



The Charter

The Official Newsletter of the *TwinCities West Chapter of IAAP*®

www.iaap-twincitieswest.org

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Next Port of Call

Thriving in Chaos

Stop the World...I Want to Get Off!

Presented by Tracy Knofla of High Impact Training

April brings Administrative Professionals Day® and we are celebrating with a very intriguing program titled “**Stop the World...I Want to Get Off! or Thriving in Chaos**”. Today’s employees are expected to do more with less and coordinate a very complicated life outside of work, all while staying sane and happy. Many people report feeling that they’ve lost control of their lives. *Thriving in Chaos* challenges participants to confront this notion and provides the tools necessary for them to live a more productive and fulfilling life. Through our **April 14** educational forum, you will experience an enlightening demonstration of the effects of chaos on your professional and personal lives; identify factors in today’s world that bring chaos into your life; identify choices to bring some of the chaos under control; and learn how to maneuver around the roadblocks to full enjoyment of your life. This program can benefit everyone, so mark your calendar and bring a colleague, friend, or family member!

Our program is being presented by professional trainer, **Tracy Knofla**, of **High Impact Training**. Tracy lives by the motto, "If it's not fun, I'm not doing it!" She's adamant that training is serious business that doesn't have to be serious and she should know... she has conducted hundreds of presentations for thousands of people of all ages and backgrounds across the country.

Her presentations educate participants in a way that engages their interests and encourages them to reach their maximum potential. Tracy received her bachelor's and master's degrees in Recreation and Leisure Studies from Southern Connecticut State University in New Haven, CT. Tracy and her business partner, Mark Geller, opened High Impact Training, a nationally recognized training and development company, in 1995 with a mission to change people's lives.

Note: You do not have to be an IAAP member to attend our educational forums. We encourage and welcome ALL administrative professionals to attend. Pre-registration is required. Please see registration form on page 10. (More registration info is included on page 2.)

NEXT PORT OF CALL *(continued)*

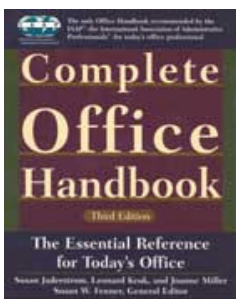
Registration Information – To register by email, please contact Dawn Staycoff at tcwestiaap@yahoo.com by Mon., Apr. 11. By phone: call Peggy Ford at 952-936-1688. You may also register online at www.iaap-twincitieswest.org. The registration fee, including program and dinner, is only \$18 for TC West Chapter members, students, and teachers; \$20 for other IAAP members; and \$25 for non-IAAP members. No-shows will be charged unless cancelled prior to Apr. 11. See page 9 for details about our No-Show Policy.

Menu – Classic Caesar salad, chicken breast, breadstick, raspberry sorbet with Austrian wafer. If you have medical dietary concerns, please note this on your registration form.

Corporate Sponsor – TCW is proud to recognize Randstad as our April corporate sponsor! **Randstad** is a leading employment services company with more than 2,200 offices in 13 countries in Europe and North America. Randstad offers short- and long-term assignments, contract engagements and direct hire opportunities in five core practice areas, including Office, with positions such as Admin Assistant, Receptionist, Office Manager, Office Assistant, and Legal Secretary among others.

Your Chance to Win!

HONORING ADMIN PROFESSIONAL'S DAY



April marks Administrative Professional's Day / Week (APD/APW) so we will be giving away a very special prize at the April chapter meeting... the IAAP *Complete Office Handbook* valued at \$21.95.

How can you win? Simply attend the chapter meeting on April 14. **Everyone who attends gets a chance to win!**

Special Guest

COFFEE & PINS – DIVISION FUNDRAISER

Saint Paul chapter member, Yvonne Arendt CPS/CAP, will be attending the April chapter meeting with a supply of coffees, cappuccinos and Division pins available for purchase. Funds raised will help fund Division initiatives (ex. the Division Meeting Attendance Incentive Award).

Wedding Bells!

CONGRATULATIONS MELISSA SCHULTZ...

nee Hunstad!! On February 26, TCW member Melissa Hunstad married Cory Schultz. **Congratulations Melissa and Cory!**

Tip of the Month

Submitted by Marlene Rouillard

You know when you are heading out for an interview or an important meeting? What almost always happens? You get a smudge of deodorant or splashes of toothpaste on your clothes while you are getting ready.

Instead of changing outfits, you can simply use the sleeve of your shirt or even the inside of the bottom of your shirt, and rub the material together...the rubbing action removes the deodorant or toothpaste without needing to wet the area, which always leaves an odd shape to your blouse. Silly, but incredibly helpful if you are rushing out the door! ☺

Web News

SITE REFERRALS

Submitted by Jim Rivord

<http://wordtips.vitalnews.com>

<http://exceltips.vitalnews.com>

These sites offer Word Tips and Excel Tips. Allen Wyatt is one of the leading experts on getting the most out of Microsoft Word and Microsoft Excel. They're powerful packages, but not always exactly intuitive. (In fact, can you say "Incredibly maddening"? I knew you could.) His hundreds of Tips are well categorized and help you figure out how to get what you need to do done. Of course you can search, and it's all free. Awesome!

Captain's Corner

by President Joan Gatzmeyer CPS/CAP

Happy Administrative Professionals Day®! This greeting is a little early, since the actual day isn't until April 27, but I wanted to take this opportunity to recognize the many contributions that each of you make to both your employers and our chapter. Administrative Professionals Week® was originated in 1952 as a way to call attention to the "tremendous potential of the secretarial career". 53 years later, we are still working toward that goal as evidenced by the IAAP organization's recent adoption of the "Turning Jobs Into Careers" logo. In my installation speech last June, I stated that while many admins have years of experience, they may still feel as if they're "just a secretary". One of the greatest benefits that active IAAP membership provides is pride, enthusiasm and passion for the administrative profession.

The other objective of the first "National Secretaries Week" was to recognize "the secretary, upon whose skills, loyalty, and efficiency the functions of business and government offices depend". Those words are even truer today as the role of the administrative professional continues to expand due to changes in the workplace caused by technology, downsizing, and globalization. This year's Administrative Professionals Week (APW) theme, "Innovation Advances Administrative Professionals" succinctly highlights those changes and many APD/APW events are focused on professional development that will help admins successfully meet new challenges.

TwinCities West is participating in APW in a number of ways. Debi Cain-Rivord CPS/CAP, MN-ND-SD Division President, and I will be leading two 2-hour seminars to be given to admins/prospective admins at the HIRED organization on Wednesday, April 27. HIRED (www.hired.org) is a full partner of the Minnesota WorkForce Center System and helps 8,000-9,000 people annually in programs designed to assist low-income adults, dislocated workers (experiencing a lay-off), welfare-to-work individuals, refugees, and youth seeking to enter the job market for the first time. The presentation will focus on the skills utilized by today's admins and the variety of roles that admins play as well as the benefits and networking provided by IAAP. (See the Public Relations article on page 4 for more info.)

The following item, "The Secretary's Prayer", appeared in Ann Landers' column more than once over the years. Although, as noted, our titles and responsibilities have changed during that time, I think we can all still relate to the sentiments it conveys. With credit to Ann, who said "**Without the secretaries of the world, nothing would ever get done**", I leave you with *The Secretary's Prayer*:

"Dear Lord, help me to do my work well, to have the memory of an elephant and by some miracle to be able to do five things at once...answer four telephones while typing a letter that 'must go out today.' When the letter doesn't get signed until tomorrow, please give me the strength to keep my mouth shut.

Never let me lose my patience, even when the boss has me searching files for hours for the report that is later discovered on his desk.

Help me to read his mind—and his handwriting—and to carry out all instructions without explanation.

Let me always know exactly where my boss is and when he'll be back, even though he never tells me these things.

And Lord, when the year ends, please give me the foresight not to throw out records that will be asked for in a couple of days, even though I was told emphatically, 'Destroy these; they are cluttering up the place.'

I ask these blessings, dear Lord, in the name of secretaries everywhere. Amen."

Enjoy your special day!



Joan Gatzmeyer CPS/CAP

TwinCities West Chapter Mission Statement

To provide educational programs and networking opportunities in an ever-changing work environment that enhance the marketable skills and professional image of our members

Certification

PRACTICE EXAM QUESTION-OF-THE-MONTH

Submitted by Georgann Bestler Wenisch CAP

Management Section

In goal setting, which one of the following would not occur?

- A. Increased leadership ability.
- B. Increased motivation.
- C. Enhanced decision making.
- D. Polarization in leadership.

Copyright 2004/2005 Robert A. Metcalf. Used with the written permission of Metcalf Educational Services (www.capreview.com). The correct answer is D.

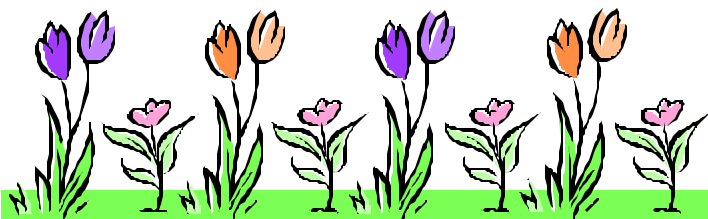
MOCK EXAM NOTICE

It's time once again for the Mock Exam, a sure sign of Spring! If you are planning to take the Certification Exam this spring, or any time in the near future, please mark your calendar for Saturday, April 23, and join us at Century College.

The Mock Exam is a great way to test your readiness for the real exam. Since it is held in the same room as the real exam, it also makes the day of the exam less stressful for you because you'll already know exactly where to go, how long it takes to get there, and what to expect when you arrive. To join us, please fill out the attached form and mail it to us with your check.

If you've already got plans for April 23, but would still like to take the test to see which areas to concentrate on during your remaining study time, just let us know by filling out the Mock Exam form on page 8 and mailing it to us with your check. We'll mail a copy of the Mock Exam to you.

Please feel free to contact me at jtynen@mandklaw.com or 612-672-3626 with any questions.



Community Service

GREATER MINNEAPOLIS CRISIS NURSERY

4th Thursday of each month – 4:30 - 6:00 pm

5400 Glenwood Ave., Golden Valley, 55422

Participation by RSVP

Wanted: Young Professionals

Our chapter is a member of TwinWest Chamber of Commerce, who is sponsoring the Emerging Leaders' Cook for Kids program at the Greater Minneapolis Crisis Nursery, a consistently popular, fun monthly event. If you're looking for a way to network with other up-and-coming local professionals, and ready to give back to your community, this is the perfect opportunity for you. We still have three spots open next week-- call the Chamber today before someone else takes your place! To participate, contact Kim at 952-540-0234, ext. 15, or e-mail at kim@twinwest.com. Tell them you're from TCW Chapter of IAAP.

PLYMOUTH CITY YARD & GARDEN EXPO

Sat, April 9, 2005

Plymouth Creek Field House, 14800 34th Ave N.
Contact Nancy Berg nancy_berg@rdale.k12.mn.us
if you'd like to work from 9:30-12:45 in the Flower arranging area.

Wanted: People who like to garden

Volunteer to plant for Plymouth City on Saturday, June 4, 9AM-noon. Also seeking a chairperson for this event. Call Nancy Berg 763-551-4705 (eves).

Public Relations News

LARGE MAILING COMPLETED

Our and Membership Committees recently completed a mailing to the admins of approximately 450 local businesses. These letters included IAAP information, highlighted the connection between IAAP and APW/APD, included TCW program schedule information, and a coupon for an upcoming TC West meeting.

Additionally, the mailing included a letter to the business owner or manager that demonstrated how supporting their admins in IAAP would return value and encouraged them to consider a seminar or IAAP membership as an APD recognition for their admin. Our PR & Marketing and Membership Committees are also working with local caterers, florists, and office supply companies to distribute IAAP information on our behalf during APW.

Chapter Birthdays

The *TwinCities* West Chapter would like to wish a very happy birthday to the following members:

- **Tracy Rue** **April 6**
- **Nancy Berg** **April 12**
- **Dawn Staycoff** **April 23**



Chapter Anniversaries

The *TwinCities* West Chapter would like to congratulate the following chapter members on their anniversaries with IAAP!

- **Kathy Eiden** **1 Year**
- **Shanon Hadac** **2 Years**
- **Dian Bolte** **2 Years**
- **Laura Green-Johnson** **4 Years**

If we missed your birthday or anniversary, we apologize and ask that you enter your info into the "Members Only" area of our website for inclusion in future issues of "The Charter."

Ways & Means

NEW FUNDRAISER!

Want to help raise money for the TCW programs? Host a Stampin' Up! Workshop in your house. Earn a free Idea Book & Catalog, free stamps and other supplies. If you'd like to just place an order, call Nancy Berg at 763-551-4705 (eves). It's so much fun and I will be giving half of my profits to TC West!

Roommate Needed in Denver

Lisa Hogan, a member of the South Suburban Chapter, is seeking a person to room with at the International Convention who already has a reservation made at the host hotel in Denver (the Adams's Mark Hotel). If you already have a room reserved and would like to share the costs with someone else, please contact Lisa at lisa_hogan@datacard.com.

Chapter Library

CHECK OUT THIS LIBRARY OFFERING!

from Janice Paulson CPS/CAP

How to Gain the Professional Edge, by Susan Morem, provides you with tools and techniques to use immediately that will help you achieve your goals...whether you're looking to land a job, keep a job, or move ahead in a job. This book can help you to:

1. Create and project the professional image you want
2. Select appropriate clothing to wear
3. Put yourself and others at ease in any business situation

The mobile chapter library is available at each chapter meeting. Take advantage of this membership benefit and check out this book at the next meeting or contact me at janice_paulson@gage.com.

2005 Division Annual Meeting & Golden Anniversary Celebration

MAY 13-15, 2005 – ST. CLOUD, MN

The St. Cloud Quarry Chapter will be hosting the 2005 Division Annual Meeting & Spring Conference in conjunction with their 50th **Anniversary!** The conference will be held May 13-15, 2005 at the Holiday Inn, St. Cloud

Highlights include a presentation by Mary Jo Paloranta (www.paloranta.com), entertainment by the incredible Half Steps, and installation of new Division officers at the Saturday evening banquet. Additional seminars will be offered along with plenty of time for networking.

Registration has been sent out; the registration deadline is April 29. You can make your hotel reservations by calling 320-253-9000. Room rates are \$89.95 +12% tax. (If you haven't yet received your brochure, you can get one from the Division website at www.iaap-mnnds-division.org.)

This Golden Anniversary is a milestone worth celebrating so join us for this fun, educational weekend!

Retirement Trust Foundation (aka RTF) Update

by Joan Gatzmeyer CPS/CAP

In April, *TwinCities West* will continue to focus on IAAP's Retirement Trust Foundation (RTF) and the services they provide. The MN-ND-SD Division of IAAP set a goal of raising \$1,000 division-wide in 2004-05 to support the RTF under a theme of "1,000 Ways to Show We Care".

April 15 is coming up and many of us are very aware of income taxes! Looking for ways to lessen their impact next year? **All contributions to the RTF are tax-deductible and we encourage you to consider making a donation at the April meeting!** Receipts will be available and you will have a chance to win the special prize below.



The RTF was established primarily to provide comfortable, affordable housing for needy and elderly administrative professionals, such as the Vista Grande retirement center in Albuquerque, NM. The unique topography of that area provides excellent flying conditions for hot air balloons and the city is known as the ballooning capital of the world.

For that reason, the RTF has adopted the hot air balloon as its logo. *TwinCities West's* logo this year centers on birds and we have found a drawing prize that combines the two themes: a hummingbird feeder shaped as a hot air balloon! You will receive one chance for each \$5 you contribute, so, for example, a \$20 donation earns you four chances to win!

The RTF also provides resources and educational tools to IAAP members, including a quarterly newsletter, workshops, and website with information on financial planning, long-term care insurance, exercise guidelines and more to help admins achieve a quality retirement.

Benefits Of IAAP[®] Membership

Continuing Education – Earn Continuing Education Credit (CEUs) and/or CPS Recertification Points at Chapter, Division, and International meetings or conferences.

Networking – Meet and exchange ideas with other office professionals.

Professional Growth – Enhance your career and develop self-confidence.

Certified Professional Secretary[®] (CPS[®]) and Certified Administrative Professional[®] (CAP[®]) Programs – Attain the recognized standard of measurement of secretarial and administrative assistants' proficiency through an extensive written examination.

Leadership Development – Learn team-building and organizational skills as a committee member, committee chair, and/or chapter officer.

Technology Updates – Keep up to date on industry trends and technological advances.

Professional Publications – Receive timely information on issues facing business professionals today.

Want to Become a Member?

Contact Kathy Johnson, Membership Chair, at kjohnson@ccfcu.org and ask that an IAAP Informational Packet be sent to you. Better yet, attend one of our meetings and see for yourself how IAAP can help you achieve success in the administrative profession!

Responsibility Leads to Professional Development

by Robert Elsenpeter from the Star Tribune

When one thinks of professional development, thoughts turn to seminars, night school or learning a new software application. However, one of the best ways for an admin to stretch his or her wings is as simple as taking on more responsibility. Maybe "simple" isn't the best word.

Career Enhancement

Carolyn Nelson CPS/CAP is no stranger to taking on extra duties. Nelson, an executive administrator at Harmon, Inc. in Golden Valley, sees additional responsibilities as a way to enhance her own career.

"You get trust from the company," says Nelson. "They know they can count on you to get it done."

Nelson says the opportunities to take on extra responsibilities are everywhere. "There are opportunities every day," says Nelson.

Even when a task is seemingly above an admin's head, a little determination can go a long way. While with another employer, for example, Nelson was tapped to handle the company's human resources responsibilities, including record keeping and managing stock options. "I had to take several classes for that," remembers Nelson. "You have to be open. You have to stay ready to learn what you have to."

Take The Initiative

Opportunities will often come from the admin's own inventiveness. "Any extra responsibility is good," says Nelson. "I like to steer some things in my own direction."

For example, Nelson's manager observed that he didn't like the company's existing messaging system. Nelson asked if she could try to improve it. "Ultimately, we got a new system, and now it's the standard for the whole company," says Nelson.

There's likely no dearth of work to be done around your office. A good way to find extra tasks, suggests the International Association of Administrative Professionals (IAAP), is to look around the office and see what positions have been eliminated due to downsizing, or what extra tasks managers have taken on in recent years.

Additional Responsibility

Sources of additional responsibility, notes the IAAP, include:

- Coordinate leasing arrangements. Reviewing new and ongoing leases can save money.
- Manage facility functions. Be the person who schedules rooms and equipment; coordinates catering; and maintains a list of resources like speakers, facilitators, and communication providers.
- Become proficient in desktop publishing. Save money by creating in-house designs, or create an e-newsletter for customers and employees.
- Apply library science to information storage and retrieval. Make it easier for everyone to find the information they're looking for.
- Establish a mini-call center. Maintain a list of frequently asked questions and answers that can be e-mailed when employees have questions.

While the manager or supervisor might have some ideas for projects, it's always a good idea for the admin to keep his or her eyes and ears open for the opportunity to take on extra responsibility. Advises Nelson, "If someone says they need something and you think you can do it, go for it."

The International Association of Administrative Professionals can be found online at www.iaap-hq.com.

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SEMI-ANNUAL CPS®/CAP^(cm) MOCK EXAM

Sponsored Jointly by the Metro Lakes IAAP Chapters

This exam is designed to give CPS/CAP candidates the opportunity to experience the CPS/CAP Exam atmosphere as well as sharpen their test taking skills.

AGENDA

DATE:	Saturday, April 23, 2005	8:30 - 9:00 am	Registration
		9:00 - 9:10 am	Welcome
LOCATION:	Century College-West Campus	9:10 - 10:00 am	Finance & Business Law
	3401 Century Avenue North	10:00 - 10:10 am	Break
	Room 1006	10:10 - 11:00 am	Office Systems & Admin
	Theater Entrance	11:00 - 11:10 am	Break
	White Bear Lake, MN 55110	11:10 - 12:00 pm	Management
		12:00 - 12:10 pm	Break
		12:10 - 1:00 pm	Organization Planning (CAP)

REGISTRATION FEE: \$12.00 for IAAP members
\$15.00 for non-IAAP members CPS CAP Both

I am unable to attend – please mail a packet to me CPS CAP Both
I have enclosed \$_____, which includes \$3.00 extra for shipping and costs.

Testing materials and tips will be provided. Same price whether you stay for all or just part of the exam. Registration confirmation will be sent via fax or e-mail. Dress is casual.

REGISTRATION DEADLINE: April 8, 2005

Name _____
Address _____
City / State / ZIP _____
Work Phone _____
Home Phone _____
IAAP Chapter _____
Fax number or e-mail address
to receive confirmation: _____

MAKE CHECKS PAYABLE TO:

International Association of Administrative Professionals

Return form and check by April 8, 2005 to: Attention:

Ruth Ann Deeg
United Properties #150
3500 American Blvd. W.
Bloomington MN 55431

For further information, call:

Ruth Ann Deeg - 952-893-8275

** DIRECTIONS TO EXAM LOCATION:

Take I694 to the County 120 exit (also known as Century Avenue), located one mile east of White Bear Avenue. Go north ½ mile to Century College. Take a left turn to the West Campus. Park in the first two parking lots and enter at the Theater Entrance. Go downstairs (elevators are available). Watch for signs to Room 1006.

CPS® Certified Professional Secretary®, CAP^(CM) Certified Administrative Professional®, and IAAP® are registered service marks of the International Association of Administrative Professionals®

Office Use Only:

FAX TO: _____
Confirmation Rec'd: _____
Check # _____ Verified _____

On-line Membership Renewal

Submitted by Joan Dietz CPS from the HQ website

With the new e-series system on the IAAP Web site, renewing your membership online is a breeze. Here are step by step instructions:

1. Go to the IAAP Web site, www.iaap-hq.org
2. Click on link to "Members' Place" (left-side menu)
3. Login to "Members' Place" following instructions on the registration/login page (if new to the system, see link to "Existing Members" login info).
4. Once you're logged in, you will see your "Profile" link on top left menu. If you have membership dues to be paid, an e-billing reminder will appear below your ID number. Click on the e-billing reminder or your name in the Profile link.
- 5a. If you clicked on the e-billing reminder, you will be taken straight to a page showing what payments are due.
- 5b. If you click on your name in the Profile menu, the main Profile page will show information from your membership record at Headquarters. (Note that you can submit changes to your membership record, such as changing preferred e-mail address here.) If you have dues to be paid, one of the top menu buttons in the Profile page will be "Billing"—click on the "Billing" button link, and a page will come up showing what payments are due.
6. Once you've reviewed your dues amounts, click on "Add to basket" button on bottom right. This will take you to secure payment screen to enter your credit card information.

Once completed, hit the "Submit" button only once. If your credit card is approved, you will be taken to a receipt page, and you will also receive an e-mail verifying payment, which serves as a receipt.

Note: The above process is for standard, regular dues payments. Special circumstances, such as membership transfers, membership status changes, or reinstatements cannot be done online. Contact the Membership Department at Headquarters if you think the e-billing information is not correct, or if you wish to transfer to another chapter or any other status change, such as transferring from/to member-at-large.

If you have questions or need help with the billing process, contact the Membership Department at Headquarters, e-mail: membership@iaap-hq.org or call 816-891-6600.

PERMANENT MEETING RESERVATIONS

Do you attend almost every single chapter meeting? If yes, did you know you can sign up for a "permanent meeting reservation"? Members on the Permanent Reservation list are automatically signed up to attend every meeting unless you notify Dawn Staycoff that you will not be attending a specific meeting. No need to submit an RSVP or let anyone know when you *will* be there...just show up and pay at the door!

NOTE: Per our No-Show Policy, you are responsible to pay for any meetings you miss if you do not notify Dawn by noon on the Monday prior to the meeting. Dawn S. can be reached at tcwestiaap@yahoo.com.

TCW's "No Show" Policy

Just a reminder that "no shows" will be billed for the monthly fee unless cancelled prior to the reservation deadline stated on the reservation RSVP (usually the Friday prior to the meeting).

We understand that "life happens"...especially in our line of work!! Sometimes registrants are not able to make it at the last minute. However, the hotel still requires payment for your meal, whether or not you are there. For this reason, we must collect from you if you are unable to attend at the last minute. (You will receive a receipt upon request if needed for tax or expense reimbursement purposes.)

If you have signed up for a Permanent *TwinCities* West Reservation, please remember that you must notify the Hospitality Team by the registration deadline if you will NOT be attending a meeting or you will be charged for the meeting regardless of attendance.

Your help and understanding is truly appreciated. If you have any questions, feel free to contact any board member.

TwinCities West IAAP® Educational Forum

Thursday - April 14, 2005

Stop the World, I Want to Get Off! Thriving in Chaos

Presenter: Tracy Knofla from High Impact Training



Today's employees are expected to do more with less and coordinate a very complicated life outside of work, all while staying sane and happy. Many people report feeling that they've lost control of their lives. *Thriving in Chaos* challenges participants to confront this notion and provides the tools necessary to live a more productive and fulfilling life. Through this educational forum you will experience an enlightening demonstration of the effects of chaos on your professional and personal lives; identify factors in today's world that bring chaos into your life; identify choices to bring some of the chaos under control and learn how to maneuver around the roadblocks to full enjoyment of your life.



Our presenter, Tracy Knofla, lives by the motto, "If it's not fun, I'm not doing it!" She's adamant that training is serious business that doesn't have to be serious and, with over 20 years of experience, she should know. She has conducted hundreds of presentations for thousands of people across the country. She holds a master's degree in Recreation/Leisure Studies from Southern Connecticut State University. Tracy and her business partner, Mark Geller, opened High Impact Training (www.hit4you.net), a nationally recognized training and development company, in 1995 with a mission to change people's lives.

It's all happening from 5:30 – 8:30 PM at the Radisson Hotel & Conference Center, 3131 Campus Drive, Plymouth!



Our Sponsor:

The Randstad Group is one of the world's largest temporary and contract staffing organizations

Tele: Tracy Rue at 763-398-0110; **Email:** tracy.rue@us.randstad.com; **Website:** randstad.com

\$18 for chapter members, teachers and students; \$20 for IAAP members; and \$25 for non-members. No shows will be billed for the fee unless cancelled prior to April 11. **All attendees will have a chance to win a copy of the IAAP Complete Office Handbook!**

Yes, I'll be there. My Name: _____

A friend//co-worker is coming. Name(s): _____

My check for \$_____ is enclosed.

I/We prefer a vegetarian meal. Medical dietary restrictions include: _____

My company or school name: _____

My phone number: (____) _____ My email address: _____

Make check payable to *TwinCities* West IAAP and mail with registration form to Dawn Staycoff at MGI Pharma, 5775 West Old Shakopee Road, Suite 100, Bloomington, MN 55437. **U.S. Postmark Deadline: Friday, April 8, 2005**, or email: tcwestiaap@yahoo.com by 3 PM, Monday, April 11, 2005, or call Peggy Ford at 952-936-1688. No shows will be billed for the registration fee unless cancelled prior to April 8.

Upcoming Voyages

Apr. 7 – TwinCities West Board Meetings are held on the first Thursday of each month. Meetings are held at Davanni's in Golden Valley, starting at 5:45 PM. ALL members are welcome to attend.

Apr. 14 – TwinCities West Chapter Meeting with Dinner and Educational Program. Location: Radisson Plymouth, 5:30-8:30 PM. **Topic:** "Thriving in Chaos" by Tracy Knofla. Chapter Members: \$18 IAAP Members: \$20 Non-members: \$25

Apr. 27 – OfficeTeam & IAAP Open House Breakfast to celebrate Administrative Professionals Day. 7 AM-9 AM at OfficeTeam; 601 Carlson Pkwy, Suite 150, Minnetonka, MN. RSVP by April 20 to 952-473-0442.

May 5 – TwinCities West Board Meetings are held on the first Thursday of each month. Meetings are held at Davanni's in Golden Valley, starting at 5:45 PM. ALL members are welcome to attend.

May 12 – TwinCities West Annual Meeting
Note: This meeting is for members only.
Location: Radisson Plymouth, 5:30-8:30 PM.
Chapter Members: \$18

May 13-15, 2005 – MN-ND-SD Annual Meeting and Spring Conference – St. Cloud Holiday Inn, St. Cloud, MN

May 31-June 3 – National Notary Association Conference: Professional Opportunities for Professional Notaries
Location: Bally's Las Vegas
Registration Info: www.nationalnotary.org

June 9 – TwinCities West Chapter's Strategic Planning Meeting & Installation of the 2005-2006 Chapter Officers. Location: Radisson Plymouth, 5:30-8:30 PM. All admins are invited to attend this session and to help lay the groundwork for next year. Chapter Members: \$18 IAAP Members: \$20 Non-members: \$25

July 17-20, 2005 – IAAP International Convention Adam's Mark Hotel, Denver. Reservations can be made by calling 800-444-2326. Plan now to attend this fantastic education and networking opportunity...you'll be glad you did!

2004-2005 COMMITTEES / TEAMS

ACFCAP Committee ("Student Conference")

Chair: Kaye Park
Members: OPEN

Bylaws & Standing Rules Committee

Chair: President Elect
Members: Joan Gatzmeyer CPS/CAP

Certification Committee (CPS/CAP)

Chair: Jo Tynen CPS/CAP
Members: Georgann Bestler Wenisch CAP, Janice Paulson CPS/CAP

Chapter Historian (Scrapbook Committee)

Chair: Laura Green-Johnson
Members: Debi Cain-Rivord CPS/CAP, Bonnie Marten, Carolyn Nelson CPS/CAP

Community Service Committee

Chairs: Nancy Berg
Members: Joan Claude, Linda Sanderson, Marvel Thorne

Hospitality & Registration Committee

Co-Chairs: Dawn Staycoff & Peggy Ford
Members: Marlene Rouillard, Gladys Tripp

Membership Committee

Co-Chairs: Kathy Johnson & Yvette Kanzler
Members: Carolyn Nelson, Becky Studt

Newsletter Committee

Editor: Debi Cain-Rivord

Nominating Committee

Chair: Carolyn Nelson
Members: OPEN

Open House & Vendor Show 2005 Committee

Proj. Coordinators: Joan Gatzmeyer & Janice Paulson

Programs & Education Committee

Co-Chairs: Amy Lussier & Bonnie Marten
Members: Ruth Etienne, Kaye Park

Public Relations

Co-Chairs: Georgann Bestler Wenisch & Kathy Eiden

Sunshine Committee

Chair: Linda Sanderson
Members: Nancy Berg, Joan Claude

Ways & Means Committee

Chair: Joan Claude
Members: Janice Paulson

Web-Master

Jim Rivord



Reach
Explore
Network
Empower
Win!

RENEW the
Excitement by
joining a team!

2004 – 2005 PROGRAMS TwinCities West IAAP®

Aug. 9, 2004 *6th Annual Kick-Off Event: Lake Minnetonka Cruise.*
Sponsored by SeaNote Cruises



Sept. 9, 2004 *Employment Law and Admins: Balancing What You Know with What's Legal**, by Steve Heikens, Attorney at Law. *Sponsored by InterCall*



Oct. 7, 2004 *IAAP Open House & Vendor Show* (Free to all administrative professionals). *Sponsored by Radisson Hotel & Conference Center Plymouth*



Nov. 11, 2004 *Inspiring Breakthrough Secrets to Live Your Dreams **, by Christine Clifford, CSP, CEO/President, Christine Clifford Enterprises (www.christineclifford.com); *2nd Annual Employer Appreciation Evening.* *Sponsored by Archway Marketing Services®*



Dec. 9, 2004 *Mind Your Global Ps & Qs **, by Debi Cain-Rivord CPS/CAP, President, MN-ND-SD Division, IAAP



Jan. 13, 2005 *Increasing Your Visibility**, by Angie Holton. *Sponsored by OfficeTeam*



Feb. 10, 2005 *Healthy, Wealthy, & Wise: Guide to Women's Heart Health **, by Guidant, *3rd Annual Spouse/Significant Other Recognition Evening*

Mar. 10, 2005 *Advanced PowerPoint Tips ** by Hennepin Technical College. *Sponsored by Cedar Lake Farms*



Apr. 14, 2005 *Thriving in Chaos **, by Tracy Knofla of High Impact Training Company. *Sponsored by Randstad*



May 12, 2005 *Annual Meeting (Members Only)*

June 9, 2005 *Strategic Planning Meeting & Installation of 2005–2006 Officers.* *Sponsored by Intentional Marketing*



* CPS/CAP Re-certification points applied for. Registration, including meeting/program and dinner: Chapter members, students & teachers \$18; IAAP members \$20; and Non-members \$25. Meetings are held at the Radisson Hotel & Conference Center, 3131 Campus Boulevard, Plymouth, MN 55441

For more information about any of these programs, contact Joan Gatzmeyer at 763.488.6856 or joan_gatzmeyer@archway.com or visit www.iaap-twincitieswest.org for the most current event schedule; these programs may be subject to change.

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