



# The Charter



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

Editor: Heather Kolstad

## Cabin Crew

### 2006-2007 CHAPTER OFFICERS

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### **Mailing Address**

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[www.iaap-twincitieswest.org](http://www.iaap-twincitieswest.org)

## Next Port of Call

### **Office of the Future: 2020**

**By Becky Studt and  
Rebecca Rose of Office Team**

**Thursday, October 12  
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](http://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, October 6. In the event you become unable to attend, cancellations must be received by Monday, October 9. 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](mailto:marlene.rouillard@buhlergroup.com).

## Captain's Log

Do something good for yourself and attend the October *TwinCities* West IAAP meeting offering food, fellowship, fun, and education all in one night! The September meeting was a great success with 52 members and guests in attendance. I'd like to thank Mary Thomson, an instructor at Rasmussen College, for arranging for seven of her students to attend. An additional eleven guests joined us for this meeting. Thank you to Jessica Hildman for inviting three of those guests. Needless to say, our year is off to a great start.

A reminder that we are still in need of volunteers for a number of our committees. We have a group of members who are interested in forming a study group for the certification exam in May. Therefore, if you have your certification, please consider helping out by leading a few of the study group sessions. Let me know your availability.

### Volunteer Opportunities

#### **Committee Team Members needed for:**

Marketing/Public Relations  
Membership  
Hospitality  
Nominating Committee  
Historical Committee (scrapbook lovers)

#### **Committee Co-chairs needed for:**

Ways & Means  
Certification

Thank you to those members who have volunteered to assist on committees. Gayle Petrie volunteered to assist with the Certification Committee and Connie Anderson volunteered to chair the Historical Committee. Rhonda Yeager volunteered to co-chair our 10<sup>th</sup> Anniversary Meeting in January with the assistance of committee members Sherry Zupin and Angie Johnson. And, thank you to Nancy Berg for chairing the Plymouth Parade event. Thank you to those members for their volunteer spirit. Speaking of spirit, the MN-ND-SD Division theme this year is SPIRIT, and it represents: **S**preading **P**assion, **I**nspiration, **R**eliability, **I**nnovation, **and T**rust.

This year's monthly membership award is called The Leadership Award and will be awarded monthly to members for exceptional efforts on behalf of the chapter, or for work accomplishments. This year I introduced the concept of self-nomination. We are a large group and it isn't possible to know everything we do for our organization nor the accomplishments and impact we are making in the work environment as a result of our involvement in IAAP. Forms to submit nominations or to self nominate for this award are available at each meeting.

In addition, read about the Membership Recognition Award program in this newsletter. This is a points program that was used in the past, but brought back and simplified to make it easy for any member who attends meetings on a regular basis to possibly collect the most points by the end of our IAAP year. This program emphasizes participation because participation is good for you to receive the most benefit from your membership and it is also good for the chapter, since all hands on deck make for light work. It is not time intensive to collect points. It is as simple as inviting someone to a meeting, donating a basket for the Ways and Means monthly drawing, participating in a community service event, or writing an article for the newsletter, to name a few.

Look forward to seeing you at the October meeting.

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:

- **Claudia Lane** Oct. 4
- **Trudy Aldrich** Oct. 5
- **Deborah Miller** Oct. 14
- **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!

- **Sherry Zupin** 1 Year
- **Claudia Calcagno** 1 Years
- **Becky Studt** 3 Years
- **Kathy Johnson** 4 Years
- **Catherine Engels** 4 Years
- **Bonnie Marten, CPS** 5 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."

## New Members!

The *TwinCities* West Chapter would like to welcome the following new member;  
**Cathy Engels**, let's meet her now;

Hi, my name is Cathy Engels. I am a Senior Administrative Assistant for the Vice President & Controller of Park Nicollet Health Services and for the Vice President of Payer Relations in the Finance Department. I am also a Notary Public for Park Nicollet.

I have worked for Park Nicollet for the past 6 years. It is challenging but rewarding as it is something different everyday.

I have been married to my husband, Marty, for the last 18 years and we have 5 children. 3 of them are from my husband's first marriage, Jessica is 28, Trisha is 26 and Tony is 22. I have one from my first marriage, JJ is 25. and we have one daughter together. Sarah is 16 and the only one left at home. She is involved in the Delano danceline, which keeps us busy with her from November to February. My husband and I love to fish, garden, and watch the Green Bay Packers in the fall.

I presently have been busy with trying to finish my Associate's Degree in Business Management. It has been challenging to say the least. I am not certified yet but hope to be in the future.

## October Company Highlight

### Pentair, Inc.

*Thanks to Gladys Tripp for providing us with this information about her company:*

Pentair, Inc. (NYSE: PNR) is a diversified operating company headquartered in Minnesota. Its Water Group is a global leader in providing innovative products and systems used worldwide in the movement, treatment, storage and enjoyment of water. Pentair's Technical Products Group is a leader in global enclosures and thermal management markets, designing and manufacturing thermal management products and standard, modified, and custom enclosures that house and protect sensitive electronics and electrical components. With 2005 revenues of \$2.95 billion, Pentair employs approximately 15,000 people worldwide.

## CPS/CAP Certification

**If you are interested in taking the CPS Exam in May 2007**, Janet Blexrud 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, St. Louis Park (Interchange Towers). She is also looking for someone who is currently a CPS/CAP to assist with this study group. Please contact Janet at: [jblexrud@coloniallife.com](mailto:jblexrud@coloniallife.com) or contact Bonnie at 612 626-9665 or [marte004@umn.edu](mailto:marte004@umn.edu).

## THANK YOU!

I would like to extend my sincerest THANKS to each and every member of *TwinCities West* for the support I received serving as your Chapter President during 2005-06! It truly was a most memorable year for me!! Thank you to the 2005-06 Board members and also to the chapter members for the commemorative president plaque and sailor bear – they are very special keepsakes that I will treasure always! I can't tell you what an honor it was to be on that stage in Reno and accept my Distinguished Chapter President watch and our \$1,500 Avery Award! Each and every one of you was there with me in spirit! You all should be extremely proud of what we accomplished together on our *Quest for Success!* Thanks for the memories!

Georgann Bestler Wenisch CAP  
Immediate Past President

## Happy Halloween!



## **Community Giving/Service Committee**

TCW Members: I've been trying to set a date to go to Feed My Starving Children in Brooklyn Park but all of the dates, except for Halloween night, are filled until January. I've submitted a couple of dates in January and will report back when I receive confirmation of them. Until then I need to put a plea out for a couple additional people to join the Community Giving/Service Committee to help coordinate our events for the upcoming year. Members now are: Joan Claude and Linda Sanderson. Please step forth and join our team! Thanks!

Nancy Berg  
Chair, Community Service Committee

## **Plymouth on Parade**

Joan Claude, Joan Gatzmeyer, Marlene Rouillard and Nancy Berg represented the *TwinCities* West Chapter of IAAP in the **Plymouth on Parade**, Saturday, September 16th. The weather was gorgeous and we distributed candy to the kids and about 300 flyers with our upcoming monthly meeting topics, times, where we meet and how to contact us. Hopefully they will stir up more hits on our website, interest in our organization and more new members. We observed many young women and men with their families at this event and I would recommend that we have some of our younger members also join us at this event next year to show the parade-goers a better range in age of our membership.

*Thanks, ladies! You did TCW proud!*

Nancy Berg  
2006 Plymouth Parade Coordinator

## **Want to be on a Committee but Short on Time?** **Be a Guest Greeter!**

Do you attend our chapter meetings on a regular basis? If so, you can provide a valuable service by becoming a GUEST GREETER!

Our Membership Committee is looking for two, three or more members who regularly attend our chapter meetings to become GUEST GREETERS. These individuals will have a very simple assignment - to greet guests as they arrive, introduce guests to a member or two and help make our guests feel truly welcome. Basically, just being your own friendly self! If you attend our chapter meetings on a regular basis, this is a super easy way to be a part of the membership committee and to get those incentive points! Please contact me if you'd like to help out.

Georgann Bestler Wensch CAP  
2006-07 Membership Chair

**Ways and Means**  
**2006–2007 Monthly Drawing Competition**

For each chapter meeting/educational forum (September through May), a chapter member (or members) selects a month to donate an item or items that they feel will bring in loads of money.

The member(s) who brings the item for that particular month will need to coordinate the sale of the drawing tickets for their month.

Our friendly competition will conclude with the May meeting, so that at the June Awards and Installation Banquet, a cash prize of 10% of the total funds raised during all nine months will be presented to the member(s) who donated the item that brought in the highest amount of funds!

*Example:*

September brings in \$50  
 November brings in \$70  
 January brings in \$80  
 March brings in \$40  
 May brings in \$46

October brings in \$66  
 December brings in \$84  
 February brings in \$62  
 April brings in \$74

Total funds raised: \$572—At the June meeting, 10% (or \$57.20) would be awarded to the members(s) who donated the item for the December meeting.

Please contact Melissa Lidberg at [lidbergmelissa@stanleygroup.com](mailto:lidbergmelissa@stanleygroup.com) if you are interested in selecting a month to donate an item. Thank you for your continued generosity!

## **TwinCities West IAAP 2006–2007 Membership Recognition Award Plan**

*TwinCities West's* 2006–2007 Membership Recognition Award Plan recognizes those members who actively participate in and contribute to our chapter's activities to help keep it successful and growing strong. The program awards points to each member who participates in the categories as summarized below. Vice President Melissa Lidberg will track these points and she will periodically provide chapter members with status updates.

This program runs through May 2007 and those members accumulating the most points will receive the following awards at the June 2007 meeting:

- First Place: \$75 gift certificate of your choice
- Second Place: \$50 gift certificate of your choice
- Third Place: \$25 gift certificate of your choice

ACTIVITY	POINT VALUE	MAXIMUM POINTS
Serve as Chapter Committee Chair or Co-Chair	15	30
Serve as New Member Mentor (3-month commitment = 15 points)	15	45
Attend MN-ND-SD Division Meeting (10/06 & 5/07)	10	20
Donate Item/Basket for Monthly Ways & Means Drawing	10	10
Serve as Chapter Committee Member	10	40
Attend <i>TwinCities West</i> Chapter Meeting (9/06 - 5/07)	5	45
Bring Guest to Chapter Meeting	5	No limit
Complete Monthly Meeting/Educational Forum Survey	5	45
Participate in Chapter Community Service Activity	5	No limit
Submit Article or Write Program Synopsis for Chapter Newsletter	5	50
<b>TOTAL</b>		<b>285</b>

Recognition program runs from September 1, 2006 to May 30, 2007.  
Recognition awards will be presented at the June 2007 Chapter meeting.

## *Typo Tragedy*

*Submitted by Office Team*

### **How One Small Mistake Can Ruin Your Chances for an Interview**

According to a recent survey by OfficeTeam, 84 percent of executives polled said it takes just one or two errors in a resume to completely remove a candidate from consideration for a job opening. Resumes are often a job seeker's first contact with prospective employers, and professionals who submit application materials with typographical or grammatical errors may be seen as lacking polish or attention to detail.

To ensure your resume doesn't end up in the "circular file," here are some proofreading tips:

- Ask friends and family for assistance. In addition to using the computer's spell-check tool, you should ask friends and family to help proofread your resume.
- Turn to a staffing firm, alumni association or career center. If friends and family are not available to assist you, call on the experts, such as local staffing managers and recruiters or representatives from your alumni association or college career center.
- Ask an industry professional. Having someone who is already in the industry look over your resume is a smart move. He or she could provide feedback on the best style to use or which aspects of your background to highlight.
- Pay attention to e-resumes. If you send your job application materials via e-mail, remember to remain diligent. You don't have a free pass when it comes to typos. Mistakes, whether in writing or electronic form, are still considered unacceptable when applying for a new position.

Your resume conveys a strong message about the kind of worker you are, so don't let the document read: un-hirable!

*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](http://www.officeteam.com).*

## Benefits Of IAAP<sup>®</sup> 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<sup>®</sup> (CPS<sup>®</sup>) and Certified Administrative Professional<sup>®</sup> (CAP<sup>®</sup>) 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](mailto: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@meristemmo.com](mailto:hkolstad@meristemmo.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

- 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 2, 2006 TwinCities West IAAP Board of Directors Meeting** – 5:45 p.m. Davanni's in Plymouth
- November 9, 2006 TwinCities West IAAP Chapter Educational Forum**, 5:30 pm, Minneapolis Marriott West
- December 7, 2006 TwinCities West IAAP Board of Directors Meeting** – 5:45 p.m. Davanni's in Plymouth
- December 14, 2006 TwinCities West IAAP Chapter Educational Forum**, 5:30 pm, Minneapolis Marriott West
- January 4, 2007 TwinCities West IAAP Board of Directors Meeting** – 5:45 p.m. Davanni's in Plymouth
- 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 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: Gayle Petrie

### **Community Service Committee**

Chair: Nancy Berg

Members: Joan Claude, Linda Sanderson

### **Historical Committee** (Scrapbook Committee)

Chair: Connie Anderson

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: Melissa Lidberg

### **Newsletter Committee**

Editor: Heather Kolstad

### **Nominating Committee**

Chair: Georgann Bestler Wenisch

Members:

### **Programs & Education Committee**

Chair: Kathy Hincer Members: Joan Gatzmeyer

Member: Bonnie Marten

### **Public Relations/Marketing**

Chair: Tracy Dockendorf

Members: Sherry Zupin, Melissa Lidberg, Kaye Park,  
Connie Anderson

### **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



## 2006 – 2007 PROGRAMS *TwinCities West IAAP*<sup>®</sup>



### International Association of Administrative Professionals<sup>®</sup> *TwinCities West Chapter* 2006-07 Program Schedule

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

All 2006-07 *TwinCities West* Educational Forums and Chapter Meetings are held at the **Minneapolis Marriott West**, 9960 Wayzata Boulevard, Minneapolis, MN 55426

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](mailto:marlene.rouillard@buhlergroup.com)