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## AICPA News & Views, April 15, 1996

American Institute of Certified Public Accountants (AICPA)

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# NEWS & views

APRIL 15, 1996 • For the Employees of the American Institute of Certified Public Accountants

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## FEELING STRESSED? PARTICIPATE IN A NEW SEMINAR

We all know that the Institute is in the throes of an enormous change, and we all know how stressful change can be. Many of us are feeling overwhelmed, confused and frazzled. Those who feel enthusiastic about change can feel stressed by new developments just as much as those who are less enthusiastic about them.

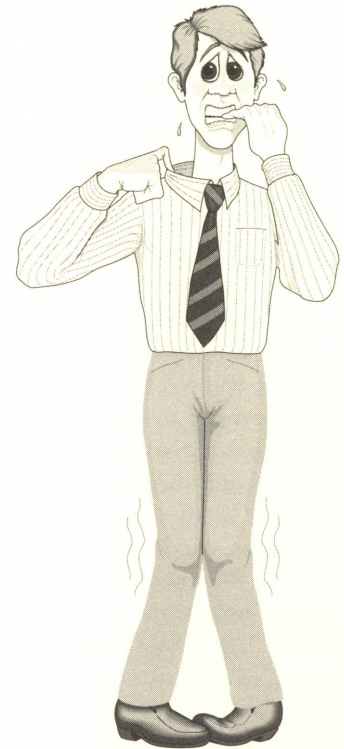
While the very word "stress," can evoke images of overly zealous self-help gurus on public access cable television, stress is no laughing matter. It is a recognized factor in a large number of serious ailments. Stress exacerbates hypertension, heart attacks, strokes, diabetes-related conditions, cancer, ulcers, depression, skin conditions, eating disorders, and chemical dependency. Perhaps the word "stress" is overused, but the phenomenon of stress can kill a person.

In order to help all of us cope with stress, the Human Resources team has invited the Mount Sinai Corporate Wellness program to conduct a

seminar in the New York office and at Harborside. The program will be led by Susyn Reeve, M. Ed., who explains, "Stress management is really self-management. It helps us to manage ourselves when events around us are beyond our control."

Unlike other stress management seminars that the Institute has offered in the past, Reeve's seminar will last two hours. The seminar will teach participants a variety of techniques, both physical and intellectual. "One of the most powerful tools people have to combat stress," Reeve says, "is imagination. If people can imagine themselves at a moment and a place where they are calm and in control, they can calm themselves in the here and now."

Benefits Manager Penny Donius recognized the need for stress management seminars when she and other members of Team AICPA discussed just how frazzled they were feeling. Donius admits, "Ultimately, the responsibility for handling our own stress lies with us, but



these seminars are a way that the Institute can help us to take charge of our responses to stressful situations."

Donius has invited the Mount Sinai Corporate Wellness Program before to give other seminars at the Institute. They are an organization devoted to addressing issues of workplace wellness.

Seminars will be held in the New York office on Monday, April 29 at 12 noon. Dates and times for Harborside and Washington office will be announced later this month.

## The Mets, Yankees, and Orioles . . .

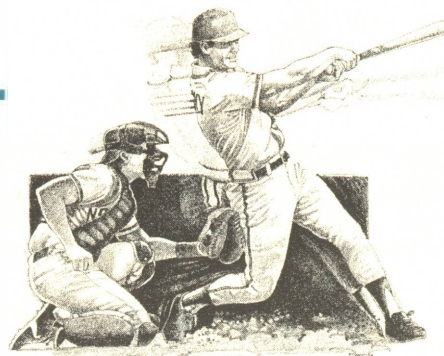
Roseann Beni, Communications Implementation Team . . . are back, and baseball season is in full swing. Though most people are probably thinking about baseball when we talk about teams, we'd bet that many members of Team AICPA, a.k.a. AICPA employees, are thinking about change, followed closely by "What does this mean to me? What's it really about, anyway?" (By the way, if we didn't mention your favorite baseball team, it wasn't intentional. We just didn't have the space!).

While change, by its very nature, can be unsettling, one thing is certain — it's here to stay, and so is the AICPA's commitment to a new way of doing business and serving its members. So let's take a look at what's going on and what change means to us, as members of Team AICPA.

One of the biggest change agents of our time is Bill Gates, CEO of Microsoft, whose belief in information technology has made him among the richest men in the world. He used the resources of the information age to provide innovative, appropriate and timely service to customers' problems, much as we are beginning to do here at the AICPA. Most of us aren't likely to become as rich and successful as Bill Gates, except in our dreams. But by embracing the AICPA's new technology with an open mind, we will be helping our members, while making our workdays more interesting and exciting. One-stop shopping and Operation Access are just the beginning of our expanding technology. Right about now, you're thinking . . .

"We've been told over and over that many opportunities will be available as a result of this change to teams. But what does that really mean?"

Talk about a loaded question! The AICPA is going in a completely new direction — are team members headed in the same direction? The pace is definitely quickening — are team members up to speed? To make sure they are, here comes the Skills Team — and just take a look at the training opportunities coming up for Team AICPA members. Besides general computer classes, there are time-management seminars, seminars dealing with change, and specialized computer classes (for example, Powerpoint). The Skills Team is working on providing all members of Team AICPA with even more innovative and new options in training. As stated in a recent memorandum from the Skills Team, "The training programs will promote the



development and competitive advantage of Team AICPA by continuously enhancing the skills of our employees." Just think, an entire team devoted to developing training programs! That alone is a change for the better.

Many of us will find that the way we do our jobs will be more dynamic, as well as more efficient, given the new technology and ideas we'll be working with. And of course, the opportunities for individual growth will develop as we go along.

In this new environment, we are all asked, even encouraged, to "color outside the lines" and come up with creative ways of doing just about everything. To do this, we have to be imaginative and innovative, and that's the fun part. Working in teams is a great opportunity to get your ideas across. We have the power to change the way things are done at the Institute. Now is the time to make your voice heard — and that's really a change for the better.

## Even Change Changes . . .

All of this doesn't mean, of course, that things will remain the same once all of these changes are in place. Certain things may need to be adjusted as our new environment and culture evolves. Even change changes, but how people deal with change is what determines the outcome.

## What the Team Environment Doesn't Mean . . .

It's natural to worry about changes in our job situations, and wonder what the future holds, especially when changes of this magnitude come about. But the AICPA is definitely committed to its employees, and what "team" doesn't mean is another word for downsizing or reductions in staff. In fact, it's just the opposite — we are being given new opportunities to explore — but it's up to each individual to grasp this idea and go with it. Instead of feeling blown away, by working together we can successfully ride the winds of change. And that's definitely a change for the better!



# TEAM CHEAT SHEET

Leslie Billera & Kim Shapiro, Communications Implementation Team

**Alignment Team** — Cynics have proclaimed that if you don't look out for #1, no one else will. However, the cynics didn't have the Alignment Team on their side. They evaluate our performance appraisal system, compensation, benefits, administrative policies and other workforce and quality of life programs.

**Communications Team** — Yours truly — Our goal is to educate and update Team AICPA on the progress of, and change to a team environment. By the way, communications is a two-way street. . . . What would you like to know about this team thing?

**Continuous Process Improvement (CPI) Team** — Who wouldn't like a team of people who have gotten together to make our work flow better? Introducing the CPI Team — They analyze and redesign the workflow to provide members with high-quality services, products and support. *(Check out the side bar!)*

**Cross-Functional Team** — Any team made up of people from different functional areas of the AICPA. The cross-functional teams also enable all areas to have input in to the team process. This basically ensures that the left hand knows what the right is doing.

**Day-to-Day Work Team** — The people you see first thing in the morning, with or without your first cup of coffee. It's your immediate work group.

**Design Team** — They are opening up the team gates, so to speak, so the rest of us can walk right through! The Design Team has had the challenge of facilitating the movement of the AICPA into a team-based environment.

**Implementation Teams** — Design, Skills, Alignment, Communications and CPI Teams are all Implementation Teams. These teams provide the framework on "how" we move into a team environment. They are the wheels that turn the team concept into a reality.

**Market Segment Teams** — We all know that members are our business (Where have I heard that before?) . . . . The Market Segment Teams focus on specific segments of our membership to identify issues, develop products and services and otherwise help our members thrive in today's business world.

**PIP Teams** — Process Improvement Projects — These teams fall under the CPI umbrella. They uncover the nitty-gritty details of any given process to determine their effectiveness. The PIP Team consists of the people who perform the day-to-day work on whatever process is being reviewed.

**Self-Directed Work Team** — Also known as "The Icing on the Cake Team" — they are what all teams aspire to be. The concept is to have teams that are made up of fully-trained, committed, and responsible team members, who turn out a high-quality, completed product or service.

**Skills Team** — No need for a personal trainer when you have the Skills Team! They are here to whip us into the best mental shape possible by assessing our training needs and developing training programs to meet them.

## CONTINUOUS PROCESS IMPROVEMENT (CPI) TEAM

Are there things in your daily routine at work that make you go batty? . . . You KNOW there has to be a better way. The CPI Team finds "the better way." They analyze, redesign, and implement changes to simplify your workflow. The services, products, and support we offer our members should of the highest quality. We can achieve these standards by continually improving our methods and procedures for getting work done.

The CPI Team executes process improvement by creating three teams. The PIP (Process Improvement Project), Steering and Facilitation Teams do the work necessary to improve the work flow. It's kind of like the NBA . . . .

For the past season, Facilitation has been training PIP, the dream team, to get them into shape for the championship. Steering coaches from the sidelines. After careful analysis of previous game plans, PIP designs a better, more improved play and runs out on the court. The play is a go . . . members fake out obstacles, float through the air past red tape, and, swoosh! It's nothin' but net!

So, don't go batty . . . these team players are working hard to create a winning plan for all of us.

Members of the CPI Facilitation Team are Susan Anderson, Gae Barbano, Jerry Cicalese, Pat Duane, George Durk, Jim Freebody, David Ray, Margarita Womelsdorf, and Edie Yaffe.

## NEWS & VIEWS HISTORY TRIVIA QUIZ

We all know that in 1492, Columbus sailed the ocean blue, etc., but this trivia quiz is about quirky, odd facts about history, things our professors probably didn't include in their syllabi. So even someone who nodded off during the lecture on the significance of the Edict of Nantes has a crack at winning this contest. The person who answers the most questions right will get a gift certificate from a book store.

- 1 Which Pennsylvanian flew a kite with a key on its string during a thunderstorm and why?
- 2 Which Roman emperor liked to hold state dinners where, at random, one of the guests' food was poisoned?
- 3 What was the name of the only woman pharaoh to rule Egypt?
- 4 Which candidate for the United States Presidency during the Nineteenth Century received over one million votes while he was in prison?

### The Brown Bag Lunch Series Meets in New York on April 24

As part of his Brown Bag Lunch series, Barry Melancon will meet with Team AICPA members from the New York Office on Wednesday, April 24, at 11:45 am in the Member Conference Room. Anyone who has a question or an issue that they would like the President to address during that lunch should feel free to contact one of the people on the guest list below.

<b>Irene Dajka</b>	<i>Direct Sales</i>
<b>Margaret Melnis</b>	<i>Academic &amp; Career Development</i>
<b>Daniel Noll</b>	<i>Accounting Standards</i>
<b>Louise Williamson</b>	<i>Auditing Standards</i>
<b>Tracey Argenzio</b>	<i>Facilities Management</i>
<b>Mack Curtis</b>	<i>Facilities Management</i>
<b>Donna Wolf</b>	<i>General Counsel &amp; Secretary</i>
<b>Jodi Ryan</b>	<i>Industry &amp; Management Accounting</i>
<b>Andrew Gioseffi</b>	<i>Information Technology</i>
<b>Chris Egert</b>	<i>Marketing &amp; Product Management</i>
<b>Leigh Knopf</b>	<i>Marketing, Product &amp; Organizational Development</i>
<b>Josephine Baker</b>	<i>Personal Financial Planning</i>
<b>Dan Mucisko</b>	<i>Public Relations/Communications</i>

- 5 Which kingdom called itself "The Middle Kingdom"? Of what was it supposed to be the middle?

Don't be shy about entering this contest: probably no one will get a perfect score, and who wouldn't like a few new paperbacks? To enter, send your answers by e-mail or hard copy to Anne Rothkopf no later than Friday, April 26. The answers will appear in the next issue of *News & views*, and the following issue will announce the winner. Good luck!

### Team AICPA Anniversaries

Congratulations to the following AICPA members who recently celebrated various anniversaries with the Institute:

<b>Ildefonso Seda-Vargas</b>	Printing Services . . . . .25th
<b>Gloria Lipman</b>	Subscriptions Administration . . . . .24th
<b>Blanche Regan</b>	Member Service . . . . .18th
<b>Jim Catone</b>	Marketing Services . . . . .12th
<b>Hal Clark</b>	On-Line Services . . . . .11th
<b>David Morgan</b>	Materials Assembly & Distribution . .10th
<b>Desiree Weiss</b>	Public Relations/Communications . . .8th
<b>Patricia Cummings</b>	Auditing Standards . . . . .7th
<b>Andrew Gioseffi</b>	Information Technology . . . . .7th
<b>Linda Lach</b>	CPE Group Study . . . . .7th
<b>Eva Lem</b>	General Accounting . . . . .7th
<b>Edward Peters</b>	Order . . . . .7th
<b>Chris Francis</b>	Membership Administration . . . . .6th
<b>Elaine LiMandri</b>	Industry & Management Accounting .6th
<b>Deborah White</b>	Member Service . . . . .6th
<b>Lillian Zenker</b>	CPE Production . . . . .6th
<b>Kim Gibson</b>	Auditing Standards . . . . .5th

*News & views would like to thank Rosemarie Castellito, who helped compile the anniversary list for this issue.*