. We'll keep you posted on what we learn.
- Amilee shared a message from Kathy Boté, a trainer who has worked with ICSEW for several years. Kathy thanks ICSEW for the work we do, and wishes us the best in the new year.
- Amilee showed a PowerPoint about ICSEW, including:

- Vision, mission and values
- ICSEW priorities
- Introduction of Executive Board and Sub-Committee Chairs
- Subcommittee announcements:
  - The 2010 Conference: A large part of ICSEW's budget comes from the biennial conference. Due to the economy, the board decided to postpone the conference until 2011. This gives us the advantage of considering locations statewide.
  - The Education Committee: Would like to hear if you have any information about potential brown bags.
  - The Health and Wellness Fair will be on May 13, 2009 at the Labor and Industries building in Tumwater. This year the conference will promote things affecting state employees (financial management, stress management, etc.). This committee is also looking for members. See Kristi on break or at lunch to sign up.
  - The History Committee is getting a tri-fold, table-top display for women's suffrage. The Women's Consortium and Shanna Stevenson have put it together and will let us use it with our logo. This committee will also do a table top display about ICSEW and its mission. If you want to work on this committee, let Teresa know at the break. She will also need help cleaning out Jolene Unsoeld's storage items to make room for ICSEW archival material.
  - The Legislative session started January 12. The Ad Hoc Legislative Committee will monitor bills and keep the group posted on issues that may affect or interest members. This committee is also working to move from Ad Hoc to standing status.
  - Membership Committee: Please sign in if you haven't done so. Pay for lunch if you signed up, and return nametags and table tents at the end of the meeting.
  - Professional Development Committee: The 2009 Clothing Drive is coming up; please participate if you can.
  - TODSTW® Day: They are communicating with the Governor to see how to conduct this event in light of the current budget. Options include possibly not having an event at the Capital this year. They also need members.

9:05 – 10:15am Meagan, Panel on the future of women in the workforce

- Panel Members:
  - Theresa Aragon: Dean of Extended Education and Summer School, The Evergreen State College
  - Joan Cathey: Executive Director of the Olympia YWCA
  - Katie Gerard: Department of Personnel Human Resources Director
  - Sharon Whitehead: Senior Vice President and Chief Administrative Officer at the Washington State Employees Credit Union
  - Stephanie Croom Williams: Senior Administrative Law Judge, Office of Administrative Hearings, Employment Security

- Topics discussed:
  - How many of us have had career plans?
  - How much of our planning and career decisions have been influenced by being women? Or what we thought (or were told) women should do?
  - How much of what we do is circumscribed by others, and not strictly by our own choices?
  - What are challenges we face in the workplace?
    - Equal pay for equal work – many “front-line” jobs are not well paid, perhaps in part because they’re filled by women, but these are critical jobs (such as meeting with the public).
    - There continues to be discrimination in opportunities and promotions. It’s not as bad as in the past but it’s still there.
    - Sexual harassment is alive and well in the workplace.
    - Being taken seriously as a professional can be challenging. It may also be hard to take ourselves seriously (accepting the way we are seen as women and not as professionals).
    - Setting limits on ourselves, on what we can and can’t do, based on what’s been instilled in us by our culture.
  - What are the opportunities for women in the workforce today?
    - Women can be anything we want to be – we’re not as constrained by restrictive roles as in the past. No jobs are closed to women.
  - How can women best prepare or develop themselves to succeed in the workplace? What would you tell your successor is a recipe for success?
    - Have an organization or someone you can share with, or tap into the wisdom of someone who may have had a similar experience.
    - Work hard – don’t be afraid to roll up sleeves and work hard. This also helps motivate others.
    - If you talk the talk, you need to walk the walk.
    - Be a team player. Do things to benefit the team and organization. Don’t always look at “what’s in it for me.”
    - Have a positive (“can-do”) attitude. Managers are more receptive to employees who are creative and want to succeed.
    - Be confident in yourself, your skills, and your abilities. Having the attitude of “I know I can do this,” helps.
    - Take classes in areas beneficial to you. Look at Department of Personnel classes and consider those outside the state (on your own time and dime).
    - Don’t carve out exceptions for yourself. If everyone else is doing things at a certain standard, you should, too – don’t choose lower [standards] for yourself.
    - Treat challenges, disappointments, and failure as an opportunity. Learn from experience, and move on. They’re opportunities for growth.
    - Empower others around you.

- Support others who make mistakes. Accept and learn from them. There aren't any mistakes we can't recover from. Learn and don't repeat them.
- Learn the culture of your organization. Find out what the organization values, and work towards and build on those values.
- Set goals for yourself. Know where you want to be.
- Be assertive but polite. There's a way to give your opinion.
- Go the extra mile. If the goal is 80%, set a personal goal for 85 or 90%. Be certain you always go the extra mile and do what's necessary to complete the job.
- If you began in an administrative or support capacity, how did you branch out?
  - Go the extra mile, take on challenging projects.
  - Participate in activities where your passion is (i.e., diversity fair).
  - Use your network – ask folks you admire how they would describe you, and use their feedback.
  - Look for and take advantage of your opportunities.
  - If you're in upper management, find those folks and give them opportunities.
- How would you suggest women best develop themselves to prepare to succeed in the workforce?
  - Education is critical
  - Make sure wherever you work, you believe in what they do. If you can't hook yourself to the organization, it won't work. Be careful about how you select where you want to go.
  - You're not entitled to anything. Anything that comes your way is because you earned it or serendipity (being in the right place at the right time). Especially not walking in the door.
  - You always get to choose. If you're feeling stuck, trapped, etc., remember this. Hang on to that power. There isn't a day you can't choose to do something else, even in tough economic times.
  - Take on things. Be practical. Figure out the best way and simplest way to deliver.
  - Mentors – don't pick them just because they were good – pick them because you like them and have something in common with them.
  - State government is a good place to try something different. Any opportunity you want you can have. Look at the big picture and make choices about what you want to connect with.
  - There is a rumor about how much women gossip. Listen to everything that's said, but don't engage. This will teach you the dynamics of the place, but don't engage – it will kill you. Especially as you move up, you have to see and draw out positives in everyone.
  - Once you're a supervisor, manager, or leader, help other women. It's critical.

- Take a risk once in awhile. Learn something new. It may be humbling and a little scary – but focus on your passions and what gets you up every morning.
- You never tick off the assistants or secretaries.
- A good pair of shoes always helps. Make sure you have fun with your career, laugh a lot.
- Take the work seriously but not yourself. Enjoy yourself and have a good time.
- Remember the YWCA’s song we learned in September:
  - Don’t let anyone ever tell you you are less than beautiful.
  - Don’t let anyone ever tell you you are less than whole.
  - How could anyone fail to notice that your loving is a miracle?
  - How deeply you’re connected to my soul.
- Women need to support women.
- Redefine one word: Bold. It’s not a popular word. But it’s a good thing. It means living life from inside out, not outside in. Never underestimate the power of your presence – there is no one like you in the world. You are in the time and place you are because the universe needs someone like you. Your mint mark is someone uniquely you. The power of your presence is important.
  - Let “bold” mean: A person who is clear, who speaks clearly, who knows the power of words and uses them clearly. Have a sense of who you are, and be fairly concise about what’s important to you. Have a certain sense of calm and include these “c”s:
    - Clear
    - Concise
    - Calm
    - Committed (to what ever that is – job, living life from inside out, etc.)
    - Compelling (draw people to you)
    - Compassion (never come over the top, always come along side)
    - Create community
- YWCA would like to barter with ICSEW’s Web master. YWCA needs their site looked at. Do you need community service hours? They will trade history – they are one of the groups who started the Women’s Consortium, along with Karen Frasier. The YWCA has been a keeper of women’s history for 65 years.
- An FYI for tracking legislation – there will be a Senate bill introduced, the hygiene initiative. If anyone can write letters or testify, that’s great. The goal is for the State of Washington to be the first state in the U.S. with a hygiene card where folks on Basic Assistance/basic food and food stamps get personal hygiene and household cleaning products (which affect health, employment, confidence, housing, etc.).

10:15 – 10:30am Break

10:30am Amilee, Announcements:

- A few lunches are still available.
- Lunchtime consulting activities are full.

10:30 – 10:50am Peter Bogdanoff, Governor's Office Update

- A lot has happened since last fall.
- There was some scare last week due to media rumor that Governor Gregoire going to work for Obama, but she was really in Iraq.
- The economy has taken a huge hit since last fall; this has affected the whole state. Projections for the next biennium (2009-2011) were:
  - In the summer of 2008, there was a \$2.1 billion shortfall in the budget.
  - By September, 2008, it was a \$3.2 billion shortfall.
  - By November, 2008, it was a \$5.1 billion shortfall
- There is also a shortfall for this biennium (until July 2009).
- Only 42% of the state's budget is discretionary – the rest is locked into obligations.
  - DSHS and four-year universities are taking the biggest hits.
  - The Governor is trying to maintain her vision (especially around meeting kids' needs).
  - She's suspending raises for all state employees (represented and non-represented), including those that were negotiated with unions last year. Lawsuits are pending. The calculation of state workers' health care benefits remains the same (88% covered by state, 12% by workers), and pension liabilities will still be funded fully, using a less-aggressive calculation.
- Most of this legislative cycle will be around constructing a budget. This is probably the year of the least amount of legislation coming through his desk – anything with a dollar amount attached ("fiscal note") they're saying no.
- Governor did not put revenue increases in budget – this is not the time to tax individuals or businesses. The Legislature will probably discuss this, especially if revenue projections get worse (they're talking now about \$7 billion deficit for next biennium). Hopefully we will have budget by May 6.
- The Governor is involved in developing a stimulus package on the national and state levels. Many projects are ready to go – if we can get the money, this can put people to work (i.e., broadband expansion, etc.).
- Part of budget reductions include Reductions-in-Force (RIFs). The Governor is trying to have the lions' share during the 2<sup>nd</sup> year of the biennium. She's hoping the economic situation may turn around by the end of this year – and that delaying cuts can minimize impact. She doesn't want to create jobs in the private sector and eliminate them in the public sector. Planned RIFs currently number about 1700 FTEs. These will not be layoffs necessarily – they may be taken care of through attrition. We're somewhat lucky in this state – our unemployment rate still lower than the national average.

- On the national level, the House on January 9 passed the Lilly Ledbetter Act. Previous Supreme Court decision severely limited the length of time to file in discrimination cases. This Act establishes broader timeframes and requires companies to do some additional steps with regard to reporting. Two bills just passed the House and are moving to the Senate. He's expecting a vote on it next week. The Governor and other state's governors and senators will weigh in.
- President Elect Obama is also committed to The Employee Free Choice Act, which allows for more openness of union elections.
- The Governor is going to the Obama inauguration.
- This is a 105 day Legislative session, and then there will be 20 days after for the Governor to sign bills. There is potential this year for a special session, but he thinks odds are they will have a budget and adjourn on time.
- Forward any other questions for the Governor's Office to Amilee and she will send them on to Peter.

10:50 – 11:40am Mayna Sgaramella, Image Consultant: Closet Fly

- Recommendations:
  - Dress for your body type, and maintain a wardrobe for your lifestyle.
  - Don't be intimidated.
  - Dress to succeed in work and life.
- She compared her work to the television show "What Not to Wear," but says she's nicer. She gently guides folks to seeing themselves realistically.
  - It's not just about the clothes. It's more about how you feel, your emotions, how you perceive yourself, etc.
  - The clothes are just an image to represent that feeling.
  - It's worth the time and investment to figure out what message you're sending.
  - There are smart ways to polish your image without breaking the bank.
  - Transformation has to come from within – you have to want it. Folks who resist change or don't care will give message they don't care.
- Why maintain a professional image?
  - It takes only three seconds to make a first impression, and much longer to change it.
  - Since image counts, use it as a tool.
- Biggest mistakes she sees:
  - Poor fit.
  - Underestimating appearance (just as important as character, a representation of who you are).
  - Impulse shopping.
  - Outdated style.
- She recommends looking at your wardrobe quarterly, and asking
  - Does it fit me right now?
  - Is it in style?

- Is it in season?
- If not, put in storage or donate it, or consign it.
- Don'ts:
  - Dressing provocatively (too low-cut) – it's distracting in the workplace. You want people to look at your face.
  - Wearing poorly fit clothes (may be too tight, pulling, uncomfortable, etc.).
  - Focusing on the size number, as every manufacturer uses a different system and uses it to sell clothes. This is why you might be 8 in one brand and 12 in another. Recognize what's a good fit.
- Do's:
  - Wear a classic business suit (skirt or pants) if appropriate, especially considering who you'll interact with.
  - Stay with neutral (tan, brown, black, navy, gray) colored suits, separates, and professional wear. Can break up suits (wear blazer with another color slacks, etc.), especially neutral colors. Especially good investment if working in financial institutions, travel, government, but up to your judgment. Good to buy a full suit and have the option to break it up with other pieces. A must-have, especially in government.
  - Use accessories to show personality.
  - Know your body. Use your image as an advantage.
  - Identify your body type (guidelines include pear, hourglass, rectangle, apple, inverted triangle – you may be somewhere in between). First step is taking measurements. The type is based on your skeleton (frame) – it never changes, even if you lose or gain weight. It's not about what number, but proportions of shoulders, waist, and hips. No one is better than others – all have positives to show off, and you can gloss over negatives.
  - Retrain your eye to recognize body type, good fit, and color. Keep alterations as part of your budget. It's unrealistic to expect perfect fits off the rack.
  - A full-length mirror is the first tool you need in your wardrobe.
  - Learn to assess yourself using the top-down method:
    - Hair and make-up
    - Complementary accessories (bring the eye up)
    - Skin at neck leads the eye
    - Subtle print matches size
    - Jacket size – sleeves hit right past wrist break. Contours your shape. Ensure you can button it, even if you never wear it that way. Good jackets hold structure when unbuttoned.
    - Hem of jacket just past hip. Shirt tucked in shows waistline.
    - Is my shoulder seam at the end of the shoulder?
    - Skirt length – at knee or above for petites. If go longer ensure don't hit at widest part of calf. Any horizontal line says "look at me."
  - Final step: Shop your closet, then shop smart:
    - Try on everything in a full-length mirror

- If you go through everything in your closet, you can probably find 10 new outfits from pieces in there. Look at things in a different way.
- Then, make a list before going shopping – what do you need, what can you spend? Then set a time limit (so you don't get tired and give up).
- Invest in a few good pieces. For example, lightweight wool pants are year-round, and you can wear them two or three times a week. If you take care of them they will last.
- Don't think about price per item, think about price per wear.
- Look at labels while you shop. If says "dry clean," you can usually hand wash. "Dry clean only" has to go to a dry cleaner, but can be spot-cleaned.
- Many good items to have in your wardrobe can be found for under \$30 (the Recessionista's guide to polishing your image): It's like finding a mate – the sooner you can say no to the wrong things, the sooner you find the right ones.
  - Bag you can put laptop in
  - Pencil skirt that fits. If heavier on the bottom, do a solid color.
  - Stylish jacket
  - Scarves that enhance your eyes and skin tone (know if you have cool or dark undertones). You can wear any color, but it's just the tone and the shade. If you're unsure, get something else in the same color but a different tone. The whites of your eyes should get a little whiter, it should bring out color in your cheeks.
  - Pearls
- If you work in an environment where you have to wear jeans, look at stores that carry premium denim. Wear the right cut in a dark color (dressier). If you're wearing them five days a week, get at least three different cuts. Instead of suit for top, do a sweater-jacket and accessories. Denim may be a uniform but it can be dressed up.
- How can you gradually enter world of shopping without being intimidated?
  - Hire consultant if you can
  - Find a friend you trust who will be honest and be there for you (ask them specifically for help)
  - Make a list of stores to visit (do online research first)
  - Use the store's associates to know what sections to go to, and be specific about what you're looking for and your budget.
  - Break it down (for example, in one week just focus on finding the right undergarments)
- How do proper-fitting undergarments fit in?
  - Get fitted regularly. Good to do every three to six months. She recommends Nordstrom's and Macy's even if you can't afford to shop there.
  - Also consider undergarments that won't show lines.
- Mayna recommends this pledge:
  - To know my body type and what looks best on me

- To never buy something just because it's on sale
- To shop with a list and a budget
- To do more with less
- To call Closet Fly (she does free 15-minute phone consultations)
- To never be worthy of a "What Not to Wear" nomination

11:40am – 1:10pm Adjourn for lunch, including:

- One-on-one resume consultations
- One-on-one image consultations
- Group career coaching
- ICSEW sub-committee meetings
- Open network time

1:10 – 1:25pm Amilee, Announcements and Introductions

- Coffee, tea, and water are in the back. Coffee gets taken away before the afternoon break, so please help yourself if needed
- Amilee introduced herself. She 's been the chair since being appointed in July, 2008 when previous chair Connie Riker left to be a stay-at-home mom. She works for the Department of Fish and Wildlife, and manages the endangered species unit.
- Introduction of members and guests.
- Amilee asked the five new members to see Sharon after the meeting to receive ICSEW welcome gift packets.

1:20 – 1:25pm Meagan, 2009 Clothing Drive March 11-25

- Takes place every year in the spring.
- You have flyers at your tables describing the process.
- The big change is you need to get your agency head's approval first.
- This year the dates are March 11-25. It's okay to start earlier, but you need to be done by the 25<sup>th</sup>.
- General Administration will let us store and sort clothing there.
- Most donated clothing goes locally to The Wardrobe, where YWCA sends clients. The Wardrobe is a clothing bank for folks trying to reenter the work force, and many are homeless.
- Dress for Success also a recipient, and they are our next speaker.
- Some items go directly to the YWCA (such as jewelry).
- All three recipients also take financial donations and are recipients through the Combined Fund Drive.
- After you get approval in your agency, please make copies of the flyer, put your personal information on it and post it in your agency.
- There's a contact number on the flyer to call if you have questions.

1:25 – 2:05pm Monique Smith, Dress for Success (DFS)

- Their mission is to support economic independence of disadvantaged women by providing professional attire.
- They are a global organization (founded in New York in 1996).
- The Seattle chapter started in 1998, and is one of 100 worldwide.

- They are managed by the YWCA of Seattle in King County (but they are a separate 501(3)(c)), and they also have been in Snohomish County since 2002.
  - DFS and YWCA have similar missions and are well-aligned.
  - They are located in the YWCA basement, which used to be a gymnasium. They invite all of today's meeting participants to visit during off-times.
- They serve walk-ins, but also partner with and receive most clients through other agencies, including:
  - Homeless shelters
  - Domestic violence shelters
  - Job training programs
  - Immigration services
- Client demographics:
  - More than 50% are domestic violence survivors with at least one child.
  - Average client age – 25-35 years.
  - They serve an average of 544 women per year, and anticipate serving more this year due to the economy.
  - Because most clients come through referrals, they don't check clients' income.
- Because of their partnerships, they can provide clothing and other services, including:
  - Interview-appropriate clothing, and clothing to wear to drop off a resume / application
  - Professional Women's Group – meets monthly to provide support on retaining work
  - Tools to balance home and work life
- Their staffing model includes:
  - Paid staff (2 full and 1 part-time)
  - YWCA support staff
  - Part-time interns (may also be clients)
  - Community advisory board (10 women who help fundraise)
  - Young Executives for Success (women ages 20s to 30s): another fundraising group
  - Professional Women's Group Steering Committee
  - Volunteers: 25 core volunteers and 120 who help with special projects (dress, sort, data entry). Their program is volunteer-driven (it would not exist without them)
- Referring agencies make appointments for clients (for the Suiting Program):
  - When clients come to the program, many are afraid, and some are excited. Many are receiving multiple social services and some are not used to being treated kindly – one of DFS's missions is to let clients know DFS values and respects them.
  - Appointments usually last an hour.
  - Dressers find out about client's interests and personal style (colors, etc.)

- Clients receive one complete outfit at first visit, and two more upon employment. Outfits include undergarments, shoes, and hair care products.
- They try to create an experience like Nordstrom's personal shopping (no kids, spouses, or friends included).
- They also do a mock interview in a relaxed setting.
- They want the client to walk out feeling confident, and ready to make good initial impression.
- Professional Women's Group:
  - Clients are invited to join once they are employed. This is the transformative experience of DFS (beyond the suit, what happens on the inside).
  - They provide networking opportunities with women from a variety of career fields.
  - They invite guest speakers (about topics such as financial literacy, image, health and wellness, etc.)
  - They want clients to know they're not alone.
  - They also offer professional coaching at no charge.
- They are allowed to have clothing sales, but these must be directed to their client base. The Professional Women's Group helps with this.
- 2009 goals:
  - Help nearly 600 women on their paths to self-sufficiency.
    - They have ongoing communication with partners (people who refer). They have at least 100 partnerships on paper, and there's more which are less formal. If you work with agencies that could or would like to refer women, please let her know.
    - Increase number of partnering agencies
    - Reactivate existing volunteers, engage new volunteers, and support an increased number of clients.
  - Enhance long-term client services:
    - Double Professional Women's Group membership to 40.
    - Provide more educational / career development opportunities.
  - Meet or exceed revenue goals (\$167,000)
    - They receive no government money or contracts.
    - They raise 100% of operating costs from private donors and foundations.
  - How can you help?
    - Partner with us!
    - Donate (time, money, clothing, resources) and advocate (get the word out – they have resources to serve more women). They can provide donation receipts for tax purposes.
    - Donate through the Combined Fund Drive.
    - Host a benefit luncheon or house party.
    - Volunteer.
  - Success is not only about landing a job – it's about building a career.

- What is their biggest need?
  - They take all clothing. They sort what is modern, appropriate, now, what they would wear to an interview, and take those clothes for DFS. The remaining clothing (more casual, pajamas, robes, children's clothing, etc.) they donate to the YWCA's Working Wardrobe, a women's shelter, and Big Brothers / Big Sisters.
  - For clothing, their biggest need is size 16 and larger, full-figured fashions, suits, shoes sizes 10 and larger, new underwear, and socks. They will accept used bras in good condition (larger sizes are especially needed).
  - Money. They have donation envelopes in the entry and you can also donate to them through the Combined Fund Drive.
  - Accessories. They try to provide every client with a purse.
  - Scarves, coats, gloves, hats.
  - Maternity clothes. They don't see a lot of women pregnant and job-searching, but do occasionally.

2:05 – 2:25pm      Table Top Discussion started: In small groups, discuss:

- With cutbacks in staffing and formal training, what opportunities do we have available to us?
- How can ICSEW help?

2:25 – 3:05pm      Karen Lee, Employment Security Director, "You are what you know: Building skills to build your future"

- Even if you're very good at your job, it's important to keep up with the times (i.e., being able to use technology needed for what you do). All your staff have to keep up, be continuously learning, and always improving.
- Know when to ask for help.
- Learn for the sake of experience.
- You are what you know, and you are what your skills are. So if you hear anything about a glass ceiling, don't believe it. The exception may be the military infantry, but otherwise there's not a glass ceiling for or conspiracy against women.
- There are things that may be harder for us to break into, and some things that are non-traditional for women.
- Some skills are tied to education level. As you move up in the education level, your skills are more valuable. Salary for skills is based on demand, which is determined by how readily available your skills are in the market place today.
- The unemployment rate is also tied to education level. Currently it is 6.4% in the state. The lower your education, the more likely you will be laid off first. You're harder to replace if you have more specific training.
- The average monthly earnings by men are still higher than for women. What causes this disparity? Often the professions we choose, not the fact that we're women.
- Why are there fewer women CEOs? A theory from the *Harvard Business Review* is that some things we do make ourselves more

or less qualified for that goal. For example, are we accepting the right assignments? Also, sometimes it's luck (or who you know).

- Stress on continuous learning and education.
- Do what makes you happy, then get training / education needed to advance, to do progressively harder work to specialize there.
- It's not personal. If it becomes personal (for example, someone says, "I want a man for that job!") find a new job. Don't stick around if a place is not managed well. If you have the skills you can go.
- Use mentors to help you overcome barriers.
- If you're working somewhere with a good old boy's network, and the manager is a jerk, why beat your head against the wall? If their behavior is just because they haven't worked with women, this could be an opportunity to educate them.
- How do women deal with the fact that their headbands, jewelry, clothing, etc. become a source of comment? It's a fact of life. Keep in mind also that revealing clothing make people uncomfortable. It can be distracting, and that's human nature. The way to counteract this is to stay professional and appropriate. People have expectations about looking a certain way. Look neatly groomed. Be within the realm of what expectations for that position look like. Be careful with putting out any sexual aura, but it's okay to look female (you don't have to look like a guy). Look like people expect and be well-groomed for whatever position you're in.
- What are you doing to change the world for daughter? Stuff at home: cook, show them women who can do what they want, and focus on education.
- Remember, hiring decisions are not personal – if they are, you don't want to work there.
- How do you ensure children with special needs get a better education? The Division of Vocational Rehabilitation will tell you there's a job for everyone. Maximize what that person can do, and get them fully engaged in a state program that supports them.
- What if you have experience without a degree? This is a tough question, based on her experience. For every 10 hires she's made, where she allows experience as a substitute for education, she believes one will be successful. Hires are always a risk on what someone can do. Someone looking for upward level promotion with education has a reduced risk with regard to their ability to expand. If someone has experience only, the hiring manager has no indication on how that person will be able to take on new duties. When promoted, you're being asked to do something new. If you hire the wrong person, that person may not have the skills to get out of the situation. New jobs are hard even with the education (it's always an adjustment).
- All work is important – whatever job you're in, you're important to some agency, and valuable to that agency because of your skills. Keep trying to learn. Keep learning and improving yourself.

3:05 – 4:15pm

Table Top Discussion resumed: In small groups, discuss:

- With cutbacks in staffing and formal training, what opportunities do we have available to us?
- How can ICSEW help?

Group responses: Challenges:

- Additional workload
- People becoming stagnant
- Bosses expecting a lot even though there's fewer staff, and having unrealistic expectations
- Anxiety about being unsure what the future holds
- If you're in a job requiring travel, coworkers don't understand and think you're on vacation or not working hard enough.
- More scrutiny and resentment from coworkers
- Perception of unfairness on how training dollars allocated.
- Some agencies looking at light bulbs and turning down heat.
- Limited resources make it difficult to get a critical part of job done, but there may be other decisions made which don't make economic sense, such as offering overtime
- Staff want to be paid for the value of their work, despite hiring freezes.
- Staff want opportunities for crossover training and networking.
- It's often harder at small agencies, where there's no place to go.
- People are stressed out and burned out.
- There may be decreasing quality due to increased workload quantity.
- Staff want support and recognition from management and coworkers.
- Saying no – when is it an option, and how to do it.
- Cutbacks in office supplies.
- Stress in media and management.
- Many staff at the top step in their pay range and have nowhere to go.
- No raises coming.
- RIFs around the corner.
- People need to get information, and managers need to share information.
- Lack of funding for schools.
- Jobs and grants for students drying up.

Solutions and opportunities:

- Help staff feel appreciated and reduce fear by understanding gossiping should stop.
- Refer people up the chain of command for the real story.
- Turn negative thoughts into something positive. Be proactive – if you think your job will be eliminated, dust off your resume, you're your network, and focus on what you have in your life that's positive.
- These may not involve promotions or more money, but consider job rotations within agencies. If you can take an hour or week to learn

part of another job, it will make you more marketable when times are better. Let your manager know if you are open to learning something new.

- Use in-house expertise to provide free training.
- Call other agencies, and network to obtain training.
- Support each other. Network after hours, and stay connected.
- Volunteer on committees in areas you enjoy.
- Speak with others who can critique you, and ask for good qualities.
- Cross training.
- Flexible scheduling.
- Focus on positives: We have a woman governor, and many women are heads of agencies.
- Ask supervisors to fix workload stress.
- Use better communication.
- Energy is important.
- It's important to believe it will be okay.
- Be supportive.
- Networking has been important.
- Helps to laugh.
- Use resources (DOP).
- Ergonomics, meditation, yoga.
- Communicating.
- Sharing information and staying linked up.
- Be clear on what you think you can do for the organization and for others.
- ICSEW could:
  - Share speakers and ideas from today's meeting through agencies.
  - Members can do weekly or monthly newsletter through agencies, sharing information.
  - Be accessible on the other side of the mountains (eastern Washington).
  - Reintroduce yourself as a resource within your agency.
  - Suggest ways beyond training to find growth (brown bags, job shadowing, informal discussions, using break room bulletin boards effectively).
  - Send e-mail reminders to your agencies when you can, especially when *InterAct* comes out.
  - Put ICSEW links on home agencies' Web site.
  - Offer education and training in eastern Washington.
  - Meet for lunch or after work to support each other.
  - Email another member within a time frame (we did this after one meeting).
  - Provide outreach education. There are many human resources and counseling people with a lot of knowledge available – could share with each other.
  - Put something on ICSEW Web site with resources/ links for looking for jobs and networking help.

- ICSEW could provide resources (maybe on line), cross-referencing and sharing networking ideas, and other suggestions and help (including referrals to state organizations, non-profits, etc.).
- ICSEW has already helped!

3:30 – 4:15pm      AnnaLisa Gellerman, “You, the Authentic Leader” (or what is leadership and why is it relevant to us all)

- What is a leader? Who is it? What qualities does a leader have?
  - Not the same thing as a boss or manager.
  - It can be an influencer – for example, a leader who’s not in your management chain
  - We may have leaders for ill and for good. (Examples: Mother Teresa, Franklin Delano Roosevelt, Starbucks CEO Howard Schultz, Hitler)
- Think about a leader you know: What sets them apart? What is unique to that person that makes them a born leader? They:
  - Inspire you with a vision.
  - Are a coach.
  - Make you feel a part of, and not apart from (inclusive).
  - Are Charismatic.
  - Can teach you principles and let you do it.
  - Are as good as the people under them.
  - Share the wealth.
  - Humble.
  - Make mistakes and share them.
  - Trustworthy.
  - Open to change.
  - Ability to influence and inspire.
- Think about what leaders have that you don’t: Are they more serious? Thinner? Do we give ourselves “black marks” if we don’t have these qualities?
- The idea that leaders have special and unique characteristics is a crock. A leader is a leader because they are authentically themselves and they are out front. The word “leader” means to step out in front or across a threshold.
  - Leaders aren’t born. They become leaders.
  - No one is “tapped.”
  - Leaders don’t have to have others to be their followers. You can lead an idea.
- Leadership is a challenge we can consider for ourselves, and rise to it.
- We all have a story. How do we frame it? Howard Schultz, son of a low-income, injured father, used his background to decide to offer health care benefits to all employees working 20 or more hours per week.
- Don’t cling to your career map so tightly that you get depressed when life takes you off course.
- Five recommendations to be a good leader:

- Be self-aware. What are your strengths? What are you good at? What do you enjoy? What can you do consistently and with energy? If you're not sure, ask your friends and family. Study and read books. It's a lifelong effort to discover your strengths and talents. The unexamined life is not worth living.
- Practice your values and principles, and know what they are. If you don't know what they are, you can't practice them. These will guide what you do.
- Stay in touch with your motivations. These include extrinsic motivations (motivations from others, including pay, power, titles, recognition, status, influence, etc.) and intrinsic motivations (or internal satisfaction, such as growth, satisfaction, helping others, finding meaning, solving a problem). This is what keeps you excited about your work.
- Get a support team (friends, family, pets, etc.).
- Have an integrated life. Make conscious choices to lead yourself. Enjoy your job. This doesn't mean you have to be a CEO. Make choices all the time, knowing your life won't stay in perfect balance but it will swing. If you think of your life as having four buckets (career, family, personal relationships, and community activities) it's exhausting to do it all in one day. Balance depends also on how you look at it – by day? Week? Month? Year? Lifetime? Guys are often easier on themselves in this regard than we are. "You can have it all but not at the same time."
- Authentic leadership: It doesn't matter if you're leading yourself, others, the state, an idea, etc. The best you, the examined you, the you that you know can be a leader. Step out in small ways. Adversity is a great way to incrementally practice leadership.

4:15 – 4:40pm      Karen DeWitt, Driver Safety

- In 2008, Washington State Patrol (WSP) stopped over 52,000 aggressive drivers.
- Aggressive drivers are defined as having two or more moving violations likely to harm others or damage property, or committing any one action requiring defensive action by another driver.
- Road rage is defined as assault with a motor vehicle, or with a weapon from a motor vehicle.
- Fines from citations go to the counties in which they're written. Patrols get 5.7 percent, which goes to crime labs.
- While driving, have you ever:
  - Experienced frustration?
  - Failed to pay attention? (By eating, or talking on a cell phone?)
  - Tailgated (or followed too closely)?
  - Changed lanes frequently to work your way up the road?
  - Run a red light or entered intersection while the lights were turning yellow?
  - Sped?
  - Woven?
  - Sped to catch a light?

- Used your horn excessively or flashed your headlights?
- Braked to get others to back off?
- Passed another driver and then slowed down to teach them a lesson?
- These are all considered aggressive driving.
- Tailgating and speeding cause the most accidents.
- To avoid aggressive drivers:
  - If someone cuts you off or is aggressive, don't take it personally and don't retaliate.
  - Concentrate on your driving, and don't talk on your cell phone. Stay in your lane, listen to the radio, and relax.
  - Drive the speed limit, and identify alternate routes.
  - Use public transportation.
  - Just be late to work. If it saves your life or someone else's, be five minutes late.
  - Get out of the way if you see an aggressive driver. Don't stare at them, give them a dirty look or gesture.
  - Put your pride aside. Change lanes and let them pass.
  - Don't make hand gestures.
  - Wear your seatbelt. If you have to swerve, your body goes in the opposite direction.
  - Report serious aggressive drivers. Call 911. If you can get the location and direction of travel for aggressive drivers, WSP can catch them, even up to 50 miles up the road. WSP also sends out aggressive driving letters to the registered owners based on the license plate and description of the car, with the date, time, and behavior. They can't cite anyone if they don't catch the person in the act, but they can still follow up with the letters and provide awareness.
  - WSP also has unmarked cars and confidential plates. Patrol officers' badge numbers are on their license plates, in case needed.
  - You can also go to the WSP Web site for information and reporting. It is checked daily. They follow up on reports of road rage.
- Why people drive aggressively and what contributes:
  - Increase in population and drivers
  - Increase in household vehicles
  - More women in the workplace
  - Increase in public roadways
  - Decrease in public law enforcement
  - People running late or behind schedule
  - People trying to keep up with traffic
  - Certain drivers' style
  - People have an emergency. If it's that urgent, call 911 or buckle yourself in.
- Be mindful that bad behavior grooms the next generation to think that kind of driving is okay.
- If you're being tailgated, pull over and let them by.

- Cell phone usage is currently a secondary law – WSP can't cite just for that, but they can if drivers on cell phones are doing other things, such as cutting folks off or switching lanes. Call 911 if you see unsafe driving. WSP has written more than 700 tickets since that law took effect.
- Karen has handouts with more information on the back table.
- If you see something, be the best witness and report it. The license plate is most helpful. They can also use paint chips and pieces of tail lights.

4:40pm

Meeting Adjourned