



SouthWest Metro News

The Official Newsletter of The SouthWest Metro Chapter of IAAP

www.iaap-swmetro.org

Volume I, Issue 7

October 2005

**Chapter Officers -
the border of our puzzle
that anchors the rest of
the pieces together:**

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*It's the differences that
bring us together...*



**And the differences
that form friendships!**

Become an Essential Piece of Our Puzzle!

International Association of
Administrative Professionals®

SouthWest Metro Chapter Open House

**October 20, 2005
5:30p – 8:30p**

Bring friends, colleagues and/or supervisors!

**FREE Admission –
sponsored by Crowne Plaza Hotel**

**Find out what IAAP is all about and
how this organization can benefit you!**

To RSVP, or if you have any questions, contact:
Kathy Kelash at 952.402.5719 or email
kathleen.m.kelash@seagate.com

This Open House will be held on Thursday, October 20, 2005 at the Crowne Plaza Hotel located at 5401 Green Valley Drive (Highway 494 & Highway 100), Bloomington MN. Registration and social time start at 5:30p.m. Please join us for this very informative evening.

We encourage and welcome ALL administrative professionals to attend!

President's Highlights

Renee Raun CPS/CAP

First and foremost, our thoughts and prayers are with our many IAAP members and their families in Louisiana, Mississippi, Alabama, Texas, Mexico and other areas affected by the devastating hurricanes in the last month.

Secondly, "Our goals can only be reached through a vehicle of a plan, in which we must fervently believe, and upon which we must vigorously act. There is no other route to success." Stephen A. Brennan wrote these words. I thought I could use these words to live by as we plan for a successful Open House/Vendor Show on Thursday, October 20, 2005. The more prospects that attend, the more members we are likely to recruit. IAAP has more than 27,000 members; there are over four million administrative professionals in the United States and nearly one-half million in Canada. So, there is a vast universe of potential IAAP members out there.

"Great things are not done by impulse, but by a series of small things brought together." Vincent Van Gough spoke these words. As you know, one of our chapter's goals this year is to "Retain members and increase membership by 7 members". I encourage each member to write down 5 names of other administrative professionals that you know who could be potential members. To gain 7 members, we need 14 prospects and 70 invitations sent out. So please contact Kathy Kelash, our registration contact for the open house with your five names so she can send them an invitation. (kathleen.m.kelash@seagate.com).

When I worked at Control Data one of my colleagues used to say, "There is no such thing as luck – luck is a fairy tale". But now I know differently because, I believe that "Luck is what happens when the preparation meets the opportunity". So let's get lucky in October and take this opportunity to make our Open House a success!

-- Renee

SWM Chapter Meeting Info

The SouthWest Metro Chapter meets the third Thursday of every month at the Crowne Plaza Hotel, 5401 Green Valley Drive, Bloomington MN 55437 (Highway 494 and Normandale Boulevard South).

5:30 social/networking & registration;
6:00 dinner - followed by an educational program and a short business meeting.

Cost is \$18 for IAAP members and \$25 for non-members. Meetings are open to all administrative professionals.

To RSVP or for further information visit www.iaap-swmetro.org.

Attention: SWM Members – New Hospitality Incentive Plan

A new Hospitality Incentive Plan is being introduced for the 2005-06 year. Please invite friends and colleagues to our meetings and be included in a quarterly drawing as listed below.

Hospitality Incentive Plan for 1st Quarter (September, October, November)

- 1 ticket per meeting for attendance
- 1 ticket for bringing a guest (multiple guests - multiple tickets)
- 2 tickets for attending the vendor show
- 2 tickets for bringing a guest to the vendor show (multiple guests - multiple tickets)

Each member is responsible for writing his/her name on the back of each ticket and putting the ticket in the fishbowl.

The 1st quarter drawing will be held at our chapter meeting in November. The winner will receive free chapter dues for one year at their next membership renewal worth \$25.00.



It's Never Too Late to "Give it a Try"

That was my reasoning for attending my first MN-ND-SD Division Conference held in Sioux Falls, SD on September 9- 11. Along with 60+ IAAP Members and their guests we were well taken care of, definitely well fed and entertained. As it turns out, we are all nice people to be around!

We're professionals and it was evident as I sat back and listened to our Division Officers as they conducted the three day conference. The speakers were well prepared and spoke to the demands we face in our lives (both at work and at home) in a way that we could take their information – and use it to ease our pain! I wasn't sure what to expect but never expected to be so busy with the workshops and networking with other members from the Division.

There will be a spring conference in May for the MN-ND-SD Division. There are no excuses for us to not attend because IT WILL BE IN BLOOMINGTON! Please give yourself the chance to see another part of your IAAP - we are truly a well-oiled machine and *moving forward in our careers and education*. We deserve to attend – we work hard and this is our "reward" - it's for us!

Although most of us cannot attend an International or Regional Conference – we could all get to the ones in our Division. Keep 2006/May/Bloomington in mind because we can go and represent SouthWest Metro Chapter and have a great time. I gave it a "try"; just thought I'd check it out, and I know that I won't miss another one that's for sure.

Karen Brugman, Secretary
SouthWest Metro Chapter

Certification (CPS/CAP)

*Renee Raun CPS/CAP, Deb Nelson and
Kathy Hengel*

One of the suggestions from our strategic planning meeting in June was to publish a certification question each month. Here are our first questions and answers:

1. I am interested in preparing for my certification, are there any specific qualifications I need to possess before beginning the process?

Yes, here are a few requirements:

- 2 years Administrative experience for individuals with a Bachelor degree
- 3 years Administrative experience for individuals with an Associate degree
- 4 years Administrative experience for individuals with no degree
- CAP applicants must have all experience complete and verified at the time they submit their application
- Once you've obtained a CPS or CAP rating you need to recertify every 5 years

2. If I have the necessary qualifications, how do I begin the certification process?

You will need to obtain a Certification Application Packet which is available from the following website: www.iaap-hq.org
Information will be located under the headings:

*Professional Certification / Forms /
Certification Packet*

- Fill out the form
- Mail the application along with payment - or fax the application if using a credit card
- You will be notified by e-mail when the Certification Department has reviewed and processed your application. Those who do not have e-mail will be notified by U.S. mail.

Study – Study – Study!!

Here are two more questions. Be sure to attend our next meeting to get the answers!

1. *What education costs are incurred in studying for the CPS/CAP certification?*
2. *What costs are involved with certification testing?*
 - *What is the cost for a 3-part CPS candidate?*
 - *What is the cost for a 4-part CAP candidate?*

Community Service

Kathy Kelash

COMMUNITY SERVICE OPPORTUNITY ON NOVEMBER 7, 2005

The SW Metro IAAP is scheduled to volunteer at Feed My Starving Children on Monday, November 7 from 6:00-8:00pm. The TCWest Chapter is also volunteering for the same night. A lot of these members will be helping out at the north location of Feed My Starving Children. We had a great response for volunteers at our last meeting and have filled out the roster for this event.

I will work on another opportunity for us to volunteer in November/December and will keep you posted on what we can do to help out others less fortunate than us.

Please remember to bring in any box tops, milk caps, etc. that you have saved up over the summer. I will be putting these together to donate to a school or church in the area.

Let me know if you have any Community Service ideas for our group. If you are interested in working on the Community Service Committee please contact me. Kathy Kelash 952-402-5719 kathleen.m.kelash@seagate.com

Historian

Luanne Jorgenson

It's fun to look back and reminisce about the things we've accomplished as a new chapter. Our book tells a story about how we have become one. If you have anything to put in our album please bring it to me. I would also enjoy any input about page ideas or your help. Just let me know.

Programs & Education

Gloria Oveson CPS/Cap, Char Wilkinson CPS

This will be another exciting year! The program committee has completed the program schedule for the 2005-2006 year. We have some very interesting and informative topics that we think you will enjoy. Please take a look at the list on the last page of the newsletter.

Membership

Joan Dietz CPS, Jean Allen, and Renee Raun CPS/CAP

We are pleased to announce two new members: Sandy Menning (Professional member), of Nash Finch. Kari Hanson, (Associate member), of Park Plaza by Carlson Companies

We are devoting the month of October strictly to IAAP membership. Instead of having a chapter meeting, we will host an Open House/Vendor Show to recruit new members. Our chapter will lose members due to natural attrition that we can't prevent – job changes, moves to another city, retirement, etc. It is vital to the future of our chapter that new members are recruited.

This fall, our president set a goal to RETAIN members and INCREASE membership by 7 new members. As of October 1, we are at 38 members (we've already gained 6 new members!). Now, let's RETAIN and INCREASE. Members: please bring your friends and colleagues to the Open House on Thursday, October 20, 2005, at the Crowne Plaza in Bloomington.

New Procedures

We have instituted another procedure to our New Member process by sending a Welcome Letter to employers upon processing new members. If you are a current member and would like us to send a letter to your employer, please let Joan Dietz know (or if you'd just like to view a template of this letter, we'd be happy to send it).

Name Badges

In November, we will be placing an order for name badges for all of you who have not yet received one. The cost to members will be \$7.00, with the Chapter picking up the costs of shipping and handling. Joan will be contacting all members prior to ordering in late October/early November.

Ways & Means

*Luanne Jorgenson, Jean Aslakson, and
Gloria Oveson CPS/CAP*

Get your must-have 2006 calendars and reading material here. Why go anywhere else? If there is a specific book you are looking for please email me at luanne.d.jorgenson@seagate.com and I will bring it to the next meeting.

If you have any ideas to help our chapter raise money or you would like to donate something for the monthly drawing please contact Jean Aslakson or Luanne Jorgenson.

Website Committee

Renee Raun CPS/CAP, Joan Dietz CPS

One of my favorite duties of the website committee is posting job openings on our website. If you are looking, or know of someone looking, please be sure to check out our employment page at www.iaap-swmetro.org.

If you would like to see openings first hand, please let me know and I will discretely email you (preferably your home or alternate email address), of a new posting on our website as soon as they come in. Due to the sensitivity of these communications, it has been deemed inappropriate to send job openings to you at your work place.

ALSO, please be sure to let your employer know that we offer the free service of posting admin related openings, which we will forward to the other Metro Chapters for posting as well.

IAAP[®] Websites

International: www.iaap-hq.org

Division: www.iaap-mnndsd-division.org

SouthWest Metro: www.iaap-swmetro.org

We'd like to encourage each of you to take advantage of the **IAAP Bits & Bytes newsletter** that is posted on the headquarters website. There are many interesting and informative articles!!

Want to become a member?

Contact Joan Dietz, Membership Chair, at joan.m.dietz@supervalu.com and ask that a prospective membership packet be sent to you. Better yet, attend one of our meetings and see for yourself how IAAP can help you achieve success in the administrative profession.



Happy Birthday!!

October 5 – Louie Goodnough
October 21 – Martha Jean Pongratz
October 29 – Lisa Keenan

Happy Anniversary!

Jennifer Dejong – 5 years

If we missed your birthday or anniversary, we apologize, and ask that you update your personal information in the "Members Only" section on the website.

Chapter Dinner "No-Show" Policy

Just a reminder that "no shows" will be billed for the monthly fee unless your reservation is cancelled prior to the deadline stated on the reservation RSVP (Monday prior to the meeting).

We know that "things happen" and sometimes we just can't make it at the last minute. However, the hotel still requires payment for your meal. For this reason, we must collect from you. Thanks for your understanding!

President's Summary
MN-ND-SD Division Fall Conference
Ramkota Inn - Sioux Falls SD
September 9-11, 2005

SouthWest Metro Chapter Attendees:

Renee Raun CPS/CAP, Gloria Oveson CPS/CAP, Char Wilkinson CPS, Jean Allen and First-Timer, Karen Brugman.

Friday, September 9

1:00p Seminar: "Unleash Your Potential! How to be the One Administrative Professional Your Organization Can't Live Without", presented by Shari Peace from Dayton, Ohio. Shari gave us ideas and inspirations for our Work & Life such as: 5 terrific ways to unleash your potential: 1) Try not to procrastinate. 2) Discover and use your strengths and make more of them. Figure out your weaknesses and correct them. 3) Make the most of your minutes. 4) Take small-calculated risks. 5) Make a list of 50 things to do before I die. She also gave us the 5 most effective ways to feel better fast: 1) exercise 2) listening to music 3) talking to someone 4) tending to chores 5) resting, napping/sleeping.

Saturday, September 10

After the impressive Presentation of Colors and solemn Pledge of Allegiance, Valerie King CPS, President welcomed us to the MN-ND-SD Division Fall Conference. She then introduced the Mayor of Sioux Falls, Dave Munson. Mayor Munson expressed his gratitude to us as administrative professionals and thanked us over and over again for not just keeping track of and supporting our bosses but also to do whatever else it takes to keep the office functioning smoothly. He also mentioned that we're not just secretaries anymore. We're expected to be project managers, office managers, and are in a lot more leadership roles.

Roll Call: Nita Nurmi, Secretary, reported that there were 61 registrants – 53 members and 8 guests.

Next were the Adoption of Agenda, Approval of the Minutes, Board and Committee Reports, plus Chapter Reports. As a delegate I was asked to give a report and "Dream Big". If money weren't an issue, the goal I'd have for our chapter would be I would take all the members of the SouthWest Metro chapter to a lodge in Northern Minnesota in the dead of winter. We would have snowball fights; make snowmen and angels in the snow. In the evening, we would sit around this big rock fireplace and have a feast together. Afterwards, we would all go outside and sit in a hot tub and gaze at the stars and the moon.

Gloria Oveson and I were recognized for our roles as Co-Presidents of our new-chartered chapter. We also received \$100.00 for our Chapter for the 80 +1 Incentive Award for retaining 80% of our 2004-2005 members AND increasing membership by at least 1 member.

Jean Allen, New Chapter builder for the Division, announced that a Skyway chapter is in the process of being organized for the downtown Minneapolis area.

Linda Plaisance CPS/CAP, gave a 2006 Annual Meeting Update. The South Suburban Chapter has invited us to attend the 2006 MN-ND-SD Division Annual Meeting May 19-21, 2006 at the Ramada Mall of American and Thunderbird Convention Center in Bloomington, MN. It is our Division's most important meeting of the year! We elect next year's officers. We receive updates on what other Chapters are doing. We have an opportunity for personal and professional development; we enjoy the networking and shopping; and we relax and have fun. Updates will be available later.

Power Networking Sessions – These sessions were very effective in getting to know members better and the feeling of Teamwork.

Breakout Sessions – Handling the "Tough" Talks by Valerie S. King CPS. This was a seminar on Interpersonal Conflict. First you need to determine if the situation is a Disagreement or a Conflict. If it is a disagreement, it does not have to be solved. If it is a conflict, it will produce negative or unacceptable consequences if not addressed.

Ways & Means – Char Wilkinson put together a bright Halloween basket and raised \$58.00 for our chapter.

Sunday, September 11

GO System – Get Organized for Life seminar by Elizabeth Hagen. The objective of this seminar was to make our lives easier by using the **START** Method: Take everything out of your draw or closet first. Then **Sort, Throw, Appoint** a home, **Restrict** to a container, **Take back control**. Clutter causes physical and mental stress. When you remove the things you no longer need, you can focus on the important things.

All in all, the Division conference was very informational and educational. It was a chance for us to make new friends and meet new IAAP members. We can be proud of what the SouthWest Metro chapter has accomplished in the 2004-2005 year.

Renee Raun CPS/CAP - President
 SouthWest Metro Chapter

BENEFITS OF MEMBERSHIP

Continuing Education – Earn Continuing Education Credit (CEUs) and/or CPS Recertification Points at Chapter, Division, and International meetings or conferences.

Networking – Meet and exchange ideas with other office professionals.

Professional Growth – Enhance your career and develop self-confidence.

Certified Professional Secretary® (CPS®) and Certified Administrative Professional® (CAP®) Programs – Attain the recognized standard of measurement of secretarial and administrative assistants' proficiency through an extensive written examination.

Leadership Development – Learn team-building and organizational skills as a committee member, committee chair, and/or officer.

Technology Updates – Keep up-to-date on industry trends and technological advances.

Professional Publications – Receive timely information on issues facing business professionals today.

Computer Tips

In Outlook Calendars

To view multiple dates in the calendar, hold down the Control key and with the cursor select any dates that you want to view.

In Microsoft Word Applications -

Informational Smart Tags – Informational Smart Tags appear as purple dotted underlines under names, dates and addresses. Hover your cursor on one to see the Smart Tag and click on the pull-down arrow.

A Person Smart Tag recognizes a person name and allows you to send an email, schedule meeting, or add to your contacts list. Address Smart Tags look up a map or driving directions on the internet. Date Smart Tags allow you to schedule a meeting on that date or view your calendar on that date

Committee Teams

Bylaws & Standing Rules Committee

Char Wilkinson CPS, Maria Diiorio,
Gloria Oveson CPS/CAP

Certification Committee (CPS/CAP)

Renee Raun CPS/CAP, Deb Nelson, Kathy Hengel

Community Service

Kathy Kelash, Jean Aslakson

Historian

Luanne Jorgenson, Cindy Wolf

Hospitality & Registration

Cindy Wolf, Louie Goodnough, Lisa Keenan,
Barb Jensen

Membership

Joan Dietz CPS, Renee Raun CPS/CAP,
Jean Allen

Newsletter

Gloria Oveson CPS/CAP, Beth Larson

Programs & Education

Gloria Oveson CPS/CAP, Char Wilkinson CPS

Public Relations

Gloria Oveson CPS/CAP, Judy Twisk

Sunshine

Cheri Wright, Linda Solmes

Ways & Means

Luanne Jorgenson, Jean Aslakson,
Gloria Oveson CPS/CAP

Website

Jim Rivord,
Joan Dietz CPS, Renee Raun CPS/CAP

Contact any chairperson if you are interested in joining their committee or if you have any suggestions!

Upcoming Events

October 13 – SWM Board Meeting

Seagate Offices, Suite 1000
Southgate Building

October 16-19 – IAAP Certification Seminar

Hyatt Regency Chesapeake Bay,
Cambridge MD

October 20 – SWM Chapter Open House and Vendor Show

Crowne Plaza Hotel

November 4-5 – CAP & CPS Examinations

Century College in White Bear Lake MN

November 10 – SWM Board Meeting

Location to be determined

November 17 – SWM Chapter Meeting

Crowne Plaza Hotel
“Communication Across Generations” *
Val King, MN-ND-SD Division President

December 8 – SWM Board Meeting

Location to be determined

December 15 – SWM Chapter Meeting

Crowne Plaza Hotel
“Humor, Education, Diversity, Teamwork” *
Vicki Gee-Treft, Hutchinson & Associates

January 12 – SWM Board Meeting

Location to be determined

January 19 – SWM Chapter Meeting

Crowne Plaza Hotel
Estate Planning, Financial Planning, Wills” *
Michael J Smith, Attorney –
Larkin Hoffman Daly & Lindgren Ltd

February 9 – SWM Board Meeting

Location to be determined

February 16 – SWM Chapter Meeting

Crowne Plaza Hotel
“The Professional Advantage: Knowing
Yourself, Understanding Others” *
Erin O’Hara, PHR Administrative Excellence

March 9 – SWM Board Meeting

Location to be determined

March 16 – SWM Chapter Meeting

“Speaking in Public (and Living to Tell About
It)” * Terri Steinhoff RP, CPS/CAP and Debi
Neitzel Waitkus CPS

April 13 – SWM Board Meeting

Location to be determined

April 20 – SWM Chapter Meeting

Crowne Plaza Hotel
“Embracing Change” *
Barb Greenberg, Author and Speaker

May 10 – SWM Board Meeting

Location to be determined

May 18 – SWM Chapter Meeting

Crowne Plaza Hotel
Chapter Annual Meeting
Election of Officers

May 19-21 – Annual Division Meeting MN-ND-SD Division

Thunderbird Hotel - Bloomington, Minnesota

June 8 – SWM Board Meeting

Location to be determined

June 15 – SWM Chapter Meeting

Crowne Plaza Hotel
Strategic Planning Meeting
Installation of Officers

* have applied for re-certification points

2005-2006 Programs SouthWest Metro Chapter IAAP

- Sept 15, '05** "Memory Training" *
Blaine Halverson - Freedoms Speakers Training
- Oct 20, '05** Open House/Vendor Show
- Nov 17, '05** "Communication Across Generations" *
Val King CAP, MN-ND-SD Division President
- Dec 15, '05** Festive Meeting - "Humor, Education, Diversity, Teamwork" *
Vicki Gee-Treft,
an associate of Hutchinson & Associates
- Jan 19, '06** "Estate Planning, Financial Planning, Wills" *
Michael J Smith, Attorney -
Larkin Hoffman Daly & Lindgren Ltd
- Feb 16, '06** "The Professional Advantage: Knowing Yourself, Understanding Others" *
Erin O'Hara, PHR Administrative Excellence
- Mar 16, '06** "Speaking in Public (and Living to Tell About It)" *
Terri Steinhoff RP, CPS/CAP and Debi Neitzel Waitkus CPS
- Apr 20, '06** "Embracing Change" *
Barb Greenberg, Author and Speaker
- May 18, '06** Chapter Annual Meeting / Election of Officers, etc.
- Jun'15, '06** Strategic Planning Meeting / Installation of Officers

* CPS/CAP re-certification points have been applied for.

Meetings are held the third Thursday of every month at the Crowne Plaza Hotel, 5401 Green Valley Drive (Highway 494 & Highway 100), Bloomington MN 55437.

Registration includes meeting, program and dinner: IAAP members \$18; non-members \$25.

For more information about any of these programs, contact Gloria Oveson at 612.726.7191 or gloria.oveson@hotmail.com or visit www.iaap-SWMetro.org for the most current event schedule; these programs may be subject to change.