



The LA Organizer

NAPO-LA's newsletter

Volume 10, Issue 5

March 2003

The President's Message

Note on the Next Meeting

GIVE & LEARN

Tanya Whitford, *Organizing Wonders*

In July of 1999, I attended my first NAPO-LA meeting. I was thinking about starting an organizing business, and this was my first step in that direction. A month earlier, I didn't even know there was a NAPO. I was very shy and intimidated by all the organizers. They all seemed to know one another and really like each other. Conversations were buzzing throughout the room. I sat quietly in my seat hoping that no one would notice me, but desperately wanting to talk to someone and feel like I was a part of the group.

The next month, I came back, promising myself I would be more proactive this time. But, it seemed much easier to sit quietly in the corner than to actually talk to someone. Then Amy Siu, our President at the time, walked up and started talking to me. She introduced me to a few people, and I immediately began to feel comfortable. By September, I joined the Chapter and volunteered to participate in the GO Week event. That was the turning point. One of my fellow organizers with whom I spent that day volunteering, referred my first paying client and became a dear friend.

I was starting to feel more confident about this new path my life was taking. I became editor of the newsletter. I had no experience and had to learn a completely new software program, but I figured it would be good for me, and the Chapter needed it. That is when I started to get to know everyone in the Chapter. I came out of my shell. A year with the newsletter was followed by a few months as Secretary and then a term as Communications Director. Now I am honored to serve as Chapter President.

Along the way I took on projects: major ones, like revamping the website; and smaller ones, like starting the ink jet recycling program. It didn't matter if I didn't know how to do it: the point was to learn. And there is no better time to learn how to do something than when you HAVE to learn how to do it!

Some of you may be wondering what is the point of this article. I often get asked by new members and prospective members if I have any advice. I do. Get involved! The best thing I ever did

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CASE STUDIES WANTED: ADD/OCD

Justine Miceli, *Organizing by Miceli*

Our March 24th chapter meeting topics will be Attention Deficit Disorder (ADD) and Obsessive Compulsive Disorder (OCD). Our featured speaker will be announced soon. Please refer to the website <http://www.napola.org> for further details.

Our April 21st chapter meeting will focus on four case studies, followed by questions and answers. This is an opportunity for organizers to present situations in which they have encountered clients diagnosed with ADD or OCD, share creative solutions to working with such clients and discuss the lessons they learned—good or bad—in their attempts to overcome challenges. Please submit a brief synopsis of a case you want to present at the April meeting. Four organizers will be chosen: Be one of them! Submission deadline is March 22nd. Please email case study submission to justinemiceli@napola.org.

We would like to thank Melanie Benson Strick from *Success Connections* for generously donating her time and expertise, for making a difference and for inspiring us at our February meeting. For more information about her work, Melanie can be reached at (818) 981-3149.

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Who's Who in NAPO-LA

2002-2003 OFFICERS

President	Tanya Whitford
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Past President	Dorothy Breininger
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COORDINATORS & COMMITTEE CHAIRS

Associate Member Coordinator	Barb Schmit
Chapter Historian	Heather Chapman
Client Referrals Coordinator	Diane Ridley
Database/Yellow Pages	Shawna Smith
Ethics Committee	Sheila McCurdy
Golden Circle Advisor	Ann Gambrell
Greeting Coordinator	Toni Scharff
Meeting Assistant	Debra Frank
New Member Coordinator	Sherry Kelly
New Member Orientation	Jean Furuya Ann Gambrell
Prospective Member Coordinator	Claire Quinlan
Public Relations	Heather Thompson
Special Projects Coordinator	Jean Furuya
Webmaster	Chris Janetsky, Shawna Smith, Tanya Whitford
Web Listing Coordinator	Toni Scharff
Web Sponsor Coordinator	Heather Thompson
Workshop Co-Chairs	Heather Thompson, Mishele Vieira

LA ORGANIZER STAFF

Editor/Publisher	Lynne Gilberg
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The LA Organizer

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DEADLINE The first of the month for any submission.

ADVERTISEMENTS

Size	Members	Nonmembers
3-line classified	\$5.00	\$10.00
Business card size	\$10.00	\$20.00
Quarter page	\$25.00	\$50.00
Half page	\$35.00	\$70.00
Full page	\$50.00	\$100.00
Full page insert	\$85.00	\$150.00



The mission of the National Association of Professional Organizers is to encourage the development of Professional Organizers, to promote recognition of and to advance the professional organizing industry.

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NATIONAL MEMBERSHIP ANNUAL DUES

Individual (renews on member's anniversary)	\$200
Associate-Corporate	\$550
Associate-Branch	\$150
Associate-Local	\$250
New Member (one-time processing fee)	\$20
National NAPO Name Badge	\$10

MISSION STATEMENT—NAPO-LA

NAPO-LA is an organization dedicated to bringing Southern California Area Organizers together through networking, education, professional growth, industry updates, support, and public awareness.

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Los Angeles, CA 90064
HOTLINE (213) 486-4477
www.napola.org

CHAPTER MEMBERSHIP

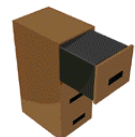
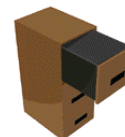
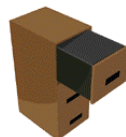
National Membership required
 Includes electronic newsletter

ANNUAL DUES

Basic Member (Oct. 1st–Sept. 30th)	\$75
Full Member (includes monthly meetings)	\$135
Out-of-State Individual (Oct. 1st–Sept. 30th)	\$50
Associate Member (Oct. 1st–Sept. 30th)	\$150
New/Lapsed Member Processing Fee	\$10
Meeting Fee	\$7

NONMEMBERS

Newsletter Subscription (annual)	\$25
Meeting Visitor Fee	\$15



MISHELE VIEIRA, AWAY WITH CHAOS

Talia Eisen, Staff Writer

The Volunteer of the Month is selected by the Board of Directors in recognition of his or her outstanding contributions to our Chapter. The winner is announced at the Chapter meeting and is profiled in this column the following month.

Mishele Vieira was one of the powerhouses behind the tremendously successful Winter Workshop 2003. After joining NAPO less than a year ago, she quickly drew the attention of Tanya Whitford and others as a possible rising star! Tanya approached her in the fall to ask if she would coordinate the workshop. Mishele, who has a background in event planning and management, agreed on the condition that she have help. Heather Thompson agreed to be co-chair and a dream team was born. Mishele has a quiet strength that is expressed in her work and her volunteerism. She also has a quick sense of humor and gentleness that complement her natural organizing talent. She worked tirelessly with Heather to make the Winter Workshop a spectacular success.

It was about one year ago when Mishele read an article about professional organizing in *Working World Magazine*. NAPO was mentioned, so she looked on the web and found that the National Conference was only two weeks away. After doing more research about the field, she decided to take a risk and go to the conference. Although she

knew no one, she had a wonderful time. She met lots of people and learned a great deal. When she returned, she went to the June chapter meeting, and joined. The rest is history.

Mishele's business, *Away With Chaos*, reflects her natural sensitivity and self-awareness. She describes her work as "helping people organize their spaces and their lives." Not only does she look at the clutter, she looks at the person behind it and tries to find ways to help them deal with the issues that make them disorganized. For example, she talks to clients about over-committing, not being able to say "no" and "the pleasing disease." For Mishele, the work begins with looking at the whole person.



She enjoys working with each individual's unique style, finding their strengths and special abilities and focusing on those. "I am excited to be part of an emerging field with enormous possibilities," she says of her work. Her background includes sales, marketing, and operations management in the media and entertainment industries in addition to extensive study in personal development. Mishele also organizes branding workshops and manages projects for Skilset Communications.

In her spare time, Mishele volunteers for other women's organizations as well. She also enjoys spending time with friends, going to movies, bike riding and sailing with her boyfriend in Catalina.

Agenda Monday, March, 2003

- 5:50 Registration: Please wear badge
- 6:15 Meeting begins promptly
 - President's Remarks
 - Member Spotlights
 - Announcements *
 - Computer Tips
 - Board Elections
- 7:00 Break
- 7:15 ADD/OCD: Speaker TBA
- 8:35 Meeting adjourned

Fourth Monday except as announced
Olympic Collection Conference Center
11301 Olympic Blvd. at Sawtelle

Parking: \$5 Look for signs to meeting.
Meeting: \$7 NAPO-LA members
\$15 Visitors/prospective members

We welcome all Professional Organizers and those interested in entering the field (no clients please). Business attire is appreciated. Networking table is available to display brochures and flyers.

* To make an announcement, please email JustineMiceli@napola.org prior to the meeting or call her at (310) 576-6043.

Abbreviated Minutes February Board Meeting

Talia Eisen, Staff Writer

1. The Winter Workshop was a spectacular success, raising more than \$2000 for the LA chapter.
2. The newly created Relocations Committee will be looking into alternative locations for chapter meetings, to present to the members.
3. On March 22, the Board will meet to go over Chapter Policies and Procedures; at 1:30 PM the review meeting will be opened to all Chapter members.
4. Elections for the new Board will be held at the March 24 meeting.

THE BIG BENEFITS OF GOING TO CONFERENCE

Glorya Belgrade Schklair,
The Practical Organizer

This is a repeat column, but very timely preceding the NAPO Conference in Denver, CO.

Q Why should I take time to be away from my clients and spend money to go to a NAPO Conference in another city?

A Here are a dozen top reasons why going to a NAPO Conference is the best investment for your business as a Professional Organizer.

- You will meet and become friends with other organizers.
 - You will advance your skills to better perform your services.
 - You will spread the word about your business and your expertise.
 - You will build professional relationships that transfer to excellent client relationships.
 - You will build bridges with Associate Members.
 - You will learn how to mentor or to find a mentor for yourself.
 - You will learn techniques to build your business as a self-employed entrepreneur.
 - You will support the organizing profession.
- You will add to your skills by sharing information with organizers whose specialties are similar.
 - You will be able to notify clients that you have "just returned from a National Conference," enhancing their respect for your professionalism.
 - You will increase your feelings of self-worth by associating with successful organizers, who in turn respect you.
 - You will return to your business dramatically energized, with enthusiasm to succeed on every level.

Attending a National Conference is a business deduction on your Tax Return. If you are unable to go to Denver this year, start saving now for next year.

Hint for saving: Open a savings account for the specific purpose of saving for Conference. Deposit about \$20.00 (or more) each week at the same time you are making a deposit to your checking account. Just tell yourself, you've earned \$20.00 less and the money will accumulate painlessly. Be sure to promise yourself not to withdraw funds for any other reason.

Please email comments to this month's question to Glorya Belgrade Schklair, *The Practical Organizer* at glorya@schklair.com



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Complete details on becoming a NAPO-LA Website Sponsor are available online or by contacting Heather Thompson, our Web Sponsor Coordinator, at advertising@napola.org



THE DIFFICULT VS. THE IMPOSSIBLE CLIENT

Kathleen B. Schulweis, PhD, *Confidence Connections*™

So, what does one do with a truly difficult client when money is tight and every bit of income counts? At the February meeting of NAPO-LA, there was a lively discussion about the problem of having a difficult client. One participant at the event encouraged us to dump them, but others balked at this idea. I wonder if there isn't something between keeping and dumping.

First, I think there are *difficult* clients and then there are *impossible* clients. Difficult clients are a bit testy, slow to pay, unclear about what they want and easily confused or even whiney. The difficult ones we can manage with clear and direct instructions and deep breathing. However, the impossible clients are those whose antics and complaining begin to have an impact on our sense of ourselves and our worth. I would argue that these clients are not worth any amount of money. If we start paying the cost at the level of our self-worth, we are paying too high a price. We begin to feel that we are not really

cut out for this work—not strong enough, or good enough, or smart enough to do what we love. But this is because we are trying to please someone who cannot be pleased. That price is too high, and even if you have to cut out cable television and bag your lunches for a time, it's important to feel strong enough to let that client go by the way-side.

I am, fortunately, at the point in my career where I can choose my clients. I definitely avoid the impossible ones because I am not willing or able to pay the price. Part of being an entrepreneur is controlling your own life. In so doing, you control who you bring into and keep in your life. It is critical to recognize that level of power in yourself and to *just say no* to the impossible client.

The strength you gain from saying no will help you to be open to the right clients. And, you will have the time to give them because you will not be wasting it with the impossible ones.



President's Message

continued from page 1

for my business was to become actively involved in this Chapter. It has increased my skills in so many areas, boosted my confidence and given me an amazing group of new friends whom I love and appreciate. If I had not signed up to be a contributing member in this Chapter, I probably would have stopped coming to meetings and, possibly, dropped out of NAPO altogether. I have seen it happen.

Volunteering can be a profoundly positive experience when you are running your own small business. Suddenly, as you are learning new skills and accomplishing great things, an almost instant support group springs up around you. Don't be afraid to take on something you don't yet know how to do. You will learn. Step outside of your comfort zone and tackle your fears within the warmth of NAPO-LA. Volunteering is not just about giving; it is also about receiving. How much you want to receive is entirely up to you. You must empower yourself to learn and to grow—not just your business, but also your self. It is unbelievably worth it.

Members...

...remember to bring any unused cell phones and ink cartridges to the meeting for recycling. Thanks!

OPPORTUNITIES!

Newsletter Desktop Publisher to put all the pieces into one beautiful newsletter. Benefits: work from home, exercise puzzle skills, software provided if needed.

Hotline Referral Coordinator to check the hotline every few days and provide prospective clients with the names of three organizers for each request. Benefits: talk on the phone at home, get to know other members.

Meeting Assistant to help set up and clean up after each meeting; take the banner, boards and signs home; and then bring them back to the next meeting. Benefits: very easy, no stress.

Fundraising Committee to generate income for our Chapter. Benefits: showing the Chapter how insightful and creative you can be, elevating the professionalism of our Chapter.

Relocation Committee to find our new meeting location. We need someone to pick up where we left off and find an ideal location that meets our needs. Benefits: this is a quick job that will be over as soon as we move.

Contact TanyaWhitford@napola.org with any questions, concerns, or interest.



Come celebrate Volunteer Appreciation Night at our March 24 meeting!

Following the election of the 2003-2004 Board of Directors the new roster of volunteers will be announced and (drum roll, please) publicly admired!

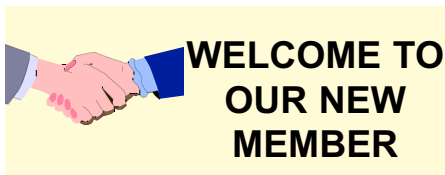
Thank you to the many people who signed up at the February Meeting. There are only a few spots still open. Don't miss out!!

POLICY PARTY!

Do you know how things should be done? Can you spot problems ahead of time? We need you at the Policy Party on Saturday, March 22nd in Sherman Oaks from 1:30PM-5:30PM!

All Chapter members are invited to participate in the last round of updating the exciting NAPO-LA 2003 *Policy & Procedures* manual. This is your chance to give feedback and help make corrections or improvements **before** the manual is finalized. Veterans, new members, people who have never seen a policy manual, people who make them for a living—you are all invited!

Please RSVP by March 15th to tanyawhitford@napola.org. At that time, you will be given complete details as well as the manual for your review. All attendees are asked to read the manual before attending the meeting. Thanks. We look forward to seeing you there!



**WELCOME TO
OUR NEW
MEMBER**

Cindy Kamm
Details Etcetera
10575 Esther Avenue
Los Angeles, CA 90064
details-etc@sbcglobal.net
(310) 836-5266

Cindy is launching her new business, *Details Etcetera*. She has worked in Marketing for nearly twenty years and found that she particularly enjoyed and excelled at those aspects of her marketing projects that involved organizing. Her interests in organizing are home-office organizing; events and parties; errands and personal shopping; and financial management and bookkeeping.

Going to the 2003 NAPO National Conference in Colorado?

*Here's a reminder to illustrate
how NAPO-LA Golden Circle
members never tire of working
for NAPO.*

*Ann Gambrell will be present-
ing the Founders' Award in her
own inimitable style.*

*Glorya Schklair will be present-
ing the Organizing Excellence
Award, in her capacity as
National Awards Chair.*

*Donna McMillan, National
Golden Circle Chair, will be
conducting the Golden Circle
meeting, which will include
roundtable discussions of
special interest to
veteran organizers.*

Membership Report

Marilyn Crouch, VP Membership <i>Avenues to Organization</i>	
February Meeting Attendance	44
Members	33
Guests	08
New Members	03
Total Membership NAPO-LA	80

Calendar

March

- 2-8 National Procrastination Week
- 11 Organize Your Home Office Day
- 23-29 National Cleaning Week
- 24 Chapter Meeting 6:15PM
Board Elections

April

- 21 Board Meeting 2:30PM
- 21 Chapter Meeting 6:15PM
(NOTE: This is not the usual 4th
Monday of the month, which
would conflict with National
Conference.)
- 30 NAPO National Conference
begins in Westminster, CO

May

- Executive Coaching Month
- National Moving Month
- 4-10 Small Business Week
- 5-9 National Organizing Week
(NOTE: No Chapter Meeting or
Newsletter in May)

Happy Birthday to You!

March

- 6 Mishele Vieira
- 8 Michelle Gordon
- 28 Cathy Torre-Houghton
- 29 Diane Ridley

April

- 8 Jean Furuya
- 20 Tamara Zook
- 22 Karen Embree
- 22 Gary Baer
- 28 Dorothy Breininger
- 29 Karen Fulks
- 30 Justine Miceli

May

- 7 Barbara Ricketts
- 8 Marilyn Crouch
- 16 Susan Lasater
- 28 Sherry Kelly
- 30 Estelle Kates

CHAPTER NOMINATIONS

Talia Eisen, *Secretary*

Nominations for the 2003–2004 NAPO-LA Board took place at the February 24th meeting. The floor will be open for nominations until the March 24th meeting, when elections will be held.

Nominee for President is Marilyn Crouch. Marilyn Crouch joined NAPO in April 2000. Since joining, she has taken an active role in the Chapter and has served as Summer Event Coordinator, New Member Coordinator, Winter Workshop Sponsorship Chair, GO Week Co-chair and, most recently, as VP/Membership. Marilyn was recognized as Volunteer of the Month and received the 2003 President's Leading Edge Award. She looks forward to continuing to grow the Chapter and raise its professionalism and presence. Marilyn's company, *Avenues To Organization*, is based in Redondo Beach.

Nominee for VP/Membership is Nicole Juarez. Nicole joined NAPO in June 2002. Since joining NAPO, she volunteered for GO Week, giving her time at Break The Cycle and most recently volunteered for the Winter Workshop as hostess to the keynote speaker, Caterina Rando. Nicole says, "Having an active role in NAPO will enable me to grow both personally and professionally. I look forward to bringing my experience and skills to the chapter." Nicole's company, *Elements of Organizing*, is based in Rancho Cucamonga.

Nominee for Communications Director is Chris Janetsky. Chris

Janetsky joined NAPO-LA in May 2002. At only her second meeting, although she had no previous experience, she responded to a need for an additional webmaster for the NAPO-LA website. "Being a part of the group that keeps NAPO-LA running has helped me build relationships with many great people in the organization!" Communications Director is a natural step from her continued webmaster position. She will be able to use her skills as webmaster to increase the effectiveness of communication with the membership. Chris' company, *All Organized*, is based in Long Beach.

Nominee for Program Director is Heather Thompson. Heather Thompson joined NAPO-LA in May 2002 and immediately took an active roll in our Chapter. She is currently serving as both the NAPO-LA Public Relations Coordinator and the Web Sponsor Coordinator. Most recently, she was co-Chairperson for the 2003 Winter Workshop Committee. Heather said, "I hope to continue to help our Chapter grow and prosper, just as it is doing for me." Heather's company, *Organization Matters*, is based in Encino.

Nominee for Treasurer is Robin Davi. Robin Davi joined NAPO and NAPO-LA in 2001. Soon after, she moved right into a volunteer position as the chapter's Prospective Member Liaison and maintained this position for a year. In March of 2001, Robin was nominated for and accepted the position

of Secretary on the Board of Directors. When the chapter's Treasurer resigned last fall, Robin immediately stepped up to the plate as interim Treasurer. Robin has implemented the chapter's Donate-A-Phone recycling/fundraising project, contributed to the GO Week outreach program and volunteered for the 2003 Winter Workshop. She has assisted President Tanya Whitford on special projects, including the Chapter's Hospitality Table at the 2002 NAPO National Conference and the current Policy and Procedures Committee. Robin's company, *Simply Arranged*, is based in Simi Valley and specializes in paper management and control along with residential organizing.

Nominee for Secretary is Talia Eisen. Talia Eisen joined NAPO and NAPO-LA over the summer of 2002. She jumped right in with her volunteer work, taking up the position of Staff Writer on the *LA Organizer* newsletter, writing the "Volunteer of the Month" column. Soon after, she was asked to join the Board of Directors in mid-term as Secretary, when a position was suddenly vacated. She readily took the opportunity to get more involved with the Chapter. She has enjoyed getting to know all the amazing people involved with NAPO and has learned a great deal. She looks forward to continuing her volunteer work and growing along with the Chapter. Talia's clientele is based primarily on the West Side. She specializes in residential, home office and small-office organizing.