



The Charter

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

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Cabin Crew

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www.iaap-twincitieswest.org

Next Port of Call

***Email Essentials: Business Writing
for the E-mail Age***
***By Joan Loshek, M.A.
of Loshek Consulting, Inc.***

**Thursday, September 14
at the Marriott Minneapolis West**

5:30 pm – 8:30 pm

Price:

Members at the door: \$25.00
Members using Pay Pal \$26.06
Guests at the Door: \$28.00
Guests using Pay Pal: \$29.15

Pre-registration is required. Visit our website at:

www.iaap-twincitieswest.org; please include your email address and any dietary needs. Payments can be made at the door made payable to TwinCities West IAAP or through Pay Pal (convenience fee applies.) When registering on-line, please be sure to note if you will be using a coupon and what the value of that coupon is.

Registration deadline is Friday, September 8. In the event you become unable to attend, cancellations must be received by Monday, September 11. No shows will be billed for the registration fee.

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

I have always considered fall a time of new beginnings. Children head back to school, summer vacations are over, and work gets back to a normal routine. Fall also marks the start of our IAAP year. It is a privilege for me to serve as your president this year.

Our theme is Take the Helm – Help, Energize, Learn, and Mentor. These words represent what *TwinCities West* IAAP has meant to me these past five years and from our May strategic planning session I learned that these words represent the services you expect as a member of our chapter.

Help – We have a network of 71 members available when we have a work question. Perhaps you have a question about software you are using, or the location for an event out of state that you are planning. Send out the question to our member listserv and I know someone will have the answer.

Energize – The monthly meeting is something good you do for yourself. It gives you a chance to relax, network with others in your profession and learn something new. Also, our reputation as being the “fun” chapter is evident at meetings as laughter fills the room.

Learn – The program committee works hard to bring you quality speakers that relay information that helps you in your job, or helps your personal growth. In September, we will learn about writing effective e-mails. Our November speaker, Jill Spiegel, is a well-known motivational speaker and writer who has appeared on Oprah. These are just two examples of the great programs waiting for you this year. Another opportunity to learn is to join a study group to help prepare for the CPS or CAP certification exam.

Mentor – At the strategic planning session, it was clear that our chapter could do a better job of mentoring. Therefore, we will be forming a mentoring committee to bring you the service you want in this area.

In addition, I chose the theme, “Take the Helm” first because of our tradition of having a nautical theme but also because our chapter cannot be successful without each member helping out or “taking the helm” sometime during the year. There are many ways to help even if your time commitment is limited. You might ask an associate to visit one of our monthly meetings, submit an article to the newsletter, or help make phone calls. The proverb, “many hands make light work,” could be modified for *TwinCities West* IAAP to say, **all** hands on deck make light work for the chapter.

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:

- **Wendy Remmers** **Sept. 6**
- **Staci Lifer** **Sept. 9**
- **Carolyn Nelson** **Sept. 19**



Chapter Anniversaries

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

- **Rhonda Yeager** **1 Year**
- **Ruth Etienne** **4 Years**
- **Jo Tynen, CPS/CAP** **5 Years**
- **Marisa Andolini-Campbell** **5 Years**
- **Jane Van Maldeghem, CPS** **11 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."

Please use "IAAP" in the subject line on E-mails

Spam is becoming so prolific these days that sometimes it's hard to tell from the subject line whether it is an "authentic" message or not...especially if you don't recognize the e-mail address.

Because of this, we recommend that all messages to other IAAP members contain "IAAP" in the subject line. For example: IAAP – Member Question. This will help the recipient know that the message is from another member and will make it possible to auto-route your IAAP messages into an IAAP e-mail folder if you so desire.

Bonzer Website of the Week

Submitted by Debi Cain-Rivord CPS/CAP

<http://www.timeanddate.com> -- Time and Date. Premium TRUE comes out Monday night, right? Not if you're in Australia, where it's Tuesday morning when it comes out. When can you expect a timely reply to an e-mail? Is it OK to call Norway right now, or are you going to wake someone up? Time and Date is more than just a world clock, it also generates calendars for any year, has countdown timers, will calculate the number of days between two different dates, and more. Nifty!

Plymouth On Parade

Thank you to Nancy Berg who has volunteered to take on coordination for the chapter's participation in the Plymouth Parade.

The parade is on **Saturday, Sept. 16 at 1 p.m.**

All we need is 4-6 people to walk in the parade.

Location:

Plymouth Blvd. between 34th and 37th Ave.

There's fun for everyone with a variety of events and activities to enhance community spirit and promote community pride! Gather your family, friends and neighbors to enjoy entertainment for all ages.

8 - 10:30 a.m. - Pancake Breakfast & Senior Club Craft Sale at the Plymouth Creek Center; food, kid's activities at the Lifetime Fitness parking lot.

1 p.m. - Parade on Plymouth Blvd. from 34th - 37th Ave.

2:30 - 5 p.m. - free activities Gym Activities, Open Swim, Hay & Pony Rides, Ice Skating (Until 4p.m.), Petting Zoo, Music Entertainment

2:30 p.m. - Ducky Derby Race, sponsored by Minnetonka, Plymouth Rotary - Hilde Center

7 p.m. Performance "The Sound of Music", Plymouth Community Theatre - Wayzata Central Middle School.

For More Information, Call 763-509-5200.

September Company Highlight:

Carlson Companies

Thanks to Mary Ann Peterson for providing us with this information about her company:

Carlson Companies is a global leader in the marketing, travel, and hospitality industries. Among the names in the Carlson family of brands and services are: Regent International Hotels®; Radisson Hotels & Resorts®; Park Plaza Hotels & Resorts; Country Inns & Suites By Carlson; Park Inn® hotels; Regent Seven Seas Cruises®; T.G.I. Friday's® and Pick Up Stix® restaurants; Carlson Wagonlit Travel; Cruise Holidays; All Aboard Travel; Cruise Specialists; Fly4Less.com; CruiseDeals.com; Results Travel; Carlson Destination Marketing Services; Carlson Leisure Travel Services; SeaMaster Cruises®; SinglesCruise.com®; CW Government Travel; Carlson Marketing®; Peppers & Rogers Group®; and Gold Points Reward Network®, an online/offline consumer loyalty program.

Ranked among the largest privately held corporations in the United States, Carlson Companies is based in Minneapolis, Minnesota, USA. Carlson-related brands and services employ about 190,000 people in more than 145 countries. Carlson Companies is on Working Mother magazine's 2001-2004 lists of "The 100 Best Companies for Working Mothers", and Fortune magazine's 2002 list of "The 100 Best Companies to Work For."

The history of Carlson Companies is one of the classic business success stories in the American free enterprise system. Starting in 1938 with an idea and a \$55 loan, entrepreneur Curtis L. Carlson (1914-1999) founded the Gold Bond Stamp Company in his home city of Minneapolis. Carlson knew that grocery stores, drug stores, gas stations and other independent merchants could use stamps to distinguish themselves from their competitors. During the 1950s and 1960s, in fact, Gold Bond and sister company, Top Value Stamps, helped revolutionize the way retail goods were marketed. Trading stamps proved to be right for the times and swept the nation in a wave of dramatic growth.

In the late 1960s, when the trading stamp market reached its peak, the Gold Bond Stamp Company expanded into the hospitality industry. In the 1970s, the company acquired dozens of additional businesses, including the highly successful T.G.I. Friday's restaurant chain and internationally renowned Ask Mr. Foster travel agencies. To reflect its diversification, Gold Bond changed its name to Carlson Companies in 1973.

Certification (CPS/CAP) Committee

This month we spotlight the Certification Committee. The responsibilities for members of this committee are:

- Coordinate a chapter CPS/CAP study group for members
- Act as the chapter's liaison to the Metro Lakes Council for CPS/CAP mock exam planning
- Coordinate CPS/CAP chapter recognition for new recipients or recertified recipients

In the past few years, our chapter members have had so much interest in the certification process that the committee was moved from a special committee to a standing committee. We currently do not have co-chairs for this committee. If you have certified, you know what an accomplishment that is. Think of the personal satisfaction of knowing you have helped other chapter members obtain that certification. Please consider volunteering to co-chair this committee. Contact Bonnie at marte004@umn.edu if interested.

Below is a job description of the Certification Committee Chair provided by Jo Tynen, CPS/CAP: The role of Certification Committee Chair, while sounding a little daunting, is really a very easy role to fill for anyone. Those who have taken the CPS/CAP Certification Exam will find it easiest, simply because they will have first hand knowledge of the experience. However, anyone can fill this role with a little support from Certified members. The main duties are to provide information and answer questions on becoming certified, most of which can be easily handled by accessing the International website. Twice each year, there are a few additional duties relating to the Metro Lakes Council CPS/CAP Mock Exam. These duties will vary depending upon which chapter is chairing the Mock Exam Committee, and how many Mock Exam committee members there are. Supporting the Mock Exam usually requires your attendance at one to two Mock Exam Committee meetings, and sometimes your attendance at the Mock Exam. In addition to that, you may be asked to revise a portion of the Mock Exam questions, or to make copies or pick up treats for the Mock Exam. Your expenses will be reimbursed.

If you are considering the position of Certification Committee Chair and you have questions or would like more information, please feel free to contact Jo Tynen at jtynen@mandklaw.com, or (612) 672-3626.

Interested in CPS/CAP Certification?

A number of members are interested in taking the CPS/CAP exam in May. If you are interested in knowing more about certification, complete details can be found on the IAAP Web site (www.iaap-hq.org) under "Professional Certification." Here are some reasons you might want to continue the CPS/CAP certification:

- Improve your professional qualifications
- Increase your skills and knowledge
- Earn a higher salary
- Raise your professional self-esteem
- Obtain college credit

Joining the chapter study group is one way of preparing for the exam. There are also classes available at Century College and a new program is being offered at Medtronic starting in September. There is a fee charged to participate in both of those programs.

If you are interested in taking the CPS Exam in May 2007, Janet Blehrud is looking at starting up a study group in the next month or two. The location for this study group is 600 Hwy 169 S, Suite 730 (Interchange Towers). She is also looking for someone who is currently a CPS/CAP to assist with this study group. Please contact Janet at: jblehrud@coloniallife.com or contact Bonnie at 612 626-9665 or marte004@umn.edu.

Looking for the ideal location for your next meeting or event?

Submitted by Janice Paulson, CPS/CAP

Visit Minneapolis North will be able to answer all your questions with just one phone call! They are a destination marketing organization representing 11 cities in the north and west suburbs of Minneapolis and Saint Paul. These cities include: Anoka, Arden Hills, Blaine, Brooklyn Center, Brooklyn Park, Coon Rapids, Fridley, Ham Lake, Maple Grove, Mounds View & Shoreview.

I recently attended their "Spice Up" Your Next Meeting tour and was extremely impressed with the connections they have in the Northern Metro.

Some things Visit Minneapolis North will help you with are:

- Unbiased knowledge of the area
- Compiled competitive bids
- Assistance with formal bid presentation
- Site-visit coordination
- Conference Registration services
- Dine-Around information
- Suggestions on leisure activities
- Website access to hotels, restaurants and points of interest

The best part of it all is that the price is right - - it's a FREE service!

Contact Information:

Visit Minneapolis North
6200 Shingle Creek Parkway
Suite 248
Minneapolis, MN 55430
P: 763-566-7722
F: 763-566-6526
www.visitminneapolisnorth.com

MN-ND-SD Division 2006 Fall Conference

When: October 13-15, 2006

Where: Madden's on Gull Lake
Brainerd, MN

Leading with SPIRIT in Shaping the Future!

Deadline for reservations is Friday, Sept. 8

Please see the information that was
emailed out by President Bonnie on 8/23
and 9/6 for more details!

Enjoy Food?

Creative Corporate Catering
in conjunction with
AARCEE Party & Tent Rental and Twin
Cities Business presents:

Creative Corporate Catering Fall Restaurant Showcase 2006

(Featuring Group Menu Selections from
Twin Cities Favorite Delivery Restaurants)

Location: Golden Valley Country Club
Date: Wednesday, September 20, 2006
Time: 3:00pm - 7:00pm

Register at:

<http://www.meetingmeals.com/rsvp.html>



Save the Date!

September 28th, 2006

**Kick off the Holiday Season
with St. Croix Promotions!**

What: Join us for our **FALL SHOWCASE**

When: September 28th, 2006

Time: 10 am until 2 pm

Why: Great Holiday Gift Ideas and fall promotions

FREE lunch!

GREAT Ideas!

FREE Samples!

Win an iPod nano!!!
 * Gopher Football Tickets
 * Gift Packs
 * and more!

RSVP to intern@scpromo.com or at 952.854.9202 x 19

If you have questions, please call Michael at 952.854.9202 x 14

Smart People, Stupid E-mails

By Joan Loshek, M.A. of Loshek Consulting, Inc.

Even smart people make stupid mistakes in e-mails:

- √ A FEMA worker in New Orleans during Hurricane Katrina e-mailed then FEMA director, Michael Brown, that the situation was “past critical.” Brownie’s response: “Thanks for the update. Anything specific I need to do or tweak?”
- √ The University of Kansas notified via e-mail more than 100 students they had failed classes and could lose their financial aid. Unfortunately, the e-mail address list included **all** the students’ names, a violation of the Family Educational Rights and Privacy Act.

Examples of embarrassing and even illegal e-mails are becoming commonplace as business e-mail usage proliferates faster than television reality shows. E-mail **is** the primary written communication method business people use today.

The Trouble with Hybrids

When used appropriately, e-mail is an awesome tool. It allows us to communicate with people around the globe nearly instantaneously. It enables us to conduct business at all hours--not just 9 to 5. And it provides a valuable paper trail when reconstructing events and agreements reached.

Business people get into trouble, however, when they fail to recognize this tool’s limitations. E-mail is a hybrid of written correspondence and telephone conversation. Although it **feels** like conversation, e-mail lacks the cues of body language and tone of voice. Without these cues, readers can misunderstand a writer’s message. Moreover, readers look to the small details for clues about the writer and the company he/she represents. Typos, grammar errors, and unintended tone can cast the writer and the company in an unfavorable light.

Even though e-mail is the modern-day equivalent of paper documents, screens are harder to read than paper. Monitors tire the eyes and require up to 25 percent more time to read than paper documents. A long, rambling paper memo is a disservice to the reader. This is true times ten with electronic communications.

The real trouble starts when e-mail writers forget that this “electronic” conversation is a bona fide written record of what they’ve said, discoverable in a court of law, no matter how confidential or personal. And a reader may forward a message to any number of readers.

Use E-mail Only When It’s the Most Effective Way to Communicate the Message

Today’s most effective electronic communicators ask themselves these seven questions **BEFORE** placing their fingers on the keyboard and pressing send.

- √ **Question #1: Is the subject of your e-mail controversial or emotionally charged?** A manager in a global company put an employee on progressive discipline—in an e-mail. Have the courage and courtesy to deliver difficult messages face-to-face or at least over the phone if face-to-face communication isn’t possible.

- √ **Question #2: Are you angry with the person to whom you're sending the e-mail?**
"Put it in the stove" is the place Abraham Lincoln advised his secretary of war to put an angry letter the secretary had written. If you're even contemplating sending an e-mail when seething with rage, take our sixteenth president's advice: write it if you must but "put it in the stove."
- √ **Question #3: Does the e-mail contain confidential information or information that could be embarrassing to you, the receiver, your organization, or anyone else?** If your e-mail's appearance on the newspaper's front page would embarrass you or those you care about, don't send it. There is no expectation of privacy with electronic communications.
- √ **Question #4: Based on the receiver's job duties, are other communication methods, such as voice mail, more readily available to the receiver?** Best-in-class electronic communicators recognize that just because e-mail is the most convenient way to send a message, doesn't mean it is the most convenient way for a receiver to get a message. A salesperson may have access to a cell phone while driving but not to a computer. Choose the communication method most convenient for the receiver of your message.
- √ **Question #5: Does your e-mail require a fast response?** Your message is competing with 80 to 120 others for your reader's attention. If your subject line is "client meeting," your reader may not recognize your e-mail requires attention now. Consider other communication methods, such as the telephone, with urgent messages.
- √ **Question #6: Is your e-mail a response to numerous phone calls and e-mails—all on the same topic?** Many e-mails and phone calls on one topic are an indicator that the topic is complex, perhaps even emotional. A short, simple e-mail won't solve problems like these. Use other methods, such as an in-person meeting, to surface and then address underlying emotional issues.
- √ **Question #7: Is your e-mail lengthy, complex, or likely to result in lots of questions?** A good rule-of-thumb is to keep e-mails to one computer screen. Include more information than that in an attachment. Better yet, communicate lengthy, complex messages in other ways, such as in a telephone call with a follow up e-mail confirming the details.

A yes answer to one of these questions is a flashing red light. If you still decide to communicate your message via e-mail, take extra care crafting your message.

To avoid being a smart person who sends stupid e-mails, use the seven questions. Even Bill Gates, a man who built an empire on computers, recognized the limitations of this electronic communication tool. "E-mail," he said, "is a unique communication vehicle for a lot of reasons. However, e-mail is not a substitute for direct interaction."

Bad Boss Blues?

Submitted by Office Team

Don't Let an Unsavory Supervisor Sabotage Your Career

Is a difficult boss making your dream job a nightmare? While you can't control your manager's behavior, you can change how you react to it. Understanding the motivations behind your supervisor's behavior will allow you to better defuse tension.

Following are common types of challenging supervisors and tips for working with them:

The box of chocolates — Like selecting a bonbon from an assortment, you never know what you're going to get. With little rhyme or reason, this manager may be nice to you one day and turn a cold shoulder the next.

Your coping strategy: Try not to take things personally. Remain calm and composed when interacting with this type of boss. When this manager is on edge, try to limit communication to e-mail unless a matter is urgent. Easing the person's stress level is likely to alleviate his or her mood swings.

The bully — This boss has an overbearing approach, wants to do things his or her way, tends to be gruff with others, and is easily frustrated.

Your coping strategy: Stand up for yourself. When an idea is dismissed, calmly explain your rationale. If accused of a mistake you didn't make, keep your composure and describe what happened. Often, this type of boss will relent when presented with a voice of reason.

The micromanager — This person wants to be involved in all decisions and has trouble delegating.

Your coping strategy: The first step is to look inward and evaluate whether you have done something to undermine your manager's confidence. Because trust is usually the issue, try to do everything in your power to build it, including being detail-oriented and keeping your manager apprised of all the steps you've taken to ensure quality work.

Before leaving a good job with a bad boss, evaluate whether or not you can make a tough situation better. While nobody welcomes the idea of working for someone with a reputation for being difficult, building a good relationship with a demanding boss can be a major career booster. Organizations often take notice of employees who can establish a rapport with managers who are hard to please and recognize that it is a testament to the professional's dedication and interpersonal skills.

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

- September 14, 2006 *TwinCities* West IAAP Chapter Educational Forum, 5:30 pm, Minneapolis Marriott West**
- October 12, 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**
- November 9, 2006 *TwinCities* West IAAP Chapter Educational Forum, 5:30 pm, Minneapolis Marriott West**
- December 14, 2006 *TwinCities* West IAAP Chapter Educational Forum, 5:30 pm, Minneapolis Marriott West**
- January 11, 2007 *TwinCities* West IAAP Chapter Educational Forum, 5:30 pm, Minneapolis Marriott West**
- February 8, 2007 *TwinCities* West IAAP Chapter Educational Forum, 5:30 pm, Minneapolis Marriott West**
- March 8, 2007 *TwinCities* West IAAP Chapter Educational Forum, 5:30 pm, Minneapolis Marriott West**
- April 12, 2007 *TwinCities* West IAAP Chapter Educational Forum, 5:30 pm, Minneapolis Marriott West**
- May 10, 2007 *TwinCities* West IAAP Chapter Educational Forum, 5:30 pm, Minneapolis Marriott West**
- June 14, 2007 *TwinCities* West IAAP Chapter Educational Forum, 5:30 pm, Minneapolis Marriott West**

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



2006 – 2007 PROGRAMS *TwinCities West IAAP*[®]



International Association of Administrative Professionals[®] *TwinCities West Chapter* 2006-07 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, M.A., of Loshek Consulting, Inc.
- 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 **Computer Tips and Tricks**
Shortcuts to increase efficiency when using Microsoft software
(Confirmation Pending)
- 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