



## PRESIDENT'S MESSAGE

Hello ALTA Members and Friends,

The 3<sup>rd</sup> Quarter has been difficult to many of our members and ALTA is here to support you in this unprecedented time. Your Board of Directors have been busy securing CPLTA points for you in the way of seminars and workshops. Thanks to companies like Quorum and Steptoe & Johnson, we were able to receive many opportunities to gain credits in the 3<sup>rd</sup> Quarter.

The Board has also taken this time to update our Website. Please check it out. We have a whole new look! [altahouston.org](http://altahouston.org) We hope you enjoy the website. If you would like to submit any pictures or comments for our website, please email them to [alta.secretary@gmail.com](mailto:alta.secretary@gmail.com).

By majority, the ALTA Board has decided to cancel the remaining luncheons for this year. We want to make sure the environment is safe for all attendees as large number gathering is still a sensitive matter in most of our companies, as well as with the CDC. We look forward to seeing all of you in the new year.

Our elections are underway, and you should all be receiving the official election ballot in your inbox by Nov. 1, 2020. Please take the time to vote. ALTA has an open position and it is not too late to join the ALTA Board. Please email us to find out more about the ALTA Board.

I would like to congratulate T.E.A.M. for receiving ALTA's Company of the Year. Randy Helm and his team have supported ALTA for many years. It's our great honor to bestow this award to them. **CONGRATULATIONS!!** ALTA's Member of the Year is Lori Gaskill, Social Ways and Means Director and a Sr. Lease Analyst at Repsol. She has been a member of the board for two years and a friend to ALTA for many years. She has shown her dedication by giving ALTA members wonderful opportunities for social events as well as planning fundraisers and the 2019 Holiday Luncheon. She put in many hours of hard work and we are pleased to name her ALTA's 2020 Member of the Year.

ALTA is celebrating its 40<sup>th</sup> year and what a year it has been! It is more important now than ever to support your local and national chapter so we can continue to be a part of your professional growth. On behalf of the ALTA Board we will continue to work and be a value to you. It has been a privilege for me to be a part of this great association and I am very proud to contribute to an Association who gives back to the community through our outreach programs, as well as a great networking environment. We had many of our members reach out for opportunities and find them by the way of ALTA.

As I conclude my report, I would like to say that it has truly been my honor to serve as your President. I will remain on the Board next year as the 2021-2022 NALTA Liaison and Past President. I look forward to seeing all of you in January at our regularly scheduled luncheon and wish all of you good health and much success!

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## SPECIAL POINTS OF INTEREST

- Board Elections —Nov. 1 –30
- New website—[altahouston.org](http://altahouston.org)
- For employment opportunities please contact [Damaris Quijano](mailto:Damaris.Quijano@ALTA.Secretary@gmail.com) at [ALTA.Secretary@gmail.com](mailto:ALTA.Secretary@gmail.com)



PRESIDENT  
JOEY D. KING, CPLTA



1ST VICE PRESIDENT  
SUSAN EATON, CPLTA



Let me start by saying how much I have enjoyed being a part of ALTA and having the opportunity to serve on the Board of Directors for the last 6 years. It has been a challenging, rewarding, and most enjoyable experience for me. Most of all, I have enjoyed meeting each and every one of you and making some lifelong friendships. This will be my last year with ALTA. I have started a new career in the legal field. Thank you so much for your trust in my ability to make the Association of Lease and Title Analysts the best it can be in providing education and opportunity to all its members. It has been my utmost pleasure serving this Association.

This last year has been very different and difficult for everyone and I truly miss seeing all your faces at our luncheons and other functions. I know next year’s Board will do their very best to get this Association back to “normal” and it will go on serving all its members as we have in all the years past.

So, this is a so long from me, not a goodbye. Take care and best of health to each and every one of you.

Have an article you would like to share, pictures too good to keep to yourself or just want to promote your business? Please contact me at Regina.m.Paura@conocophillips.com and have it added to our quarterly newsletter.

Check us out on Facebook!!! [www.facebook.com/ALTAHouston](http://www.facebook.com/ALTAHouston)

We’re also on **LinkedIn**. Just search for “Association of Lease and Title Analysts (ALTA)” and join our conversations!

2ND VICE PRESIDENT  
REGINA PAURA



DIRECTOR OF  
MEMBERSHIP  
MICHELLE LUNA,  
CPLTA



As of the end of the 2nd quarter of 2020, ALTA has 238 active members.

**Membership in the Association of Lease & Title Analysts organization provides a wealth of benefits, such as:**

- Networking Opportunities
- Education
- Member Directory Access
- Discounts to Luncheons & Seminars
- Certification Opportunities – CPLTA
- Grant Opportunities to attend the Annual NALTA Conference
- New Friendships
- Job Posting Access
- Member Directory Access

**...and your Board of Directors are working hard to create additional membership benefits!**

If you have any membership questions, please reach out to me and I’ll be glad to help out.  
Michelle.Luna@cop.com



## Association of Lease and Title Analysts

### PROFIT AND LOSS

September 2020

	TOTAL
Income	
ALTA's Income	0.00
Membership Dues	0.00
ALTA Membership Dues	50.00
<b>Total Membership Dues</b>	<b>50.00</b>
<b>Total ALTA's Income</b>	<b>50.00</b>
Investments	0.00
Interest-Savings	1.61
<b>Total Investments</b>	<b>1.61</b>
<b>Total Income</b>	<b>\$51.61</b>
GROSS PROFIT	<b>\$51.61</b>
Expenses	
Bank Fees	0.00
Monthly Service Fee	5.00
<b>Total Bank Fees</b>	<b>5.00</b>
Luncheon Costs	0.00
Mgmt Appreciation Lunch (Oct)	0.00
Awards	516.67
<b>Total Mgmt Appreciation Lunch (Oct)</b>	<b>516.67</b>
<b>Total Luncheon Costs</b>	<b>516.67</b>
Operations	0.00
Information Technology	1,623.75
Storage Fees	49.00
<b>Total Operations</b>	<b>1,672.75</b>
<b>Total Expenses</b>	<b>\$2,194.42</b>
NET OPERATING INCOME	<b>\$ -2,142.81</b>
NET INCOME	<b>\$ -2,142.81</b>



DIRECTOR OF  
EDUCATION  
BOBBIE GUSTUS,  
CPLTA

## Take The High Road: 8 Ways To Triumph Over Work Jerks written by [Michele Weldon](#)

There are ways to handle work jerks.

Chances are we all have them. People we work with, for and interact with professionally who snap, belittle, demean or shoot microaggressions your way or the way of whomever they choose.

It's one thing to advise someone how to recover from a single blow to the ego dashed off in a meeting. It's quite another to consistently dodge the barbs, slings and arrows of outrageous behavior without getting in the mud yourself. So how do you consistently rise above the mudslinging?

[Chances are we've all encountered #workjerks who belittle, demean, or shoot microaggressions your way in the office. So how do you consistently rise above the mudslinging?](#)

[Tweet This](#)

Adam Grant writes [in the New York Times](#). "But sometimes you're stuck dealing with a certified jerk, someone who consistently demeans and disrespects others. Research on the psychology of certified jerks reveals that they have a habit of [rationalizing aggression](#). They've convinced themselves that they have to act that way to get the results they want."

[Read more in Take The Lead on Queen Bee syndrome](#)

Grant spoke with Sheila Heen, a conflict mediation expert, for his [WorkLife podcast](#). "She suggested finding a way to gently challenge the belief that aggression is necessary: 'Really? It was my impression that you were smarter than that, and more creative than that — so I bet you could come up with some other ways to be just as clear without having to actually rip somebody else apart.'"

Here are eight ways you can handle yourself and rise above the disrespect.

[The best way to handle a #workjerk who is known to lean towards the unkind is to never dip into that area yourself and know that it matters.](#)

[Tweet This](#)[Tweet This](#)

**Do not respond in kind.** The best way to handle someone who is known to lean towards the unkind is to never dip into that area yourself and know that your restraint matters. "While we all have individual personalities – some more endearing than others, make no mistake your likability in the workplace can and likely will have a significant impact on your career trajectory. People just tend to gravitate to and rally around those who are likable and the office jerk is anything but. Likability may not be a skill you can learn in school, but it's definitely a valuable quality in the workplace," Dana Brownlee, [keynote speaker/corporate trainer](#) and author of [The Unwritten Rules of Managing Up: Project Management Techniques from the Trenches](#), writes in [Forbes](#). [Read more from Gloria Feldt on handling bullies at work with #SisterCourage](#)

**Remind colleagues of respectful boundaries.** Yes, it is helpful to have policies in place, visible and sent out as reminders of expectations of how colleagues will deal with each other. "You need to communicate, communicate and communicate again. Let your teammates and colleagues know what you need and what you expect. You want to set expectations from the outset, so everyone is on the same page, and there is no room for confusion or deniability. You should also be open, transparent and honest. While there are times it is not the easiest thing to do, the payoff is huge and will keep things running smoothly," John Couris, President and CEO of Tampa General Hospital, writes in [Becker's Hospital Review](#).

**No one is immune from the rules.** Even the superstars or the top administrators should not be excluded from behaving respectfully. Include all behaviors in 360-degree performance feedback and reviews. "Even when people behave like jerks to others, they often won't display those behaviors in front of their managers. However, by obtaining input from all relevant stakeholders, a manager can get a better picture of how her direct reports interact with others. Evaluating competencies can also help, and it is particularly important to have a competency framework that includes things like teamwork, customer service, management and leadership and the development of others. All of those competencies relate to how people work with and treat others," according to HR Reporter.

**Be compassionate.** "As easy as it can be to forget, even the most unaware among us are still human. If we remember this, instead of flying off the handle when they're behaving badly, we can recognize that, at the core, their unaware behavior is a sign that they are struggling. We can adopt the mindset of [compassion](#) without judgment," writes Tasha Eurich in [Harvard Business Review](#). She adds, "Researchers have [found](#) that honing our compassion skills helps us remain calm in the face of difficult people and situations. As management professor Hooria Jazaieri [points out](#), "There are [negative] consequences...when we are...thinking bad thoughts about someone — compassion allows us to let them go." [Read more in Take The Lead on handling rudeness at work](#)

**Act quickly.** Stanford University professor Robert Sutton, tells [ABC News](#), "Document what's been happening, and consider who you're fighting and how much power you have." You can tell the person that what he or she has done is not acceptable and if nothing improves, then collaborate with others and take it one or a few steps further. "People always wonder, well, it seems like nobody says anything and then everybody says everything all at once. There really is strength in numbers — there is both protection and power," Sutton says.

**Be aware of your own behaviors.** Don't laugh when someone is unkind at another's expense and don't pile on any poor choices in language or actions. "In our nearly five-year [research program](#) on the subject, we've discovered that although 95 percent of people think they're self-aware, only 10 to 15 percent actually are," writes Eurich in HBR. "The biggest difference between the unaware and the Aware-Don't-Care are their intentions: the unaware genuinely want to be collaborative and effective, but don't know they're falling short. Whereas the Aware-Don't-Care unapologetically acknowledge their behavior

**You can quit.** Some dynamics may just be permanent. I recently met an accountant at an event who said the place she worked for years was toxic to everyone. So she decided to start a financial consulting business on her own. This is of course difficult to do and not feasible in many cases. But if you have some financial reserves and can take the time to find another position or create your own, it may be your best

**If you behave respectfully and with integrity throughout your career, colleagues remember. Just as they remember those who don't. #Karma**  
**Tweet ThisTweet ThisTweet ThisTweet This**

**Karma does arrive eventually.** If you behave respectfully and with integrity throughout your career, colleagues remember. Just as they remember those who don't. It may be small consolation if you are suffering a complete jerk right now, but according to Grant in the NYT, "One [study](#) showed that on days when leaders acted abusively, they ended up feeling less competent and less respected at work — and had more trouble relaxing at home."

Written [Michele Weldon](#)

<https://www.taketheleadwomen.com/blog/take-the-high-road-8-ways-to-triumph-over-work-jerks>

*Greetings from your ALTA NALTA Liaison practicing social distancing since March!*

ALTA LIAISON  
ROBYN ARNOLD,  
CPLTA



Like so many events this year, the 2020 NALTA Conference in San Antonio had to be canceled. The good news is that it was rescheduled for August 29-31, 2022! At this time the 2021 NALTA Conference is still scheduled to be held in Seattle, WA.

The best news is that I and my fellow Education Committee members along with NALTA Leadership got busy in August and planned and produced an outstanding 2020 NALTA Virtual Conference! Each Monday throughout October, NALTA will release a series of pre-recorded continuing education credit videos for our members to watch on demand – a total of 16 total videos (4 each week). These videos are free to all NALTA members in good standing as of September 1. Non-members can participate for the cost of \$100; the \$100 will include 2021 membership to NALTA (\$75 annual membership fee). If you have not registered yet, go to NALTA's website sign up. I hope that you are an active member of both ALTA and NALTA. Membership in both organizations is required by ALTA in order to qualify for the future conference grants. Please go to [www.nalta.org](http://www.nalta.org) and become a new or renewed NALTA member.

**NALTA MEMBER BENEFITS INCLUDE: Networking Opportunities \* Member Directory Access \* Industry Publications \* Salary Survey Access \* Discounts \* Job Posting Access \* Certification Opportunities.** **Current CPLTA's please note:** If you wish to retain your certification with NALTA you will be required to maintain your NALTA membership. Should you have any questions regarding this policy please contact Sharon Tucker.

***"ALTA – 40 Years! Honoring the Past - Valuing the Present – Celebrating the Future'.***

Dearest ALTA Members,

As we wrap up our third quarter, and round the corner to the last quarter of 2020, we should all be proud to have navigated the many surprises and challenges thus far. The best is yet to come! These may have affected us in our home and workplace, or both, and we should all take pause and admire our own resilience and strength. By now, I am sure you have each learned at least one brand new technical skill you never dreamed you could possibly master. Take advantage of the number of educational webinars being offered for free and/or sign up for a web training class on a skill you want to hone, like Excel spreadsheets or the Land software you currently use at work (you can typically get free resources and training videos from your account rep).

To continue the tips series from my last Quarterly report, here are a few tips for our members to maximize screen time with your colleagues and supervisors.

**Web Meeting Tips (Zoom/WebEx/Skype, etc.)**

- Take advantage of the Notes/Whiteboard feature of your web meeting. You can draw and collaborate on notes in real time.



- Add polls to your meetings to engage attendees while they arrive or as they are waiting through the inevitable "technical issues that arise in most calls.

- Lighting cannot be underestimated! Have good lighting! Sit by a window or buy an inexpensive ring light (can get for \$20 on Amazon!)



**UPDATES:**

**Website -**

- The new website has gone live! A few details are still being worked out, but you can now get a look at the new page!

**Employment -**

- **ALTA's job board is FREE for employers** to post positions! Please reach out to us at [ALTAHoustonJobs@gmail.com](mailto:ALTAHoustonJobs@gmail.com).

Please do not hesitate to reach out to me with suggestions, questions, or concerns regarding any Employment and Technology matters. Stay healthy, positive, and continue to grow in your career by reaching out to your fellow ALTA members!



DIRECTOR OF EMPLOYMENT & TECHNOLOGY  
DAMARIS QUIJANO, JD, CPLTA

### Cashew Caramel Clusters Ingredients:

Recipe of caramel cashew clusters needs only 3 ingredients. They are:

**Roasted Unsalted Cashews** - used whole cashews, then sliced them into halves.

**Soft Caramels**

**White Chocolate**- Use best quality chocolate you can find.

### How To Make Homemade White Chocolate Caramel Cashew Clusters

**Step 1:** On a tray, arrange the cashew halves in piles of 7 to 9 pieces of cashew nut halves

**Step 2:** Melt soft caramels in microwave. Keep microwaving the caramels in 20 second intervals, checking after each interval to check if they have melted

Once they have melted they will foam up. Keep stirring with a spoon and mix well

**Step3:** With a spoon pour the caramel over each cluster or pile of cashews. Keep it undisturbed in refrigerator for 10 mins

**Step4:** In a microwave safe bowl melt the white chocolate.

Using a fork/spoon either dip the cashew clusters in the chocolate or spoon melted chocolate over the caramel clusters

Refrigerate for another 15 to 20 mins.

Enjoy



SOCIAL WAYS &  
MEANS  
LORI GASKILL



Wow! 2020 Really threw us a curve ball hasn't it? I have missed our luncheons with you all and hope we can kick off 2021 on the right foot. In the meantime I hope you all enjoy the holiday season with your family! Check out my favorite fall recipe below to try with your family!



CORRESPONDING  
SECRETARY  
JESSICA DOUGLAS  
CPLTA

#### Luncheon Pricing Members:

\$35 in advance  
\$40 at the door

#### Non-members:

\$40 in advance

## Pumpkin Dump Cake

### Ingredients:

- 1 - 29 oz. can pumpkin purée
- 1 - 12 oz. can evaporated milk
- 1 cup dark brown sugar
- 3 - large eggs
- 3 tsp. Pumpkin Pie Spice
- 1 box yellow cake mix
- 1 cup chopped pecans (optional)
- 1 cup (2 sticks) butter, very thinly sliced
- Whipped cream, for serving

### Directions:

- 1)Preheat the oven to 350° and grease a 9"-x-13" baking dish with cooking spray.
- 2)In a large bowl, whisk together the pumpkin, evaporated milk, brown sugar, eggs, and pumpkin pie spice. Pour into prepared pan.
- 3)In a medium bowl, stir cake mix and pecans together, then sprinkle evenly over the pumpkin mixture. Place pats of butter evenly on top.
- 4)Bake until cake is set and the edges are crisp, about 1 hour 5 minutes.
- 5)Let cool completely, then cut into squares and top with whipped cream before serving.

# Ethics Word Search

T	J	C	H	O	I	C	E	S	O	C	I	A	L	O
C	R	E	S	P	E	C	T	I	I	M	P	I	B	O
O	C	E	T	L	O	V	E	D	T	O	S	L	L	V
N	O	E	N	E	Y	S	E	U	L	K	I	A	Q	E
F	N	X	E	X	O	A	N	I	U	G	N	E	H	N
I	S	T	M	P	L	I	T	O	A	O	P	O	H	V
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C	E	J	V	H	N	E	T	D	N	L	T	E	O	J
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H	G	P	Q	Y	K	U	S	M	S	K	X	R	V	P
E	D	U	T	I	T	A	R	G	H	O	M	E	F	M

**Find Words**

CHOICES  
 CONFIDENCE  
 CONSEQUENCE  
 ETHICS  
 FRIENDSHIP  
 GOVERNMENT  
 GRATITUDE

HOME  
 IDEAL  
 KINDNESS  
 LOVE  
 MORALS  
 OBLIGATIONS  
 PEOPLE

POLITICS  
 PRACTICE  
 PROFESSIONAL  
 QUESTIONS  
 RESPECT  
 SOCIAL  
 WORK



DIRECTOR OF  
 ETHICS & BYLAWS  
 DR. ROSLYN AL-  
 LEN, CPLTA



CPLTA LIAISON  
 SHARON TUCKER,  
 CPLTA

It has been a very active year for our CPLTA Members. With the restrictions on in person meetings, we have been thrilled to have so many virtual conferences, CPLTA Review and webinars to offer our members for their continuing education. If you are recertifying this year, you should have already received information from NALTA Recertification Chair. With my election to CPLTA Director, I am stepping down as the ALTA CPLTA Liaison. But I am delighted to announce that ALTA Member and CPLTA Kerry Hereden has agreed to be your CPLTA Liaison and was approved by the ALTA Board in the October Board Meeting. Welcome and Thank You, Kerry. I am very confident that the ALTA CPLTAs will be in great hands. If you have any questions about your CPLTA, you can now reach me at [cplta@nalta.org](mailto:cplta@nalta.org).