



SouthWest Metro News

The Official Newsletter of The SouthWest Metro Chapter of IAAP

www.iaap-swmetro.org

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June 2008

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

SouthWest Metro Chapter, IAAP

Awards Banquet and Installation of Officers

Come celebrate the accomplishments the SouthWest Metro Chapter has made during the 2007-2008 year by joining us at our June chapter meeting on Thursday, June 19, 2008, at the Crowne Plaza located at Highway 494 & Highway 100, 5401 Green Valley Drive, Bloomington, Minnesota 55437. We will honor our Board and Committee Members at the Awards Banquet and install our 2008-2009 Board of Directors.

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. 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, June 16.

Upcoming Dates:

June 12 – SWM Joint Board Meeting

Davanni's, 2312 W. 66th Street, Richfield

June 19 – SWM Chapter

Crowne Plaza Hotel, 5401 Green Valley Drive, Bloomington

June 21 – Leadership Boot Camp Resource Training and Solutions, St. Cloud

July 27-30 – International Convention & Education Forum

New Orleans Hilton Riverside,
New Orleans, LA

From the President

I want to thank the SouthWest Metro Chapter for sending me as your delegate to the MN-ND-SD Division meeting on May 16 – 18, 2008.

Two amendments were proposed and adopted to the MN-ND-SD Division Standing Rules as follows:

Section B. Representation.

2. The President-Elect attends the Incoming Division President's Conference. If no President-Elect is in place to attend the Incoming Division President's Conference, the Division Board of Directors will select an alternate to attend, upon approval of the International President-Elect and the IAAP Membership Manager.

Section C. Expenses.

9. The Division shall reimburse the President-Elect for reasonable expenses incurred to attend the Incoming Division President's Conference. Such expenses and those not covered by International to include mileage to and from the airport, parking and incidental meals during travel.

Marvel did a good job in her report of summarizing the education part of the conference so I won't add anything to that. You will find her report in this newsletter.

I was proud of the fact that we have 12 SouthWest Metro Chapter members attend the annual meeting this year and it was very nice to spend some time together outside of our monthly meetings.

My year as your President is almost over and I want to thank each and every one of you for your support and help in bringing our chapter to a successful 2007-2008 conclusion.

Respectfully submitted,

Jean Allen

IAAP MN-ND-SD DIVISION MEETING

Submitted by: Marvel Thorne, SouthWest Metro Chapter Incentive Award Recipient

Thank you to the SouthWest Metro Chapter for the opportunity to attend the IAAP-MN-ND-SD Division 2008 Annual Meeting. It was an exciting weekend of:

Education - "Flirting With Success" presented by Jill Spiegel gave us rapport building and communication techniques to gain trust, exude confidence and inspire others. The importance of positive thinking and believing in ourselves to reach our goals was stressed. What we tell ourselves either draws people to us or disconnects us from others. "Forward Thinking: Communicating Professionalism" was the topic of the CPS Luncheon presented by Theresa Bennett, CPS. Group discussions centered on professional image reflected in our attire, work areas and behavior and traits. Our reflection reflects on everything we do and everything we do reflects on us. Office Team presented a session on "Generation Y" reviewing how to attract and retain Gen Y (born 1979-1999) employees. The closing seminar on "How To Be A 5-Star Negotiator" was presented by Corla Innskeep. The five key points were 1) It starts with us – attitude/confidence/goals 2) Know your audience – prepare/research 3) Listen – ask questions 4) Be creative in giving concessions 5) Get what you want by visualizing and clearly asking for it.

Learning More About Our Organization – The Annual Business Meeting was called to order on Saturday morning by Division President Nita Nurmi CPS/CAP with 122 IAAP members in attendance. It was interesting to learn what is happening at the International, Division and Chapters levels. Highlights of the meeting were: The election of the following 2008-09 Division officers: Kristi Rotvold CPS/CAP – President, Joan Gatzmeyer CPS/CAP – President-Elect, Brenda Jindra – Secretary, Felicie Mahler CPS – Treasurer. Theresa Bennett CPS, Northwest District Director serving on the International Board of

Directors, presented the International Update and announced the 2008-09 International theme - "Excellence in Action." A recognition program – "Pathways to Excellence" – has been developed to create continued growth and branding across the Association. The program includes "7 Measures of Success". Details will be available on the International website. As host chapter of the 2010 Division Annual Meeting, our Southwest Metro Chapter members gave an invitation "to get connected" by attending the 2010 annual meeting at the Holiday Inn in Bloomington, MN. Newly elected Division President, Kristi Rotvold CPS/CAP took over the gavel and announced our Division will be following the 2008-09 International theme "Excellence in Action." There will be an award program for achieving Member of Excellence, Chapter of Excellence and Division of Excellence criteria. An on-line brochure explaining the award program will be available in August on the Division website. The October 3-5 Division Fall Conference will be held at Thumper Pond Resort in Ottertail, MN.

Networking – At the Friday Vendor Show and Saturday Awards Banquet (ask those who attended about Noah). Our chapter Ways and Means raised \$66. Thank you to Maria Diiorio and her husband for allowing us to sell their jewelry at a 30% commission.

Board Meeting

The next Chapter Board meeting will be held Thursday, June 12th, beginning at 5:45 p.m. at Davanni's located at 8061 Flying Cloud Drive in Eden Prairie. All members are invited to attend the board meeting, but Board Members and Committee Chairs are required to be in attendance.

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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Sunshine Committee:

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

Birthday Card sent to: Kathy Kelash

Get Well Card sent to: Jennifer DeJong CAP

Certification Committee:

A celebration dinner of the SW Metro members who received their CAP certifications last May was finally held one year later at Don Pablos in Richfield. The members who attended were Diane Chapman CPS/CAP, Nancy Janicki CPS/CAP, Judy Twisk, CAP and 2006-2007 Certification Chair, Kathy Hengel CPS. Members not able to attend were Luanne Jorgenson CPS/CAP and Jennifer DeJong CAP. Toasts were made for past accomplishments and future ideas for personal and chapter improvements were discussed and shared.

The Certification Committee Chair for 2008-2009 is Angie Gillquist. She'll do a great job. At the next chapter meeting, say hi to Angie and ask her how you can help!

Hospitality Committee:

The May chapter meeting was attended by 27 members and 27 guests. We had a wonderful time celebrating Char's 40th anniversary as a member of IAAP®. She was very surprised.

The annual meeting was held after the celebration. We elected the officers for the 2008-2009 chapter year. We also voted to hold the meetings at the Embassy Suites in Bloomington next year.

June is our Strategic Planning meeting. Remember to bring your ideas to the meeting.

We pushed out the Quarterly Incentive drawing until the June 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 running for an office
- 1 ticket for leading or joining a committee for 2008-2009

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

Treasurer's Note: Committee Chairs, please remember to prepare vouchers for any outstanding '07-'08 expenses and bring them to the Board meeting on June 12th.. If the expenses are over \$40 or if your Committee has exceeded its approved budget, the expenses must be approved by the Board. All expenses need to be cleared by the end of June so the books can be closed and turned over to the Auditor.

Any committee with Chapter assets should list the assets they are holding and indicate when the assets are turned over to another member. On a separate page, please indicate if you have made *Donations in Kind* to the Chapter. Donations in Kind can include any non-reimbursed expenses you wish to donate to the Chapter, such as mileage, office supplies, gift items, refreshments, etc.

SouthWest Metro Chapter, IAAP®

2008 – 2009 Board of Directors

President:	Luanne Jorgenson CPS/CAP
President-Elect:	Judy Twisk CPS/CAP
Vice President:	Maria Diiorio
Secretary:	Nancy Janicki CPS/CAP
Treasurer:	Diane Chapman CPS/CAP

THANK YOU SO MUCH!

To All SouthWest Metro Chapter Members:

Thank you, thank you, so very much for the wonderful “surprise” 40th year Anniversary celebration on May 8th. I was truly “surprised” and it is very hard to put in words my “gratitude” for all that you did to make this evening such a memorable one for me. Everything was great including the balloons, banner, being picked up by a chauffer, all of the congratulations cards and gifts, the cake, the wonderful gift from the Chapter (the hand blown glass desk and chair), etc. And, I can’t thank the chapter enough for the wonderful donation to the IAAP Research and Educational Foundation, which is very “dear” to my heart. I was so happy to see so many people that I haven’t seen in years and was so surprised to see my Sister there. Something that always amazes me is the tenacity that all IAAP members have in knowing who to contact, etc.

I was totally in awe and for the first time in my life, I was lost for words. You are all such awesome people, and again, my deepest thanks for the wonderful celebration, which I will never forget.

THANK YOU!!!

Your IAAP friend,
Char

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- Open

Sunshine: Chair: Gloria Seeger CPS

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

Website: Chair- Janean Nurman-Fortier

Headquarters Information



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IAAP® Websites

International: www.iaap-hq.org

Division: www.iaap-mnndsd-division.org

SouthWest Metro: www.iaap-swmetro.org

Happy Birthday!!



June Birthdays:

5 – Clare Dendooven

6 – Marti Clabo

16 – Marvel Thorne

21 – Joan Dietz CPS

28 – Dawn Olson CAP

28 – Judy Twisk CPS/CAP

Happy Anniversary!

June:

Rebecca Lynch - 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.

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** **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.

Editor: [Jennifer DeJong CAP](#)

Please contact the editor with any ideas or articles.