



SouthWest Metro News

The Official Newsletter of The SouthWest Metro Chapter of IAAP

www.iaap-swmetro.org

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First Chapter Meeting of the Year takes place on September 21!

**“YOU CAN’T SHAKE HANDS WITH A
CLENCHED FIST”**

**Successful Conflict Management
Presented by: Cheryl Newman CPS/CAP
Manager, Ground Operations Training and
Development for Sun Country Airlines**

Conflict is a natural by-product in any organization or relationship. At work, conflict increases stress and creates power struggles. To successfully manage conflict, it is important to understand your personal conflict-related behavior and reactions. In this workshop, we will:

- Discuss common sources and causes of conflict.
- Assess your current style of managing disagreement.
- Learn basic strategies to approach and resolve conflict more productively.

The SouthWest Metro Chapter of IAAP meets the third Thursday of every month from September through June. The fee is \$20 for members and \$25 for guests. Registration and social time start at 5:30 PM.

Pre-registration is required so please call Dawn Olson, CAP, Hospitality Committee, at 952.681.3882 or dawn.m.olson@pearson.com. If you have any dietary needs, please state them in your RSVP.

No-shows will be billed for the registration fee unless cancelled prior to noon on Monday, September 18.

“We would accomplish many more things if we did not think of them as impossible.”

- Vince Lombardi

President's Highlights

Gloria Oveson CPS/CAP

Welcome to the 2006-2007 SouthWest Metro Chapter Year. I hope you all had a wonderful and relaxing summer! I would like to take this opportunity to thank you for the privilege to be your chapter president. I'm looking forward to another exciting year, and appreciate your ideas, encouragement and support!

Eight of our chapter members received word this summer that they had achieved their CPS ratings after taking the exam in May. We know it is not an easy accomplishment and commend you for all your hard work and commitment. Congratulations to all of you!

In August, I was fortunate to attend the International Convention in Reno and was so proud as our SouthWest Metro 2005-2006 Chapter President Renee Raun CPS/CAP was recognized as a Distinguished Chapter President. Renee was one of six chapter presidents who achieved the largest percentage net gain in new chapter development in the Division. *Congratulations, Renee!*

International President Sandra Chandler announced her theme "Shaping the Future" saying each of us is an essential piece in IAAP, and the puzzle is NOT complete, unless all of us are actively involved and linked together in building a stronger association.



Our Minnesota-North Dakota-South Dakota Division President, Lisa Hogan CPS/CAP has chosen leading through **SPiRiT**

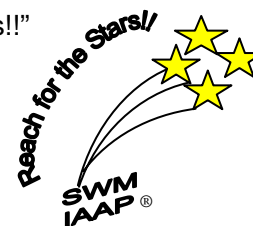
Spreeding **P**assion
Inspiration
Reliability
Innovation
Trust!



Spreading Passion, Inspiration,
 Reliability, Innovation, Trust
 MN-ND-SD Division
 2006 - 2007

The theme I have selected this year for the SouthWest Metro Chapter is "Reach for the Stars!!"

Strive for Excellence
Teamwork
Action
Reliability



My goals for the year include:

- Membership Retention
- Reinforce Networking
- Member Participation/Involvement
- Good Communication and Implementing New Ideas

Our committee chairs have been busy getting organized for another exciting year. Thanks to all of you who volunteered to serve on our many committees. Chapter members, please take a minute to look at the list of committee volunteers found elsewhere in this newsletter or check out the website under "Committees". The Open House & Vendor Show Committee also is hard at work to make plans for the Open House & Vendor Show to be held October 19.

Our Division Fall Conference is coming up in October 13-15 at Madden's Resort. I hope you will all take this opportunity to learn more about our organization, to network with members from other chapters and take advantage of the educational seminars and workshop. It should be a fun, relaxing time and a chance to enjoy the fall colors!!

Mark your calendars and plan to attend our chapter meeting when we start our new year on Thursday, September 21. We are fortunate to have Cheryl Newman CPS presenting "**YOU CAN'T SHAKE HANDS WITH A CLENCHED FIST**" - *Successful Conflict Management.*

Look forward to seeing you there!

Gloria Oveson CPS/CAP
 President, SouthWest Metro Chapter



2006-2007 Board (l to r) Immediate Past President Renee Raun, CPS/CAP; President Gloria Oveson CPS/CAP; President-Elect Jean Allen; Vice President Judy McCallion; Secretary Cindy Wolf; Treasurer Jan Rice, CPS/CAP

Hospitality Committee:

Renee Raun CPS/CAP, Dawn Olson CAP
Maria Diiorio, Barb Jensen



Your friendly hospitality committee is ready to greet you when you come in the door and happy to announce our chapter's Hospitality Incentive Award for September, October and November.



You can put multiple tickets in our fishbowl each month for:

- 1 ticket for attending a chapter meeting
- 1 ticket for each guest you bring to a meeting
- 1 ticket for working on the Open House & Vendor Show
- 1 ticket for attending the Division Fall Conference in October

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 prize is a \$50.00 gas card!!

Certification Information:

Certification Exam:

Exam dates for taking the CPS and/or CAP tests are as follows:

CPS is Saturday, November 4, 2006

CAP is Friday, November 3, 2006

Registration deadline for these dates was August 15, 2006.

Opportunities for Recertification Points:

Register today for the Microsoft Office Systems Webcasts! These are free events sponsored by Microsoft and IAAP. Most webcasts are worth 1 recertification point.

*The next event takes place on Wednesday, September 13 and is worth .5 recertification points.



CROWNE PLAZA®
**MINNEAPOLIS
AIRPORT WEST**

A special thank you to the Crowne Plaza Hotel located at: 5401 Green Valley Drive, Bloomington, MN 554345. You can contact Mark Mah, Crowne Meetings Director at 952-345-1242 or the hotel directly at 952-831-8000.

Board Meeting

The next chapter board meeting will be held Thursday, September 14, at GMAC-RFC. 8400 Normandale Lake Blvd, Bloomington, MN

A Note from Immediate Past Chapter President:



2005-2006 Chapter President Renee Raun, CPS/CAP and 2005-2006 International President Kay Enlow CPS

The Distinguished Chapter President's Award was definitely a WOW moment for me. I received this watch because we built a new IAAP chapter - the MN River Valley Chapter. By taking this leadership role last year, I met new people both inside IAAP and outside the association; I gained self confidence and received recognition from my peers for my accomplishments. I've learned many things, some of which are: to take risks, make decisions and experience new things I've never done before (like leading a chapter board). I would like to share one more WOW moment with all of you. Eric Wahl, the Artist/speaker at our Reno Convention, inspired me with these words, "Reach Out From the Inside". To me this means I need to use my creativity to see logically what those around me see – the art of vision- a Wow moment!

Thank you for letting me share my passion of being an administrative assistant with you this past year.

Renee Raun CPS/CAP
Past President
SouthWest Metro Chapter, IAAP

ATTENDING AN IAAP INTERNATIONAL CONVENTION FROM A FIRST TIMER'S PERSPECTIVE!

I was privileged to attend my first ever IAAP International Convention as the Alternate delegate representing the SouthWest Metro Chapter. Let me tell you, it was an exciting week from the opening ceremonies on Monday, which gave me goose bumps, when the flags from all the countries of IAAP were presented until the closing banquet which was held on Thursday evening when our new International President, Sandy Chandler, CPS gave her incoming speech highlighting her goals and logo for the 2006-2007 year.

The business meetings were very informative and I learned a great deal about our association.

I attended the following very informative workshops:

- "How to Lead an Effective Meeting"
 - The helpful hints I learned will help me prepare for my year as the 2007-2008 President of the SouthWest Metro Chapter.
- "Writing great personal notes for business and pleasure"
 - This workshop provided me with suggestions that will sharpen my skills for communication with our chapter and other IAAP contacts.
- Surefire Strategies for Producing Profitable Seminars
 - This workshop focused on fund raising, soliciting donations and volunteers, and exploring resources to aid in holding seminars.
- The Art of Minute Taking
 - This workshop provided very helpful information in the correct way to record Board and Chapter meeting minutes.

Also through networking I received some great information on Chapter Building and Strategic planning which will be very helpful to the SouthWest Metro Chapter.

After attending my first International Convention **I am now hooked!**

Respectfully yours

Jean Allen
SouthWest Metro Chapter President Elect



MN-ND-SD Division Get Together in Reno

New Member:

Hello! My name is Sarah Kay Jewison. I sign everything Sarah Kay, but most people just call me Sarah.

I was born and raised in a smaller town in Southern Minnesota, Waseca. I grew up on gravel roads; this makes me a country girl by nature! Upon graduating from High School, I went on to college at the University of Minnesota in the Twin Cities. I majored in Marketing/Advertising/English from the College of Liberal Arts/The School of Mass Communications/The Carlson School of Management. When I graduated from college in May of 2005, I accepted a position in Los Angeles, CA, with a Division of News Corporation. I spent July, 2005 – October, 2005 in Los Angeles. I then transferred to San Francisco for work. I stayed there from October, 2005 – April, 2006. I had some great experiences in California, but after all that, I missed my family and friends and moved back to Minnesota. Like I said, a country girl by nature! In May, 2006 I started with OfficeTeam, Division of Robert Half International.

In my spare time (if that's really ever an option!) I love spending time with my friends, family and boyfriend. The people in my life are the world to me. Other than spending time with them, I like working out, writing, singing, going to concerts, going on the lake, shopping and drinking a good cup of coffee! Along with all of this, my puppy, Fiona, takes up most of my time. She is my heart; 10 months old on September 4th. She's just a little Peekapoo with a lot of energy!

I'm excited to be a part of IAAP and to get to know everyone in the SouthWest Metro Chapter. I am a dedicated Professional and am glad to be surrounded by the same type of people!

Report from the Treasurer:

SouthWest Metro Chapter members:

Hope you all are enjoying the last few days of the summer and are looking forward to our new year in IAAP. Over the summer, your Board of Directors has been busy at work. The Audit Committee completed an audit of the Chapter Treasury and submitted their report to the Board at the August meeting. I will include the report in the first Treasurer's report prior to the first meeting. Following the audit, the files and records were exchanged.

My plans for the next year will include monthly reports; however, they will not be printed in the newsletter. The Treasurer's report will be e-mailed to the entire membership between the Board meeting and Chapter meeting. Please feel free to send your questions and/or comments any time. If you don't want to receive a copy of the report, or wish to have it mailed via USPS, please let me know in advance. Otherwise, there will be a number of copies available at the Chapter meeting.

The budget for the 2006-2007 year will be presented and voted on at the September meeting. There are some expenses that will need Chapter approval. These items will be a part of the Treasurer's report you will receive prior to the meeting.

As a reminder for any committee the Bylaws state in Article V, Section 1:

B. All Committees, except the Nominating Committee, shall be directly responsible to the Board of Directors and shall submit proposed expenditures over \$25 to the Board of Directors, prior to execution.

There are additional Standing Rules regarding expenses and reimbursement too long to list here. If you need a chapter expense reimbursement form or have monies that are revenue for the chapter, please use the voucher forms. If you need a form, please contact me, they are available in electronic format, or pick up a copy at the Chapter meeting.

Receipts for your dinner reservation fees will be available at the meeting registration table. I'd like to remind you of the **No Show policy**-if you make a reservation and fail to cancel it; you will be billed \$20 to offset the cost of the meal ordered for you. We can only accept checks or cash, since we are unable to process check/credit cards. There is an ATM in the hotel.

Your chapter dues and meeting fees are an important revenue source for the Chapter. In order to keep our dues and fees affordable, please pay for the services you use. Your support of fund raising activities is extremely important. Please contact me with any of your concerns, janrice@mn.rr.com (h) or Janice.rice@usbank.com; or by phone, 952-942-0093 (h) 952-915-7464 (w). And thank you for allowing me to serve the Chapter as your Treasurer.

Certification Seminar 2006

Event dates: October 15-18, 2006

Location: Marriott Rancho Las Palmas, Rancho Mirage, California

Registration information available: You should have received a registration packet in the mail. Check out the registration information online at the headquarters website. If you are planning to attend, please get your hotel reservations made as soon as possible.



See [Events and Conferences](#) on the IAAP website for latest event news and updates.

What a group! SouthWest Metro Members in attendance at the Banquet in Reno, NV.

Pictured left to right: Char Wilkinson CPS; Jean Allen; Gloria Oveson CPS/CAP; Renee Raun CPS/CAP and Jennifer DeJong CAP. (Not pictured: Cindy Wolf)



Sunshine Committee

Jennifer DeJong CAP, Sherrill Mozley, Gloria Seeger CPS

Jennifer DeJong, Sherrill Mozley and Gloria Seeger make up the Sunshine Committee this year. We need your help in alerting us to members that require a card from our chapter, i.e. get well, wedding, thinking of you, sympathy, new job or a congratulatory event. Please e-mail Jennifer with a "heads up" so that we can celebrate or extend our concern to fellow members.

Cards sent: Cindy Wolf, father-in-law Get Well
Dawn Cashin, Wedding

MN-ND-SD Division Fall Conference

The Fall Conference will take place October 13-15, 2006 at Madden's Resort on Gull Lake in Brainerd, MN. Information was sent via e-mail. Registration is \$60 for the weekend due by 9/29/06. If you need this information let us know.



Spreading Passion, Inspiration,
Reliability, Innovation, Trust
MN-ND-SD Division
2006 - 2007

Membership Committee

Joan Dietz CPS, Sandy Menning

Membership Status:

As of this writing, SouthWest Metro total active members = 46.

We are pleased to announce new Associate member, Sarah Jewison; with her membership, this brings us back an OfficeTeam connection.

Name Badges

This fall we will be placing an order for name badges for all who have not yet ordered. We will be emailing an order form to you in early November. The cost last year was \$7.30, with the Chapter picking up the costs of shipping and handling.

Since you never know where you'll encounter the opportunity to enlighten someone on IAAP and SouthWest Metro - are you prepared? Please feel free to let Joan or Sandy know if you need a prospect packet or any other information.

Painted by Erik Wahl, Keynote speaker on Tuesday at the Convention in Reno...



Happy Birthday!!



July 16 – Maria Di Iorio
 July 19 – Luanne Jorgenson
 CPS
 July 30 – Barb Jensen

August 2 – Brenda Kougang
 August 16 – Susan Hilden

September 7 – Gloria Oveson CPS/CAP
 September 14 – Renee Raun CPS/CAP
 September 28 – Kathy Hengel CPS

Happy Anniversary!

July: Kathy Kelash – 3 years
 Kathy Hengel CPS – 1 year
 Dawn Kunze – 1 year
 Dee Woychik CPS – 1 year

August: Cindy Wolf – 2 years
 Barbara Anderson – 1 year

September: Judy McCallion – 3 years
 Cheri Wright – 3 years
 Joan Dietz CPS – 2 year
 Brenda Kougang – 2 year
 Sandy Menning – 1 year

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.

IAAP® Websites

International: www.iaap-hq.org

Division: www.iaap-mnndsd-division.org

SouthWest Metro: www.iaap-swmetro.org

We encourage each of you to take advantage of the **IAAP Connections newsletter** that is sent via e-mail and posted on the headquarters website. There are many interesting and informative articles!! Happy Reading!

The Red River Chapter wants you to mark your calendar for the 2007 MN-ND-SD Division Annual Meeting to be held May 18-20, 2007, at Doublewood Inn in Fargo ND. The Red River Chapter Rockin' & Rollin' for 50 years!

SouthWest Metro Chapter Committees:

Bylaws & Standing Rules: Chair- Char Wilkinson CPS; Member: Judy Twisk CPS

Certification: Chair- Kathy Hengel CPS; Member: Judy Twisk CPS

Community Service: Chair- Kathy Kelash; Members: Jean Aslakson, Judy McCallion, Lisa Keenan

Historian: Chair- Luanne Jorgenson CPS

Hospitality: Chair- Renee Raun CPS/CAP; Member: Dawn Olson CAP

Membership: Chair- Joan Dietz CPS; Member: Sandy Menning

Newsletter: Chair- Jennifer DeJong CAP

Nominating: (Immediate Past President serves as chair) Renee Raun CPS/CAP

Programs & Education: Chair- Sandy Menning; Members: Jan Rice CPS/CAP, Char Wilkinson CPS

Public Relations: Chair- Judy Twisk CPS

Sunshine: Chair- Jennifer DeJong CAP; Members: Sherrill Mozey, Gloria Seeger CPS

Ways & Means: Chair- Dee Woychik; Member: Marvel Thorne

Website: Chair- Anne McCaw

Open House & Vendor Show: Co-Chairs- Jean Allen and Judy McCallion

Upcoming Events

September 14 – SWM Board Meeting

GMACRFC – 8400 Normandale Lake Blvd

September 21 – SWM Chapter Meeting

Crowne Plaza Hotel, 5401 Green Valley Drive, Bloomington

October 12 – SWM Board Meeting

GMACRFC – 8400 Normandale Lake Blvd

October 13-15 – MN-ND-SD Division 2006

Fall Conference – Madden's Resort on Gull Lake, Brainerd MN

October 15-18 – The 2006 Certification Seminar

Marriott Rancho Las Palmas Resort
Rancho Mirage CA (Palm Springs area)
Seminar info is on the web at

www.iaaphq.org/Cert/cert_sem/2006_cert_se_m_promo.htm

October 19 – SWM Chapter Open House & Vendor Show

Crowne Plaza Hotel, 5401 Green Valley Drive, Bloomington

November 9 – SWM Board Meeting

GMACRFC – 8400 Normandale Lake Blvd

November 16 – SWM Chapter Meeting

December 7 – SWM Board Meeting

GMACRFC – 8400 Normandale Lake Blvd

December 14 – SWM Chapter Holiday Social

Crowne Plaza Hotel, 5401 Green Valley Drive, Bloomington

2006-2007 Programs SouthWest Metro Chapter IAAP

- Sept 21, '06* "You Can't Shake Hands With A Clenched Fist" *
Cheryl Newman CPS/CAP, Manager, Ground Operations Training and
Development, Sun Country Airlines
- Oct 19, '06* Open House/Vendor Show
- Nov 16, '06* "The Administrative Role from the Executive Position" *
Jim Phelps, Executive Director, Seagate
- **Dec 14, 06** Holiday Social & Silent Auction
- Jan 18, '07* "Tips and Tricks for PowerPoint" *
New Horizons
- Feb 15, '07* "Employment Law and Admins" *
- Mar 15, '07* "TBD" *
- Apr 19, '07* "Administrative Professionals Week" *
- May 17, '07* Chapter Annual Meeting / Election of Officers
- Jun'21, '07* Strategic Planning Meeting / Installation of Officers / Awards
Banquet

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

** **NOTE: DATE CHANGE**

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 \$20; non-members \$25.

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