

## This Issue:

Leaving the Rut Behind	1
President's Message	2
Next Meeting (a Saturday morning meeting)	3
Editor's Desk	4
EduNotes	6
November Meeting Review	8
Book Review	9
Society Pages	10
OCSTC Employment Information	10
Orange Juice	11
Orange Slice—Calendar of Events	12
January Meeting Info	12

## Leaving the Rut Behind

By Marcia Couey, OCSTC Member

At our August meeting, I won the Advanced Career Strategies class that John Hall teaches at Webster University. At the time I expected the class to be focused on employees and that I would “peripherally get something out of it,” since I’m a consultant. The class consists of ten three-hour meetings—run with Toastmasters-style precision and support.

At the first meeting of the class, we learned about personality types, based on the Myers-Briggs personality test (I'm ENTP—extroverted, intuitive, thinking, perceiving; there are 16 personality types in all, which include various combinations of S, sensing; T, thinking; J, judging; I, introverted; and F, feeling). We

were divided into geography-based teams with the expectation of meeting outside of class a minimum of two hours per week. Each team was assigned one or two coaches. The homework was considerable. Each team had to select a representative for competitions that took place at each class. We also had to sign a contract



*This is an Advanced Career Strategies team. (top, left to right: Lynn Hess, Vicki Caiati, Jennifer Gardelle, Wivory Bell, and Lawrence Chow; bottom, left to right: Robbin Thomas Mackenzie and Frank Reynolds).*

that specified the commitment we were making. Before the first team meeting, our team had one drop-out. Our first team meeting was awkward, but the location was inconvenient. We then moved the location to a team member's home at a mutually inconvenient time. We made concessions.

As new members joined the class, teams were reorganized, and we added two members and lost one as a result. The homework picked up. I had a one-week contract that ended up lasting five weeks. I worked around the clock supporting two clients: the “one-week” client and myself.

I shared with another consultant at the August OCSTC meeting that many of our former clients had been acquired, downsized, the work outsourced, or contacts and even some businesses moved out of state. Fewer referrals (the mainstay of every consultant) mean that we also use the job databases. When sites like Monster.com and CareerBuilder.com place our profiles/résumés into anonymous, overwhelmed search engines, few respond to or even acknowledge receipt of our submissions.



Orange County Chapter  
Society for Technical Communication



Society for  
Technical  
Communication

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## President's Message

By *Betsy Malone, OCSTC President*



**H**ow many people do you know who are unemployed? Perhaps that includes a friend, someone in your family, or your neighborhood. I can count at least 10 people I know well who have been laid off since the beginning of 2009 and still cannot find work. It's something I have never

seen or experienced before in my career, and it makes me a little bit frightened of my own current employment status and future career opportunities.

In the November 8 issue of the Orange County Register, business columnist Jan Norman, wrote the following: "U.S. workers expect to change jobs on a regular basis, according to a new survey by Rasmussen Reports."

Tell us what you think by responding to the short survey below:

How long will you work for current employer?

- Less than 1 year
- 1 to 5 years
- More than 5 years
- Unsure

Now compare yourself to what others have said according to the Rasmussen Report:

Just 37 percent of currently employed U.S. workers expect to be with their current employer in five years. That's down 10 percentage points from July according to Rasmussen's phone survey.

The results also reflect great workplace uncertainty. Just 38 percent are unsure how long they'll be at their current employer according to the same report. One in 10 expects to be at the same company less than a year, and 15 percent say one to five years.

In an earlier survey, 65 percent expected to leave their job voluntarily; however, just one in three expected their next job to be better than the one they currently have. This marks a significant downturn from the expectations people had earlier this decade.

Such responses reflect "a current negative economic condition outlook," according to Rasmussen Reports."

Think about how long you'll work for your current employer. Then ask yourself, do you find your job rewarding? Do you find it exciting? Does it present a growth opportunity? Or, do you find yourself just

*Continued on Page 8 >*

## Next Meeting (a Saturday morning meeting)

### Topic: **Grabbing Authority**

Speaker: Thomas Cutting

When: Saturday, January 23, 9 A.M. to noon

**\*\*Note new day and time\*\***

Where: DoubleTree Club Hotel  
7 Hutton Centre Drive  
Santa Ana, CA 92707  
714.751.2400

Cost: Members with reservations	\$26
Students with reservations	\$20
STC member, speaker-only	\$12
Nonmembers with reservations	\$31
Walk-ins, or those registering after the deadline	\$35
No-shows billed	\$26

Reservations:

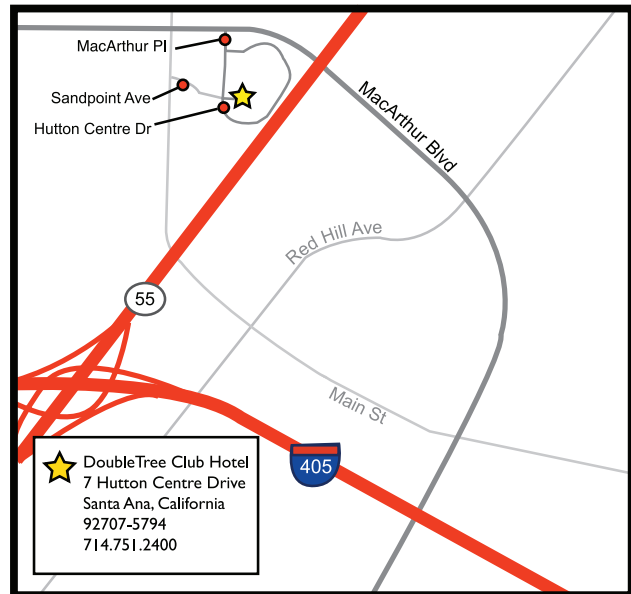
Due by midnight, Wednesday, January 20

Registration:

Online at <http://www.ocstc.org/dinres.asp>

### Directions to the DoubleTree Club Hotel

Map of the I-405 and SR-55 area. The star below indicates the hotel location. Parking is FREE.



If you would like to receive e-mail notifications about upcoming OCSTC meetings, visit <http://www.ocstc.org>.

Enter your email address, create a password, and click Subscribe. This list broadcasts only meeting notices and STC announcements.

## Advanced Career Strategies—Land Your Next Job Faster

Plateaued with no place to go? Bored? The Advanced Career Strategies Course now in its 15th year. Land your next job ASAP in this tough economy

- Identify and target your ideal organization and job
- Create a “Career,” not just a series of “Potluck” jobs
- Get dramatically more interviews using special reports, proposals and portfolios
- Learn negotiation strategies to get top \$\$\$ for your skills and experience.
- Learn the principals of “Strategic Interviewing” to increase your interview to offer ratio
- Attend a free 3-hour introductory class at Webster University, 32 Discovery, Suite 250, Irvine CA 92618

Preregistration is suggested at 949.450.9066 or [janetbrunton18@webster.edu](mailto:janetbrunton18@webster.edu)

For more information contact the course instructor:

John Hall: 949 387-2004, E-mail: [jh Irvine@aol.com](mailto:jh Irvine@aol.com)

The 10-week course is facilitated by John Hall and a team of business coaching professionals Tuesdays, January through March 2010, 5:30 to 8:30 P.M. (exact dates yet to be determined). You may register for the Advanced Career Strategies program at the conclusion of the preview class for a \$50 discount from the \$249 registration fee. The registration fee includes a 223 page manual. All money is returned at the end of week 2 if not completely convinced that the Advanced Career Strategies Course meets your expectations.

## Publication Policies

*TechniScribe* is published 12 times a year as a benefit to the members of the Orange County Chapter of the Society for Technical Communication. The goal of the publication is to reflect the interests, needs, and objectives of OCSTC members. *TechniScribe* strives to be an advocate for, and an inspiration to, technical communicators by keeping them connected to each other and to opportunities for professional growth.

Articles published in this newsletter may be reprinted in other STC publications if permission is obtained from the author, credit is properly given, and one copy of the reprint is sent to the *TechniScribe* managing editor.

### Submission Information

The editorial team retains and exercises the right to edit submitted and requested material for clarity, length, and appropriateness.

When submitting material, please remember to:

- Include a 25-word biography about yourself.
- Send articles in Word (doc), Rich-Text Format (RTF), ASCII (txt), or in the body of an e-mail message.
- Send material to the managing editor ([techniscribe@ocstc.org](mailto:techniscribe@ocstc.org)) five weeks before the date it will be published.

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### Monthly Advertising Rates

1/4 page	\$40
1/3 page	\$45
1/2 page	\$60
Full page	\$80

### Subscriptions

\$10 a year to members of other STC chapters.

### Printer

PrintWorks, Irvine, CA

TechniScribe

## Editor's Desk

By Jennifer Gardelle, *TechniScribe* Managing Editor



Mentoring isn't just for the senior in college or the new hire. "In this economy, you need to take advantage of every available resource to propel your career." Great advice from Elizabeth Garone (<http://online.wsj.com/article/SB10001424052748703298004574455172409504420.html>). In her recent Wall Street Journal article, she suggested that

mentors (not just one but many) are our best defense in a tough economy. A mentor can coach, share, provide a shoulder to "cry" on, and inspire you to be the best you can be. We all need a little of that, even when the economy is strong.

Where can we find mentors? OCSTC is one place for sure, but you can also find them at work, at school, on LinkedIn, in Toastmasters, and other professional organizations. As Ms. Garone suggests, don't limit yourself to assigned mentors, and don't bypass your boss. You have to find someone with whom you can connect and thrive.

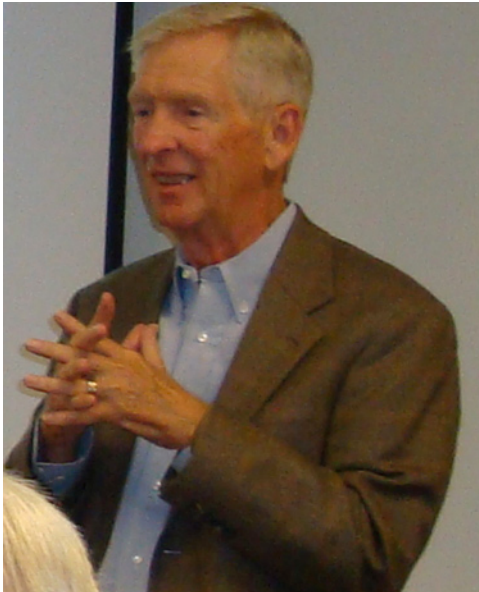
I have a few informal mentors. Michael Opsteegh and Suzanne Madison have been unofficially mentoring me for quite some time. I also have new mentors from my Advanced Career Strategies (ACS) class with John Hall. Robbin Mackenzie Thomas (she sent me the article I referenced earlier), Frank Reynolds, and Wivory Bell have all been coaching and mentoring my ACS team. In fact, I feel my ACS team and the entire class are at least informal mentors. It's great to have someone you can trust and talk to who can advise and encourage you. It's even better to have several. There's no such thing as "too many cooks spoiling the broth" here.

If you join a social network, whether an in-person network or online-only, you'll likely find many mentors. Why not try reaching out. You'll be glad you did. TS

### Not Getting Your TechniScribe?

Are you an OCSTC member, but not receiving your copy of *TechniScribe* by mail? We may have an incorrect address for you. You can update your information online at <http://www.ocstc.org/changeform.asp>.

Also, we'll be purging inactive members from our mailing list in January. So, if you're no longer a member and would like to continue receiving *TechniScribe* by mail, please consider rejoining OCSTC, or you can subscribe to the newsletter for \$10 per year. Just send a subscription request to <http://www.ocstc.org/changeform.asp>.



*John Hall, Advanced Career Strategies professor and career counselor extraordinaire.*

Here's what the class and the team do for you:

- Your classmates and teammates learn about you over the ten-week course—everyone reviews your 30-words-or-less power stories, your 30-second elevator commercial, your “tell me about yourself” stories, your ideal job description, your portfolio, and your special report (an industry-focused white paper).
- Your team conducts “structured” brainstorming about you, which gives you ideas you might not have considered but are relevant to what drives you. The synergy of ideas and feedback is amazing. The weekly competitions are like team meetings on steroids, complete with oral and written evaluations. Role playing is non-stop.
- You meet people from other industries, which gives you new perspective and expands the scope of your network.
- You learn how to place your references and resume online, and tricks to manage your time on social media. Have you noticed in the past few months new people visiting STC who are eager to share whatever networking leads they have, no strings attached? Well, I've become one of them. I attended a Toastmaster's meeting for the first time in 20

## Educational Opportunities

By TechniScribe Staff

Here are some of the local colleges and universities and the courses they'll be offering in spring 2010 that apply directly to technical communication. If you see a class that interests you, register right away.

### College and University Information

CSULB: California State University, Long Beach  
1250 Bellflower Blvd., Long Beach, CA 90840-2403  
562.985.4223 <http://www.csulb.edu/>

CSUDH: California State University, Dominguez Hills  
1000 E. Victoria St., Carson, CA 90747  
310.243.3730 <http://www.csudh/extended/>

GWC: Golden West College  
15744 Golden West St., Huntington Beach, CA 92647  
714.892.7711 <http://www.goldenwestcollege.edu/>

IVC: Irvine Valley College  
5500 Irvine Center Dr., Irvine, CA 92618  
949.451.5100 <http://www.ivc.edu/>

Advanced Technical Communications			
CSUDH		Online	1/18/10–3/21/10
CSUDH		Online	3/29/10–5/30/10
Creative Suite			
IVC	T	7p–9:50p	1/11/10–5/23/10
IVC		Online	1/11/10–5/23/10
Desktop Publishing with InDesign			
GWC	M	6p–10:15p	2/1/10–5/30/10
Digital Illustration I			
IVC	Th	7p–9:50p	1/11/10–3/21/10
English Grammar			
CSULB	MW	10a–11:50a	1/25/10–5/23/10
CSULB	MW	2p–3:50p	1/25/10–5/23/10
CSULB	TTh	10a–11:50a	1/25/10–5/23/10
CSULB	TTh	2p–3:50p	1/25/10–5/23/10
Fundamentals of Technical Communication			
CSUDH		Online	1/18/10–3/21/10
CSUDH		Online	3/29/10–5/30/10
Information Design			
CSUDH		Online	1/18/10–3/21/10
CSUDH		Online	3/29/10–5/30/10
Introduction to Web Page Design			
GWC	T	6p–10:15p	2/1/10–5/30/10
GWC	S	8:45a–12:55p	2/1/10–5/30/10
GWC	Th	8:30a–12:45p	2/1/10–5/30/10
Proposal Writing			
CSULB	Th	7p–9:45p	1/25/10–5/23/10
Technical Communication			
CSULB	MW	9:30a–10:45a	1/25/10–5/23/10

Continued on Page 9 >

By Bill Darnall, OCSTC Education Committee

## Process Analysis Terminology

**T**his article defines common process analysis terms. A previous EduNotes article said that a process includes inputs, drivers, constraints, resources, operations, actions, decisions, and outputs. Process analysts employ many different methodologies. However, process analysis is any methodology used to identify and understand how the elements of a complex process work together. The reason for wanting to understand how a process works is so that the process can be improved, simplified, or documented. A process involves people, including process owners and process stakeholders. Definitions of owner and stakeholder, as well as the eight process elements identified in this article (Part 1), are included here.

**Owner(s).** A Process owner is responsible for the design and performance of that process. A complex process may have several process owners. Process ownership requires authority over the process and its interfaces. Occasionally, a process analyst may find it difficult to identify the owners of a well-established process.

**Stakeholders.** Process stakeholders are people and organizations that have a business or operational relationship with that process. Stakeholders include customers, suppliers, investors, competitors, regulators, employees, and of course, the process owner(s). Effective process evaluation requires identification of stakeholders and their needs.

**Input.** A process input is whatever initiates process action. Examples of process inputs include a bank deposit, receipt of a purchase order, material delivered to a manufacturing workstation, a vehicle approaching a toll booth, and a question submitted to a help desk.

**Drivers.** A process driver is an over-arching rule, an external forcing function, or high-level resource. Examples of process drivers include corporate business goals and objectives, customer demand, competitive products and services, and the need to comply with external standards or regulations.

**Constraints.** A process constraint is something that limits actions within the process. Examples of process

constraints include a limited number of employees, limited manufacturing space, restricted communications data rate, limited access to shipping channels, and limited electrical power.

**Resources.** A process resource is frequently a consumable. Without a resource, there can be no operational process. Examples of consumable resources are labor, materials, power, fuel, and public transportation services. Information is an example of a generally nonconsumable resource.

**Operation.** A process operation is an element of work, somewhat analogous to a single step in a procedure. A person or group of persons, or a machine may perform a process operation. Workflow is a sequence of process operations.

**Actions.** A process action is an element of a process operation. In other words, a process operation includes a collection of specific actions. There are many

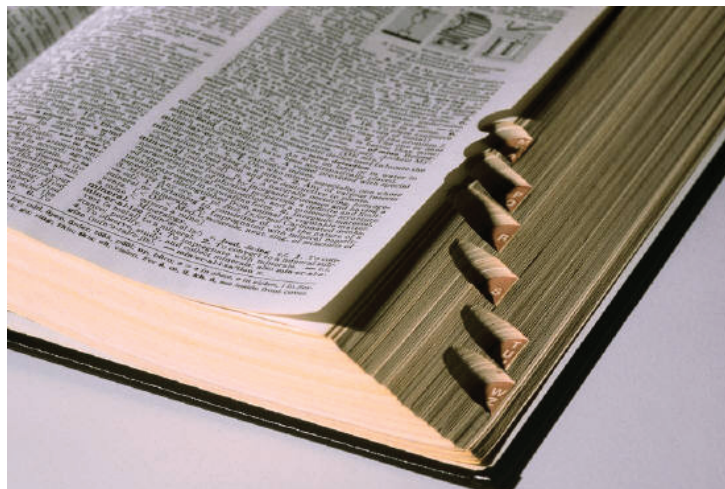
more process actions than there are process operations.

**Decisions.** A process decision is a special type of action. A decision is an operations flow-changing action. Objective decisions require objective procedural criteria. Decisions can be high-level or low-level, depending on where they occur within the process.

**Outputs.** A process output is the final product of the process workflow. Examples of process outputs include a bank statement, a filled order, a manufactured part, a vehicle leaving a toll road, and closing a help desk issue.

## Conclusion

Look for the terms defined in this article in subsequent EduNotes articles about process analysis. However, expect to see many additional low-level terms. Also, as you research processes in different industries, expect to see inconsistent use of terms. Finally, process analysis involves asking a lot of “why” questions. It’s a challenge to accurately document a complex process. Process owners and stakeholders are inclined to tell you how the process should be, as opposed to how it actually works. Check back next month for Part 2 of this article. T5



# The New Norm—STC 2010

By Cynthia C. Currie, STC President

Ever since we announced at the Summit in Atlanta in May that STC is experiencing an unprecedented financial challenge, the Board of Directors, chapter leaders, key committees, and staff have concentrated on finding an appropriate solution. I'd like to share that solution with you here.

## A Little History

I can't tell you how many conference calls in the past four months have been devoted to examining the finances, cash flow, budget, and services for next year because I lost count after 30 or so.

As I have outlined in previous emails and columns, the shortfall is primarily due to the negative impact the recession has had on our two main sources of revenue—membership dues and the annual conference. The revenue generated by these two sources provides the funding for most of the member benefits and Society activities. The 2009 conference was successful, but it did not generate the surplus that it has in the past. Similarly, the recession left us with a loss of about \$400,000 in principal and interest from our investments, which have traditionally been used to provide support for activities that have as yet no revenue source, such as the Body of Knowledge and other key committee work.

The recession brought to light underlying weaknesses in our pricing structure that now force us to change the way we provide benefits. For years, STC has been adding and expanding services and activities to benefit members and the profession without taking a hard look at how to sustain those activities. And with only periodic, modest increases in fees, the costs to sustain those services and activities have outpaced our dues and total revenue to the point that the Society has actually been subsidizing these activities.

## We Have Cut the Budget to the Bone—and Then Some

Cutting an already tight budget is not easy. I want to acknowledge the efforts of the staff and the Finance and Investment Committee for their extreme diligence in closely examining our financial reports, cash flow, and budget papers. They cut close to \$1M in expenses during the last half of 2008 and throughout 2009. In

preparation for the 2010 budget, every expense, every revenue source, and every activity was examined. We used a zero-based model to develop our 2010 budget and essentially built it from scratch. It is realistic, sustainable, and includes only those benefits and programs that we can afford during this economic downturn. It is definitely “bare bones” —and balanced!

I also asked chapters to plan their programs through 2010 and to develop associated zero-based budgets, and then, if possible, to forward their surplus funds to headquarters to help cover the anticipated shortfall in the fourth quarter. This approach allowed the chapters to “take care of themselves first” and then to help the Society through the financial crunch time. I'm happy to report that of our 101 chapters, almost all have now responded with a program plan and budget, and many with surplus funds. I am sincerely grateful to them for their understanding that STC is one organization and that by working together, we will come through this financial crisis. A few chapters have asked for a little more time to complete their budgets, and we are actively communicating with the remaining few to complete this phase of the recovery.

## 2010 Dues and Re-alignment of Prices

STC spends, on average, just under \$250 to provide services to a member, yet dues rates have been well below that amount. As I mentioned earlier, for several years the revenue generated by the annual conference and our earnings from invested reserves have

covered the difference—until now. We need to change our business model and adopt a pay-as-you-go approach.

In 2010, dues will cover basic member benefits with a la carte pricing for additional features. The core benefits remain, but with some changes. Basic dues do not include membership in a chapter and SIG. You are encouraged to take advantage of the many local and virtual benefits offered by chapters and SIGs by purchasing a la carte membership for \$25 and \$10,



Continued on Page 9 >

## November Meeting Review

By Colleen Brown, OCSTC Member

This meeting lived up to its billing and we welcomed the holiday season in grand style! While we mingled, networked, and enjoyed our meal, we had the pleasure of listening to enchanting live music played by the talented flautist Bella Staav. Bella is a freshman at Chapman University with a double major in music education and flute performance. She plans to go to grad school and get her masters degree in orchestra management.

In the spirit of this holiday celebration, we networked with a twist and shared our holiday plans, traditions, and favorite memories, not only getting to know some of our fellow members a little better, but on a more personal level. The tables were festively decorated with holiday candies and centerpieces that were raffle prizes in disguise.



*Len Poche after he won the turkey at the holiday party.*

Fun was had by all as we alternated between raffle drawings and game playing where we tried to determine which celebrity we were, who the mystery people were, multiple brain teasers, and even wrote fortune cookie fortunes. There were many prizes and surprises, as well as much merriment and laughter!

We discussed chapter and society issues to address in the coming year such as budgets, rebates or lack thereof, the change in dues, membership, and the need to bring in additional income for our chapter. Looking forward, we want to continue to be a strong chapter and have a positive outlook for next year. Our leaders also expressed the need for volunteers, ideas, and suggestions. If you have any ideas or suggestions, please share them with a board member.

We wrapped up the meeting with more raffle drawings and more prizes. Who won the grand prize you ask? Len Poché was the big winner and took home the holiday turkey.

Have a safe, healthy, and happy holiday season! T5

## Book Review

By Virginia Butler

*Conversation and Community: the Social Web for Documentation* (ISBN: 978-0-9822191-1-9, Copyright 2009) by Anne Gentle provides practical guidance if you're looking for ideas on how to integrate conversation, community, and collaboration into your current documentation efforts. Published by xmlpress.net and priced at \$29.95, the book is told in the first person, based on the author's hands-on, volunteer apprenticeship with the One Laptop Per Child project in South America (this project aims to set up each child with a laptop computer).

Anne's purpose in writing this book is to help technical communicators to explore social media techniques and teach them how to interpret the results for stakeholders. The book begins with the future of documentation in the Web 2.0 Age of Interaction, and moves on to describe in detail the technical communicator's role in the creation and implementation of a social web strategy. I found the lexicon of social media tools in chapter 2 and the roadmap of the steps on the road to using social documentation effectively in chapter 3 to be especially helpful. The book is extensively footnoted, giving valuable URLs for further exploration. In addition, a comprehensive glossary of social media terms and a recommended reading list are provided. I highly recommend this book to all technical communicators who work at companies considering participation in social media. T5

### President's Message

< *Continued from Page 2*

being happy with the status quo? Maybe you're just thankful you have a job right now?

Anyway I look at it, the answers aren't what I want or like to hear. I want employers to value their employees, and I'd like them to invest in the training and development of the people that make their company successful. And I would hope they strive to create enjoyable and rewarding work experiences. Maybe this is just a pipe dream. But perhaps it is a dream that might come true when this recession—the worst seen since the early 1930s—finally breaks.

I know there are many of our chapter members who are unemployed. What can OCSTC do to help you in your employment search? How can we help make a difference in your professional life? Do you have access to our many resources such as our job lists, STC members who are employers, interview skills training, or anything else we can provide to you? Please let me know we can help. What ideas do you have for programs, speakers, others activities. How can the OCSTC council help? T5

respectively. All members will receive the electronic version of our publications. Print subscriptions to Intercom and Technical Communication are available for \$30 and \$75 respectively. The Board of Directors approved the following 2010 membership fees:

- Basic Membership \$215
- Students \$75
- Retirees \$145

A split payment plan for dues will be offered so that members can make four payments using a credit card. Details will be explained on the website. 2010 membership renewals will open online at noon EDT (GMT -4) on Thursday, 15 October.

STC will also offer a limited number of Gold Membership packages at \$395. The Gold package will include membership in one chapter and one SIG, plus registration for seminars webinars, one online certificate course, the Salary Survey, and a Premium listing (50-word description) in the Online Buyers Guide & Consultant Directory. The value of this package is \$1,458.



STC will continue to give discounted membership rates to persons located in low- and lower-middle-income countries as classified by the World Bank. A Basic Membership in these countries will be \$160, and students in those countries will pay \$60. And, as you can see, the membership rates for students and retirees remain unchanged.

Some of our activities will also require fees, which we will implement in stages. New this year are administrative fees for applying for the Fellow and Associate Fellow honorary ranks. All entries to our international competitions will continue to pay a fee, with some modifications to the existing fee structure likely for the 2010 competitions.

In an effort to increase revenue sources, STC will offer nonmember subscriptions (print only) at much higher rates to Intercom and Technical Communication (the journal has permitted institutional subscriptions for years).

As we go forward, we are leaner by necessity, more efficiently organized, more focused on up-to-date service delivery, and ready to move into the future as a financially stable organization far less prone to economic impact.

## Help for Those the Recession Has Hit the Hardest

STC will offer unemployed and underemployed members a lifeline to their profession in the form of membership grants and scholarships for the live web seminars and the Job Seeker Boot Camp. The Board has approved a limited number of Recovery Packages, partially funded by the Marion Norby Scholarship Fund. Details on selection criteria and application process are currently being developed by a task force and will be posted on the STC website soon.

This has been a very intense period for all of us. A great deal of time, talent, energy, and scrutiny have gone into building a balanced budget and program plan that will not only get us through 2010, but lay a solid foundation for a strong future—one where STC is viable, sustainable, and relevant.

I thank you again for continuing to be part of this great organization during these turbulent times, and for your trust in and support of the leadership team. TS

This article was taken from an email that went out to all STC members. For more information about STC membership and all its benefits, visit [www.stc.org](http://www.stc.org).

## Leaving the Rut Behind

< Continued from Page 5

years and won the Table Topics speech for the evening.

By the time you read this, the class will have ended. The class lost one whole team because members and coaches were hired. This weekend my team meets to review our mission statements and resumes. I now have alternatives to the anonymous overwhelmed databases, with real leads to explore, feedback to consider, and a framed mission statement to hang in my office to keep me focused. For more information, see the class information on page 3. TS



## STC Mission Statement

STC advances the theory and practice of technical communication across all user abilities and all media.

## Positioning Statement

STC helps you design effective communication for a technical world through information sharing and industry leadership.

The Society for Technical Communication (STC) is the world's largest organization for technical communicators.

Its more than 14,000 members include writers, editors, illustrators, printers, publishers, photographers, educators, and students.

Dues are \$60–175 per year. Membership is open to anyone engaged in some phase of technical communication, interested in the arts and sciences of technical communication, and in allied arts and sciences.

Society for Technical Communication  
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703.522.4114 (voice); <http://www.stc.org>

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*TechniScribe* relies on the following editorial references for style: *American Heritage Dictionary*, *Chicago Manual of Style*, and *Words into Type*.

## OCSTC Employment Information

Our job listing is entirely online at the OCSTC web site. Pages are updated as jobs are submitted.

### Staff Jobs

<http://www.ocstc.org/employe.asp>

### Contract Jobs

<http://www.ocstc.org/contractme.asp>

### Free Job Posting

<http://www.ocstc.org/jobsubmit.asp>

### Inquiries

If you have an inquiry, e-mail our employment manager, Betsy Malone, at [betsybythebeach@adelphia.net](mailto:betsybythebeach@adelphia.net).

### Society-Level Job Listings

STC maintains job listings on the Internet. You can download the listings from the STC web site at <http://jobs.stc.org>. T5



## Meet Rick Pinson

**R**ick became an STC member this year in July. When asked why he decided to become a member, Rick replied, "I was interested in this field and did an internet search for organizations that might be pertinent and helpful. The STC was by far the winner."

As a software developer, Rick has always been responsible for his own documentation (such as end user, operator, and database administrators manuals and training materials). As a technical communicator, Rick has provided documentation for General Dynamics, TRW, and for his own company, Pinson Technologies, Inc.

Starting out as a specialist in the technical communications field, Rick enjoys translating technical concepts and details into a language and format that non-technical people can understand.

Rick has been- president, consultant, contractor, and developer for his own company since 1998. Rick is responsible for software design, full life-cycle development, with documentation and training. He uses NET Visual Studio, SQL Server, Oracle, and Office to create manuals and training materials for business and financial systems.

## A Midwest Transplant and Sports Fan

Rick grew up in Rockford, Illinois, where he held his first job as a paperboy. His favorite subject in school was physics. "I could see a real-world application to what I was learning in the classroom."

Rick relocated to East Lansing to attend Michigan State University, and then obtained his MBA from Loyola Marymount University in California.

A sports fan, Rick still follows his childhood teams, the Chicago Cubs, Bulls, and Bears, as well as his college teams. He returned to Detroit this year to see the Michigan State basketball team in the Final Four. It's understandable that Rick's reply to the question "If you could have any job in the world, what would that job be?" was "...something involving either the sports world or travelling. Both are big interests of mine."

Rick recalls meeting John Wooden after a speech Wooden gave in Pasadena. He was nice enough to autograph a book of his that I brought with me, and we had a brief discussion. He was every bit as impressive in person as you would imagine, very genuine and classy.

## Time for Everything

Rick and his wife live in Long Beach. Their household includes two Italian Greyhound/Rat Terrier mixed dogs (Bella and Angelo), a cat (Nekko), and a pair of doves who reside on the top of one of the porch lights. Geoffrey's in Malibu (near to the beach where Rick and his wife were married) is a restaurant near and dear to Rick and his wife. "We dine there every year on our anniversary, after revisiting that beach."

Rick has travelled through Western Europe a few times, Canada, Australia, New Zealand, Poland, the Czech Republic, and Peru (where his high school Spanish came in very handy). Travelling, including a bi-yearly foreign trip, and reading non-fiction are relaxing endeavors Rick enjoys.

Ayn Rand's *Atlas Shrugged* is one of Rick's favorite books. "This book gave me a new outlook on the world and is very pertinent today."

Rick revealed some of his other favorite activities are watching science fiction movies, biking, playing tennis and golf, and staying in shape with step aerobics. Although Rick's favorite music is jazz because it's very relaxing, he said he wouldn't turn down front-row tickets to see The Eagles.

Rick serves on the board for Comprehensive Child Development (CCD) in Long Beach and appeared on a Long Beach TV show which promotes local events, to talk about the Long Beach Bayou Festival (an annual fundraiser for the CCD group). 15

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## Orange Slice: Calendar of Events

Date	Event	Location	Time
December 1	OCSTC Council Meeting	Airport Executive Suites, Irvine	6 P.M.–7 P.M.
December 15	No meeting this month	n/a	n/a
January 5	OCSTC Council Meeting	Airport Executive Suites, Irvine	6 P.M.–7 P.M.
January 23 (Saturday)	OCSTC Chapter Meeting and Project Management Presentation Thomas Cutting, “Grabbing Authority”	DoubleTree Club Hotel, 7 Hutton Centre Dr., Santa Ana, CA, 92707, 714.751.2400	9 A.M.–noon



### January Meeting Info

#### About the Presentation

Start the New Year off on the right professional track—learn more about and fine-tune your project management skills. Join the OCSTC for a Saturday morning breakfast presentation—complete with lots of collaboration and networking. “Whether you’re heading up a project, leading the testing, or simply a member of the team, this session will give you practical ways to use the authority you have and grab a little more!”

“Grabbing Authority” is a unique look at getting and using authority. We’ll explore the four different types of authority, discuss how to build authority from scratch, and follow up with what to do if you lose it. We’ll look at both functional and projectized organizations.

#### About the Speaker

Thomas Cutting is a senior principal consultant with C3G, an IT consulting and professional services company. His experience spans the entertainment, retail, insurance, banking, healthcare, and automotive industries. Managing and mentoring in this diverse background enables him to bring that learning to you through his training, writing, and conference appearances. His contributions to the project management world include several articles for Computerworld and presentations at conferences for the Project Management Institute, International Institute for Software Process, and the Southern California Quality Assurance Association. T5