



The Charter

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

www.iaap-twincitieswest.org

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Cabin Crew

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Next Port of Call

Handling the Tough Talks: The Positive Way to Provide and Receive Feedback

Presented by Valerie King CPS

Plus: Employers Appreciation Month

The *TwinCities* West Chapter is continuing their "Quest for Success". Our Quest continues on **Thursday, October 13, 2005** with a presentation on **Handling the "Tough" Talks - The Positive Way to Provide and Receive Feedback** presented by Valerie King CPS, MN-ND-SD IAAP Division President.

During this educational forum we will review the benefits of feedback, investigate techniques for starting a "tough" conversation, working through the paths the conversation may follow, and what to do when you're on the receiving end of helpful...or not so helpful...feedback.

We are also pleased to recognize **Employer Appreciation Day**. The officially titled "National Bosses Day" is celebrated on October 16. To celebrate this event, all bosses, managers and supervisors are invited to attend the October program/meeting at the member's rate of \$18.

The registration fee, which includes seminar, dinner and meeting is only \$18 for *TwinCities* West chapter members, students, and teachers; \$20 for IAAP members; and \$25 for non-IAAP members.

To register you may visit our website at www.iaap-twincitieswest.org, email PFord1@uhc.com, or complete the registration form on page 10 and mail with payment. Please make check payable to *TwinCities* West IAAP and mail to Peggy Ford at: 9900 Bren Road East, Minnetonka MN 55343, **US Postmark Deadline: Friday, October 7, 2005**. For questions, please call Peggy Ford at 952-936-1688. No shows will be billed for the registration fee unless cancelled prior to October 10.

Chapter News

WELCOME ABOARD!

The *TwinCities* West Chapter would like to welcome our newest members: **Marci Wallingford, Angie Johnson, Heather Kolstad, and Rhonda Yeager**. We are very excited to have them as chapter members and look forward to getting to know them better! Let's meet one of our newest members...

MEET NEW MEMBER HEATHER KOLSTAD

Hello! I am an Executive Assistant at Pentair, Inc. in Golden Valley. I support the President of the Filtration Division and have worked there for approximately eight months. Pentair is made up of two entities: Water and Enclosures. Prior to working at Pentair, I was an Assistant to a Regional Vice President at SBC for four years.

I am married to great husband named Scott who just started a new job at Gander Mountain as the Assistant Manager in the Hunting department. (He is very excited about it!) We don't have any kids yet....

I am a very active member of the Minnesota Jaycees and am currently the Membership VP and Secretary for my local chapter. So when I found out there was an organization for assistants, I was really excited to join IAAP for similar reasons that I am a Jaycee...to meet new people, to learn, and to grow. I love to be busy and I like to scrapbook, shop and bake.

MEET NEW MEMBER MARCI WALLINGFORD

In June, the MLC and the Division co-sponsored a drawing for a free membership at the National Seminars Admin Conference this week. The winner of the drawing was Marcia (Marci) Wallingford. Marci works in Deephaven and lives in Minnetonka. Congratulations Marci!

Lost ... New TCW Name Badges

They are looking for their rightful owner so come to the October meeting and find yours! (See Kathy Johnson to pick up your new TCW name badge.)

2005 Impact Team Update

*Submitted by Janice Paulson CPS/CAP
& Joan Gatzmeyer CPS/CAP*

The TC West "Impact" event is taking on a new format in 2005! What is an "impact" event? It's a chapter meeting that is focused on *IAAP visibility* by letting guests see the benefits of belonging to IAAP. For the past several years, TC West's impact event has taken the form of an open house combined with a vendor show. While this has proven to be a dynamic, exciting evening, it doesn't fully represent the education and interaction of our typical meetings.

Therefore, this year's event will be held in conjunction with our regularly-scheduled meeting on Thursday, November 10. Our program for the evening – **Innovative Thinking** – will be presented by **Dennis Stauffer**, a well-known Emmy Award-winning local journalist and author.



EXTRA, EXTRA!! Program registration, including meal, will be at no charge to our guest admins and IAAP members-at-large at this event! (Current TC West members will pay the standard \$18 fee, other IAAP chapter members will pay \$20, and non-admin guests will be \$25.)

Information on five key areas, including Membership, Programs & Education, ACFCAP (Student Conference), Certification, and Community Service will be highlighted through brief committee reports. Attendees will receive goodie bags and a chance to win some great door prizes, including a free membership that will be given to one lucky guest that evening!

How can you help? We are looking for contributions of goodie bag items as well as members who will volunteer to be greeters that evening and act as hosts at each table during dinner. If you can contribute in any of these ways, please contact Janice Paulson at Janice_Paulson@gage.com or Joan Gatzmeyer at Joan@Rivord.org.

Invitations for the event will be available in the near future, so start thinking of those admins you know that are serious about increasing their professionalism and who would benefit from membership in our chapter. **Mark your calendars!**

Captain's Log

by President Georgann Bestler Wenisch CAP

Quest for Success



Greetings to one and all! I hope you have all enjoyed our wonderful Minnesota summer!

Thank you so much for the opportunity to serve you as your chapter president for 2005-06. I am truly excited about the year we have ahead of us. My special thanks to each of the exceptional ladies that have come onboard as Ship's Officers to be a part of this special year: Bonnie Marten, Kaye Park, Marlene Rouillard, Joy Tynen, Peggy Ford, Dawn Staycoff and Debi Cain-Rivord.

The summer months were the embarkation point of our journey together – a journey for the Quest for Success! During this time, your Board of Directors has been busy setting the course for our upcoming year and I truly appreciate all their time and effort! Our Annual Summer Networking Social was a super evening with 37 members and guests in attendance! A wonderful way to start our journey!

Our quest will bring us to many ports of call providing new educational learning opportunities, new friends and new experiences. *TwinCities West* has a great year in store – you won't want to miss a minute of it!

The Quest for Networking. I look forward to the opportunity of getting to know each of you better over the course of the next few months. This organization has such great things to offer – especially getting to know your fellow members! Networking is key to our profession and there is no better way than to network than to join a committee. Shave off just a little bit of time from your busy schedule for IAAP; you may be surprised at the rewards you'll gain.

The Quest for Education. Great ideas came out of our recent Membership Questionnaire for educational programs you would like and we're going to try our best to bring them to you. Be adventurous – plan now to attend as many educational forums you can this year. Make the second Thursday evening of the month your night out!

The Quest for Success. Strive to learn and/or do something new everyday! Something big, something small, it really doesn't matter. You'll be surprised that something so small can give you gratification. Reach out and meet someone new. Try something you know nothing about. The Quest for Success is all of these things and more!

Our ship is at the dock and we're ready to embark! Join me on our Quest for Success!

Georgann Bestler Wenisch, CAP
TwinCities West IAAP President 2005-06

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.

Chapter Birthdays

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

- **Kaye Park** July 19
- **Missy Andolini-Campbell** Aug. 1
- **Laura Green-Johnson** Aug. 11
- **Shannon Hadac** Aug. 16
- **Heather Kolstad** Aug. 21
- **Jan Van Maldeghem CPS** Aug. 21
- **Val Kosky** Sept. 16
- **Carolyn Nelson CPS/CAP** Sept. 19
- **Sarah Brinkman** Oct. 5
- **Joan Gatzmeyer CPS/CAP** Oct. 15
- **Peggy Ford** Oct. 16
- **Sharon Hoffmann** Oct. 29



Chapter Anniversaries

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

- **Melissa Lidberg** 1 Year
- **Yvette Kanzler** 1 Year
- **Jodi Peterson** 1 Year
- **Becky Studt** 2 Years
- **Luisa Sikkink** 2 Years
- **Ruth Etienne** 3 Years
- **Kathy Johnson** 3 Years
- **Missy Andolini-Campbell** 4 Years
- **Jo Tynen CPS/CAP** 4 Years
- **Bonnie Marten** 4 Years
- **Nancy Berg** 5 Years
- **Joan Gatzmeyer CPS/CAP** 6 Years
- **Lori Eilers** 8 Years
- **Linda Deutsch CPS** 10 Years!!
- **Jane Van Maldeghem CPS** 10 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."

Sunshine Committee

Is it your birthday? Did you get a new job? Please let the Sunshine Committee know! The Sunshine Committee provides member care on behalf of the chapter by sending cards to recognize milestones and occasions in our members' lives. This includes birthday, sympathy, condolence, births, get well, and thinking of you cards for members and their immediate families (father, mother, child, husband, wife, grandchild, brother or sister).

Please send Linda Sanderson, committee chairperson, a note if you have news (good or not so good) that you would like recognized.

Thank You for a Great Year!

Dear *TwinCities* West Members,

Thank you so much for your support over the past year as we learned and "soared" together. I will always treasure the beautiful Celtic seagull pin and the framed resolution that were presented to me by the Board at the June meeting. Also, the wooden sailboat photo collage has a place of honor on my wall and brings back warm memories each time I see your smiling faces in those photos!

It was a privilege serving as President, but I do look forward to being able to actually sit and visit with you all now at our upcoming meetings! See you then.

Warmest regards,

Joan Gatzmeyer CPS/CAP
Immediate Past President



Managing Workplace Crises from OfficeTeam

Keeping a cool head in a crisis is a must-have skill for managers. According to a new survey by our company, one-third (33 percent) of an executive's time is spent responding to crises or problems. While troubleshooting for 20 minutes of every hour may seem extreme, that figure is down from a 2001 poll, in which respondents said 43 percent of an executive's time is spent addressing critical matters.

When difficulties arise, the buck typically stops with a company's leaders, who must make difficult decisions daily. It's common for senior-level professionals to juggle multiple time-sensitive projects while also responding to unexpected crises.

An increasingly stable economy, additional resources and improved leadership could account for the reduced amount of time spent responding to urgent situations now versus in 2001. Today's executives also may have more experience than their 2001 counterparts, many of whom rose up the ranks very quickly during the dot-com boom and may not have known then how to prevent minor issues from escalating.

Following are tips to nip problems in the bud and reduce time spent in crisis mode:

Don't shoot the messenger. Nobody wants to be the bearer of bad news, but you can make it easy for staff to approach you with problems. When consulted, maintain your composure, thank employees for bringing items to your attention and work with them to identify solutions.

Lead by example. Glossing over errors promotes a cover-up culture. Admit your mistakes and discuss the measures you are taking to correct them. Letting staff know when you've made a decision you regret encourages them to be up-front, too.

Give them leverage. Provide employees with enough autonomy to troubleshoot challenging issues and reward them for doing so successfully.

Use a temporary patch. If you don't know the best response to a situation right away, take interim steps to mitigate the problem while you consider a long-term solution.

Dressing the Part of a Professional from OfficeTeam

With the weather warming, you may be cleaning out your closet in preparation for summer. If so, give equal consideration to the clothes you wear to work. In a recent survey by OfficeTeam, 81 percent of employees said a person's office attire affects his or her professional image; nearly half (46 percent) of respondents said wardrobe significantly impacts how someone is perceived on the job.

Dressing professionally provides instant credibility and signals to clients, customers and colleagues that they're working with someone who takes the position seriously. Dress codes have changed since the economic downturn, and these shifts may not yet be reflected in your company's policies. Always be on the safe side by adhering to the "unofficial dress code" and observing what your supervisors and colleagues are wearing.

While company guidelines regarding proper business attire vary, the following faux pas should be avoided in most office environments:

Wearing your heart on your sleeve. No matter how committed you are to a cause or political belief, T-shirts, buttons and other items that advocate potentially controversial opinions are not appropriate in the office. Even if your dress code is casual, steer clear of attire that might offend others.

Pop-star panache. Although your job may not require a business suit, you should still try to look professional at all times. Avoid wearing midriff-baring shirts, low-rise pants and too-tight clothing.

The grunge look. Wrinkled, soiled or torn clothing never leaves a good impression. Make sure everything about your appearance — from your shoes to your haircut — is neat and orderly.

Heavy metal. Avoid excessive or ornate jewelry and other accessories. Simple is chic in the workplace.

Overpowering fragrance. Scent should be subtle. Many people are sensitive to perfumes and colognes — some are even allergic — so err on the conservative side.

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OfficeTeam is the world's leading staffing service specializing in 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. For more information, call OfficeTeam at (800) 804-8367.

Erin O'Hara Meyer Book Release Celebration



Many local IAAP members, including three from *Twin Cities West*, joined Erin O'Hara Meyer PHR on June 15 at the University Club to celebrate the release of her book, *Administrative Excellence: Revolutionizing Our Value in the Workplace*.

The event offered an appropriately genteel venue for this notable occasion. Guests had the opportunity to visit with Erin as well as enjoy hors d'oeuvres and champagne punch, while listening to piano music provided by Pam Peterson, member of the Minneapolis Chapter.

Erin was a member of the Minneapolis Chapter for many years and is currently a member of the South Suburban Chapter. She used her more than 20 years of experience as both an administrative and human resources professional to start her own training and consulting company focused on the admin profession and as the basis of this book. Erin's book illustrates the evolution of the admin's role and how admins can enhance their careers by improving soft skills through the "Five Ps" of administrative excellence: Perception, Purpose, Progress, Partnership, and Professionalism.

Erin and her book were also featured in a recent article in the Star Tribune on the value of reading books and periodicals to keep current on administrative skills. A signed copy of *Administrative Excellence* is available to TCW Chapter members through our Resource Library. Copies may be ordered on-line at www.bookhousefulfillment.com.

As Erin pointed out that evening, this message will also benefit executives and HR managers by demonstrating how corporations can best utilize their administrative professionals to contribute successfully to corporate goals.

This book would make a great gift for managers on National Boss's Day on October 16!

Retirement Trust Foundation

From Mary Ellen Tieche, MN-ND-SD Division RTF Chair

The following is a list of chapters from the MN-ND-SD Division who made donations to RTF and their total contributions as of June 30, 2005.

The figures below are from the Contribution Report received from IAAP Headquarters and shows we reached the goal of \$1000 or more for 2004-2005!!

1000 Ways To Show We Care

Rochester	\$ 15.00
Brainerd	\$ 38.70
Minneapolis	\$ 232.50
St. Paul	\$ 40.00
South Suburban	\$ 50.00
Red River	\$ 52.00
Division Fundraising	\$ 303.81
TwinCities West	<u>\$ 352.00</u>
Total	\$1084.01

Thank you for all donations made to the Retirement Trust Foundation this past year! (Donations of any size are always appreciated.) New information for 2005-2006 will be distributed at a later date.

Travel Update

FlyNowSM allows customers to confirm same-day changes to domestic flights for a \$25 fee. This added Northwest convenience is a reasonably priced alternative to standing by for another flight. FlyNow provides you with more options, greater control and the comfort of knowing that you are confirmed on your new desired flight.

If eligible seats are available on your new desired Northwest or Northwest Airlink-operated domestic flights within three hours of the time you check in on nwa.com or at a Self-service Check-in Kiosk, we will confirm you on an alternative flight(s) for the new \$25 FlyNow fee. Your new desired flights must be on the same day as originally scheduled travel.

Chapter Teams: Which One is Interesting for You?

Joining a chapter team is a great way to learn new skills, network with other members, and make new friends!

Bylaws & Standing Rules Committee - 2005-06 Member(s): Bonnie Marten

Would you like to some day pursue a position which would bring you in contact with upper management? Are you good with details or would you like to become better with details? Then this committee is for you! This Committee is responsible to ensure our Chapter Bylaws and Standing Rules and Procedures fit the particular needs of the Chapter and maintain conformity with the International Bylaws and Standing Rules and the MN-ND-SD Division Bylaws and Standing Rules.

Nominating Committee - 2005-06 Member(s): Joan Gatzmeyer

Committee members observe meetings until spring when they will assist Joan in soliciting and presenting a slate of qualified candidates for the various offices of the Chapter. This committee also keeps the membership updated with the candidates for MN-ND-SD Division and International Office.

Newsletter Committee - 2005-06 Editor: Debi Cain-Rivord Member(s): None at this time

Participating on this committee would be of benefit to anyone who would like to gain experience in putting together a newsletter for your employer and/or other organizations you may be involved in. (Debi Cain-Rivord will be happy to be a co-editor and train someone if you are interested in working on this committee.) The objective of this committee is to provide timely communication to the Chapter via our Chapter newsletter The Charter.

Membership Committee - 2005-06 Members: Kathy Johnson, Carolyn Nelson, Jen Severson

Help the chapter grow and learn how to be a mentor.

This team provides participants with experience in meeting new people and sharing the great things IAAP has to offer individuals employed in our profession. They direct the Chapter's efforts in membership recruitment, retention and recognition. This committee also coordinates our mentor program. Being a mentor can benefit you in your job also – think about the skills you can gain as a Chapter mentor and then turning those skills into practical application in your company! Our own Debi Cain-Rivord has volunteered to be a Mentor Trainer if anyone is interested in gaining additional mentoring training.

Program Committee - 2005-06 Member(s): HELP NEEDED

This team coordinates programs for the Chapter's monthly meetings to provide professional and educational opportunities for members and guests. If you are interested in developing your skills in research and negotiation, this is the committee you want to be on!

This committee is responsible for researching and securing speakers on various topics for upcoming Chapter monthly educational forums.

Ways & Means Committee - 2005-06 Members: HELP NEEDED

Would you like to gain purchasing, negotiating, marketing, and "people skills"?

Our Ways & Means Committee provides funds to support quality educational programs at reasonable pricing for our membership and to support the objectives of our Chapter.

Website Committee - 2005-06 Member(s): Jim Rivord

If any of you have any interest in learning new web page skills that can apply to your current position or perhaps give you additional skills for another position, let Jim know of your interest. He's an excellent resource for our Chapter and for our members. A great way to learn something new with practical experience!

Hospitality and Registration Committee

2005-06 Members: Peggy Ford, Dawn Staycoff, Marlene Rouillard, Jen Severson

If you are interested in gaining meeting planning skills, this committee will serve you well! And it's another way to learn negotiating, marketing, and "people skills"?

This team's objective is to ensure that the registration process for all monthly meetings and Chapter events is effective and to provide hospitality for all Chapter members and guests. These ladies know their stuff and are provide a great example to learn from!

Public Relations and Marketing Committee - 2005-06 Member(s): None at this time.

Do you have an interest in public relations? Or perhaps learning more about marketing and how to use it to an advantage? By getting involved in this committee you will gain a basic knowledge of how to prepare and submit press releases to local media along with skills in "selling" our organization to others.

Annual Conference for Future and Current Administrative Professionals (ACFCAP)

[aka Student Conference Committee] - 2005-06 Member(s): HELP NEEDED

The students of today are our replacements tomorrow! Share your experience by participating on this committee and helping plan an inexpensive, fun educational day of learning and networking for students of our area. It's a great networking group because you'll be working with IAAP members from chapters in the Twin Cities area through the Metro Lakes Council. If you're interested in learning event planning skills, this is the committee you need to be on!

Certification Committee (CPS/CAP) - 2005-06 Member(s): HELP NEEDED

Certification is one of the greatest advantages available to every member of IAAP. If you have any interest in learning more about the certification programs and networking, try this committee.

This committee's objective is to stimulate and encourage interest in the CPS/CAP programs.

Community Service Committee - 2005-06 Member(s): Nancy Berg, Marvel Thorne

What better way to get to know more about your community and other organizations than to participate in this committee. The opportunities are endless! Gaining networking skills is a major advantage of serving on this committee in addition to serving your fellow man!

Historical Committee - 2005-06 Member(s): Janice Paulson, Blanche Keith

If you're interested in learning scrapbooking skills, or if you already have the skills and would like to teach others, this is the committee for you! You'll be a key player in keeping a historic record of our Chapter's activities!

Impact Committee - 2005-06 Members: Joan Gatzmeyer, Janice Paulson and all Committees

This committee is responsible for the largest event of our year: our Annual Open House and Vendor Show in October. This event is our chance to let the community know what a great organization IAAP is for our profession. Each and every aspect of this event allows our members to gain new skills – networking, event planning, negotiating.

Sunshine Committee - 2005-06 Member(s): Melissa Lidberg.

The "sweethearts" of our group! These are the folks who remember us on our birthdays and special occasions! Being a "stamper" isn't required, but if you have the skills and would like to share them with others, join in.

2008 Spring Division Meeting Planning Committee

2005-06 Members: Georgann Wenisch, Kaye Park, Debi Cain-Rivord

Get in on the ground floor as we begin planning the 2008 Spring Division Meeting. To make it a successful event, we need to get the facility arrangements and speakers in place within the next few months. This is another great opportunity for gaining skills in meeting and event planning.

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!

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® Chapter Meeting
**Handling the “Tough” Talks – The Positive Way to
Provide and Receive Feedback**

Thursday – October 13, 2005 – 5:30-8:30 pm

Radisson Hotel and Conference Center Plymouth
3131 Campus Drive, Plymouth, MN

Handling the “Tough” Talks – The Positive Way to Provide & Receive Feedback

Presented by Valerie King, CPS, IAAP MN-SD-ND Division President, 2005-06

Do you shy away from confrontation? Do you want to offer a co-worker or associate some feedback to help them improve, but aren't sure how to begin? During this hour we will discuss how to know when it's the right time to confront someone, investigate some techniques for starting a “tough” conversation and working through the paths the conversation may follow. We will also cover what to do when you're on the receiving end of helpful (or not so helpful) feedback.

Our Speaker: Valerie joined IAAP in 1998 and never looked back. An active member of the Rochester Chapter, she served on several chapter committees and in several chapter officer positions before becoming involved at the Division level, serving two terms as Secretary, and one term as President-Elect before taking on her current role as Division President this year. She is currently an Office Manager for Mayo Clinic in Rochester, supervising 17 administrative professionals in the Department of Nursing.

Menu Selection: Bread Boule with Butter, Mixed Green Salad with choice of Pumpkin Seed or Italian Dressing, Sautéed Chicken Breast with Toasted Pecan Butter, Fresh Green Beans with Red Pepper Garnish, Apple Pie with Cinnamon Whipped Cream

Registration includes program and dinner:

\$18 for chapter members, teachers and students; \$20 for IAAP members; and \$25 for non-members.

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

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

My check for \$_____ is enclosed.

I prefer a vegetarian meal. Medical dietary restrictions: _____

My company or school name: _____

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

To register you may visit our website at www.iaap-twincitieswest.org, email PFord1@uhc.com, or complete this registration form and mail with payment. Please make check payable to *TwinCities West IAAP* and mail to Peggy Ford at: 9900 Bren Road East, Minnetonka MN 55343, **US Postmark Deadline: Friday, October 7, 2005**. For questions, please call Peggy Ford at 952-936-1688.

No shows will be billed for the registration fee unless cancelled prior to Monday, October 10.

2005 – 2006 PROGRAMS *TwinCities West IAAP®*



- Aug. 10, 2005 **7th Annual Kick-Off Event: Lake Minnetonka Cruise** Sponsored by BayView Charter Cruises
- Sept. 8, 2005 **Memory Power!**
by Michael Monroe Kiefer, M.S.
- Oct. 13, 2005 **Employer Appreciation Meeting:
Handling the "Tough" Talks - The Positive Way
to Provide and Receive Feedback**
by Valerie S. King CPS, MN-ND-SD IAAP Division
President
- Nov. 10, 2005 **Innovative Thinking!**
by Dennis Stauffer
- Dec. 8, 2005 **Bringing Work to Life and Life to Work**
by Barbara McAfee, Singer Songwriter
- Jan. 12, 2006 **Technical & Professional Writing Tips**
by Sandra Becker, Teaching Specialist U of M
- Feb. 9, 2006 **The Mystery of Estate Planning**
by Craig P. Goldman, Esq.
- Mar. 10, 2006 **Special IAAP Avery Presentation**
by Avery Office Products
- Apr. 13, 2006 **Leading Your Organization to Admin Excellence**
by Erin O'Hara Meyer
- May 11, 2006 **Annual Meeting & Strategic Planning (Members Only)**
- June 8, 2006 **TwinCities West Awards & Installation Banquet**

* 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 Georgann Bestler Wenisch at Georgann@lommen.com. Visit our website at www.iaap-twincitieswest.org for the most current event schedule. (This schedule is subject to change.)