



In this issue:

Congratulations!	1
The Winners of Our 2006 Competition	
Upcoming Events	2
Opportunity to Serve	2
A Look Back at 2007 Meeting Programs	2
Member Spotlight	3
Member News	3
How to Ask for a Raise—and Get It!	4

Congratulations !

The Winners of Our 2006 Competition:

The Middle Tennessee Chapter recognized the winners of our 2006 annual competition at the Awards Banquet in January 2007. Following are the winners grouped by the level of award the entry earned.

Coeur Company Website

Excellence
 Submitter: Beth Tanner
 Contributors: Don McClintock, Valerie Mangrum, George Cassidy
 Company: Tanner Corporate Services

Lexmark 350 Series User's Guide

Excellence
 Submitter: John York
 Contributors: Henryl Moreno, Robert McCoy, Jo Greenfield, Brian Anderson
 Company: Lexmark International

5400 Series Mac Help System

Excellence
 Submitter: John York
 Contributors: Lourma Plenos, Steve Winter, Jo Greenfield
 Company: Lexmark International

5400 Series User's Guide

Excellence
 Submitter: John York

Contributors: Joanne DeVries, Jo Greenfield, Steve Winter
 Company: Lexmark International

Learn About the Platform Feeding System

Merit
 Submitter: Beth Tanner
 Contributors: Chris Feller, George Cassidy, Bradley Fest
 Company: Tanner Corporate Services

Lexmark 350 Series Mac User's Guide/Help

Merit
 Submitter: John York
 Contributors: Charisse Arco, Robert McCoy, Celeste Landicho, Brian Anderson
 Company: Lexmark International

Lexmark 5400 Series WinHelp

Merit
 Submitter: John York
 Contributors: Johnathan Storts, Steve Winter, Susan White
 Company: Lexmark International

Lexmark Service Information and Training

Merit
 Submitter: John York
 Contributors: Michelle

Green, Howard Blatch, Monte Dailey, Bill Dent
 Company: Lexmark International

Lexmark C500n Setup Sheet

Merit
 Submitter: John York
 Contributors: Chris Treen, Charles Paskovics, Chris Meehan
 Company: Lexmark International

Smart Documentation

Merit
 Submitter: Tanya Bumgardner
 Contributors: Tanya Bumgardner, Evelyn Hillmon, Matt Fuson
 Company: Life Care Centers of America

The Philadelphia Chapter judged our competition entries and, in turn, our chapter judged theirs. A special thanks to Judith Meyer, 2006 Director of Competitions, and the following individuals who served as judges: Matt Conley, David Major, Kathleen McDowell, Amy Oldham, Leigh Price, Betsy Smith, Jennifer Wendell, and Eileen Wollam.

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Upcoming Events

Following is a list of upcoming opportunities that may be of interest to STC MTC members. More events will be added to the calendar as the 2007 -2008 schedule is developed, so check our website (www.stcmidtenn.org) often for the latest scoop.

September (date TBD): First monthly meeting of the 2007-2008 chapter year.

October 1: Deadline for entries for the chapter's 2007 annual competition.

October 12: STC Regional Conference in Cleveland, OH. See national STC

website for program details.

If you have ideas for chapter events or if your company can provide meeting space for an event, please contact Amanda Gaston or Emily Hughes.

Opportunity to Serve

Several board positions are still available for the 2007 – 2008 chapter year. If you would like to serve, please contact Amy Oldham or any chapter officer. (We have a handbook to help new officers!)

A Look Back at 2007 Meeting Programs

January – The chapter's annual awards banquet was held at Big River Grille in downtown Nashville. See the article in this issue for a list of winners.

February – Stacie Baker summarized her experiences as a new user of Madcap Flare.

April – Eileen Wollam shared her expertise on the move to XML. (Eileen's presentation is available on the STC MTC website.)

May – Our annual joint meeting with ASTD offered the program Blogs, Podcasts and Virtual Training, Oh My! in which Lodestone Digital CEO Josh Cavalier related how Web 2.0 technology is transforming e-learning content creation and delivery.

June – Members gathered at the home of Stacie Baker for food and an informal discussion of technical communication topics and chapter business.

For more information on any of these programs, please see the Meeting Notes section of the STC MTC website (www.stcmidtenn.org).

Member Spotlight

This issue, the *STC Spotlight* shines on chapter member and Webmaster Stacie Baker for achieving a milestone with Toastmasters International:

Stacie is a member of the Tennessee Talkers Club #6985 in Clarksville, TN. She received the Toastmasters International Competent Communicator award in December 2006. To obtain this award, a person must complete the basics of public speaking in the

Competent Communication manual, This consists of 10 speech projects, each designed to develop speaking skills one step at a time.

Stacie is now working on the Advanced Communication Series manuals to achieve the Advanced Communicator - Bronze Award.

She also serves as Vice President - Education for the Tennessee Talkers club.

Member News



New Arrivals

Judith Meyer and her husband, Dave, have a new baby boy! Luke Richard Meyer arrived on January 30, 2007, at 3:55 p.m. He weighed 10 pounds 6 ounces and was 21 3/4 inches long.

Steve Brooks and his wife, Jennifer, have a new baby boy! John Justice Brooks arrived on May 29, 2007, at 10:30 a.m. He weighed 7 pounds 2 ounces and was 20 inches long.

Employment Changes

Rita Johnson recently retired!

Judy Isenhour is now at Tanner Corporate Services.

Congratulations!

Beth Tanner and members of the staff of Tanner Corporate Services received two awards in the 2006 STC MTC Competition. The entry **Coeur Company Website** won an "Excellence" award and the entry **Learn About the Platform Feeding System** won a "Merit" award. See the article on page 1 for more information.

How to Ask for a Raise—and Get It!

When was the last time you asked for a raise? If you are like most people, you waited until you were frustrated, angry, and resentful. Not the best frame of mind for trying to make a positive change. You probably made some critical mistakes. You may have:

- Made your appeal based on emotion
- Given your boss an ultimatum
- Failed to plan ahead what to say figuring you could just “wing it”

And how did that strategy work for you? Did you get everything you hoped for? Probably not.

There is a better way to ask for a raise that doesn't involve emotions, ultimatums, or even slamming doors. The answer is planning. Be prepared with objective documentation that proves beyond doubt that you deserve a raise, and have a strategy that puts that information forward in the best possible light.

1. Research salary surveys.

If you suspect your current earnings are below average for your industry in your state, verify your suspicion by checking out salary surveys. Your state employment service agencies probably provide a salary survey for your industry. Average earnings can vary greatly from state to state, so be sure to get information that is appropriate for your area or region. Make copies of any salary surveys you find.

Additionally, if you suspect your earnings are low within your own company, ask your human resources representative if he/she can provide the normal salary scale for your position. Ask for a copy if possible.

These two documented sources will help support the fairness of your request for a raise. By providing a rational argument and proof of competitive salary in your request for a raise, you'll increase the likelihood that your boss will say yes.

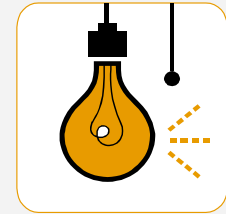
2. Prove your worth.

Fairness alone won't convince your boss you deserve a raise. You'll need documented proof that illustrates your contributions to your organization. If you are waiting for your boss or supervisor to notice what a great job you are doing, forget it. No one is paying that much attention to you. It's up to you to prove how much you are worth—literally.

The best time to begin documenting your accomplishments is in your first week of employment. Keep a weekly journal of what you've done that proves such things as:

- Creating revenue opportunities
- Discovering costs savings
- Helping a coworker meet or beat a deadline
- Developing a better process
- Completing tasks ahead of time
- Generating good will with clients or customers

(Article continued on page 5)



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How to Ask for a Raise—and Get It! (Continued)

Use your list of accomplishments to update your resume, featuring a “Highlight of Accomplishments” section that illustrates the positive impact you’ve had on your company. An updated resume is your most convincing evidence that you deserve a raise. It will also put your boss on the alert that you are ready with an updated resume when a recruiter calls or when the right career opportunity presents itself.

If you don’t have a record of your accomplishments and contributions, you are not ready to ask for a raise. A career coach can be a valuable asset in helping you compile your list of accomplishments. Trained in the art of asking the right questions, a career coach can help you quickly identify the contributions you’ve made to the company. This will build not only your case for a raise, but your confidence as well.

3. Plan your strategy.

Too often, people don’t think about what they’re going to say until they’re actually in their boss’ office. That’s too late. You have to plan your strategy in advance, just as you would plan any business project. It’s the only way to succeed.

With copies of salary surveys and salary scales, you’ll have quantifiable evidence that your request for a raise is a reasonable one. And you’ll be able to back that up with a strong list of accomplishments that demonstrates how valuable you are to the company. Practicing how you want to present your case can be the final key to success in getting the raise you want and deserve.

Choose a friend or family member who has been in the position of hiring others, and ask them to let you practice your request for a raise. If you’re not comfortable with doing that, or if you don’t know someone who is a hiring manager, a **career coach** can help you craft your presentation.

A **career coach** has real-world experience in hiring and decision-making, so they’ve been in your boss’ shoes. They can provide you with strategic tips that will help you win over your boss—or provide you with a way to keep the negotiations open even if your initial request is denied. Creating a strategy with a **career coach** will give you guidance on how to ask for the raise, how to present yourself, and how to close the deal.

Once you have your documentation, your accomplishments, and your strategy in hand, you’ll be ready to approach your boss with confidence. And you’ll be well on your way to getting the raise you have truly earned.

Deborah Walker, CCMC
 Career Coach ~ Resume Writer
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www.AlphaAdvantage.com
 Email: Deb@AlphaAdvantage.com

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