



The Charter



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

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Cabin Crew

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Next Port of Call

Summer Reunion
Thursday, August 3

at the Reserve
3155 Empire Lane, Plymouth

5:30 pm Registration

6:00 pm Dinner

6:30 pm Let the fun begin!

Spend some time with your fellow members and learn what The Reserve has to offer meeting planners (you)!

Special Pricing for Members and Guests:

Pay at the door: \$18.00

Pay using Pay Pal \$18.80

To register you may visit our website at www.iaap-twincitieswest.org; choose to pay at the door or through Pay Pal (convenience fee applies.) For payment at the door, please make checks payable to *TwinCities* West IAAP.

For questions or further information, please contact Marlene Rouillard at 763-847-0210 or by email at marlene.rouillard@buhlergroup.com.

Captain's Log

by President Bonnie Marten, CPS

Thank you for giving me the opportunity to serve as your chapter president in 2006-07. I eagerly await the journey we have ahead of us. Special thanks to the members who come forward to "take the helm" this year as ship's officers: Dawn Staycoff, Melissa Lidberg, Janice Paulson, Patricia Romanko, Janet Blehrud, Connie Anderson, and Gayle Petrie. I also want to thank the members who have come forward to steer our committees: Nancy Berg, Kathy Hinchler, Heather Kolstad, Teri Kornberg, Melissa Lidberg, Kaye Park, Gayle Petrie, Jim Rivord, Marlene Rouillard, Dawn Staycoff, and Georgann Bestler Wenisch. I encourage you to get involved by joining one of our committees. In addition, we are still in need of a chair or co-chair for the Certification Committee and the Public Relations/Marketing Committee. Please consider helping out.

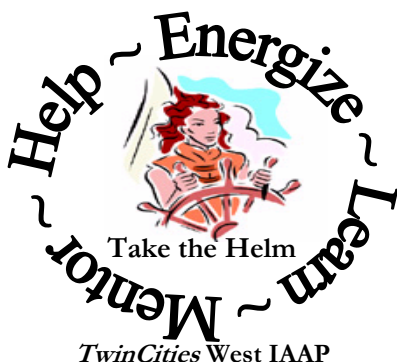
I want to take this opportunity to thank Georgann Bestler Wenisch for the memorable 2005-2006 *TwinCities West IAAP* year. She led us on a Quest for Success that was truly successful. One of Georgann's goals was to increase our membership. Seventeen members were recruited and we ended the year with 71 members. During 2005-06 our chapter was recognized with two IAAP membership awards: the November 2005 Creating Excellence Award (one of three chapters) and the 2005-06 Impact Membership Recruitment Award (one of 10 chapters). Our chapter was also selected for the coveted Avery Great Results Chapter Distinction Award. Georgann will be recognized as a Distinguished Chapter President at the International Convention in August. Thanks to Georgann's leadership, we have great momentum going into our 2006-2007 year and with your help, we will have another successful cruise this year.

Your new board is at the dock busy setting the course for our new year. We are in the budget planning process and will have a budget for you to approve in September. Thanks to Marlene Rouillard, you will be able to use Pay Pal to conveniently register and pay for events this fall. Kaye Park and I will represent the chapter as delegate and alternate at the International Convention in Reno in early August. We will bring back information on the direction of our International Association this year.

Our summer event on August 3 will give you an opportunity to network with other members and learn about The Reserve conference center. The program committee has planned high quality educational programs this year incorporating your great ideas from the recent annual membership survey. Reserve the second Thursday of each month as your night to network and learn something new.

Get ready to "Take the Helm."

Bonnie Marten, CPS
TwinCities West IAAP President 2006-07



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:

- | | |
|----------------------------|---------|
| ▪ Janice Kurkosky | July 3 |
| ▪ RaeLee Kubesh | July 6 |
| ▪ Kaye Park | July 19 |
| ▪ Marisa Andolini-Campbell | Aug 1 |
| ▪ Angie Johnson | Aug 6 |
| ▪ Laura Green-Johnson | Aug 11 |
| ▪ Heather Kolstad | Aug 21 |
| ▪ Jane Van Maldeghem | Aug 21 |
| ▪ Jennifer Severson | Aug 29 |



Chapter Anniversaries

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

- | | |
|-------------------|---------|
| ▪ Holly Peters | 1 Year |
| ▪ Angie Johnson | 1 Year |
| ▪ Heather Kolstad | 1 Year |
| ▪ Melissa Lidberg | 2 Years |
| ▪ Nancy Berg | 6 Years |
| ▪ Joan Gatzmeyer | 7 Years |
| ▪ Lori Eilers | 9 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."

We have a Star in our midst!

Be sure to check out page 29 in the summer 2006 edition of *Meetings-Minnesota Hospitality Journal*. Our own Carolyn Nelson, CPS, CAP was interviewed in this edition. She talks about her work philosophy, her IAAP membership, and her employer, Caribou Coffee. What a well deserved honor for Carolyn who has been an active member of our chapter for many years and served as president of *TwinCities West IAAP* in 2003-04.

If you do not receive this magazine, the link to the on-line version with the full article and photo is posted at the following address: <http://www.mn-meetings.com/inThisIssue/peers.html>



TCW IAAP - Chapter Meeting Venue Vote Results

- Radisson Hotel & Conference Center received 7 votes.
- Marriott Minneapolis West received 36 votes.
- The Reserve received 2 votes.

In accordance with the motion made at our Annual Meeting on May 11, 2006, the venue receiving a majority of the votes in this email vote would be selected as our new chapter meeting venue **beginning in September 2006**. The Minneapolis Marriott West has received a majority of votes cast. Our Hospitality Committee has finalized a contract with the Marriott.

Marlene has put together a brief slide show presentation showing information for Marriott Minneapolis West. There is a link to it on our website: Click on the Directions tab on the left and the first paragraph is the hotel address with a link to watch the slide show.

Minneapolis Marriott West 9960 Wayzata Boulevard Minneapolis, MN 55426



CPS Achievements!

Congratulations to Annette Greer, Angie Johnson, Melissa Lidberg, Bonnie Marten, Gayle Petrie, and Sherry Zupin who achieved their Certified Professional Secretary (CPS) rating in May 2006. The majority of these members participated in the TCW Study Group over the winter. Thanks to Jo Tynen for leading the study group and thanks to Georgann Bestler Wenisch, Debi Cain Rivord, Joan Gatzmeyer, and Janice Paulson for assisting her with it.

The Fall CPS and CAP Exams will be held on November 3-4, 2006. Part 4 of the CAP exam is administered on Friday afternoon. Parts 1-3 of the CPS and CAP exams are administered on Saturday. The registration deadline for both exams is August 15, 2006. Minneapolis' exam site has yet to be determined, so please check the IAAP website at iaap-hq.org for more information as these dates are fast approaching.

11th Annual Century College Administrative Professional Seminar
“Administrative Professional Challenge: Creating an Environment Where You Thrive”
Friday, October 6, 2006 at
Best Western- Maplewood Inn 1780 East County Road D, Maplewood
8:00am-3:00pm
Cost: \$129 (Course Number: 20073-001657)

The Institute of Certification, a department of International Association of Administrative Professionals (IAAP), will grant 4 points toward CPS and CAP recertification to qualified individuals who attend the Administrative Professional Seminar.

- 8:00am – 8:30am** **Registration & Continental Breakfast**
 Coffee, tea, chilled orange juice, assorted pastries & muffins
- 8:30-10:00 a.m.** **Inclusive Leadership**
Ann Marie Gaus, Director, Workforce Diversity, 3M
 Inclusive leadership should be part of your organization’s values. It's important that all people are valued, supported, and encouraged to achieve their highest potential. Ann Marie will address these three issues with insight, sensitivity, and pizzazz:
- What is the *business* case for sustaining an inclusive environment in your organization?
 - What are the different aspects of diversity that impact the success of teams and individuals?
 - How can I, an individual employee, make a difference?
- Learn timely tips about how important it is to have inclusive leadership in your work environment and what you can do to make your work place better.
- 10:00-10:15 a.m.** **BREAK**
- 10:15-12:00** **Leading the Inspired Life: Goal Setting and Goal Achievement**
Michael Monroe Kiefer, Century College Adjunct Faculty Member
 Guaranteed to fire you up and turbo you on to high achievement. In this customized presentation Michael will share a universally applicable goal setting and goal achievement formula that he has applied in his personal life with amazing results. This formula is illustrated with an unusual, entertaining, real life example anyone can relate to! Highly entertaining, light-hearted, funny with an important technique anyone can immediately use in their own lives to achieve their goals rapidly and begin leading an inspired life!!! Note: actual photographs will be passed around during the presentation.
- 12:00-1:00pm** **LUNCH**

1:00-2:30pm

Life's Your Legacy... Live It! *Signature Keynote*

"When life's journey is over and it's time to leave mankind, remember it's not what you take with you, but what you leave behind." – Renee Rongen
Renee Rongen helps you figure out what you want your legacy to mean -- how to live your best life *now*. Learn how to live life consciously with your legacy in mind. Forget about time-management and learn lifeline-management. Renee promises you'll never look at a lifeline again without thinking about the life lived in between. How would your epitaph read on your tombstone? "I worked a lot, I had a clean house, I went to church every Sunday." Renee invites you to start living from the inside out, to wake up from your daily coma to the positive interactions you have already with family, work, and community. She'll show you how to experience purpose and even more passion in your time above ground. Watch out or you might die laughing! Renee Rongen's message will help you laugh out loud as she takes a humorous look at a serious subject.

2:30-3:00pm

Door Prizes and Evaluations

To Register by phone call 651-779-3341 or complete the Registration Form below and send to: Century College CECT, 3300 Century Avenue, White Bear Lake, MN 55110

**Registration Form For Administrative Professional Seminar
October 6, 2006, 8:00am-3:00pm
Cost: \$129
Course Number: 20073-001657**

Name: _____ Date of Birth: _____

Home Address: _____
Soc. Sec. #: _____

City: _____ State: _____ Zip Code: _____

Home Phone: _____ Work Phone: _____

E-mail Address: _____
Business Name : _____

Business Address: _____
City: _____ State: _____ Zip Code: _____

Payment Method:
Check Enclosed _____

Business Purchase Order Attached _____

Please Charge to: __ Visa __ MasterCard __Discover Account #: _____ - _____ - _____ - _____

Cardholder's Name: _____ Expiration Date: _____

What Makes a Great Administrative Assistant?

Submitted by Joan Gatzmeyer CPS/CAP

The following article was featured in the March 30, 2006, edition of Rich Tips, an electronic newsletter published by Richard Male & Associates (RMA), a nonprofit consulting firm in Denver, Colorado. The article is written to the perspective of an employer, but provides insightful information on the characteristics that executives look for and appreciate in their assistants. The article is reprinted with permission of Richard Male and Associates; www.richardmale.com.

What Makes a Great Administrative Assistant?

As long as there is a “Big Cheese” there must be an administrative assistant to the “Big Cheese.”

Administrative assistants are one of the most undervalued and underappreciated staff members in any organization; however, these individuals are actually an organization’s lifeblood. They’re not only instrumental in organizing the main Manchego’s work-life and calendar, but they are also typically in charge of managing the office to ensure it functions smoothly. The bottom line: the administrative assistant needs to make the CEO look good.

Here are some secrets to recruiting the best and brightest administrative assistants *and* some tips for keeping them on board for the long haul.

1. **Hire a yogi.** Just kidding. But you do need to make sure your administrative assistant has a flexible personality. It seems that once I give my administrative assistant, Howard, a task, three other tasks immediately come to the surface as soon as the phone rings. Make sure the person you hire is able to adapt well to changing situations.
2. **Multi-tasking is a must.** Find a person that is able to do a number of different things at the same time. An effective administrative assistant must be able to answer the phone, type an e-mail, and graciously greet a client simultaneously.
3. **Self-starters are stars.** This is a very important quality. Find someone who needs little or no supervision and can put processes and procedures into place. You don’t want a high maintenance administrative assistant that you have to supervise closely all the time.
4. **Personality, charm, and a sense of humor go far.** Find someone who will fit into the work environment, has a sense of humor (and can laugh at himself), and is supportive of the people around him.
5. **Focus, focus, focus!** Find someone who is able to maintain sight of their goals even when faced with multiple tasks and chaos.
6. **It’s all about intuition.** You’re lucky if you find someone who is proactive rather than reactive and can see the forest through the trees. This goes hand in hand with being a self-starter; someone with good intuition is able to take initiative when it’s appropriate.
7. **After a fall, will she spring back?** Find someone who will continue to work even when confronted with set-backs, disappointments, and criticism. She must have an ego that is strong enough to deal with the mania that might come from other staff members.
8. **Is he willing to do what it takes?** Your administrative assistant must be willing to make the coffee, clean the tables, and dump the recycling along with all of the little things that will make the clients and staff content.
9. **“It’s my fault.”** She needs to assume responsibility for tasks and occasional mistakes, and she must have the integrity to admit when she’s screwed up.
10. **What happens here stays here.** What happens in the office and with certain people and clients needs to be confidential. Your administrative assistant will be privy to things that will need to stay within the confines of the office and the organization. You must be able to trust your administrative assistant 100 percent.

Communication That Works

Submitted by Office Team

News flash: The use of e-mail is on the rise in the workplace. Approximately 60 percent of both managers and administrative professionals polled by OfficeTeam said their reliance on electronic communication has increased over the past two years.

Although e-mail is becoming a more prevalent form of interaction, it shouldn't be used at the expense of other methods. In order to keep the channels of communication flowing smoothly, support staff must be able to recognize when it's best to communicate with colleagues in person, via e-mail or by phone.

Here are a few tips to help you identify the best medium to use when conversing with your managers and peers:

E-mail

- E-mail is best used for back-and-forth discussions that don't require lengthy explanations.
- When discussing logistical information, such as the agenda for an upcoming meeting, e-mail is a smart choice because it creates a written record of conversations and decisions.
- The use of e-mail is appropriate when you need to forward information to a large or dispersed group because recipients can refer back to the message.

Telephone

- Phone conversations allow individuals to share ideas and feedback with the help of vocal inflections, which reduces the potential for confusion.
- Telephone conversations are useful when discussing a subject in great detail or when debating a topic.
- Additionally, communicating via phone can help a dispersed group come to a collective agreement.

In person

- In-person meetings allow participants to respond to facial expressions and body language, further reducing the potential for miscommunication.
- This method is ideal when discussing complicated or controversial issues that deal with sensitive or confidential information.
- It's best to communicate in person when thanking a colleague or passing along bad news so you can convey your full sincerity

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.

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 Georgann Bestler Wenisch, at gwenisch@mandklaw.com, 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 administrative professionals?

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

hkolstad@wh-link.net

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

- July 31, 2006 TwinCities West IAAP August Board Meeting**, 5:45 pm Davanni's Restaurant, Plymouth
- August 3, 2006 TwinCities West Annual Kick-Off Summer Reunion**, The Reserve, Plymouth
- August 7-10, 2006 International Convention & Education Forum**, Reno, Nevada
- September 7, 2006 TwinCities West IAAP September Board Meeting**
- September 14, 2006 TwinCities West IAAP Chapter Educational Forum**, 5:30 pm, Minneapolis Marriott West
- October 13 – 15, 2006 MN-ND-SD Division Fall Conference**, Madden's on Gull Lake, Brainerd, MN

2006-2007 COMMITTEES

If you are interested in joining a committee, please know you can join at anytime! Please contact the committee chair or chapter President, Bonnie Marten.

2008 Spring Division Meeting

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

ACFCAP Committee ("Student Conference")

Chair: Kaye Park, Members: OPEN

Bylaws & Standing Rules Committee

Chair: Dawn Staycoff, Members: Joan Gatzmeyer

Certification Committee (CPS/CAP)

Chair: Members:

Community Service Committee

Chair: Nancy Berg

Members:

Historical Committee (Scrapbook Committee)

Chair:

Members:

Hospitality & Registration Committee

Hospitality Chair: Marlene Rouillard

Members: Jennifer Severson, Holly Peters and Connie Anderson

Impact Event Committee

Co-Chairs: Georgann Wenisch

Members: All Committee Chairs/Co-Chairs

Membership Committee

Chair: Georgann Bestler Wenisch Members:

Newsletter Committee

Editor: Heather Kolstad

Nominating Committee

Chair: Georgann Bestler Wenisch

Members:

Programs & Education Committee

Chair: Kathy Hincer Members: Joan Gatzmeyer

Public Relations/Marketing

Chair of Public Relations:

Marketing: Co-Chairs / Members: OPEN

Retirement Trust Foundation

Chair: Marlene Rouillard

Sunshine Committee

Chair: Gayle Petrie

Ways & Means Committee

Chair: Members: Melissa Lidberg

Web-Master

Chair: Teri Kornberg, Jim Rivord, Web Master



TwinCities West IAAP®
2006 – 2007 PROGRAM SCHEDULE



- | | |
|--------------------|---|
| August 3, 2006 | Summer Reunion at The Reserve, 3155 Empire Lane, Plymouth, MN |
| September 14, 2006 | Business Writing for the Email Age Joan Loshek |
| October 12, 2006 | Office of the Future: 2020 Rick Baker, Division Director, OfficeTeam; www.officeteam.com |
| November 9, 2006 | Flirting for Success Jill Spiegel, Founder of Goal Getters, author, and radio/TV personality; www.flirtnow.com |
| December 14, 2006 | Igniting Your Passion Within Margo Abdo O'Dell, successful entrepreneur, former award-winning corporate salesperson, and world-class Middle Eastern dancer; www.margo1.com |
| January 11, 2007 | 500 Computer Tips and Tricks (<i>Confirmation Pending</i>) |
| February 8, 2007 | The Art of Wastebasketry Mary'n Hallock, organization and productivity "re-thinker"; www.painlesspapercut.com |
| March 8, 2007 | Meeting Planning Essentials: Everything You Ever Wanted to Know About Meeting Planning, But Didn't Know Who to Ask Panel discussion: Jodi Collen CSEP, Senior Event Planner, Thrivent Financial for Lutherans; Deb Daly, Regional Manager, HelmsBriscoe |
| April 12, 2007 | Program Pending |
| May 10, 2007 | TwinCities West Annual Meeting Election of 2007-08 Officers and 2007-08 Strategic Planning Session |
| June 14, 2007 | TwinCities West Annual Awards and Installation Evening; and Personal Safety Tips |

Beginning in September, all 2006-07 *TwinCities West* Educational Forums and Chapter Meetings will be held at the **Minneapolis Marriott West**, 9960 Wayzata Boulevard, Minneapolis, MN 55426
 Registration Fees (includes meal and educational forum):
 \$25 for IAAP Members, Students and Teachers; \$28 for Non Members

5:30 pm Registration and Networking; 6 pm Dinner; 6:30 pm Program; 7:30 pm Business Meeting
 To register, please contact Marlene Rouillard, 763-847-0210, or marlene.rouillard@buhlergroup.com