



SouthWest Metro News

The Official Newsletter of The SouthWest Metro Chapter of IAAP

www.iaap-swmetro.org

Volume 4, Issue 3

October 2007

Chapter Officers -

President

[Jean Allen](#)

phone 612.789.0019

President-Elect

[Luanne Jorgenson CPS/CAP](#)

phone 952.402.8002

Vice President

[Lisa Keenan](#)

phone 952.933.1223 x1000

Secretary

[Nancy Janicki CPS/CAP](#)

phone 952.857.6397

Treasurer

[Jan Rice CPS/CAP](#)

phone 952.915.7464



COMMITMENT
OPPORTUNITIES
MENTORING
MESSENGERS
UNDERSTANDING
NURTURING
INFORMATION
CONNECTION
ACCEPTANCE
TRUST
IMAGINATION
OBJECTIVITY
NETWORKING

Open House & Vendor Show - October 18
Bring friends, colleagues and/or supervisors!

FREE Admission –

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

IAAP Mission, Objectives, Purpose, Vision and Core Values

- The IAAP **mission** is to be the acknowledged, recognized leader of administrative professionals and to enhance their individual and collective value, image, competence, and influence.
- IAAP's **purpose** is to provide information, education, and training and to set standards of excellence recognized by the business community on a global perspective.
- IAAP's **objectives** are to elevate the standards of all administrative professionals and to promote their working relationships with management through continuing education, authorized programs, and publications.
- IAAP's **vision** is to inspire and equip all administrative professionals to attain excellence.

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 p.m.

Pre-registration is required so please call Judy McCallion at 952.402.7449 or judy.a.mccallion@seagate.com. If you have any dietary needs, please state them in your RSVP.

What's Inside:

Page 2	From the President, Board Meeting and Division Certification News
Page 3	Sunshine, Ways and Means and Hospitality Committee Reports
Page 4	SouthWest Metro Badge Order Form and Anniversary & Birthdays
Page 5	5 Questions: Chapter President & President Elect
Page 6	National Bosses Day Article - William & Mary School of Business
Page 7	Networking Key to Opening New Doors - OfficeTeam
Page 8	Division News
Page 9	International News and PromoCorp Announcement
Page 10	SouthWest Metro Committees and Upcoming Dates
Page 11	2007-2008 SouthWest Metro Chapter Programs

From the President

As I sit down to write my article for the October Newsletter I am reminded that a big portion of being President of a chapter is report writing. Sunday was spent writing my report for the MN-ND-SD Division Fall Conference coming up in a couple of weeks, finalizing my report on the International Convention and Education Forum that was held in July/August and today, here I am again. My husband, Mr. Carl, says it takes me much too long to do this activity and he is probably right; however, I read, rewrite, read, send it to an excellent proof reader, Char Wilkinson, and then it is ready to be distributed.

The September Chapter meeting was well attended and everyone there had nothing but praise for our guest speaker, Erin O'Hara Meyer. We have an exciting year ahead of us with interesting speakers every month, the Open House and Vendor Show in October and the Live Auction in December.

I ask that all members attend the Open House and Vendor Show to help greet our guests and show them what a fun and energetic chapter we are. You will be receiving the flyer for this event so please invite your friends, co-workers and managers.

I will be attending the Marketing Blitz on October 4th and the MN-ND-SD Division Fall Conference October 5th-7th as both of these events are being held at the Crowne Plaza Minneapolis North Hotel.

That's it for now and I'll see you at the show!

Respectfully yours,

Jean Allen

Board Meeting

The next Chapter Board meeting will be held Thursday, October 11, at 6:00 p.m. at Davanni's located at 2312 West 66th Street in Richfield. All members are invited to attend the board meeting, but Board Members and Committee Chairs are required to be in attendance.

SKIPPERS News (Division Certification Study Group)

We have been approved to have a study group every day starting October 8. We will study from 11:30 to 12:30 and go through all of the books. Thursdays will remain as they currently are, so this would be M, T, W & F.

Call-in Information for Callers:

1.800.308.9694

Participant passcode: 470470

Please let [Linda Solmes](#) know if you are interested in participating. I will call in everyday while I am studying. Will wait 10 minutes, if no one comes on line, I will hang up so you don't have to feel obligated to tell me if you will be participating each day. Just call in when you can.

Sunshine Committee:

Please send all card requests to [Gloria Seeger CPS](#).

Cards sent: Birthday Card to Gloria Oveson CPS/CAP
 Birthday Card to Renee Raun CPS/CAP
 Birthday Card to Kathy Hengel CPS

Ways and Means Committee:

Are you an early holiday shopper? Support Ways and Means and get your holiday shopping done at the same time by taking advantage of the following fundraisers:

Tastefully Simple: Catalogs and order forms will be available at the October and November meetings. Our chapter receives 10% of the sales. This is a great idea for gifts and holiday entertaining.

Bachman's Gift Cards: Our chapter receives 15% of sales and will share it with you by giving you a \$1 discount on each \$25 card you purchase. Great for gifts and holiday decorating.

Arbonne Products: Our chapter will receive a 5% rebate on sales. A sampling of products will be available for purchase at our monthly meetings or you can place catalog orders.

Herberger's Coupon Book: \$5.00 (Our chapter receives the entire \$5.00 for the books.) The coupons are to be used on Community Day November 10. The books also contain a \$10 off coupon.

Food Perspectives will give our chapter a \$100 bonus if we sign up 30 new food testers before 12/31/07 (\$200 for 60 new testers). If every chapter member signed up 1 or 2 new testers we could attain that goal. Pick up sign up forms at the Ways and Means table. Forms need to be turned in to Ways and Means by the December meeting to be mailed with the bonus submission form.

Hospitality Committee:

The New Year started with a wonderful program by Erin O'Hara Meyer. We had 24 members attend and 4 guests. It was an enjoyable evening.

October is the Open House and Vendor Show. You will be receiving information shortly.

Remember to enter the Quarterly Incentive drawing at each meeting. Here is how the program works: Members sign their name to the back of a ticket and place it in a fishbowl. You will have multiple tickets in the drawing as indicated by the list below.

- 1 ticket for bringing a guest to a chapter meeting
- 1 ticket for sponsoring a new member
- 1 ticket for working on the Open House and Vendor Show Committee
- 1 ticket for signing up to attend the MN-ND-SD Fall Conference Meeting.

The drawing will be held in November and the lucky winner will receive a \$50 gas card.



Happy Halloween!

SW Metro Name Badge Order form

Following is an order form for any member who wishes to order a name badge. All information and instructions are on the form, to be returned to me by October 21.

You can give me the form at a chapter meeting or drop it off.

I will also have forms available at the Chapter meeting.

Let me know if you have any questions.

Sandy

Please print or type information:

Name: _____

(optional) **Certification:** _____

Cost: \$7.50 (cash or check made out to SouthWest Metro IAAP)

Return order form and payment to Sandy by October 21, 2007 in one of the following ways:

- At October Chapter Meeting
- Drop off at U.S. Bank 70th & France Ave (not in main branch call Sandy at 952.915.7462 for directions).

Badges will be distributed at November Chapter meeting.

.....

<p>Happy Birthday!! </p> <p>October Birthdays: 3 - Deb Maleck 21 - Martha Jean Pongratz CPS 29 - Lisa Keenan</p>	<p>Happy Anniversary!</p> <p>October: Jennifer DeJong CAP - 7 years Leah Etterman CPS - 1 year Mary Zilka - 1 year Dar Numan-Fortier - 1 year</p>
--	---

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.

A new feature in the newsletter will be 5 Questions. The board will start and then any member who would like to be featured can answer the questions and email them to Jennifer DeJong. We would love to see as many members as possible.

5 Questions with your Chapter President, Jean Allen:

What was your first job?

Secretary for two young attorneys in a very old building on main street. I sat in the front where there was a large window that looked out onto the street so I was pretty much on display. I worked three days a week and got paid \$35.00 a week. Being just out of high school, I thought that anyone in that profession was someone to be looked up to. The bathroom was the last room at the end of the long hallway and I had to go through one of my boss's offices to get there and sometimes it was a challenge making it past my boss's desk. Yikes!

Most interesting place you have been/dream vacation/ favorite US city...

Camping in Canada at the sand dunes on Lake Huron

Favorite school teacher...

10th grade History Teacher. He was very sensitive and kind when he didn't make me get up in front of the class and give a presentation because he could see I was very nervous. When I look back, he probably didn't do me a favor since it took me a lot of years to leave my comfort zone.

Favorite ice cream...

Butter Pecan

Why you like/love IAAP...

I love IAAP because I have made many good friends throughout our Division and I learn so much about our profession by going to the Division meetings and the International conferences. The networking opportunities within our chapter and throughout the organization are endless and I particularly enjoy meeting and mentoring new members.

5 Questions with your Chapter President-Elect, Luanne Jorgenson CPS/CAP:

What was your first job?

My first real job was working at a tank heater factory when I was 15. My uncle was the foreman and we made the heaters that went on your car so it would start in the winter. I worked on the assembly line putting the tank heaters together.

Most interesting place you have been/dream vacation/ favorite US city...

The vacation that I had the most fun on was going to Colorado two years ago. I went white water rafting. The most relaxing/dream vacation was on a cruise in the Bahamas and sitting on the beach in Barbados. My favorite US city is Mpls/St Paul. There is no place like home.

Favorite school teacher...

My favorite teacher was Ms. Johnson in 2nd grade.

Favorite ice cream...

My favorite ice cream is Ben & Jerry's New York Chocolate Chunk. It has big chunks of chocolate, pecans, white chocolate in chocolate ice cream.

Why you like/love IAAP...

I love the networking we have at IAAP. Since joining it has helped me develop more skills and build lasting relationships within my company and everyone in our Chapter.

National Boss Day, October 16: U.S. Bosses Get B+ In Performance, Finds School of Business at College of William & Mary

WILLIAMSBURG, VA –Have the boss from hell? Well, you're in the minority, according to a national survey conducted by the School of Business at the College of William & Mary. As a whole, the United States gives its a "B-plus," according to survey results.

Traditionally celebrated on October 16, National Boss Day falls on a Sunday this year, so many workplaces will celebrate the day on Friday, Oct. 14, or Monday, Oct. 17.

National Boss Day was launched in 1958 by Patricia Bays Haroski, an Illinois secretary and employee at State Farm Insurance Company, who registered it with the U.S. Chamber of Commerce. She chose the date because it was her father's birthday – and her father also happened to be her boss.

The School of Business at The College of William & Mary in Williamsburg, VA., surveyed 1,054 full-time male and female workers of all ages, educational backgrounds and experience levels across the nation last week.

The survey found that, as a whole, workers rated their bosses either the highest or next-to-highest on six competencies the business school research has shown to be the greatest indicators of career success, according to more than 100 senior executives. Those competencies are: being flexible, communicating with impact, solving problems, demonstrating integrity, building relationships and focusing on results.

William & Mary's School of Business has developed a two-year "Leadership Advantage" program for its fulltime MBA students in which executives volunteer one-on-one to coach business students to help them develop these so-called "soft" leadership skills.

"Through the Leadership Advantage program, we are enhancing our students' abilities to manage their own development and also improve how they perform these critical skills," said Lynne Walker, program director. "They will become more effective bosses."

Survey participants, who responded via email, were asked to rank their bosses from one to five for each of the competencies, with one (or "F") being the lowest and five (or "A") being the highest. Of the six competencies, only one scored an "A," that for "demonstrating integrity" – perhaps a comforting outcome in the post-Enron/Sarbanes-Oxley era. For all other competencies, "B" was the most frequently selected response.

"Survey respondents are apparently telling us that while they respect their bosses, they are measuring them against higher standards on the other critical competencies," said Karen Locke, Ph.D., the W. Brooks George Associate Professor in the School of Business at The College of William & Mary. Locke has published two books and numerous academic articles in organizational behavior theory.

The survey also asked participants, if they could work for someone else, would they? Only 33 percent said "yes," while 42 percent said "no," and 25 percent said "not sure." Most participants said they did not think they could do their bosses' jobs better than their bosses do. Fifty-two percent said they could not, 25 percent said they could, and 22 percent were undecided. However, men (33.3 percent) were much more likely to say "yes" than women (21.1 percent).

Even more so, participants said they would not like to have their bosses' jobs. Only 21 percent would like them, while 66 percent gave a resounding "no," to the question, and 13 percent were undecided. Men (32 percent) were more than twice as likely to say "yes" than women (15.3 percent).

By region, Mid-Atlantic workers expressed the most discontent. They were the only participants to say that they would, as a whole, choose to work for other bosses (41.4 percent said, "yes," vs. 34.3 percent, "no," and 24.3 percent, "not sure"). Mid-Atlantic respondents were the least divided about whether they could or could not do their bosses' jobs as well as their bosses (only 17.1 percent more said they could not in the Mid-Atlantic, for example, vs. 36.3 percent in the West).

Regardless, and somewhat surprisingly, the Mid-Atlantic had the fewest percentage of workers that would like to have their bosses' jobs (18.3 percent vs. a high of 25 percent in the Southwest).

In spite of the advances made by women in the workplace, it is still a nation of male bosses. Sixty-one percent of the participants had male bosses and 39 percent had female bosses. When asked if men or women make better bosses, 75 percent said that gender isn't relevant.

Participants apparently felt they are being treated pretty fairly. Sixty-nine percent said their bosses do not demand more of them than their bosses demand of themselves, and 68 percent said their bosses show appreciation for the work they do.

When it comes down to money-vs.-relationships on the job, participants went for the money. When asked if they would choose a 10-percent raise or a better relationship with their bosses, 85 percent went for the raise. Men and women chose the raise in nearly equal percentages.

The survey results have a margin of error of 5 percent and a confidence level of 99 percent.

Reprinted with permission from William & Mary School of Business. Article can be found at <http://mason.wm.edu/Mason/News+Events/News/News+Archive/National+Boss+Day.htm>

Networking Key to Opening New Doors

Networking is one of the most effective ways to expand your professional horizons. Turning to a group of professional contacts can help you learn of new employment opportunities, overcome career hurdles and adjust to changes in your industry. A survey conducted by our organization showed that, while 85 percent of workers polled recognize the value of developing a business network, more than half of these individuals are uncomfortable mingling with others.

Here are a few tips that can help even the shyest professional build a solid base of business contacts:

- Have a purpose. What's your primary professional goal? Getting promoted? Expanding your skill set? Keeping your objective top of mind allows you to better focus your networking efforts.
- Start with those you know. Inform friends, family and others in your immediate circle of contacts that you are building a business network. They can form the foundation of your network and know others who would be good to reach out to.
- Practice your pitch. People at a networking event are likely to ask, "So, what do you do?" or "What brings you here tonight?" Have brief responses ready that invite conversation.
- Go it alone. Attend events by yourself, rather than bringing a friend or colleague. While this requires stepping out of your comfort zone, you are likely to meet more people with this approach.
- Tap into online connections. Networking websites, such as LinkedIn, message boards and chat rooms hosted by professional associations enable you to broaden your base of contacts without even leaving your home.
- Be a resource. Don't consult your network only when you need something; call or e-mail contacts on a regular basis to offer your assistance, share news relating to business or update them on your career progress.

It's a common misconception that you must be outgoing to be an excellent networker. The key to thriving in this arena is less about your personality and more about how you approach the process. When opportunity knocks, having a strong network in place will help you open the door to success.

OfficeTeam is the world's leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has more than 300 locations worldwide, and offers online job search services at www.officeteam.com.

MN-ND-SD Division:



Fall Division Conference:

The Division Fall Conference Brochure has been emailed to all members. In case you haven't received it, you can find it at: <http://www.iaap-mnndsd-division.org/pdf%20documents/Fall%20Education%20Conference%20Brochure.pdf>

Please consider attending this year's Fall Conference, as it is jammed packed with educational seminars and tons of networking. Also, it will be held in our own backyard!

Recertification:

One of the hardest news staff in the Certification Department has to tell someone is that they have lost their CPS or CAP designation. "I didn't know I needed to recertify," "I thought I had until the end of the year to submit my paperwork," and "no one told me to recertify" are common replies. CPS holders who applied January 1988 and later and all CAP holders are required to recertify every five years. To help keep the designation you worked so hard to achieve, here are some suggestions.

Know when you are due to recertify

Recertification is due every five years from the month/year certification was attained. Most CPS and CAP recipients are due to recertify in the month of May or November-- not the end of the year. To help remind you of your recertification deadline, the beginning and ending date is included on your certificate. If you have an older certificate that does not include the ending date, or if you are unsure of when your certification expires, please contact the Certification Department. You will receive a reminder from the Certification Department in January of the year you are due to recertify; make sure you

read those reminders. Remember, it is your responsibility to keep current.

What qualifies for recertification?

Recertification points are earned through college courses, leadership, work related projects outside the realm of your normal duties, attending or conducting seminars and by attaining other certifications. You may also gain points for courses specific to your job. In all cases, the subject must be relevant to the content of the exam. Refer to the Recertification Brochure <http://www.iaap-hq.org/Cert/recertification.pdf> for the categories, point system, and required documentation.

How do I recertify?

Start a recertification file. All supporting documentation of points earned should be maintained until you are ready and due to recertify. The Certification Department will not maintain a file for you, so please do not submit points to the Certification Department as you earn them. Use an Excel spreadsheet (or something similar) to keep track of points earned in each category. This can be found in the Members Only Section of our website.

When you have attained at least 90 points and are due to recertify, submit a completed recertification application, \$75 recertification fee, spreadsheet of points earned, and copies of your supporting documentation. To allow time for processing, please submit your application at the beginning of the month you are due to recertify.

International Information:

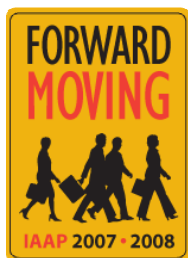
See [Events and Conferences](#) on the IAAP website for latest event news and updates.



10502 NW Ambassador Drive
PO Box 20404
Kansas City, MO 64195-0404
Voice: 816.891.6600
Fax: 816.891.9118
Service@iaap-hq.org
<http://www.iaap-hq.org>

IAAP® Websites

International: www.iaap-hq.org
Division: www.iaap-mnndsd-division.org
SouthWest Metro: www.iaap-swmetro.org



Presidential Growth Programs



Recruit 5 Rewards Program

- A member who sponsors 5 new members (not transferring members) will receive a \$25 gift card.

Recruit 10 Rewards Program

- A member who sponsors 10 new members (not transferring members) will receive a \$50 gift card.

Recruit 15 Rewards Program

- A member who sponsors a minimum of 15 new members (not transferring members) in 2007-2008 will have one year of international, chapter, and division member dues paid by IAAP.



Bi-Annual IMPACT Competition

The top 10 IAAP chapters that conduct an IMPACT meeting between July 1, 2007 through December 31, 2007 and sustain the highest percentage of net growth from their IMPACT meeting will each receive \$175. Chapters must send their IMPACT invitation along with an official entry form to Headquarters. Invitation and entry form must be received at Headquarters no later than January 15, 2008. New members and transfers must join the chapter within one month from the date of the IMPACT meeting. Submit only one IMPACT meeting entry for this contest period.

[2007 IMPACT Official Competition Entry Form](#)

PromoCorp IAAP Emblematic Merchandise Online Store is Now Open!

Access the store and browse available items here:

<http://www.promocorpstore.com/iaap/home.php>

To place orders, you will first have to register on the site. It's a very easy process that takes just a few minutes. You'll be asked to create a username and password for the online store. When you log in again, simply enter your username/password and the system will remember you and keep an "order history" for you. For convenience, you may want to consider using the same username and password that you used for the new "Members' Place" area of the IAAP website. Note, however, that the PromoCorp site is an independent site, so you can choose whatever username and password you wish.

PromoCorp is the officially licensed IAAP emblematic merchandise supplier and all divisions, chapters and members are urged to utilize their services. Additional items will be regularly added to the store, so visit often to browse the available items.

Remember: Wearing or displaying IAAP emblematic items is an excellent way to build awareness of IAAP in your local community! If you have feedback or product suggestions for the PromoCorp/IAAP Online Store, contact Membership and Distribution Department Manager Robin Parrish at IAAP Headquarters, e-mail: rparrish@iaap-hq.org

Chapter Committees:

Bylaws & Standing Rules: Chair- Char Wilkinson CPS; Members: Gloria Oveson CPS/CAP, Luanne Jorgenson CPS/CAP

Certification: Chair- Judy Twisk CPS/CAP; *Member: Open*

Community Service: Chair- Kathy Kelash; Member: Marti Clabo

Historian: Chair- Looking for a Volunteer

Hospitality: Chair- Judy McCallion; Members: Dee Woychik CPS, Dorothy Hruska

Membership: Chair- Sandy Menning; Members: Lisa Keenan, Judy Twisk CPS

Newsletter: Chair- Jennifer DeJong CAP; Proofreaders: Gloria Seeger CPS, Char Wilkinson CPS

Nominating: (Immediate Past President serves as chair) Gloria Oveson CPS/CAP

Open House & Vendor Show: Chair- Luanne Jorgenson CPS/CAP; Members: Janean Numan-Fortier; Marvel Thorne, Kathy Kelash, Marion Luft, Judy McCallion, Nancy Janicki CPS/CAP; Jan Rice CPS/CAP; Jean Allen

Programs & Education: Co-Chairs- Sandy Menning and Char Wilkinson CPS; Member: Lisa Keenan

Public Relations: Chair- Samantha Blanchard; Member- Rebecca Lynch

Sunshine: Chair- Gloria Seeger CPS

Ways & Means: Chair- Marvel Thorne; Members: Diane Chapman CPS/CAP, Cheri Wright

Website: Chair- Janean Nurman-Fortier

Upcoming Events

October 4 – Destination IAAP - Metro Lakes Council Marketing Blitz
Crowne Plaza North Hotel, Brooklyn Center

October 5-7 – MN-ND-SD Division Fall Conference
Crowne Plaza North Hotel, Brooklyn Center

October 11 – SWM Board Meeting
Davanni's, 2312 W. 66th Street, Richfield

October 14-17 – 2007 Certification Conference
San Antonio, TX, Hyatt Regency San Antonio

October 18 – Open House & Vendor Show
Crowne Plaza Hotel, 5401 Green Valley Drive, Bloomington

November 2 – CAP Exam Administered ~ various locations
November 3 – CPS Exam Administered ~ various locations

November 8 – SWM Board Meeting
Davanni's, 2312 W. 66th Street, Richfield

November 15 – SWM Chapter
Crowne Plaza Hotel, 5401 Green Valley Drive, Bloomington

2007-2008 Programs SouthWest Metro Chapter IAAP

- Sept 20, '07** **"Building a Reputation of Excellence" ***
Erin O'Hara Meyer
- Oct 18, '07** **Open House/Vendor Show**
- Nov 15, '07** **"Come To Your Senses" ***
Janie Jasin
- Dec 13, '07** **Live Auction and Holiday Social**
Auctioneer: Brenda Shaw (City of Lakes Chapter)
- Jan 17, '08** **"Communication" ***
Lori Spangler, Senior Training Consultant for Deluxe Financial Services
- Feb 21, '08** **"Software Tips & Tricks: Focus on Excel" ***
- Mar 20, '08** **"Meeting Management"**
Bloomington Visitors and Convention Bureau
- Apr 17, '08** **"Making the Cut and Staying the Course" ***
Judy Zimmer
- May 8, '08** **Chapter Annual Meeting / Election of Officers**
- Jun 19, '08** **Strategic Planning Meeting / Installation of Officers / Awards Banquet**

* 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 \$20; non-members \$25.

For more information about any of these programs, contact [Jean Allen](#) or visit www.iaap-swmetro.org for the most current event schedule; these programs may be subject to change.

The *SouthWest Metro News* is published monthly from September through June.
The next edition is due **October 29, 2007 at noon**.

Editor: [Jennifer DeJong CAP](#)

Please contact the editor with any ideas or articles.