

# ROUGH DRAFT

The newsletter of the STC Phoenix Chapter

June 2007

Meeting Information .....	1
Membership Matters .....	2
Survey Says! .....	2
Summer Planning Meeting .....	2
CARSEF Results .....	3
Looking for Work? Try Our Job Bank .....	3
Tootin' Our Own Horn! .....	4
Editorial Blithers .....	5
Grammar Anyone?.....	6
Writing the Ideal Vehicle Owner's Manual?.....	7
Just for Fun .....	8
On the Job .....	9
March Meeting Review .....	13
"Getting Yourself Hired" .....	14
Snippets from listservs & miscellany.....	15
Educational Opportunities.....	16
Help Wanted.....	16
Phoenix Chapter 2006-07 Calendar .....	17

## Meeting Information

### Celebrate! Celebrate! Celebrate!

Special Price \$10 for Members!

Tuesday, June 12, 2007

Have you ever thought, "Golly, I wish our chapter website had this..." or "Gee, I'd love to see .... on our chapter website?" Well, June is your chance to provide input and hear about the plans in the making for [www.stc-phoenix.com](http://www.stc-phoenix.com). Our "web guys" have been doing some good usability documentation work and they're ready to tell us what they think. They also would love to hear your thoughts. Join us in a roundtable discussion to share great ideas, look at the possibilities, and perhaps even volunteer to pitch in to help on a page or two.

**Menu:** Wraps from Jason's Deli  
A combination tray filled with Turkey, Spinach Veggie, Philly Chick®, Maverick and Ranchero wraps. Served with tortilla chips and salsa.

**Garden fresh veggies**  
**Fruit Plate**  
**Assorted Cookies**

**Cost:** Dinner price includes tax, tip, and program.  
\$10 members  
\$25 nonmembers  
\$10 student members  
\$10 program only, includes dessert & beverage.

- Pay by check or cash at the door.
- Pay by credit card using PayPal (online registration form).

**Note:** \$5 charge for late dinner reservations. **NO SHOWS WILL BE BILLED.**

- **Register:** RSVP no later than noon **Friday, June 8, 2007.** Register online at [www.stc-phoenix.com](http://www.stc-phoenix.com), e-mail Deb Duane at [stcphoenix@yahoo.com](mailto:stcphoenix@yahoo.com), or call Norm Haskett at 480-963-8102.

*Rough Draft* is the official newsletter of the Society for Technical Communication, Phoenix Chapter community. The newsletter provides news about chapter events, members, and publishes members' opinions about technical communication topics.

#### Newsletter Staff:

Karen L. Zorn, Managing Editor  
Gloria McConnell, Contributing Editor  
Kathy Graden, Contributing Editor  
Reviewers: Chanda Child, Jane Rossignol, Debra Duane, Susan Katz, and Teri Gould

#### Submitting Content

We invite readers to submit articles, columns, photos, and other material on subjects of interest to Chapter and Society members. Deadline for submissions is the 10th of the month prior to publication.

We accept articles submitted as e-mail, or files in Microsoft Word® or FrameMaker® format. We prefer GIF, PNG or JPEG graphics. Please include your e-mail address and your phone number. If you want to send material by fax, first call the Managing Editor, Karen Zorn, at 408-354-0537.

In June, we also celebrate chapter members who have earned Society-level awards and those who have served our chapter in elected and volunteer positions. Please join us for specially priced dinner, \$10 for members, and an evening of great conversation and celebration.

#### Where:

University of Phoenix - Chandler Campus - 2975 W. Linda Lane (Off Price-Loop 101 and Ray Road) [Map](#)

\*\*\*\*\*



The Rough Draft staff reserves the right to edit articles for clarity and length and to reject submissions judged unfit for publication. We try to review substantive editing of feature articles with the author before publication. Our style guide is *Chicago Manual of Style*.

#### Newsletter Mailing Address

U.S. Mail: Karen L. Zorn, Managing Editor, 8515 E. Milagro Ave., Mesa, AZ 85209-7327  
E-Mail: [rough\\_draft@zornotech.com](mailto:rough_draft@zornotech.com)

#### Reprinting Articles

By submitting material, you implicitly license this newsletter to use it and other STC publications to reprint it without permission. If you reprint an article from Rough Draft, please credit this newsletter as the source and send the Managing Editor a copy of the reprint or the URL of the Web page where the article was re-published.

#### Copyrights

Rough Draft design and layout are copyright STC, 2005-2006. Copyrights for all newsletter articles belong to the authors. When you submit an article, please notify the editor if it has been published elsewhere or you plan to submit it to other publications.

#### Phoenix Chapter Mission Statement

As a world-class educational and informational forum, we discuss cutting-edge concepts and technology, encourage sharing information among members, and sponsor top-quality seminars and conferences.

We give our members the opportunity to grow professionally and be creative; to develop leadership, management, and other skills; to be recognized for their outstanding skills and service; to be the most sought-after employees in our field; and to attain international status as Society-level leaders.

We provide a fun and friendly, high-energy environment that fosters associations and friendships. We promote the value of technical communication and communication in general.

#### Phoenix Community Contacts

**President:** Dana Osborne, [danaosborne@cox.net](mailto:danaosborne@cox.net)

**Vice President:** Karen L. Zorn, [k.zorn@zornotech.com](mailto:k.zorn@zornotech.com)

**Secretary:** Karen Pasley, [k\\_pasley@hotmail.com](mailto:k_pasley@hotmail.com)

**Treasurer:** Karen Forrester, [klforres@cox.net](mailto:klforres@cox.net)

**Immediate Past President:** Lisa Ford, [lisafor-tsgl@cox.net](mailto:lisafor-tsgl@cox.net)

**Programs:** Maggie Haenel, [mhaenel@earthlink.com](mailto:mhaenel@earthlink.com)

**Membership Manager:** Debra Duane, [dkduane@cox.net](mailto:dkduane@cox.net)

## Membership Matters

### Debra Duane, Membership Manager

Quite a few of our 2005/2006 members have not renewed so the numbers are way down. Per the Society, in early April, the STC office removed from its roster all members who had not yet paid their dues. The drop in membership is reflected in both the community membership counts and the membership counts for the entire Society. However, between now and June 30 (the end of the fiscal year), membership will continue to increase as late renewers pay their dues and new members join the Society. Membership activity as of April 2007.

Current Phoenix chapter membership: 167 (vs. 163 in March, 204 in February) a 2.45% increase

Current Society membership: 13419 (vs. 12767 in March) a 5.1% increase

New community members:

Alicia Binder  
Reshmi Raghavachari  
Bonnibeth Rogers  
Anita Challis  
Norm Haskett  
Rita Kasperski  
Vicki Rumford  
Jacob Swartz  
Jennifer Davis  
Lisa Grady  
Robert Winkler

\*\*\*\*\*

## Survey Says!

### Your Opinion Counts!

It's that time of year again when the Chapter management is asking for your opinions, thoughts, and suggestions regarding Chapter activities.

Why is your response so important? Because we need to know what worked, what didn't, and what changes or improvements you think

we should make for the upcoming program.

Completing the annual survey is quick—10 minutes—and easy. Just go to <http://www.surveymonkey.com/s.asp?u=183083816043>, and answer the questions. Your opinion counts! The survey closes on June 15, 2007 to answer today!

\*\*\*\*\*

## Summer Planning Meeting

The Summer Planning Meeting will be held on Saturday, June 30, 2007. Dana Osborne will host the meeting at Schaller Anderson in Phoenix.

This meeting is used to brainstorm ideas, discuss plans for the next

program year, and start recruitment efforts for volunteer positions.

All members are cordially invited to attend. Keep an eye on your inbox for further details.

# CARSEF Results

by Gloria McConnell

Thanks to all of you who were able to participate in CARSEF. I know it was a long day, and things were less organized than usual, but I hope that you found it enjoyable and rewarding. And to those of you who missed the event, I know that you all had very good reasons. I appreciate that you gave me a "heads up" about your situations.

Now, without further adieu, here are our winners:

## Senior High Division (9-12)

- 1st - \$200 = Veronica Shi: "Closing in on Biological Fidelity: A Novel Cellular Automata Approach to Modeling HIV Dynamics and Drug Treatment"
- 2nd - \$150 = Rebecca Woodbury: "Effects of Aeration, Nutrients, and Salinity on the Growth of Algae Species *Nannochloris*"
- 3rd - \$100 = Brittany Bark: "A Breakdown from Spearing"

## Junior High Division (Grades 7-8)

- 1st - \$100 = Jonathan Woodbury: "Construction and Characterization of a Stirling Cycle Heat Engine"
- 2nd - \$75 = Brianna Giles: "Should We Get M.O.M.? Effects of Antacids in the Treatment of Stomach Acidity"

- 3rd - \$50 = Steven Kaye: "Can Solar Cells Handle the Heat?"



## Elementary Division (Grades 5-6)

- 1st - \$75 = Mary Nguyen and Ariel Shamas (\$37.50 each): "Tap Water Check"
- 2nd - \$50 = Malcolm Giles: "Phoney Money?? Effects of Electrical Current on Metals by Electroplating"
- 3rd - \$25 = John Wang: "The Effects of Lowered Carbon Dioxide Levels on Stomatta"

Thank you all again for your hard work. Thanks to Chanda, Karen, Dana, and Kathleen for staying to the "bitter end."

## CARSEF 2006 and 2007 judges:

I wanted to share some great news from the Society's International Student Technical Communication Competition (ISTCC) - one of our 2006 winners has won third place in ISTCC! Kevan Christensen will receive an Award of Merit - \$300.

Kevan is now a student at Stanford University. I'm sure he'll be able to use the award money!

Hope that this news gives you a smile for the day.

\*\*\*\*\*

## Looking for Work? Try Our Job Bank



Searching for a job or new contract opportunity can be a frustrating experience. Now you can look no further than the Phoenix Chapter's Job Bank,

<http://stc-phoenix.com/jobbank.html>. Employers may list open positions for free. Listings remain posted for 60 days unless Michelle Parcell, Job Bank Manager, is notified that the position has been filled.

The next time you are looking for work, try our Job Bank first!

# Tootin' Our Own Horn!

## Rough Draft Wins Award of Excellence!

by Karen L. Zorn, Managing Editor



eMail is one of those things that can bring boredom, information, or news of great joy. On May 7, 2007, the following was in the *Rough Draft* inbox.

“Congratulations! Phoenix earned an award of Excellence and Most Improved in the 151-300 member category in the 2006-2007 STC Newsletter Competition for its outstanding newsletter, *Rough Draft*. You should be very proud of this honor because it recognizes your dedication to publishing an exceptional STC newsletter.

### “Competition Results

“Twenty-five communities entered this year’s competition! Please see the enclosed table of results that lists the three levels of awards-Distinguished, Excellence, and Merit. Most Improved awards are noted within the table and were awarded according to the community size entrant categories.

“Individual scores and comments for the newsletter issues you entered will be sent separately. A team of up to five judges-one or two statistical judges and up to three qualitative judges-evaluated newsletters in each

category. The judges spent many hours of their ‘free’ time evaluating the newsletters.

“The Best of Show newsletter will be on display in the STC Newsletter Competition traveling exhibit. Contact Claudette Brown at the STC Office to arrange for the exhibit to visit your community.

“Sincerely,  
“Elizabeth Bailey, Manager  
“STC Newsletter Competition”

Oh, Happy Dance!! My sincerest thanks to all the contributors and reviewers. Without your input, sharp eyes and editing “pens”, and support, *Rough Draft* would not be what it is—an excellent publication!

If you haven’t contributed to *Rough Draft*, your opportunity lies just around the corner. There are several openings for regular contributors. If you have an idea for a monthly or bi-monthly column, get in touch. We are looking for a member to write regular reviews of our monthly program meetings. You can reach me at: [rough\\_draft@zorntech.com](mailto:rough_draft@zorntech.com).

### 2006-2007 STC Newsletter Competition Winners

Community Name	Newsletter	Name Awards
Chicago	<i>Byline</i>	Merit
East Bay	<i>Devil Mountain Views</i>	Merit
Eastern Ontario	<i>Stimulus</i>	Merit
IDL SIG	<i>Ideal: Design for Learning</i>	Merit
James Madison University	<i>Bytes and Pieces</i>	Merit Most Improved in < 41 member category
Lone Star	<i>Technically Write</i>	Excellence <b>Best of Show</b>
Manitoba	<i>Manuscript</i>	Merit
North Carolina State University	<i>Technical Speaking</i>	Excellence
Northeast Ohio	<i>Lines and Letters</i>	Merit
Oklahoma	<i>The Dialog!</i>	Merit

2006-2007  
STC Newsletter Competition Winners

Community Name	Newsletter	Name Awards
Orange County	<i>TechniScribe</i>	Merit
Orlando	<i>Memo to Members91</i>	Excellence Most Improved in 76 - 150 member category
Phoenix	<i>Rough Draft</i>	Excellence Most Improved in 151 - 300 member category
Pittsburgh	<i>Blue Pencil</i>	Merit
Palm Beaches	<i>The Wave</i>	Merit
Puget Sound	<i>SoundOff!</i>	Merit
Rocky Mountain	<i>Technicalities</i>	Excellence
Willamette Valley	<i>The Willamette Valley</i>	Excellence Most Improved in 301 - 600 member category

\*\*\*\*\*

## Editorial Blithers

by Karen L. Zorn, Managing Editor

This issue is the last for this program year. It has been an honor and challenge to put this newsletter together every month and get it out to you. Most of the time I meet the goal, sometimes (like the past several months), I miss it entirely because things like paying work and family get in the way. I hope you have enjoyed reading *Rough Draft* and find the content of value.

During the summer the Chapter holds informal networking meetings. No plans have been set at the time of this writing (we could use a volunteer!), but we are working on it. Last summer we met at Claim Jumper (northwest) and Nello's Pizza (southeast). If you have an idea for a meeting location, contact Dana Osborne,

[danaosborne@cox.net](mailto:danaosborne@cox.net) or Karen Zorn, [rough\\_draft@zorntech.com](mailto:rough_draft@zorntech.com). We try to look for a casual restaurant where we can have a private room.

*Rough Draft* plans to publish as follows:

- One summer issue July-August 2007
- Ten monthly issues September 2007 - June 2008

Submissions are due the 10th of the month prior to publication.

Have a good, safe, and cool summer! Hope to see you at the June meeting and the summer networking meetings.

\*\*\*\*\*

# Grammar Anyone?

## Miscellany: Commonly Confused Words

by Ms. Grammar



Following are four sets commonly confused terms or phrases. No relation between them, but hey, Ms. Grammar has been busy! See if you can choose the correct term/phrase for each sentence.

### Which One?

#### ambivalent, indifferent

1. Because the juror was \_\_\_\_\_, he could not decide on a verdict.
2. The report asserted that voters who are \_\_\_\_\_ about the outcome of an election have a duty not to cast their ballots.

#### flammable, inflammable, nonflammable

3. Make sure the proper warning is used for the tank containing the \_\_\_\_\_ liquid.
4. The new fabric for children's pajamas was approved because it was \_\_\_\_\_.
5. The children's pajamas were recalled because they were \_\_\_\_\_.

#### because of, due to

6. The team's success was \_\_\_\_\_ the hard work of each team member.
7. The team succeeded \_\_\_\_\_ the hard work of each team member.

#### indict, indite

8. The grand jury asked the witness to \_\_\_\_\_ the evidence that would \_\_\_\_\_ the business owner for fraud.

### The Answers

1. **ambivalent**: Having simultaneous and contradictory feelings toward an object, person, or action.
2. **indifferent**: Of no importance one way or the other.
3. **flammable** or **inflammable**, although many experts recommend that you use *flammable* because it is not ambiguous.
  - flammable: Capable of being easily ignited and of burning quickly.
  - inflammable: Flammable. (*Go figure*—see References below for some history.)
4. **nonflammable**: Not flammable.
5. **flammable** or **inflammable** - See #3's discussion.
6. **due to**: *Due to* modifies nouns and is generally used after some form of the verb to be (such as *is, are, was, were*). In our sentence, *due to* modifies the noun *success*.
7. **because of**: Should modify verbs. In this sentence, *because of* modifies the verb *succeeded*.
8. **indite**: To put down in writing <indite a message>. (Also: to make up or compose <indite a poem>, or to give literary or formal expression to.)  
**indict**: To charge with a crime by the finding or presentment of a jury (as a grand jury) in due form of law

### References

Thanks to [www.m-w.com](http://www.m-w.com) for many of the definitions.

The *Chicago Manual of Style*, 15th edition, also contains some of these terms in the book's "Grammar and Usage" chapter and in their online Q&A. As far as *due to* vs. *because of*, many grammar sites discuss this rule, but [Chicago Manual of Style Online](http://ChicagoManualofStyleOnline) says that this distinction is losing ground in common usage.

If you are interested in the history of *flammable* and *inflammable*, see the [Grammarphobia Blog](http://GrammarphobiaBlog).

\*\*\*\*\*

# Writing the Ideal Vehicle Owner's Manual?

By David Dick

I never gave much attention to my vehicle's owner manual until I needed to know the battery type to replace the batteries for the door opener, the bulb type for the overhead light, and the engine size so that I could purchase tune-up necessities.

The typical owner's manual describes dashboard indicator lights, vehicle design, and routine maintenance such as changing a tire and how to troubleshoot basic problems. Every car comes with one; millions are published every year for every brand and model, and published in a variety of languages.

Some important questions came to mind: what makes a good owner's manual and how does usability contribute? The same characteristics that we would expect of a user guide for any product are the same characteristics of a vehicle's owner manual:

- Written to a level of detail that everybody can understand
- Use of diagrams and illustrations to simplify complex instructions
- Avoid jargon

In my research, I found an article written by Jay Leno, "The Lost Art Form of the Owner's Manual" ([www.popularmechanics.com/automotive/sub\\_coll\\_leno](http://www.popularmechanics.com/automotive/sub_coll_leno)). You probably know Jay Leno as the host of the Tonight Show. Something you may not know is that performs his own restoration on his collection of antique cars and motorcycles. What better authority than Jay Leno to give tips on writing the ideal automobile owner's manual?

Jay provides wonderful insight of how old-style owner's manuals described how to perform maintenance and repairs. Jay uses the 1939 *Ford* owner's booklet to compare and contrast today's owner's booklet, which describes how the ignition points work and gives the correct point settings—there's a detailed cutaway that shows you how to adjust the distributor vacuum brake. Just in case, it also says, "Your Ford dealer will make this adjustment for you," but the assumption is that you could—and likely would—do it yourself.

Another issue about today's owner's manual, Jay writes, is that they are impersonal and bland. They do not tell you how to do the actual maintenance work anymore. They want the *dealer's* technicians to do that, not you. It was very different years ago when the manufacturers counted on owners to be part of the maintenance crew. Ford's reference book was designed to fit in the glove

compartment, so you'd always have it with you. Jay writes, "This book is written in everyday language," it states on the first page. "We hope that you will take the few minutes required to read it, which, after all, has been written for you."

Ford manuals used to include instructions on how to aim headlights, adjust the carburetor and lubricate the chassis. Compare that with what may be the most useful thing in many current manuals: the toll-free telephone number for roadside assistance in case you have a problem. Jay describes an old Ford manual that has three pages on what to do if you have trouble on the road—and two illustrated pages that actually show how to pry a flat tire off the wheel, repair the flat and remount it. Today's manuals do not list tire pressures—they refer you to a sticker somewhere on the car.

The truth is that it is almost impossible for the average owner to do any real work on today's vehicles because they incorporate computer programs and technologies. No doubt, you are familiar with the Service Engine light. Your owner's manual states, "If the Service Engine light comes on, take the vehicle to the dealer."

But even without all the detailed maintenance instructions of older manuals, today's owner's manuals are nearly as thick as a small dictionary. Mostly they contain warnings about things you should not do. Jay writes that these days, owners' manuals have such important information as, "Warning! Do not drink the liquid contents of the battery." Or, "Caution! Always check with dealer before putting air in the tires." Checking the tire pressure is given the same amount of importance as if you were taking off a cylinder head. Jay explains how he has a manual that instructs the owner to increase tire pressure by 2 psi (pounds per square inch) if a suitcase is in the trunk

How would our clients react if we wrote user manuals that stated on the first page that trained only professionals use the product? How useful would those user manuals emphasized warnings against misuse? Better yet, instead of providing instructions to solve common problems—recommend taking the product to a reputable dealer for repair. Chances are that we would be looking for employment elsewhere or writing owner manuals for today's vehicles.

=====

*David Dick is editor of Usability Interface, newsletter of the Usability and User Experience Community.*

# Just for Fun

## Annual 2006 Darwin Awards

Submitted by Norm Haskett

Yes, it is that magical time of the year again when the Darwin Awards are bestowed, honoring the least evolved among us. Here then, are the glorious winners.

1. When his 38-caliber revolver failed to fire at his intended victim during a hold-up in Long Beach, California, would-be robber James Elliot did something that can only inspire wonder. He peered down the barrel and tried the trigger again. This time it worked..... And now, the honorable mentions:
2. The chef at a hotel in Switzerland lost a finger in a meat cutting machine and, after a little hopping around, submitted a claim to his insurance company. The company expecting negligence, sent out one of its men to have a look for himself. He tried the machine and lost a finger. The chef's claim was approved.
3. A man who shoveled snow for an hour to clear a space for his car during a blizzard in Chicago returned with his Vehicle to find a woman had taken the space. Understandably, he shot her.
4. After stopping for drinks at an illegal bar, a Zimbabwean bus driver found that the 20 mental patients he was supposed to be transporting from Harare to Bulawayo had escaped. Not wanting to admit his incompetence, the driver went to a nearby bus stop and offered everyone waiting there a free ride. He then delivered the passengers to the mental hospital, telling the staff that the patients were very excitable and prone to bizarre fantasies. The deception wasn't discovered for 3 days.
5. An American teenager was in the hospital recovering from serious head wounds received from an oncoming train. When asked how he received the injuries, the lad told police that he was simply trying to see how close he could get his head to a moving train before he was hit.
6. A man walked into a Louisiana Circle-K, put a \$20 bill on the counter, and asked for change. When the clerk opened the cash drawer, the man pulled a gun and asked for all the cash in the register, which the clerk promptly provided. The man took the cash from the

clerk and fled, leaving the \$20 bill on the counter. The total amount of cash he got from the drawer...\$15.

(If someone points a gun at you and gives you money, is a crime committed?)

7. Seems an Arkansas guy wanted some beer pretty badly. He decided that he'd just throw a cinder block through a liquor store window, grab some booze, and run. So he lifted the cinder block and heaved it over his head at the window. The cinder block bounced back and hit the would-be thief on the head, knocking him unconscious. The liquor store window was made of Plexiglas. The whole event was caught on videotape.
8. As a female shopper exited a New York convenience store, a man grabbed her purse and ran. The clerk called 911 immediately, and the woman was able to give them a detailed description of the snatcher. Within minutes, the police apprehended the snatcher. They put him in the car and drove back to the store. The thief was then taken out of the car and told to stand there for a positive ID. To which he replied, "Yes, officer, that's her. That's the lady I stole the purse from."
9. The Ann Arbor News crime column reported that a man walked into a Burger King in Ypsilanti, Michigan, at 5 a.m., flashed a gun, demanded cash. The clerk turned him down because he said he couldn't open the cash register without a food order. When the man ordered onion rings, the clerk said they weren't available for breakfast. The man, frustrated, walked away.

### A 5-Star Stupidity Award Winner!

10. When a man attempted to siphon gasoline from a motor home parked on a Seattle street, he got much more than he bargained for. Police arrived at the scene to find a very sick man curled up next to a motor home near spilled sewage. A police spokesman said that the man admitted to trying to steal gasoline and plugged his siphon hose into the motor home's sewage tank by mistake. The owner of the vehicle declined to press charges, saying that it was the best laugh he'd ever had.

\*\*\*\*\*

# On the Job

## Putting Personality to the Test

(Does It Count More than Your Skills?)

By Kathy Graden, *Rough Draft* Contributing Editor

"When you choose your friends, don't be short-changed by choosing personality over character."

-W. Somerset Maugham

"If you go out with a girl and they say she has a great personality, she's ugly. If they tell you a guy works hard, he's got no skills."

-Charles Barkley

Landing a technical communication job these days takes more than just networking and good writing and editing skills. If your personality type, preferences, and style don't match what an employer expects, who and what you know may not be enough to get that next job. A few years ago, employers sought candidates with tool-specific expertise, but now many companies hire or disqualify job hunters whose personalities don't pass their tests.

Personality testing for job candidates and existing employees has been around for decades, but it's gaining popularity and has quickly become standard practice for large employers. Where hiring managers once trusted their feelings to choose between similarly qualified candidates, many now use personality test results to predict who will fit better into and be more successful on their teams.

Personality testing attracts companies because it helps them:

- screen more candidates faster. Before the Internet, an open position usually attracted one or two hundred applications at most. Now, companies must sort through thousands of résumés sent electronically.
- obtain more information about candidates than they can collect by checking references. Fearing lawsuits, many employers verify only that an ex-employee worked for them, his or her length of employment, and his or her job title.
- choose among two or more candidates who otherwise have equal qualifications.
- avoid the high cost of making a bad hiring choice. Companies spend hundreds of thousands of dollars providing new hires with resources and getting them up to speed, money they lose if the newbies don't produce. Add to that the cost of recruiting someone to replace the unsuccessful employee, and turnover can cost a company "between a quarter to one and a

half times the departing worker's salary," according to ABC News.

Companies argue that personality testing provides equal benefits for both hirers and job seekers. Testing, they say, helps job candidates avoid job choices that poorly fit their skills or career goals or that would require them to work in an incompatible company culture. The companies further affirm that pre-employment personality tests increase employees' happiness and productivity.

### What the Tests Measure

Personality tests assess personality types, strengths, styles, preferences, values and the right orientation for a specific job. Primarily, the tests measure the following traits:

1. **Sociability**  
Does the person being tested enjoy interacting with others? Or does he or she prefer solitude? Introverts like to engage in one-on-one deep discussions and tend to be socially shy and reserved. They excel in fields where they can interact with information or machines. Extraverts do well in fields that require strong interpersonal communication skills such as sales, management or customer service.
2. **Adaptability**  
Does the testee take a flexible or linear, sequential approach to tasks and goals? People who prefer structure feel most comfortable when they can plan things in advance; they like organization and they usually complete tasks ahead of time. Structured individuals perform well in jobs where they can follow a well-defined process, plan, concentrate and organize. Adaptable workers prefer more spontaneity and adapt easily to unexpected change. They like to multi-task, and they fit well into positions that require flexibility and self direction.
3. **Curiosity and Innovation**  
Does the test taker embrace new, unusual experiences or prefer what is familiar? Does he or she stick to his or her own position, or accept and adapt to others' ideas? People who have an appetite for new ideas and approaches tend to be more creative and innovative; they succeed in roles that value problem solving, exploration and research or discovery. Those who find comfort in the tried and true, the routine, usually are pragmatic and practical. They're

efficiency experts who do well at implementing existing plans and procedures.

**4. Interpersonal Style**

How does the individual naturally react to and interact with other people? Is he or she accommodating, or direct? Direct individuals communicate in a straightforward, forceful manner. Their self-direction, competitiveness, and confidence qualify them for leadership-type positions where these traits are important. Accommodating individuals relate to others with sympathy, cooperation, and appreciation for others' feelings and viewpoints. Great listeners, they tend to be good at comforting others. They're well suited to helping and caring professions such as healthcare, teaching or coaching and counseling.

**5. Temperament**

How does the person confront stress, pressure and

unwelcome or unforeseen events? Intense people respond to stressors with emotion, alertness or excitement. They gravitate toward jobs that value inspiring others or passionate pursuit of a purpose or goal. Steady people stay calm and unruffled in the face of negative stimulation, so they do well in jobs that involve different types of people and require consistent performance in a variety of situations.

**Widely-Used Test Types**

More than 2,500 types of cognitive or personality tests exist today. For employment purposes, they generally fall into two categories: tests for selecting and hiring new workers and those for developing and promoting existing employees.

According to the sources I consulted for this article, the most widely known or widely used tests are:

Test	What It Measures	Typical Uses
Minnesota Multiphasic Personality Inventory (MMPI)	Abnormal or deviant behavior	Clinical testing
California Psychological Inventory (CPI)	Personality traits such as sociability and dominance	High-level hiring. (Note: Test results can be subjective and usually require a psychologist to interpret.)
Dominance, Influence, Steadiness, Conscientiousness (DISC)	Personality style and a person's self awareness.	Team building and cultural fit or chemistry issues
Profiles XT	Cognitive skills and potential for job success.	Hiring and comparing job applicants, succession planning and employee retention
Myers-Briggs	Personality type and how people process information.	Understanding communication differences (not recommended for hiring)
Watson-Glaser Critical Thinking Appraisal	Problem-solving skills, creativity, and other factors.	Used by groups including JCPenney, Coors, and government intelligence agencies. Should not be used for entry-level positions but is appropriate for management and higher positions.
Wesman Personnel Classification	Predicts on-the-job performance and the ability to learn.	Used by Bayer and Valtera among other companies, primarily for hiring into decision-making roles;
Multidimensional Aptitude Battery-II	Measures general mental ability: the ability to reason, plan and solve problems.	Suited for technical and professional/ managerial jobs.
NEO Personality Inventory-- Revised	Measures respondents on five scales: neuroticism, extroversion, openness to experience, agreeableness, and conscientiousness.	Appropriate for all types of jobs.

Test	What It Measures	Typical Uses
16PF	Measures 16 personality factors identified by Raymond Cattell in 1949.	Used by Fortune 100 retailers and software developers. Meant for leadership positions.
Hogan Personality Inventory	Measures subjects on seven personality scales such as ambition and prudence, and six occupational scales such as service orientation and clerical potential.	Enables the test-giving company to compare subjects' answers with those of people in most jobs in the U.S., from nannies to CEOs.
Personality Research Form	Measures 22 job-relevant personality traits.	Appropriate for all types of jobs.
Global Personality Inventory	Measures personality traits and preferences.	Made especially for multinational firms or firms employing foreign workers. Used to test senior salespeople, midlevel and senior-level managers, and executives.
Wonderlic	Intelligence and personality	Hiring decisions, gauging job fit

In each of these tests, answers don't count as right or wrong. The test results only suggest how well a person may perform in a particular type of position or work environment.

For example, as devout football fans know, the National Football League requires potential draft choices to take the Wonderlic test. When drafting for "skill" positions such as quarterback, the NFL teams' scouts, coaches and managers give players' Wonderlic scores about the same weight they give to how fast a player runs, how far he can throw or how well he tackles or improvises plays.

"What you're doing is making an assessment of the athlete not only for basis of selection, but if you get him, you know the best way to teach him your system," the Washington Post recently quoted Jeffrey Foster, president of National Football Scouting.

To learn more about the Wonderlic test, visit <http://espn.go.com/page2/s/closer/020228.html>. The article there by Jeff Merron lists the average scores obtained by athletes playing at various positions and compares them against average scores for people with jobs such as programmer, news writer, security guard, etc.

### Questions: What's Legal, What's Not

Personality tests present test takers with questions whose answers reveal something about their personalities or preferences. Some questions are multiple-choice. Others present a single statement that the test taker must brand as "true" or "false" or rate based on a range of values (such as 1 to 5, "always/sometimes/never," etc.).

The following example statements come from actual tests:

- "I bounce back quickly from disappointment."

- "I take credit when it is deserved."
- "I am driven to be 'No. 1'"
- "I have a natural talent for influencing people."
- "People often expect too much of me."
- "A) I arrange dates, parties, etc, well in advance," or "B) I like to be free to do whatever looks like fun when the time comes."
- A) "I prefer a boss who is good-natured but often inconsistent," or  
B) "I prefer a boss who is sharp-tongued but always logical."

Legality or illegality of employment tests depends on how a company administers them, not the tests themselves. To be legal, a company must administer a professionally-developed employment test according to the test developer's intended use. For example, technical writers need writing skills, so employers can ask technical writer applicants to take a writing test. However, using that same test to screen cafeteria workers could be considered discriminatory because cafeteria workers aren't expected to be facile with words.

To avoid charges of discrimination, companies should also make sure that all test questions apply to the job they want to fill, and they should not base a hiring decision on the results of any non-applicable questions. In addition, all applicants for the same job should be tested so that all have an equal chance to demonstrate their knowledge or skills.

Employers also need to ensure that test questions don't violate legal constraints. The Minnesota Multiphasic Personality Inventory (MMPI)'s creators designed the test to reveal mental illness. In a recent court case (*Karraker v. Rent-A-Center, Inc.*, 7th Cir., No. 04-2881, 2005), the

Seventh Circuit Court ruled that the test amounted to a medical examination. The Americans with Disabilities Act (ADA) prohibits employers from screening for mental illness, so the court ruled that using the MMPI violated the ADA. The MMPI has since been revised to conform to ADA requirements.

According to a recent Washington Post article, "The use of some tests has been questioned as a form of bias itself. Last week, the Equal Employment Opportunity Commission said it was investigating complaints that tests of cognitive ability used by FedEx have an adverse impact on black and Latino applicants. The investigation surfaced after the EEOC asked a judge to order the company to comply with a subpoena for information.

"In some cases, cognitive tests have been challenged because performing well on them requires a proficiency in English that could discriminate against candidates who are not native speakers."

### Is Personality Test Usage Fair?

A large part of our personalities comes from our genes and our upbringing, factors we can't control. Therefore, is it fair for companies to base employment decisions on personality test results? Many workers don't think so. According to author Gail Blount, "In the latest Spherion® Workplace Snapshot survey conducted by Harris Interactive® ... 65 percent of adult workers believe personality tests should be considered of no importance or low importance in the hiring decision-making process."

Fortunately, all of the publications and Web sites I consulted while doing research for this article report that the companies they've contacted use personality assessments as only one input into hiring decisions. One corporate executive reported that even when test results suggest that an applicant may have negative tendencies, in person the applicant may demonstrate that he or she can control those traits of be successful despite them. ABC News puts it this way:

"Think of it in terms of the SAT for college admittance. A student is so much more than a simple SAT score. The best colleges make decisions based on GPA, course loads, the high school profile, essays, recommendations and more, including the SAT score." Similarly, businesses look at candidates' résumés, portfolios, and references as well as their pre-employment testing results to gain a full view of their capabilities and potential to perform.

If you're believe you didn't receive a job offer because of a personality assessment, don't worry that the results will disqualify you from future offers.. Individual employers rely on different tests and use them in different ways to measure applicants against the positions they apply for and their own local's culture and needs.

If you're uncomfortable with taking a pre-employment personality test, should you complain about the test or refuse to take it? Not if you want other candidates who don't object to the testing to have an edge over you. Also, if you're defensive or apprehensive about being tested, the company may think you have something to hide.

When asked to take a pre-employment test, you can do more than submit meekly. Respectfully and professionally, ask how the company will apply your results to the overall hiring process. The answer may reveal much about the company culture. You may learn that the company or the job would be a bad fit for you, especially if the employer becomes upset because you're asking questions,.

Some sources claim that you can "game" personality assessments; that is, provide the responses you think the employer wants instead of honest answers. (See the reviews of the book, "Ace the Corporate Personality Test" by Edward Hoffman at <http://www.amazon.com/Corporate-Personality-Test-Edward-Hoffman/dp/0071359125>.) Cheating, however, isn't wise. Most personality tests have built-in questions designed to flag untruthful responses. And consider this: if your test results prevent you from being hired, you may not have been happy in that job.

### Technical Communicators' Personality Profile

By now, you may be wondering which personality traits employers look for when hiring technical communicators. I didn't research this topic, but here's my take on the subject. I believe that successful technical communicators need to be:

- curious about tools and technology
- adaptable
- driven to organize information
- resourceful and tenacious when information is difficult to obtain or understand
- patient and professional, even under pressure
- fast learners who can organize knowledge so audiences can understand it
- thick-skinned enough to accept criticism and astute enough to apply it on future projects
- able to withstand information overload
- skilled at interviewing and researching to collect the best information possible
- able to write about something that may be unfamiliar or changing
- willing to learn from mistakes
- good at negotiating and saying "no" when necessary.

## Sources

Anonymous. "Is Employment Testing Legal?"; <http://www.hiresuccess.com/is-employment-testing-legal.htm>

Anonymous. "Personality Test Doesn't Make the ADA Grade"; Employment Law Today, August 23, 2005, Volume 7, Number 11; <http://www.ahipubs.com/newsletter/ht/ht08.23.05.html>

Blount, Gail. "The Cult of Personality? Latest Spherion Survey Assesses Personality Testing as Hiring Tool"; November 1, 2006, [http://www.spherion.com/press/releases/2006/snapshot\\_personality.jsp](http://www.spherion.com/press/releases/2006/snapshot_personality.jsp)

Blumberg, Jess and Clifford, Stephanie. "Choose Your Weapon"; Inc. Magazine, August, 2006, <http://www.inc.com/magazine/20060801/hiring-test-types.html>

ebullpen.com Web site., [http://www.ebullpen.com/employment/how\\_hiring\\_works/hiring-employees.html](http://www.ebullpen.com/employment/how_hiring_works/hiring-employees.html)

Johnson, Tory. "Can Your Personality Get You Hired or Fired?"; May 3, 2006; [abcnews.go.com/GMA/Careers/story?id=1915016&page=1](http://abcnews.go.com/GMA/Careers/story?id=1915016&page=1)

Joyce, Amy. "Before Scoring That Job, You'd Better Ace the Test"; June 6, 2006, [www.washingtonpost.com/wp-dyn/content/article/2006/06/07/AR2006060702052.html](http://www.washingtonpost.com/wp-dyn/content/article/2006/06/07/AR2006060702052.html)

Lorenz, Kate. "Personality Tests Help Gauge Job fit"; February 25, 2005, <http://www.cnn.com/2005/US/Careers/02/25/personality.tests/index.html>

Overholt, Alison. "Personality Tests: Back With a Vengeance"; Fast Company Magazine, Issue 88 November 2004, [http://hiring.fastcompany.com/fc/magazine/88/open\\_playbook.html](http://hiring.fastcompany.com/fc/magazine/88/open_playbook.html)

\*\*\*\*\*

## March Meeting Review

By Roberta Davidson, Associate Editor

At the March meeting, Hans Fenstermacher's presentation, "From World-Weary to World-Ready: Meeting Today's Content Globalization Challenges" provided tips and techniques that technical writers can use to immediately improve content and cut localization costs.

Companies are now rethinking their entire global content strategies, redesigning them for a new world of continuous multilingual deployment and emphasizing source content. By globalizing and optimizing content in the authoring stage, authors can create the most value and highest-quality outputs for the entire multilingual content deployment chain.

There are many factors that can help optimize content. The two most important are: content usability (quality) and cost (often measured as return on investment [ROI]).

Volume is also the biggest factor in localization cost and time. Lowering content volume creates a cascading cost savings the more target languages there are. Even small reductions in volume can create a high ROI when large amounts of content and many target languages are involved.

To create world-ready content, authors must adopt a content globalization approach that incorporates these steps: reduce content, define terminology. streamline format and structure, edit for globalization syndromes, maximize content consistency and, carefully check all details.

The presentation ended with a discussion on tracking metrics to measure the content development workflow. These reports can be presented to corporate decision makers to support streamlining content.

Hans Fenstermacher is President and founder of ArchiText, a division of language service provider Translations.com. Hans is an Associate Fellow of STC, as well as past president of the Boston Chapter. For more information, contact him at [hfenstermacher@translations.com](mailto:hfenstermacher@translations.com)

*Editor's Note:* If you missed this meeting, you missed lots of valuable information. The manuals I produce for one of my clients are used by several non-native English speaking users. Applying Hans' techniques to the documents not only shortened them, but added standardization to the content. It may not be the most exciting way to write, but it does get the point across in a clear, concise manner.

\*\*\*\*\*

# "Getting Yourself Hired"

## Lesson 3: Do You Have Any Questions For Me?

by Dalton Hooper, STC Member, Orlando & Suncoast



("I'm the one on the left.")

*At some point during the job interview (usually near the end), the interviewer will ask, "Do you have any questions for me?". It is a precious gift. Never throw it away. Leveraged to their*

*fullest, the questions you ask can carry more weight than the answers you have given up to that point.*

### Be prepared

Before you show up for your next interview, you will no doubt have spent some time preparing your answers to the questions you think will most likely be asked. That is a wise strategy. If the interviewer has also prepared wisely, the questions asked of you will have been purposely selected to reveal your suitability to the position for which you are being interviewed.

Like many interviewers, I long ago developed a standard set of questions to suit my purposes. I generally ask the same questions of each candidate, judging each answer in relation to their competition's answer to the same question.

Is there one question in my repertoire that I consider to be the most revealing?

Why, yes. There is. The question? "Do you have any questions for me?"

### A defining moment

In a future lesson within this series, I will talk about the presence of "defining moments" in job interviews and how to manage and create them. For now, let's concentrate on the opportunity you are handed near the end of your interview which will allow you to create a defining moment.

I am frequently amazed at job candidates who have persevered through my interview session with them, only to turn down the precious gift I offer them - to ask questions of me! Have you ever been asked by your interviewer if you had any questions for them, only to reply, "No. I think you've answered everything I wanted to know." If you take nothing else away from this article, learn this: *Never, ever pass up the opportunity to ask your interviewer some questions!*

### Cracking the code

I am going to let you in on a fact so little-known that even most interviewers don't realize its existence: When you ask the interviewer a question, your primary purpose is *not* in learning his or her answer, but in having the interviewer hear the question(s) you have chosen to ask! As a hiring manager myself, I can tell you that regardless of how you have performed in the interview to this point, you can drastically improve or decrease your chances of being the successful candidate based on the questions you ask. If you choose to pass up this opportunity, you had better hope all of the competing candidates did also. Of course, even if you do ask your interviewer some questions, you can "blow it".

Here are some examples of poor questions choices:

- "Would I be working in a cubicle or an office?"
  - "Do you have casual Fridays here?"
  - "Is there a cafeteria in the building?"
  - "What day is payday here?"

Consider instead, these examples:

- "What would be the greatest challenge for someone filling this position?"
  - "Can you walk me through what a typical day would be like in this role?"
  - "How does this position support your company's objectives?"
  - "After spending this time with me, what would you consider to be my weak points and how would you recommend I improve on them?"

I especially like the last example. It not only instantly makes your interviewer become your mentor and advisor (and logically, your ally), but also gives you a read on how you fared in the interview—no more wondering. How useful is that!!

Can you see the obvious difference in the types of questions in the first list versus the second list? In the first list, the questions reveal your interest in what the potential job could do for *you*. In the second list, the questions indicate a desire on your part to be what the *interviewer* wants you to be. If you were the interviewer (i.e., the decision-maker), which set of questions would be most endearing to you? Exactly.

## Your own repertoire

I mentioned earlier that I have a standard set of questions I use in nearly every interview. You should also develop a standard set of questions that *you* will use whenever an interviewer asks, "Do you have any questions for me?" Give your repertoire of questions a lot of thought. Rehearse them so you can ask them without pulling out a piece of paper to read them. You need to ask them as if they were a natural result of your keen interest in the position being discussed. Good luck!

\*\*\*\*\*

## Snippets from listservs & miscellany

Thought I'd pass along this resource, as computer security is a big concern for Windows users: <http://windowssecrets.com/reviews/security-baseline/>

This is Brian Livingston's and Fred Langa's frequently updated list of resources (based on their monitoring of reviews by industry professionals) on how to keep your Windows computer secure from viruses, intruders, spyware, and other facts of life. They also offer a pretty good newsletter in both free and paid editions (<https://windowssecrets.com/info/>), which is well worth reading.

- Geoff Hart

-----  
A question on Techwr-l regarding MS Word resources brought forth the following:

- [word-pc@liverpool.ac.uk](mailto:word-pc@liverpool.ac.uk)
- <http://www.shanakelly.com/word/index.html>
- <http://office.microsoft.com/en-us/word/HA101154421033.aspx>
- <http://tech.groups.yahoo.com/group/word-ms/> (a yahoo group)
- <http://www.syntagma.demon.co.uk/WordArticles.htm>
- <http://word.mvps.org/index.html>
- [www.tech-tav.com](http://www.tech-tav.com)
- [www.editorium.com](http://www.editorium.com)

## Biography

Dalton Hooper works for *Walt Disney Parks and Resorts Information Technology*. Dalton was the documentation project manager for over five years, directing a team of technical writers responsible for providing all relevant technical documentation during the development and support of internal business systems for Disney parks and resorts worldwide.

He can be reached at [dalton.hooper@disney.com](mailto:dalton.hooper@disney.com)

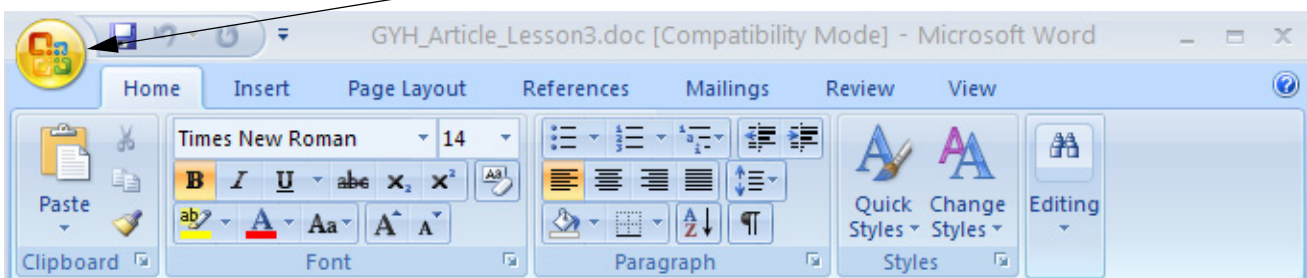
Woody Leonhard's book, <http://www.amazon.com/Special-Using-Microsoft-Office-2003/dp/0789729555>.

The companion Word-only book by Bill Camarda would make a nice bundle and get you in very good shape for about \$50. The WOPR CD offers some useful utilities for making Word do some of the things MS should have thought of in the first place. This set is for Office 2003, a pretty credible bet, but Woody's office books go back to at least Word 97, if that's what you need.

-----  
If you are looking for the right gift for that special someone, look at <http://www.designhead.net/cdimino/typewriters4.html>.

-----  
Thought this might be interesting for the <del>fools</del> brave souls who have already adopted Office 2007: <http://news.office-watch.com/t/n.aspx?a=502>. This "add-in" restores the Classic menus.

**Editor's Note:** I'm using 2007. The interface took a couple days to get used to, but it is now almost second hand. If you are frustrated at first, here's a hint: the old File menu commands are in the upper left hand corner, the Office Button. I tried the add-in and found I was more comfortable with the new menus.



\*\*\*\*\*

# Educational Opportunities

Arizona International Society for Performance Improvement

*Friday, June 8th*

Human Performance Toolbox Training at Palo Verde Nuclear Generating Station

Facilitated by: Jim Brown, CPT and Keith Bearup

Join us for a field trip to the nation's largest nuclear power facility. You will have a quick tour of the Energy Information Center, lunch, and an opportunity to challenge some of the Dynamic Learning Activities in the Human Performance Workshop.

The Toolbox Training course is part of Palo Verde's strategy to reduce errors and manage defenses to achieve our goal of Zero Human Performance Events. The training has been presented to all Palo Verde personnel and long term contractors from senior leadership through frontline. The training has been highly rated by the participants and credited with changing behaviors and attitudes about the use of performance improvement tools. The course is a highly interactive, blended learning environment which presents safe work behaviors as performance improvement tools. Tools presented are: Effective Communications, Self-Checking, Peer Checking, 2 Minute Drill, Pre-job Brief, Procedure Use & Adherence, and Questioning Attitude. Dynamic Learning Activities provide the participants with opportunities to practice the behaviors in team based activities.

About the Presenters: Jim and Keith are members of the Human Performance Department and the Performance

Improvement Team at Palo Verde. They are both members of the AZ chapter of ISPI and Jim is an International member and CPT. Both have been instructors for many years and enjoy the opportunity they have had with this course to have a positive impact on behaviors and performance at Palo Verde.

**DATE:** Friday, June 8, 2007

**TIME:** 10:00 - Meet at Avondale City Hall

10:00 - 10:45 - Carpool to Palo Verde Nuclear Station

10:45 - 11:30 - Check in and tour Energy Information Center

11:30 - 12:30 - Lunch

12:30 - 2:30 p.m. Program

**COST:** Free for members, \$10 non-members

**RSVP:** [President@AZISPI.ORG](mailto:President@AZISPI.ORG)

When you RSVP you will receive more information about driving to the plant and carpooling if you are interested.

Directions to car pool parking site: I-10 west to Avondale Blvd (2 miles west of I-10/101 interchange). Exit at Avondale Blvd and go south about 1.25 miles to Coldwater Springs intersection, first light south of Van Buren. Make left and drive two blocks into the regional library parking lot on the right hand side.

\*\*\*\*\*

# Help Wanted

Your STC Phoenix chapter needs volunteers in many areas. Current opportunities exist, as well as ones for the upcoming 2007-2008 program year.

Why should you volunteer?

- you can practice or enhance existing skills or learn new ones
- you'll meet new people and expand your network
- you'll have fun
- you can add your volunteer position to your resume or portfolio

We are currently seeking volunteers in the following areas:

- **Volunteer Manager:** recruit volunteers for positions within the chapter, maintain list of volunteers.



- **Arrangements Manager:** contact caterers and plan meals for monthly program meetings. This manager works with the President and a review committee.
- **Program committee members:** help plan and organize programs for the upcoming year.
- **Education committee members:** help plan and organize seminars and workshops for the upcoming year.
- **Newsletter contributors:** help keep our members informed with news regarding our profession, community and SIG activities.

To volunteer or to get more information: contact Tim Eull or any one of the **Phoenix Community Contacts** members.

Have skills in an area not mentioned above? Not sure of what you want to do or how you can help? LET US KNOW! We'll find a place for you!

## Phoenix Chapter 2006-07 Calendar

Here's the calendar for the 2006-2007 program. This is *your* chapter. The Committee Managers and Administrative Council (CMAC) want to present programs of interest to you. As always, members are welcome to

attend CMAC meetings. We try to arrive by 5:30 to order dinner, the business meeting starts at 6 p.m. Locations will be posted as soon as they are available.

Date	Purpose/Subject	Location
Tuesday, October 3, 2006	CMAC meeting	Old Chicago - 530 W Broadway, Tempe AZ <a href="#">Map</a>
Tuesday, October 10, 2006	<b>Program meeting:</b> Blogging, Podcasting, and VLogging - Matt Moran	University of Phoenix - Chandler Campus - 2975 W. Linda Lane (Off Price-Loop 101 and Ray Road) <a href="#">Map</a>
Tuesday, November 7, 2006	CMAC meeting	Havana Café-Ahwatukee, 4232 E Chandler Blvd, 480-704-2600. For meal - arrive at 5:30 pm. Meeting begins promptly at 6:00 pm
Tuesday, November 14, 2006	<b>Program meeting:</b> Project Management for E-Learning: Avoiding the Pitfalls - Jane Smith	University of Phoenix - Northwest Campus - 15601 North 28th Avenue (Just west of I-17, north of Greenway Rd.) <a href="#">Map</a>
Tuesday, December 5, 2006	CMAC meeting	Keegan's Tavern & Grill, 32nd & Camelback, Phoenix
Tuesday, December 12, 2006	<b>Program meeting:</b> Using Your Technical Communication Skills for Other Areas (Culinary Writing) - Jim Morgan	UoP - Chandler Campus - 2975 W. Linda Lane (Off Price-Loop 101 and Ray Road) <a href="#">Map</a>
Tuesday, January 2, 2007	CMAC meeting	Keegan's Tavern & Grill, 32nd & Camelback, Phoenix
Tuesday, January 9, 2007	<b>Program meeting:</b> How to Be the Hero in Your Own Life - Rebecca Joy	UoP - Northwest Campus - 15601 North 28th Ave. (Just west of I-17, north of Greenway Rd.) <a href="#">Map</a>
Tuesday, February 6, 2007	CMAC meeting	Keegan's Tavern & Grill, 32nd & Camelback, Phoenix
Thursday, February 15, 2007	<b>Program meeting:</b> An Evening with Susan Burton, STC's Executive Director	UoP - Chandler Campus - 2975 W. Linda Lane (Off Price-Loop 101 and Ray Road) <a href="#">Map</a>
Tuesday, March 6, 2007	CMAC meeting	Keegan's Tavern & Grill, 32nd & Camelback, Phoenix
Tuesday, March 13, 2007	<b>Program meeting:</b> Localization - Hans Fenstermacher	NEW LOCATION UoP Northwest Campus, 2550 West Union Hills Drive, Phoenix, Arizona 85027. <a href="#">Map</a>
Tuesday, March 20, 2007	CARSEF	Mesa Convention Center, 263 N. Center Street (near University Drive on Center Street).
Tuesday, April 3, 2007	CMAC meeting	Keegan's Tavern & Grill, 32nd & Camelback, Phoenix
Tuesday, April 10, 2007	<b>Program meeting:</b> Philip Bernick	UoP - Chandler Campus - 2975 W. Linda Lane (Off Price-Loop 101 and Ray Road) <a href="#">Map</a>
Tuesday, May 1, 2007	CMAC meeting	Keegan's Tavern & Grill, 32nd & Camelback, Phoenix
Tuesday, May 8, 2007	<b>Program meeting:</b> Wikis and Such, Scott Abel "The Content Wrangler"	UoP Northwest Campus, 2550 West Union Hills Drive, Phoenix, Arizona 85027. <a href="#">Map</a>
May 13-17, 2007	STC International Conference	Minneapolis, MN
Tuesday, June 5, 2007	CMAC - Turnover	TBD
Tuesday, June 12, 2007	<b>Program meeting:</b> Preview the new Phoenix Web site, Awards	UoP - Chandler Campus - 2975 W. Linda Lane (Off Price-Loop 101 and Ray Road) <a href="#">Map</a>