



# SouthWest Metro News

The Official Newsletter of The SouthWest Metro Chapter of IAAP

[www.iaap-swmetro.org](http://www.iaap-swmetro.org)

Volume 4, Issue 4

November 2007

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

## Come to Your Senses

*Sense of Purpose, Sense of Humor, Sense of Well Being*

*Presented by: Janie Jasin, C.S.P., Nationally Known Humorous Speaker and Best Selling Author*

*Our Next Program is Thursday, November 15, 2007*

With 28 years of experience on the platform, this dynamic entrepreneur will melt, mold and capture the most diverse audience. From construction to health care from nurses to grocers, Jasin's style wins hearts and changes complacency to purpose. She is exciting, funny and deeply thought provoking. She will creatively weave your business focus into her message. With the success of her book "The Littlest Christmas Tree", a tale of growing and becoming, her message of gratitude and acceptance is far reaching. You won't want to miss an evening of fun, laughter, and enthusiasm.

The SouthWest Metro Chapter of IAAP meets the third Thursday of every month from September through June at the Crowne Plaza, 5401 Green Valley Drive, Bloomington. The fee is \$20 for members and \$25 for guests. Registration and social time start at 5:30PM.

Pre-registration is required so please call Judy McCallion at 952-402-7449 or [judy.a.mccallion@seagate.com](mailto:judy.a.mccallion@seagate.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, November 12.*

### What's Inside:

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## From the President

As I was driving through my neighborhood recently I noticed the fall colors were exceptionally brilliant this time of year, which led me to think about the circle of life and how my friends and family members in the fall of their lives display a calming, glowing effect when I am in their presence. This led me to think about the many events I have attended as a member of IAAP and how I feel when I am at these events. My excitement builds as the event draws near and my first thought is that I look forward to seeing the many IAAP® friends I have made in these five years as a member, and my second thought is that I want to learn something from the keynote speaker. All of the above brings me to telling you about the MN-ND-SD Division Fall conference held at the Crowne Plaza Minneapolis North in Brooklyn Center, MN on October 5-7, 2007.

On Friday Linda Kluender of the Kluender Consulting Group presented the Education Seminar, Master the Art of Effective Listening. Have you ever been so anxious to voice your opinion that you don't really hear what the person talking is saying?

Friday evening was on our own, so this was an excellent opportunity to network and have dinner with our IAAP friends. A group of us had dinner at Joe's Crab Shack in Maple Grove where the wait staff entertained us with their many dance routines. We had a great time!

Saturday morning, the Ways and Means tables were set up from the different chapters and committees and it was fun seeing all the creativity, and the many items that were for sale. The Business Session started at 9:00 a.m. and it was interesting to hear all the reports from the Division Officers, Division Team Leaders and Chapter Presidents. In the afternoon the Education Seminar, *Strategic Planning, the Next Steps*, was presented by Mazhar Islam from the Carlson School of Management. He was very lively and kept my attention all the way through his presentation. That evening we had a New Orleans Buffet Dinner (to get all of us prepared for the International Convention in New Orleans next summer). After dinner the Southside Aces Jazz Band entertained us. Many dancers stayed until the band packed up their instruments and went home.

On Sunday the Business Session reconvened at 9:00 a.m. and was followed by the Education Seminar, *Highlights of Microsoft 2007*, presented by Mark Slade, New Horizons of Minnesota. At 11:00 a.m. it was time to say goodbye with hugs and a "see you in May at the Division Annual meeting" wave. The meeting will take us in our back yard, to the Marriott Minneapolis West in St.Louis Park, hosted by our sister chapter, TwinCities West on May 16-18, 2008.

November is just around the corner and we look forward to our Chapter meeting on November 15<sup>th</sup> with the nationally known humorous dynamic speaker, Janie Jasin. Then comes the December fun event with a live auction so start looking around your house and gather up things to be auctioned off. I have a CD with a very funny skit, entitled "*Who Killed My Chapter*", which was put on by some MN-ND-SD Division members at the 2006 Fall Division Conference. You don't want to miss this!

That's all for now and if I don't see you at the November Board Meeting, I'll see you at the November Chapter meeting!

Respectfully yours,

Jean Allen

### Sunshine Committee:

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

- Cards sent:    Birthday Card to Deb Maleck
- Birthday Card to Martha Jean Pongratz CPS
- Birthday Card to Lisa Keenan
- Get Well Card to Jan Rice CPS/CAP

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### Ways and Means Committee:

Our November focus will be on:

Tastefully Simple Fundraiser - Our chapter will receive 10% of the sales. Orders need to be turned in at the November meeting. Catalogs and order forms will be available at the meeting to place an order. Great idea for gifts and holiday entertaining.

Arbonne Products – An assortment of gift baskets will be available for sale. Our chapter will receive 10% of sales.

2008/2009 2-Year Pocket Calendars - \$1.50 each. Great stocking stuffers.

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.

Food Perspectives – Pick up a registration form to sign up a family member, friend, co-worker or neighbor. Our chapter will receive a \$100 bonus if we sign up 30 new food testers before 12/31/07. Forms need to be turned in to Ways and Means by the December meeting to be mailed with the bonus submission form.

Why do we have Ways and Means? Funds raised by Ways and Means help support our chapter's treasury and enable us to continue to provide great monthly programs. Your participation in our fund raising activities is appreciated and important to the chapter.

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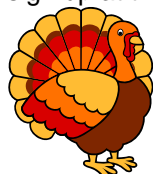
### Hospitality Committee:

The October Open House/Vendor Show was fun. Twenty-four members and 9 guests attended. Everyone enjoyed talking to the 12 vendors. The door prizes and food were great.

**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 the 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/ Vendor Show Committee
- 1 ticket for attending the Open House/ Vendor Show
- 1 ticket for attending the MN-ND-SD Fall Conference Meeting

The drawing will be held in November and the lucky winner will receive a \$50 gas card. Remember to sign up at the November meeting.



### Certification Committee:

Twice a year IAAP administers the CPS (Certified Professional Secretary) and CAP (Certified Administrative Professional) exams. The last exam for 2007 is held November 2-3. The CPS portion is three parts and is given on Saturday. For those wanting the CAP certification, a fourth exam must be taken and that is given on Friday.

The next exam will be administered May 2-3, 2008. The deadline for the application is February 15, 2008. Now is the time to get serious about taking action to gain professional certification for 2008! Contact [judytwisk@aol.com](mailto:judytwisk@aol.com) if you have any comments or questions.

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### Board Meeting

The next Chapter Board meeting will be held Thursday, November 8, beginning at 6:00 p.m. at Davanni's located at 2312 West 66<sup>th</sup> Street in Richfield. All members are invited to attend the board meeting, but Board Members and Committee Chairs are required to be in attendance.

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### Dues Reminder:

Please pay your dues on time, as there is a \$15 additional charge imposed by International to reinstate your membership once it has lapsed. Dues can be charged to a credit card if you use the on-line form found on the International website.

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**The SouthWest Metro Chapter wishes all those sitting for the CPS<sup>®</sup> or CAP<sup>®</sup> exam on November 2<sup>nd</sup> and/or 3<sup>rd</sup> the best of luck!**

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**Happy Birthday!!** 

- November Birthdays:**
- 1 – Mary Zilka
  - 13 – Sandy Menning
  - 19 – Jean Allen
  - 21 – Gloria Seeger CPS
  - 28 – Cheri Wright

**Happy Anniversary!**

- November:**
- Marvel Thorne - 27 years
  - Gloria Oveson CPS/CAP - 11 years
  - Barb Jensen - 4 years
  - Luanne Jorgenson CPS/CAP - 4 years
  - Barb Montgomery – 1 year
  - Pamela Van Hove – 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.***

## 5 Questions for your Chapter Vice President, Lisa Keenan:

### What was your first job?

I was the first MR Secretary for the MR Department. I typed discrepancy reports and travel expense reports for a team of six nursing home and state school investigators, including a three page carbon letter for the commissioner's signature...no mistakes! I also worked part time at a health club (what energy!).

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

The most interesting place I have been is all of the Caribbean, especially Jamaica (I am a island girl...harr!). My dream vacation was not only the Caribbean and Hawaii, but Ireland. A tad of Irish mist fell upon me and later was married. My favorite city in the US is Honolulu, Hawaii. While there I went to see Don Ho.

### Favorite school teacher...

Mr. Hirschfeld was voted most outstanding teacher. I had him both for Government and European Studies. My class was apparently his favorite as we appeared on the cover of the yearbook.

### Favorite ice cream...

My favorite ice cream is not only the old fashioned kind made from the bucket/crane method, but creamy vanilla.

### Why you like/love IAAP...

There is heavy networking and you can gather updated working techniques/news.

## 5 Questions for your Chapter Secretary, Nancy Janicki CPS/CAP:

### What was your first job?

My first high school job (outside of my chores on the farm) was working in the housekeeping department for a hospital. Cleaning out bedpans left behind by the nurses turned out to NOT be my thing!

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

I love to visit New York City, but I could never live there! I'm still a country girl at heart. I am truly amazed with all the action going on there. Winter or summer, there never seems to be enough time to do everything you want to do. I also love spending time at my relatives' Long Island beach house. Standing on the beach and looking up at the row of houses, is just like the novels you read about with the sand grass waving in the wind and you see ladies with huge hats sitting under umbrellas - simply amazing! Whenever my husband and I are visiting it's the same fun routine with the neighbors; one house has cocktails, the next has the appetizer, the next has dinner and then followed at another beach house for dessert! It's also why I don't eat for a month before or after I travel there!

### Favorite school teacher...

My fifth grade teacher, Mrs. Sheridan. She was the sweetest lady and a great teacher. She made studying interesting, not fun, but really interesting. I started paying attention in school after having her as a teacher.

### Favorite ice cream...

New York Vanilla, of course!

### Why you like/love IAAP...

I like the fun we have when everyone gets together. Being a part of the board or being active (not just having my name on the list) for a committee makes me feel even more involved and I highly recommend it to everyone.

## International News:

### Call for International Nominations

#### Nominations for International Office and Bylaws Amendment Procedures

Documents and forms regarding procedures for nominations for International Office and proposing amendments to the IAAP International Bylaws and Standing Rules have been posted on the website. Please announce the availability of this information to members in your respective divisions/chapters.

The documents are available for all interested members to download in the "Members' Place" area of the IAAP website, [www.iaap-hq.org](http://www.iaap-hq.org). To access, log in to "Members' Place" then see the following menus:

- >"Int'l Members' Place"
- >"Division/Chapter Resources"
- >"IAAP Forms."

Questions regarding nominations procedures may be directed to:

Committee on Nominations Chairman  
Laurie Cozens CPS/CAP,  
e-mail: [laurie.cozens@pepcoholdings.com](mailto:laurie.cozens@pepcoholdings.com)  
IAAP Executive Director Don Bretthauer CAE,  
e-mail: [executivedirector@iaap-hq.org](mailto:executivedirector@iaap-hq.org)

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### INFORMATION AVAILABLE ON IAAP WEBSITE

(Taken from a portion of International President, Judy McCoy CPS/CAP monthly communication located in the Member's Only section of the International website.)

Be sure to log in to our Association Online Forums where discussions about various chapter-building and member sharing best practices are posted. You'll need to log on to either the International Website at <http://iaap-hq.org> and click on MEMBERS PLACE and then

FORUMS on the top menu. While there, be sure to post YOUR comments and/or best practices. This is your opportunity to chat and network with members across the Association at your convenience!

Below are a few member key Forum topics I want to especially identify to help you drive through the 2007-2008 year (go to Forums to access these topic areas):

- **Chapter Success Tips/Ideas That Work** Ask for advice or share your success tips! Membership growth and retention, marketing techniques, chapter program ideas, public relations, etc.
- **Discussion Forum News and Announcements** - Announcements from Headquarters, tips for using Forum features, information for new participants
- **News About the Profession and/or IAAP** - Media watch, news stories, publicity
- **Open Forum/Casual Conversations** - This is the spot for informal networking and discussions on miscellaneous topics

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### International Information:

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



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PO Box 20404  
Kansas City, MO 64195-0404  
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Fax: 816.891.9118  
[Service@iaap-hq.org](mailto:Service@iaap-hq.org)  
<http://www.iaap-hq.org>

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### IAAP® Websites

- International: [www.iaap-hq.org](http://www.iaap-hq.org)
- Division: [www.iaap-mnndsd-division.org](http://www.iaap-mnndsd-division.org)
- SouthWest Metro: [www.iaap-swmetro.org](http://www.iaap-swmetro.org)

# The Trust's Family of Givers Program<sup>1</sup>

The IAAP Retirement Trust Foundation (RTF; The Trust) has introduced a new program, aimed at alleviating some of the repetitive requests for donations. Rather than ask for small donations here and there, the RTF is going to ask you one time ... please support us in whatever manner you choose.

## ***The Program***

What's the difference between this program and our scattershot attempts at fundraising? There are many of them, but the main difference is this: recognition. The Family of Givers will allow us to track your donations over time, and recognize the whole of your generosity. At any time, you will be able to check and track your personal donations, *and* your chapter's donations, *and even* your division's donations to see exactly where you are standing. As a result, we'll be revamping our awards programs.

## ***Donor Recognition***

Any annual cumulative contributions to the Trust in the following categories will provide for donor recognition within the association and related donor benefits:

**Sustaining Donor** – With an annual donation of \$100 to \$499, you will receive an RTF pin and a package of the Holiday Cards.

**Leadership Donor** – With a \$500-\$999 cumulative yearly donation, you will receive the RTF pin, a package of the Holiday Cards, and a Vista Grande Patio Paver.

**Pacesetter Donor** – For yearly cumulative giving of \$1,000 and up, you will receive the RTF pin, a package of the Holiday Cards, a Vista Grande Patio Paver, and a plaque and special recognition.

**Donor Wall** – We would also like to introduce the RTF Donor Wall, which will be maintained at Vista Grande. In appreciation of donor's generosity, the Trust will recognize contributors whose lifetime cumulative giving levels reach or exceed \$5,000 by adding their name to a donor recognition wall located at Vista Grande. The Trust is proud to honor these caring individuals for their extraordinary commitment to the spirit and the mission of the Trust.

*Reprinted with permission. Please check out the RTF at: [www.iaap-rtf.org](http://www.iaap-rtf.org)*

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Looking for your holiday cards? Why not purchase them from the RTF. They are incredibly beautiful and work great for both business and personal. Click on the link below and see them for yourself.



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<sup>1</sup> Information introduced in Retirement Trust Foundation Report at 2007 International Convention and Education Form in Tampa, Florida.

### 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- Diane Chapman CPS/CAP; Member: Luanne Jorgenson CPS/CAP

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

**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

**Sunshine:** Chair- Gloria Seeger CPS

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

**Website:** Chair- Janean Nurman-Fortier

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## Upcoming Events

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

**November 8 – SWM Board Meeting**  
Davanni's, 2312 W. 66<sup>th</sup> Street, Richfield

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

**December 6 – SWM Board Meeting**  
Davanni's, 2312 W. 66<sup>th</sup> Street, Richfield

**December 13 – SWM Chapter**  
Crowne Plaza Hotel, 5401 Green Valley Drive, Bloomington

**January 10 – SWM Board Meeting**  
Davanni's, 2312 W. 66<sup>th</sup> Street, Richfield

**January 17 – SWM Chapter**  
Crowne Plaza Hotel, 5401 Green Valley Drive, Bloomington

### Question of the month?

*What sort of Ice Breakers have worked for you in the past/have you enjoyed?*

*Send your comments to [jennifer.dejong@qe.com](mailto:jennifer.dejong@qe.com) by the newsletter deadline(11/19/07)and they will be posted in our next edition.*

*Have a question you'd like to know what works/worked for other email it to Jennifer.*

## 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](http://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 **November 19, 2007 at noon**. Please note that this is right after the chapter meeting, due to moving our December meeting forward a week.

Editor: [Jennifer DeJong CAP](#)

Please contact the editor with any ideas or articles.