



# SouthWest Metro News

The Official Newsletter of The SouthWest Metro Chapter of IAAP

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

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

Thursday, April 17, 2008

## “Making the Cut and Staying the Course”

Presented by: *Judy M. Zimmer, Coach, Motivational Speaker and Author*

Don't miss this very important and informative meeting, which will highlight:

- I. “How Change Occurs” Conversation (Thoughts, Language and Practices)
- II. A focus on Language and Practices that will provide ways to create less resistance and greater fulfillment as it relates to:
  - The review process
  - The language of reviews
  - Asking for a raise
  - Useful resources
- III. Powerful Words and Limiting Words Overview
- IV. How to put this information into practice.

Expect to walk away from this program with tips and techniques on how to stay ahead of the game when it comes to networking and staying on top of industry changes.

Judy Zimmer is a certified effectiveness coach, motivational speaker and author. Her expertise has developed over the past 18 years while working with leaders in organizations to develop, improve and create unbelievable results. In the past 10 years, Judy has worked with all levels of employees to coach and mentor them on how to use powerful language to create powerful results. Judy's clients include leaders at TCF Bank, Target Corporation, Cargill and leaders in small privately-held companies. Judy provides coaching services through her website, [www.Believeitcanhappen.com](http://www.Believeitcanhappen.com).

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 5:30 p.m.

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, April 14.**

## What's Inside:

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## From the President



April is upon us and with it is Administrative Professionals Week®. Anyone joining our chapter in the month of April will get their Division dues waived. Please contact Sandy Menning, our Membership Chair at [Sandra.menning@usbank.com](mailto:Sandra.menning@usbank.com). She can give you or any potential member information and a membership application.

The MN-ND-SD Division Annual meeting is foremost in my mind these days and I am happy to report that all of your 2007-2008 Board of Directors will be attending this meeting. With the meeting being held in the Twin Cities this year I ask you all to consider attending at least part of the weekend events. It truly gives you a good idea of what IAAP® is all about and it also gives you a chance to meet members from other chapters. The registration form and information will be available to us on April 1, 2008. As soon as I receive it from the host chapter, *TwinCities West*, I will forward it on to you.

We need to keep in mind that in the year 2010 SouthWest Metro Chapter will be hosting the Division Annual Meeting and we will have many things to do to make it an educational and fun filled weekend. Our Co-Chairs, Judy McCallion and Renee Breiwick CPS/CAP will need all members' talents and expertise for this event and I am really looking forward to working with them.

Our Nominations Committee will have a full slate of officers and committee chairs for our April meeting but it is not too late to throw your hat in the ring. If you are interested in running for an office on the Board of Directors or interested in being on a committee, please contact Gloria Oveson CPS/CAP at [Gloria.oveson@hotmail.com](mailto:Gloria.oveson@hotmail.com) or Luanne Jorgenson CPS/CAP at [Luanne.d.jorgenson@seagate.com](mailto:Luanne.d.jorgenson@seagate.com).

Happy Spring to you all!!

Respectfully submitted  
Jean Allen, President

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## Board Meeting

The next Chapter Board meeting will be held Thursday, April 10th, beginning at 5:45 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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# WELCOME

Welcome to the newest members of the SouthWest Metro Chapter:

- Heidi Sundeen- in Burnsville
- Joanne Johnson – International Dairy Queen in Edina
- Mekaylla Borsheid – International Dairy Queen in Edina

### Sunshine Committee:

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

Birthday Cards sent to: Mekaylla Borscheid  
Nancy Janicki CPS/CAP  
James Rivord

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### Ways and Means Committee:

Tupperware – Your Tupperware order will be delivered at the April meeting.

Bachman’s Gift Cards – Start thinking ahead to Mother’s Day and your spring gardening needs. Ways and Means is selling Bachman’s gift cards. They are great for gift giving or personal use. Chapter members receive a \$1 discount on every \$25 card they purchase. Our chapter receives 15% of the sales. Place your order at the Ways and Means table and the card will be delivered to you at the following month’s meeting (or we can make arrangements to get it to you earlier if needed).

Pens and Pins – Now on sale for \$2 each while supplies last.

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### Hospitality Committee:

The March meeting had 28 members and 6 guests in attendance. Our speaker was Jan Tolle MacDonald of the Bloomington, MN Convention and Visitors Center Bureau. She gave us lots of very helpful information for meeting planning.

**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

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



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### Community Service Committee:

The Community Service opportunity for the April chapter meeting will be collecting items for Ready for Success. Bring items to the April meeting to be boxed up and delivered to Ready for Success. Items needed at this time are: Knee high nylons, spring/summer shoes (sizes 9, 9 ½, 10, 10 ½), spring/summer purses, clothing (appropriate for interviews and work), personal care products such as tooth brushes, toothpaste, deodorant, make up, mascara, eye brow liner, lipstick, etc.

## Dissatisfied: How do WE change it?

– Luanne Jorgenson CPS/CAP

I know some of you are unhappy with the dinners we have been served at the Crowne Plaza. To be honest some of them I have not been happy with either, but we have to remember that out of the \$20 fee there is also the gratuity for the wait staff and taxes. The furnishings in the room are at no extra cost to the chapter.

At every meeting you are given an evaluation sheet. Please give some suggestions to what you would like to see for a meal, what you would not like to see again or any other feedback. The committee can only do so much without your input.

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## Certification Committee

The MN River Valley Chapter is hosting a CPS/CAP Mock Exam on Saturday, April 26<sup>th</sup> at MGI Pharma, Inc. in Bloomington. Cost is \$10.00 for both CPS and CAP mock exams, or \$5 for just the CAP, which includes all materials for the test, snacks, pencils, scratch paper and calculators. Exam starts at 8:30 am with the doors being locked at 8:25 am. The CAP portion of the exam will begin at 1:15 pm with a small taste of what to expect from the 3.5 hour exam. The test should be completed by 2:30 pm. Payment needs to be received by April 18<sup>th</sup>. For directions and more information please contact Linda Solmes with the MN River Valley Chapter at [Linda.solmes@mgipharma.com](mailto:Linda.solmes@mgipharma.com). If you are not taking the CPS and/or CAP exam in May, you can always use this opportunity to try out the tests before the November exam(s).

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## Concentrating at Work

*Information taken by Jennifer DeJong CAP during Presentation by Laura Stack MBA,CSP*

What are some reasons why it is so difficult for you to concentrate at work? Could it be because the hallways are noisy? How about the location of your desk, are you close to the copy room, lunchroom or even the common ground? Do you not have the software needed or an updated version of the software to make things go quickly? Or the most common answer, someone stops and either talks or has a question.

The biggest distraction most have is actually, not having enough workspace. In a seminar that I attended at the International Convention and Education Forum through the in Reno, NV called “Concentrating on Your Work” by Laura Stack, MBA,CSP; I learned the most optimal work space to maximize your productivity is actually a “U” shape. This allows your computer, printer, scanner and other main compartments to be housed on one part of the “U”, allowing the main piece to be a main work surface and having the other half of the “U” be a place to lay out the items that you are working on. Many believe how you set up your desk helps keep distractions to a minimum. If you turn away from the main walkway, it allows you to concentrate on what you are working on instead of who is walking by. If this is unavoidable, then block your peripheral view with a plant or ask for a higher partition.

At Cornell University, they did a study on stress and work environments. The study concluded that if the workplace is noisy (radios playing loudly, people talking loudly on their phones or using speakerphones, or just being next to a high traffic area) makes a persons stress hormones go up.

### Are you a “Butterfly” or a “Stamp”

A Butterfly, gets distracted easily, randomly flits from task to task, has the sensation of working very hard but not completing anything. This is because they try to locate something and then decide they need to clean their desk to find it. While they are cleaning off their desk they locate some files that need to be taken to another person and deliver that, only to get stopped by someone to answer a question then realize it is lunch.

A Stamp, sticks to one thing until it gets done or at a point where they cannot finish the task without information or help from someone else. Makes sure to complete the most important things without being distracted and has effective juggling.

## 2008 Administrative Professionals Week Theme: **FORWARD MOVING**

The "Forward Moving" theme denotes how career-minded administrative professionals are positioning themselves for success in today's ever-changing business environment by mastering advanced office technology, continually honing their communication skills, forging collaborative relationships with managers and coworkers, and taking charge of their own career development.

### Administrative Professionals Week/Day History

This annual event was originally organized in 1952 as "National Secretaries Week" by the National Secretaries Association (now known as the International Association of Administrative Professionals) in conjunction with public relations executive Harry Klemfuss and a consortium of office product manufacturers. It was established as an effort to recognize secretaries for their contributions in the workplace, and to attract people to secretarial/administrative careers.

In the year 2000, IAAP announced a name change for Professional Secretaries Week and Professional Secretaries Day. The names were changed to **Administrative Professionals Week** and **Administrative Professionals Day** to keep pace with changing job titles and expanding responsibilities of today's administrative workforce.

Over the years, Administrative Professionals Week has become one of the largest workplace observances. The event is celebrated worldwide, bringing together millions of people for community events, educational seminars, and individual corporate activities recognizing support staff with gifts of appreciation.

*Text taken from the International Association of Administrative Professionals website found at: [www.iaap-hq.org](http://www.iaap-hq.org)*

#### MN-ND-SD Division Board Members:

President:	Nita Nurmi CPS/CAP Crow River Chapter
President-Elect:	Kristi Rotvold CPS Red River Chapter
Secretary:	Brenda Jindra Brainerd Chapter
Treasurer:	Joan Gatzmeyer CPS/CAP TwinCities West Chapter

#### Northwest District Director:



**Teresa Bennett CPS**  
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### Headquarters Information



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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)

## Happy Birthday!!



**April Birthdays:**  
8 – Jessi Kromer

## Happy Anniversary!

**April:**  
Maria Di Iorio - 4 years  
Jane Reinke - 3 years  
Marti Clabo - 2 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 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, 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

**April 10 – SWM Board Meeting**

Davanni's, 2312 W. 66<sup>th</sup> Street, Richfield

**April 17 – SWM Chapter**

Crowne Plaza Hotel, 5401 Green Valley Drive, Bloomington

**April 23 – Administrative Professionals Day**

**May 1 – SWM Board Meeting**

Davanni's, 2312 W. 66<sup>th</sup> Street, Richfield

**May 8 – SWM Chapter**

Crowne Plaza Hotel, 5401 Green Valley Drive, Bloomington

**May 16-18 – MN-ND-SD Division Annual Meeting**

*Marriott, St. Louis Park, MN*

**June 12 – SWM Board Meeting**

Davanni's, 2312 W. 66<sup>th</sup> Street, Richfield

**June 19 – SWM Chapter**

Crowne Plaza Hotel, 5401 Green Valley Drive, Bloomington

**July 27-30 – International Convention & Education Forum**

*New Orleans Hilton Riverside, New Orleans, LA*

## 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" \*  
Mark Slade, Instructor, New Horizons of Minnesota
- Mar 20, '08** "Meeting Planning" \*  
Jan Tolle MacDonald, Sales Manager, 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 **April 23, 2008 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.