



The Charter

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

Co-Editors: Heather Kolstad and
Debi Cain-Rivord CPS/CAP

Cabin Crew

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Next Port of Call

Live Your Verb and Other Bold Ideas to Bring Work to Life

presented by Barbara McAfee

The *TwinCities* West Chapter is pursuing the Quest for Success during our 2005-2006 membership year. Our Quest continues on **Thursday, December 8, 2005** with a presentation entitled **Live Your Verb and Other Bold Ideas to Bring Your Work to Life** presented by Barbara McAfee.

Barbara is a talented singer/songwriter and keynote speaker who uses music and words to inspire and connect people. She uses her own remarkable recovery from paralyzing stage fright as an inspiration and challenge to each of us to fully explore how and why we do our work. Through songs, stories and a knack for being sassy, Barbara will send you home with five bold ideas for bringing more "life" to work.

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 4 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, December 2, 2005.**

For questions, please call Peggy Ford at 952-936-1688. No shows will be billed for the registration fee unless cancelled prior to December 5.

HOPE TO SEE YOU THERE!!

Captain's Log

by President Georgann Bestler Wenisch CAP

Greetings to one and all!

Best wishes of the season to each and every one of you! This is such a busy time of the year for everyone, but it is also an exciting and enchanting time too! The sparkling lights, the wide-eyed children and all the food and festivities! Take the time to enjoy yourself and your friends and family! No matter how you choose to spend your holiday – I sincerely hope you have a great time and make some wonderful memories!

It's a very exciting time at *TwinCities West* too! Our November Impact event was a great success – we had 33 guests in attendance and a number of them have decided to join us!

Our speaker, Dennis Stauffer, provided a very timely program well received by all. We also had the opportunity to celebrate with our friend and member, Marvel Thorne, on her 25th year as an IAAP member. Many thanks to Janice Paulson CPS/CAP and Joan Gatzmeyer CPS/CAP for all their efforts as co-chairs along with everyone else who worked on various portions of this event. What a great evening!!

Even though you may be especially busy during December, make every effort to attend our December 8th chapter meeting and educational forum. We have a very delightful evening planned as singer/songwriter Barbara McAfee will be joining us and presenting *Live Your Verb and Other Bold Ideas to Bring Your Work to Life*. Through songs, stories and a knack for being sassy, Barbara will send you home with five bold ideas for bringing more "life" to work! It should be a great evening with a mix of entertainment and education that you won't want to miss!

Our **Quest for Success** year has reached the half-way point. I hope you agree that our adventurous journey in pursuing our quest for networking and education has been very successful so far! I look forward to welcoming all of you on December 8th as we gather together to celebrate our friendships and spread a little holiday cheer!

Best Regards,

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 News

WELCOME ABOARD!

The *TwinCities* West Chapter would like to welcome two of our newest members: **Sherry Zupin and Patye DePrycker**. We are very excited to have them as chapter members and look forward to getting to know them better! Let's meet them now...

MEET NEW MEMBER SHERRY ZUPIN

Hello! I am an Administrative Assistant at TopLine Federal Credit Union located in Maple Grove. I support the Vice President of Lending and also assist her eight managers as needed. My one year anniversary is in November! Prior to TopLine I was an Executive Assistant to the President of a construction company for almost 7 years, and have a total of over 15 years in the administrative field. I was excited to join IAAP and become a member of an organization for assistants. I hope to become CAP certified in the near future.

I like to do Pilates, rollerblade, shop, and love to travel! I went on my first cruise in April, and it was absolutely fabulous!

MEET NEW MEMBER PATYE DEPRYCKER

Hi! I am an Executive Assistant at Pentair, Inc. in Golden Valley. I support the Senior Vice President of Operations and Technology and have been with Pentair for almost 3 months. Prior to moving to Pentair, I worked 10 years for Ecolab, Inc. as an administrative assistant and most recently as an administrative supervisor. I am single and have one son, a surfer, living in the tundra until he finishes school. I am originally from the South, and still can't get used to the cold weather. I enjoy great food and dining, and am interested in learning as much as I can about the wine industry. I am excited to join the IAAP to meet new people, share ideas, and build on my skills.

New Metro Area Chapter

Linda Solmes is forming a new IAAP chapter South of the River Valley and would like to know if anyone else is interested in participating. The focus of this chapter will be to meet in the Shakopee area once a month on a weeknight.

Please note that while some current IAAP members may live or work in the Shakopee area, the intention of this new chapter is NOT to draw members away from other chapters, but to provide another option for administrative professionals to participate in a leading edge professional organization. This is a great opportunity for all of us as it will generate more awareness of IAAP.

Whether you are interested in helping to build the South of the River Valley chapter or know of anyone that works or lives in that area, please contact Linda Solmes as per below.

Linda Solmes
 Medical Communications Associate
 MGI PHARMA, INC.
 5775 West Old Shakopee Road, Suite 100
 Bloomington, MN 55437
 Phone: 952-406-3122
 Fax: 952-406-3222
lsolmes@mgipharma.com

Happy
 Holidays!

TwinCities West IAAP[®]

Cordially invites you to attend our December Educational Forum

Date: Thursday, December 8, 2005

Time: 5:30pm – 8:30pm

Location: Radisson Hotel and Conference Center Minneapolis–3131 Campus Drive, Plymouth, MN

Menu Selection: Garden Salad with Choice of Dressing, Cola Baked Ham with Cherry Orange Glaze, Au Gratin Potatoes, Chef's Choice of Vegetable, Bread, and Gingerbread Layer Cake

Live Your Verb and Other Bold Ideas to Bring Your Work to Life

Presented by Barbara McAfee

Barbara uses her own remarkable recovery from paralyzing stage fright as an inspiration and challenge to each of us to fully explore how and why we do our work. Through songs, stories, and a knack for being sassy, Barbara will send you home with 5 bold ideas for bringing more "life" to work:

Live your verb -- a way to tie everything you do together

Remember why -- touchstones to help put your work in context.

Honor your ancestors - the "invisible friends" (teachers, mentors, relatives) who stand with you as you do what you do

Bring your toys -- the untapped hobbies, talents and passions that can enrich your work life

Give it up -- the meaningless stuff that eats your time and energy

What do you get?

Belly laughs, poignant moments, wise insights, and the nutritious songs of this professional singer/songwriter who has worked her way through the corporate consulting maze to land in a most unexpected place.

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 include: _____
- 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, December 2, 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, December 5.

Chapter Birthdays

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

- | | |
|------------------|---------|
| ▪ Joan Claude | Dec. 1 |
| ▪ Kathy Eiden | Dec. 3 |
| ▪ Rita Dahlke | Dec. 9 |
| ▪ Lori Eilers | Dec. 17 |
| ▪ Gayle Petrie | Dec. 18 |
| ▪ Janice Paulson | Dec. 31 |



Chapter Anniversaries

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

- | | |
|---------------------|---------|
| ▪ Marlene Rouillard | 1 Year |
| ▪ Jennifer Severson | 1 Year |
| ▪ Linda Sanderson | 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."

Loss of a Loved One

It is with deepest sympathy that we announce the passing of Milton Nelson, father of our member Carolyn Nelson, on November 28, 2005, after a long battle with Alzheimer's and Emphysema. Please keep Carolyn and her family in your thoughts and prayers during this very difficult time.

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 Melissa Lidberg, committee chairperson, a note if you have news (good or not so good) that you would like recognized.

A Note from Char Wilkinson

11/17/05

Greetings to all of my wonderful IAAP friends:

I want to thank you all so very much for all of your wonderful well wishes and support during the past five weeks that I have been recuperating from my hip injury. It has been a long five weeks, and I am beginning to learn to not take things for granted and not to worry about the small little things that are not important at all.

Yesterday, my doctor said that I am mending very well, and gave me the okay to go back to work at Ready for Success with no restrictions. I will be returning to work after Thanksgiving.

Thanks again for all of your support.

Take care and I wish all of you a VERY HAPPY THANKSGIVING!!!!

Your IAAP friend,
Char

Community Service Committee Update

Thank you to all the *TwinCities West* members and guests that brought donations of food items to our November meeting. The collective donations were delivered to Interfaith Outreach & Community Partners (IOCP) and, through your generosity, we contributed 188 pounds of food to be distributed to low-income families in our area. IOCP is a community-based non-profit organization that helps people in times of crisis and provides support toward long-term self-sufficiency. IOCP serves individuals and families in Hamel, Long Lake, Medicine Lake, Medina, Minnetonka Beach, Orono, Plymouth and Wayzata. Gifts to IOCP are tax-deductible to the full extent allowed by law.

The IOCP foodshelf distributes approximately 40,000 pounds of food each month. However, they are perhaps best known for their partnership with "Shoe" Bob Fisher to raise funds for emergency housing services and long-term housing solutions through a winter sleep out. The 2005 Sleep Out kicked off on Saturday, November 12 and will run until \$1.5 million is raised. For more information, visit www.iocp.org.

***TwinCities West* will be accepting donations of new, unwrapped toys and other gifts at our December 8 chapter meeting.** All items will be donated to Sharing & Caring Hands to help make Christmas brighter for needy families.

All members, friends, and family members are also invited to be part of TC West's shift at Feed My Starving Children on Monday evening, December 12. Volunteers assemble nutritionally-rich meal packages consisting of rice, soy, dehydrated vegetables, chicken flavoring, and vitamins and minerals that are distributed to hungry children around the world. It's easy and fun as demonstrated by the photo of some of last year's TC West volunteer group. FMSC is located at 6750 West Broadway in Brooklyn Park; directions and maps can be found at www.fmsc.org.

Ways & Means Committee



BACHMAN'S GIFT CARD FUNDRAISING PROGRAM

- ❖ Bachman's Gift Cards are available in amounts from \$5.00 to \$500.00.
- ❖ Gift Cards can be redeemed for merchandise or services at Bachman's retail stores throughout the Twin Cities area (excluding the Flowers by Bachman's locations within the Byerly's stores), as well as through Bachman's Phone Order Center, and on-line at www.bachmans.com.
- ❖ Pre-payment is required at the time of order.
- ❖ *TwinCities West* IAAP receives 15% of our chapter's total Gift Card sales.

If you would like to order any Bachman's Gift Cards, please contact a member of the Ways & Means Committee at the December 8 meeting.

TC West participates in Feed My Starving Children





Are you or your employer in a position or industry that focuses on customer service or consumer care? If so, did you know there is an organization similar to IAAP that concentrates on issues, topics, and trends relevant to the customer care arena. SOCAP (Society of Consumer Affairs Professionals) is the global authority on customer care and provides its members with valuable research, a quarterly publication, networking through local chapter meetings and national conferences, and other resources.

The Minnesota SOCAP Chapter is holding its annual holiday meeting on Friday, December 16 in the beautiful Oak Grill at Marshall Field's downtown Minneapolis location. Following a delicious breakfast of French toast, scrambled eggs, bacon and muffins, there will be a presentation by Lisa Dopp, Field's Corporate Select Manager, on the specialized services that Field's offers its guests. The event will also include fabulous door prizes and an opportunity to visit Field's 8th Floor animated holiday display, Cinderella. You don't have to be a SOCAP member to attend; for registration information, contact Terry Sorteberg at terry.sorteberg@target.com.

You already know the benefits you receive from IAAP membership; SOCAP Minnesota graciously allowed *TwinCities West* to promote our November event to their members and prospects and we, in turn, encourage you to share information about SOCAP with those you know that would benefit. For more information, visit www.socap.org.

Submitted by Joan Gatzmeyer CPS/CAP



One of the highlights for me of attending the 2005 IAAP International Convention in Denver, Colorado last August was wearing the special bracelet and earring set made for me by TC West member Dawn Staycoff a/k/a "Fifi". Dawn designed the set especially to complement my attire for the final evening banquet and, if you look closely, you will notice the triangular shape on the bracelet which is a sail to represent the *TwinCities West* logo. Thanks again to Dawn for her generous and thoughtful gift.

You will have the opportunity to see more of Baubles & Bling by Fifi at our December 8 chapter meeting. Dawn will have a variety of her handcrafted jewelry available for purchase at the meeting, so you can do your holiday shopping while you're at the meeting. Best of all, Dawn is donating a portion of all sales that evening to the *TwinCities West Ways & Means* fund, so you can shop for a good cause too...now that's multi-tasking!!

Impact Committee Update

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

The *TwinCities* West 2005 Impact Meeting was a great success with 60 people in attendance, including 33 guests, 26 members, and guest speaker, Dennis Stauffer. The almost-equal ratio of guests to members provided many opportunities for interaction and gave the night a festive, party-like atmosphere.

The party continued as TC West recognized charter member, Marvel Thorne, with a champagne toast to her 25 years of IAAP membership! TC West also presented Marvel with an engraved clock and made a \$25 contribution to the IAAP Research & Education Fund in her honor. The testimonial that Marvel made about the benefits she has received from her IAAP membership over the years, as the secretarial/administrative career has changed so greatly, was both moving and enlightening for guests and members alike.

Additionally, thanks are in order to the following members who provided insightful overviews on key areas of benefit to IAAP members:

- Nancy Berg – Community Service
- Debi Cain-Rivord CPS/CAP – Programs
- Kathy Johnson & Jennifer Severson – Membership
- Kaye Park – Student Conference & Scholarship
- Marlene Rouillard – Retirement Trust Foundation
- Jo Tynen CPS/CAP – Certification

Attendee evaluations revealed high marks and many positive comments about Dennis Stauffer and his presentation on Clockwise Thinking, Unlocking Creativity. If you want to know more about this subject, a copy of Dennis' book is now available in the chapter resource library.

The evening wrapped up with lots of exciting door prize drawings. Congratulations to Mary Ann Peterson of Carlson Companies for being the winner of a free one-year membership to *TwinCities* West! TC West extends its sincere appreciation to all the companies and individuals that donated items for door prizes and goody bags; a copy of the vendor directory is included in this newsletter for your reference at home and work. The committee chairs extend a special thank you to Kaye and Ron Park for their assistance in assembling the goody bags. In addition, we gratefully acknowledge the support provided by the Radisson Hotel & Conference Center in making it a memorable evening.

TwinCities West is very pleased we were so able to demonstrate the value of IAAP membership that at least seven guests decided to become members! (The discounted dues offer for November meeting attendees' runs through November 30 so, as of this writing, the final count is pending.) We look forward to welcoming them to the chapter in the coming months.

TwinCities West IAAP® Vendor Directory November 10, 2005

CATERING:

D. Brian's Deli & Catering
Janine Aich, Director of Operations
45 S. 7th Street
Minneapolis, MN 55402
612-746-3090
612-335-9050 Fax
janineaich@aol.com
www.dbrians.com

CORPORATE GIFTS/**PROMOTIONAL ITEMS:**

Candy Bouquet
Jon Maack
11000 County Road 81
Maple Grove, MN 55369
763-424-9910
candybouquet2415@msn.com

Godiva Chocolatier
Cindy M. Marvin, Manager
Ridgedale Center
12627 Wayzata Boulevard
Minnetonka, MN 55305
952-512-1654
952-512-1664 Fax
jade3101@mn.rr.com
www.godiva.com

Intentional Marketing, Inc.
Kathy Stuart
20497 Pintail Court
Rogers, MN 55374
763-428-4429
763-428-8029 Fax
intentional@comcast.net

FLORAL:

Schaaf Floral
Marcia Schaaf, Terri Chaffer
6554 University Avenue NE
Fridley, MN 55432
763-571-4600
763-571-4640 Fax
www.schaaffloral.com

PERSONAL GROOMING & ACCESSORIES:

Baubles & Bling by Fifi
Dawn Staycoff
2677 Benlana Ct.
Maplewood, MN 55119
651-770-8357
mplsfifi@aol.com

Hair for all Seasons
Katherine Simpson, Owner
4190 Vinewood Lane North
Plymouth, MN 55442
763-559-1886

Mary Kay
Eileen Tillman
Independent Beauty Consultant
21697 Linden Way
Rogers, MN 55374
763-439-3516
etillmann@marykay.com
www.marykay.com/etillmann

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220 South Sixth Street, Suite 300
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612-376-4850 Fax
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www.larsonallen.com

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mark.halvorsen@upsher-smith.com
www.upsher-smith.com

***THANK YOU to the following for your
contributions to help make our event a success***

Avery
Debi Cain-Rivord
Gage

Kaye Park
Messerli & Kramer P.A.
SOCAP Minnesota Chapter

Managing Workplace Crises

Submitted by Office Team

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.

#

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.

Certification Study Group

The 2nd Annual *TwinCities* West IAAP Certification Study Group will begin on Tuesday, January 3, 2006 and continue through Monday, April 24, 2006 (17 weeks). The study group will cover the CPS portion (parts 1-3) of the exam only.

Following the initial Tuesday night on January 3, the Study Group sessions will be held on Monday evenings through the remainder of January, February, March and April in preparation for the May 2006 exam. The sessions will run from 6:30-8:30 pm and will be hosted at Stanley Consultants, Inc. 5775 Wayzata Blvd., Suite 955, St. Louis Park for the initial start of the sessions. This office building is located on the south frontage road of I-394 between Hwy 100 and Louisiana Avenue, just behind TGIFriday's.

Thank you to our member (and study group participant) Melissa Lidberg for arranging the use of her employer's office! For more information on the study group, the necessary study materials and other helpful study workbooks, please contact Georgann Bestler Wenisch CAP at 612-672-3727 (gwenisch@mandklaw.com) or Jo Tynen CPS/CAP at 612-672-3626 (jtynen@mandklaw.com).

PRACTICE EXAM QUESTION-OF-THE-MONTH

Submitted by Georgann Bestler Wenisch CAP

Which one of the following communication etiquette rules applies for larger organizations?

- When addressing an individual in a letter by their first name, the signature should include the sender's full name.
- Voice mail should be an option provided for all incoming callers.
- Organizations can maximize their telecommunication effectiveness through heavy reliance on automated attendants.
- All correspondence should be on official business letterhead.

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Stress Management

A lecturer, when explaining stress management to an audience, raised a glass of water and asked, "how heavy is this glass of water?" Answers called out ranged from 20g to 500g. The lecturer replied, "The absolute weight doesn't matter. It depends on how long you try to hold it."

"If I hold it for a minute, that's not a problem. If I hold it for an hour, I'll have an ache in my right arm. If I hold it for a day, you'll have to call an ambulance. In each case, it's the same weight, but the longer I hold it, the heavier it becomes." He continued, "And that's the way it is with stress management."

"If we carry our burdens all the time, sooner or later, as the burden becomes increasingly heavy, we won't be able to carry on. As with the glass of water, you have to put it down for a while and rest before holding it again. When we're refreshed, we can carry on with the burden. So, before you return home tonight, put the burden of work down. Don't carry it home. You can pick it up tomorrow. Whatever burdens you're carrying now, let them down for a moment if you can. Relax; pick them up later after you've rested. Life is short. Enjoy it!"

He then shared some ways to deal with the burdens of life:

- Accept that some days you're the pigeon, and some days you're the statue.
- Always keep your words soft and sweet, just in case you have to eat them.
- Always read stuff that will make you look good if you die in the middle of it.
- Drive carefully. It's not only cars that can be recalled by their maker.
- If you can't be kind, at least have the decency to be vague.
- If you lend someone \$20 and never see that person again, it was probably worth it.
- Never buy a car you can't push.
- Never put both feet in your mouth at the same time because then you won't have a leg to stand on.
- Since it's the early worm that gets eaten by the bird,
- sleep late.
- When everything's coming your way, you're in the wrong lane.
- Birthdays are good for you. The more you have, the longer you live.
- You may be only one person in the world, but you may also be the world to one person.
- Some mistakes are too much fun to only make once.
- We could learn a lot from crayons. Some are sharp, some are pretty and some are dull. Some have weird names, and all are different colors, but they all have to live in the same box.
- A truly happy person is one who can enjoy the scenery on a detour.

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!

NEWSLETTER SUBMISSIONS NEEDED

Did you read a good article that you think might be useful to other assistants?

Have you worked with a vendor that you would recommend?

Have you found a website that you thought was helpful or interesting?

Please email me anything you'd like included in the newsletter.

Thank you,

Heather Kolstad

Heather.Kolstad@pentair.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.)

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

Upcoming Voyages

- Dec. 1 – TwinCities West Board Meeting,**
Davanni's in Plymouth, starting at 5:45 PM. ALL members are welcome to attend.
- Dec. 8 – TwinCities West Chapter Meeting and Holiday Social.** Location: Radisson Plymouth, 5:30-8:30 PM. **Topic: "Live your Verb and Other Bold Ideas to Bring Your Work to Life"** by Barbara McAfee, Singer/Songwriter. Chapter Members: \$18 IAAP Members: \$20 Non-members: \$25
- Dec. 12 – TwinCities West Community Service Event:** Feed My Starving Children. 6:00-7:30 PM, Brooklyn Park
- Jan. 3 - TwinCities West Certification Study Group begins.** The sessions will run from 6:30 - 8:30 pm and will be hosted at Stanley Consultants, Inc. 5775 Wayzata Blvd., Suite 955, St. Louis Park
- Jan. 5 - TwinCities West Board Meeting,**
Davanni's in Plymouth, starting at 5:45 PM. ALL members are welcome to attend.
- Jan. 12 – TwinCities West Chapter Meeting** with Dinner and Educational Program. Location: Radisson Plymouth, 5:30-8:30 PM. **Topic: "Technical and Professional Writing Tips"** by Sandra Becker, U of M. Chapter Members: \$18 IAAP Members: \$20 Non-members: \$25
- Feb. 2 - TwinCities West Board Meeting,**
Davanni's in Plymouth, starting at 5:45 PM. ALL members are welcome to attend.
- Feb. 9 - TwinCities West Chapter Meeting**
Location: Radisson Plymouth, 5:30-8:30 PM. **Topic: "Taking the Mystery Out of Estate Planning and Health Care Directives"** by Craig Goldman, Esq., Messerli & Kramer P.A. Chapter Members \$18 IAAP Members: \$20 Non-members:\$25 (*Spouse/Significant Other Appreciation/Recognition Evening*)
- May 5-6 – CAP & CPS Examinations**
- May 19-21, 2005 – MN-ND-SD Division Spring Conference** – Thunderbird Hotel, Bloomington, MN
- Aug. 7-10, 2005 – IAAP International Convention**
Reno Hilton Hotel in Reno, NV. Hotel reservations can be made after November 1. Plan now to attend this fantastic education and networking opportunity...you'll be glad you did!

2005-2006 COMMITTEES / TEAMS

2008 Spring Division Meeting

Co-Chairs: Georgann Bestler Wenisch, Kaye Park,
Committee Members: Debi Cain-Rivord

ACFCAP Committee ("Student Conference")

Chair: Kaye Park, Members: OPEN

Bylaws & Standing Rules Committee

Chair: Bonnie Marten, Members: OPEN

Certification Committee (CPS/CAP)

Chair: OPEN, Members: Debi Cain-Rivord CPS/CAP

Chapter Historian (Scrapbook Committee)

Chair: Janice Paulson CPS/CAP

Members: Blanche Keith

Community Service Committee

Chairs: Nancy Berg

Members: Joan Gatzmeyer CPS/CAP, Marvel Thorne

Hospitality & Registration Committee

Co-Chairs: Peggy Ford & Dawn Staycoff

Members: Marlene Rouillard, Jen Severson

Impact Event Committee

Co-Chairs: Joan Gatzmeyer & Janice Paulson

Membership Committee

Chair: Kathy Johnson

Members: Yvette Kanzler, Carolyn Nelson CPS/CAP,
Jen Severson, Becky Studt

Newsletter Committee

Co-Chairs: Debi Cain-Rivord, Heather Kolstad

Nominating Committee

Chair: Joan Gatzmeyer

Members: Debi Cain-Rivord, Dawn Staycoff

Programs & Education Committee

Chair: OPEN; Members: Kaye Park

Public Relations/Marketing

Chair: Melissa Lidberg; Members: OPEN

Retirement Trust Foundation

Chair: Marlene Rouillard

Sunshine Committee

Chair: Melissa Lidberg; Members: OPEN

Ways & Means Committee

Co-Chairs: Melissa Lidberg & Dawn Staycoff

Members: OPEN

Web-Master

Chair: Jim Rivord

Members: OPEN



2005 – 2006 PROGRAMS *TwinCities* West IAAP®



International Association of Administrative Professionals® *TwinCities* West Chapter 2005-06 Schedule of Educational Forums

August 10, 2006	Annual Summer Social and Networking Event Lake Minnetonka Cruise
September 8, 2005	Memory Power! Michael Monroe Kiefer, M.S., President, PowerMind™ Training Systems, Inc.
October 13, 2005 <i>Annual Employer Recognition Evening</i>	Handling the “Tough” Talks - The Positive Way to Provide and Receive Feedback Valerie S. King CPS, IAAP MN-ND-SD Division President
November 10, 2005	Clockwise Thinking – Unlocking Creativity! Dennis Stauffer, Emmy Award-winning Journalist and author of <i>Clockwise Thinking, A Field Guide for the Innovative Leader</i>
December 8, 2005	Bringing Work to Life and Life to Work Barbara McAfee, Singer/Songwriter
January 12, 2006	Technical & Professional Writing Tips Sandra Becker, Teaching Specialist at the University of Minnesota, Department of Rhetoric
February 9, 2006 <i>Annual Spouse/Significant Other Appreciation Evening</i>	Taking the Mystery Out of Estate Planning & Health Care Directives Craig Goldman, Esq., Messerli & Kramer P.A.
March 9, 2006	Get Organized! Presented by Avery Office Products
April 13, 2006 <i>Celebrating Administrative Professionals Week/Day</i>	Leading Your Organization to Administrative Excellence Erin O’Hara Meyer, PHR, President of Administrative Excellence, Inc.
May 11, 2006	<i>TwinCities</i> West Annual Meeting Election of 2006-07 Officers and 2006-07 Strategic Planning Session
June 8, 2006	<i>TwinCities</i> West First Annual Awards and Installation Evening

All 2005-06 *TwinCities* West Educational Forums and Chapter Meetings will be held at the Radisson Hotel & Conference Center, 3131 Campus Drive, Plymouth, Minnesota
Registration Fees (includes meal and educational forum):
\$18 for Chapter Members, Students and Teachers
\$20 for IAAP Members from other chapters and Members At Large; \$25 for Non Members

5:30 Registration and Networking; 6 pm Dinner; 6:30 pm Program; 7:30 pm Business Meeting
To register, please contact Peggy Ford, 952-936-1688 or pford1@uhc.com