



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

Come join *TwinCities* West Chapter as we celebrate our 10th Anniversary!

This jam-packed evening will begin at 5 p.m. with a vendor show, followed by dinner and an educational program titled:

"60 Computer Tips & Tricks in 60 Minutes"

Sue Mach owns her own computer consulting business and has over 20 years experience teaching desktop applications. Join her as she reveals how much of Microsoft Office's power-concealed tools, unknown features, and shortcuts go unused and undiscovered by the majority of people who use the suite. Learn "secret" options, explore application features, and boost your productivity with practical how-to's for Word, Excel, Outlook and PowerPoint.

**Thursday, January 11
at the Marriott Minneapolis West**

5:00 p.m. – 8:30 p.m.

Price:

**Members and Guests at the door: \$25.00
Members and Guests using Pay Pal: \$26.06**

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, January 5. If you are unable to attend, cancellations must be received by Monday, January 8. No shows will be billed for the registration fee.

For questions or further information, please contact Debi Cain-Rivord at 952-848-6302.

Captain's Log

Wishing you a happy new year filled with warmth, wonder, and wishes fulfilled! New year for me always means a chance for new beginnings, resolutions and fresh starts. Our international president's theme is the 5 C's: Commitment, Continued Education, Communication, Creativity, and Connectivity. These Cs are especially relevant at the start of a new year and can be applied to our personal and professional lives. I'd like to share with you how our chapter is measuring up to these 5 Cs, and how you can use the 5 Cs in your personal life.

Commitment: Your board and committee chairs and committee members are committed to their position and serving you. In addition, the board will complete a mid-year budget review in January to make sure we are on target for this year. On a personal level, make a commitment to the position you'd like to run for next year, or the committee you would like to chair or work on.

Continued Education: Each month we bring you high-quality relevant programs. We also promote educational events and vendor shows that are relevant to our profession. In addition, Gayle Petrie and Janet Blehrud started a study group for those interested in taking the CPS or CAP certification exam in May. Make a commitment to attend every monthly meeting.

Communication: The newsletter and e-mail updates from the president that you receive strive to keep you updated on activities at the chapter, division, district, and international level. On a personal level, our November speaker told us to tune into the energy of others by networking. Ask a question, give a compliment, or accept a suggestion to get the conversation started. When asked what you do, answer with passion and purpose. People will connect with you immediately.

Creativity: Be sure to attend our 10th anniversary celebration in January because the creative team of Angie Johnson, Joan Gatzmeyer, Rhonda Yeager, and Sherry Zupin has planned a creative way for you to learn about our chapter's 10-year history. Our chapter has creative members who are willing to share how they solve problems on the job including events they have planned and creative ways of managing their work. If you need help, you have a network of creative women that can help.

Connectivity: Making the commitment to attend meetings on a regular basis helps you connect with members who provide a great network when you need help on a job-related issue, or just need a friend to talk with. At our November meeting, the Division President-Elect, Nita Nurmi, summarized the different levels of our organizations and the services and opportunities available to us. Regularly visit the international Web site at <http://www.iaap-hq.org> and the MN-ND-SD Division Web site at <http://iaap-mnndsd-division.org/> to stay connected.

Bonnie Marten
2006-07 *TwinCities* West IAAP President



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:

- **Georgann Bestler Wenisch** **Jan. 8**
- **Chris Rittman** **Jan. 8**



Chapter Anniversaries

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

- **Tracy Rue** **1 year**

***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 member—DJ Herbert; let's meet her now:

MEET NEW MEMBER DJ HERBERT:

Hi! I'm an Executive Assistant at Meristem. Meristem is a multi-family office and is located in the Carlson Towers. Our company manages wealth for families. I have worked there for approximately four months and I really enjoy my position. I work with Heather Kolstad at Meristem and she introduced me to IAAP. I am really looking forward to our monthly meetings and networking with other members. When I am not working at Meristem, I like to make crafts and bake.

IAAP Study Group for CPS/CAP Exam

Colonial Supplemental Insurance

Interchange Towers

600 Hwy 169 S, Suite 730

St. Louis Park

Class time: Monday, 5:30 p.m. - 7:30 p.m.

We are going to meet January 3 and then every Monday thereafter until April 30.

South Suburban Chapter to Celebrate 10th Anniversary

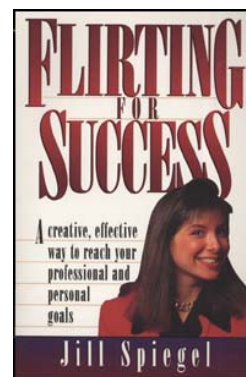
On Tuesday January 23, 2007, the South Suburban chapter of IAAP will celebrate its 10th anniversary. To recognize this achievement, the chapter will assemble a time capsule, which will be opened upon a future landmark anniversary.

The chapter is asking other local chapters to provide them with a letter or small memento to include in the capsule. If you have an idea of what *TwinCities* West can donate, please contact Bonnie at marte004@umn.edu.

Jill Spiegel Seminar

*Submitted by Joan Gatzmeyer CPS/CAP,
Program Committee Member*

The program, *Flirting for Success*, presented by Jill



Spiegel at the *TwinCities* West Chapter meeting in November garnered some of the highest evaluation scores and comments ever received for a chapter program. If you were there and want to hear more from Jill, or if you were unable to attend, but want to find out what the buzz is about, you can hear Jill speak on *How to Talk to Anyone About Anything: Secrets of Fearless*

Conversation on Saturday, January 6 at the Learning Annex Open U. The seminar is from 10 a.m. to noon, and the cost is \$34.99. Call 1-800-872-6639 for more information. Also, don't forget that you can listen to "The Jill Spiegel Show!!!" on FM107 WFMP on Saturday nights from 8 to 10 p.m.

MN-ND-SD IAAP**Division News****Save This Date****Spreading Passion, Inspiration,
Reliability, Innovation, Trust**

MN-ND-SD Division
2006 - 2007

**MN-ND-SD Division
Annual Meeting 2007**

May 18-20, Doublewood Hotel
Fargo, North Dakota
Hosted by the Red River Chapter

Friday afternoon Speaker: Judy Siegle
Friday Night: Red River's 50th
Anniversary Celebration

Saturday: Business Meeting
Saturday Evening Banquet, Installation and
Dance

Sunday Morning: Judy McCoy, CPS/CAP

Opportunities all weekend long to:
Network, Shop, shop, shop
Make new friends and have fun!!

Board Positions Spotlight:**President - Elect**

Submitted by Dawn Staycoff

My role as PE is to assist the President in all ways; and assume the duties and powers of the presidency in the absence of the President (thank God Bonnie is ALWAYS there!). I serve as a member of the Bylaws and Standing Rules Committee and help represent the chapter on the Metro Lakes Council. In this role I will succeed automatically to the office of President at the conclusion of my term as President Elect. God help us all!

As mentioned, one of the prescribed duties of the president-elect (PE) is to be a member of the Bylaws and Standing Rules Committee; however, the PE historically has been the chairperson by default because it's not a committee that gets a lot of interest from other members. In fact, many people's eyes start to glaze over when the word "bylaws" is mentioned, but bylaws are our friend! I'm learning that they serve as an instruction manual and are a great way for the PE to learn the ins-and-outs of our chapter operations in preparation for the year as President. Although it often gets done only at the annual May meeting, bylaws can be amended when needed, at any chapter meeting, to make sure they reflect the best practices for the chapter. I am currently reviewing them and will be sharing some recommendations with the board. Copies of the bylaws and standing rules are always available on the Members page of the TC West website. If you have an interest or experience in parliamentary procedure or quality processes, please let me know. Don't forget you can earn incentive points by serving on a committee!

December Company Highlight:

Health Dimensions Group

Joan Gatzmeyer has provided us with the following info on her company:

Health Dimensions Group has been my employer since October 2, 2006. As part of the consulting services support team, I primarily proofread, edit, and format new business proposals and the final reports to clients written by consultants following completion of a project. We also prepare presentations and corresponding marketing materials. I get paid to proofread—it's my dream job!

Health Dimensions Group is a senior living and health care management and consulting firm. In some cases, the company both owns and manages the facilities and, in others, we provide the administration staff for management of facilities in Minnesota, Wisconsin, Colorado, and Washington. The facilities include long-term care, assisted living, independent living, and continuing care retirement communities. Highland Chateau, a Health Dimensions Group owned- and managed-facility in St. Paul, was recently rated the best nursing home in the Twin Cities by the Minnesota Nursing Home Report Card.

Health Dimensions Group also provides consulting services to hospitals, health systems, long-term care, and senior living providers to help them meet the ever-changing needs in their markets and plan for the future, while maintaining a healthy bottom line. For example, this may include conducting feasibility and demand studies for a client that is considering opening a new facility. Other projects involve assessing the client's processes related to marketing, resident programs, financial issues, etc., to help them best meet the needs of their patients and residents while maintaining profitability or making the best use of their funds. Many of the organizations that Health Dimensions Group serves are faith-based and nonprofits.

Health Dimensions Group began in 1986 and was later sold to the Benedictine Health System. Benedictine Health System subsequently reorganized and, in May 2000, Health Dimensions Group returned to private ownership by Dave Briscoe and Sergei Shvetzoff. Since that time, the company has grown from a staff of six to about 40 employees. The corporate office is located in Brooklyn Park, just across Boone Avenue from the Northland Inn.

Health Dimensions Group is committed to the core values of hospitality, stewardship, respect, integrity, and humor. These core values daily impact the service we provide to our clients as well as represent stability to those our clients serve. Who could not love a company whose core value is humor? For more information, log onto www.healthdimensionsgroup.com.

Committee Spotlight: Monthly Newsletter

Submitted by Heather Kolstad

After approximately two years of putting together our chapter newsletter, I have decided it is time to allow someone else this opportunity. I took on the newsletter so I could learn an additional skill and simply just in case I was asked to do a newsletter at my office. I have had fun with the newsletter, but I now wish to pursue my involvement in IAAP in other areas.

Please contact me at hkolstad@meristemmo.com if you would like to take the newsletter over. I am more than willing to show you the ropes!

January Vendor Show

*Submitted by Joan Gatzmeyer CPS/CAP,
Vendor Show Coordinator*

Mark your calendars for **5 p.m.** on January 11 to attend the vendor show hosted by *TwinCities West* in conjunction with our anniversary celebration! The event features vendors in a variety of areas selected to increase your network of resources and help you at your job. Vendor partners confirmed include D. Brian's Deli & Catering, InterCall, Bayview Event Center & Charter Cruises, Events by Jana, Schaafl Floral, Staples, and Travel One, among others.

You'll have extra time to visit the vendors because the show begins at 5 p.m. and concludes at 6:30 p.m. with special door prize drawings donated by the vendors. This is also an excellent opportunity to have your manager attend the meeting with you and learn more about the valuable resources that IAAP provides to its members—making them more effective employees.

Community Service Corner

Submitted by Nancy Berg

Thank You! Thank You!! Thank You!!!

I delivered three large shopping bags of holiday gifts to Home Free on Tuesday, December 19! They were very pleased with our gifts and the case of diapers that someone donated. I'm sure that your Christmas/Holiday was much merrier because of your generosity and knowing that you helped someone else's Christmas or Holiday be merrier, too!

Working Under the Weather?

Submitted by Office Team

Don't Let Guilt Keep You From Taking Care of That Cold

Do you feel guilty staying home with the sniffles? If so, you're not alone. A recent OfficeTeam survey revealed that 80 percent of employees come into work sick rather than take the day off.

People come to the office when ill for a number of reasons: they worry about falling behind on projects or burdening another staff member with their work. Taking time off also can prove difficult if you're saving days off for a trip to Jamaica.

However, showing up at your desk when you'd rather be under it could have considerable consequences. Trading critical rest for non-productive time in the office can cause your illness to worsen. In some instances, you may even end up taking off more time down the road than if you'd stayed home a day or two at the onset of a cold. Plus, coworkers will not appreciate you introducing them to a bug at the morning meeting.

If you still can't convince yourself to take time off, try a compromise. If it's possible to do so, working from home may keep you on point with your workload and offer the flexibility needed to rest and quarantine germs.

With winter here, you may want to speak to your supervisor about your organization's sick-day practices. You may learn that even though some bosses drag themselves into work sick, they'd probably prefer that you didn't.

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.



Save The Date!
February 6, 2007

at Sofitel Hotel,
Minneapolis



Meetings **2nd Annual**
State of the
INDUSTRYEvent

Register for the 2nd Annual State of the Industry Event at

https://www.greenspring.com/online_ordering/meetingsEvent/orderForm.asp

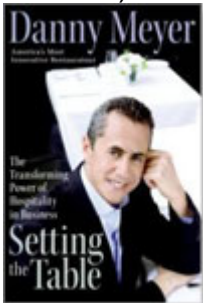
Tuesday, February 6, 2007, 12 – 6 p.m.

\$60 (includes lunch)

Registration after Jan. 31, or on-site day of the event: **\$70**

Student fee: **\$30**

Groups of five or more: **\$50** per person. (To register students or groups, call Lori Gardner, 612-371-5819)



The first 25 registrants will receive *Setting the Table: The Transforming Power of Hospitality in Business*, by **Danny Meyer**. Recipients will be informed at the registration table and books will be handed out on-site the day of the event.

Keynote speaker: **Corbin Ball, CSP, CMP**, is a highly acclaimed international speaker, consultant and writer helping clients use technology to save time and improve

He has been named for four years as one of "Influential People in the Meetings Industry" by *MeetingNews* and the Meeting Professionals International's (MPI) 2002 Supplier of the Year. He is also one of seven founding MPI Global



worldwide productivity. "The 25 Most Magazine International Chancellors.

The Industry Innovator Award will be awarded at the State of the Event.

Industry

Marlene Rouillard Nominated for Award

Chapter boards in our IAAP division were asked to submit a nominee for the Industry Innovator Award and the *TwinCities West* chapter nominated Marlene Rouillard for this award. Meetings: Minnesota's Hospitality Journal will honor one individual from each participating association (which includes IAAP) who has made an impact and moved the meeting and event industry forward by enhancing association goals, or the goals of their employer.

3rd Annual OfficeTeam Administrative Excellence Award

Nominate a member for the 3rd Annual OfficeTeam Administrative Excellence Award. OfficeTeam has been a long-standing supporter of our organization and IAAP partners with them on this recognition program. Nominations can be submitted online at www.officeteamaward.com. The deadline for entries is Wednesday, January 31, 2007. As part of the prize package, the winner receives free airfare/hotel for the International Convention and Education Forum on July 29-August 1, 2007 in Tampa, FL, a one-year IAAP membership if not already a member, and a complimentary registration to either the 2008 Professional Education Conference to be held in Charleston, SC, or the 2008 Certification Conference scheduled for Denver, CO. Printed copies of the Administrative Excellence Award flyer can be found on this site: http://www.officeteamaward.com/2007_Flyer_AEA_award.pdf. For complete details about the award, prize package overview and rules and restrictions, visit www.officeteamaward.com.

Order a Pin for Administrative Professionals Week



Each year, the Host Committee for the annual IAAP International Convention and Education Forum sells a special Administrative Professionals Week commemorative lapel pin as a fundraiser to offset expenses involved in hosting the international convention of our non-profit association.

Our chapter will place an order for pins. If you would like to buy a pin, contact Bonnie at marte004@umn.edu. The pins are \$5.25 (which includes shipping.) Wearing this pin during Administrative Professionals Week is an excellent "conversation starter" and a great way to support your profession and association.

Deadline for orders: January 17, 2007

2007 International Convention and Education Forum

Tampa Convention Center Tampa, Florida July 29-August 1, 2007

Hotel reservations for the Tampa Convention must be made through the Tampa Housing Bureau. The hotels are unable to take individual reservations. You may reserve your room online utilizing the following link: https://resweb.passkey.com/Resweb.do?mode=welcome_ei_new&eventID=31940

Registration for the 2007 Convention in Tampa will open in early April 2007.

Early Bird Fees: (by June 8, 2007)

\$475 Member or Affiliate
 \$150 Student/Advisor
 \$575 Nonmember

Visit http://www.iaap-hq.org/Convention_07/Condensed_Schedule.htm for a condensed version of the preliminary schedule of events.

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@messerlikramer.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

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

January 11, 2007 *TwinCities* West IAAP Chapter Educational Forum – 10th Anniversary
5:00 p.m., Minneapolis Marriott West

February 1, 2007 *TwinCities* West IAAP Board of Directors Meeting – 5:45 p.m. Davanni's in Plymouth

February 6, 2007 State of the Industry Event, noon – 6 p.m., Sofitel in Bloomington

February 8, 2007 *TwinCities* West IAAP Chapter Educational Forum, 5:30 p.m., Minneapolis Marriott West

March 1, 2007 *TwinCities* West IAAP Board of Directors Meeting – 5:45 p.m. Davanni's in Plymouth

March 7, 2007 Event Planners & Suppliers Expo, Metropolitan Event Center
www.MediaMaxEvents.com

March 8, 2007 *TwinCities* West IAAP Chapter Educational Forum, 5:30 p.m., Minneapolis Marriott West

March 30, 2007 Student Conference, The Reserve in Plymouth

April 12, 2007 *TwinCities* West IAAP Chapter Educational Forum, 5:30 p.m., Minneapolis Marriott West

May 10, 2007 *TwinCities* West IAAP Chapter Annual Meeting, 5:30 p.m., Minneapolis Marriott West

June 14, 2007 *TwinCities* West IAAP Chapter Educational Forum, 5:30 p.m., 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 Co-Chairs: Holly Peters, Debi Cain-Rivord

Members: Jennifer Severson, Connie Anderson

Impact Event Committee

Co-Chairs: Georgann Wenisch

Members: Melissa Lidberg, Marlene Rouillard, Holly

Peters, Connie Anderson, Sherry Zupin, Blanche

Keith, Kaye Park, Kathy Hincer, Bonnie Marten

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,

Bonnie Marten, Kaye Park

Public Relations/Marketing

Chair: Tracy Dockendorf

Members: Sherry Zupin, Melissa Lidberg, Kaye Park,

Connie Anderson

Retirement Trust Foundation

Chair: Marlene Rouillard Members: Shaun Freeburg

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*[®]



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
- October 12, 2006 **Office of the Future: 2020**
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 will talk about personal empowerment. www.margo1.com
- January 11, 2007 ***TwinCities West 10th Anniversary Celebration***
60 Computer Tips in 60 Minutes!
Sue Mach will present shortcuts to increase efficiency when using Microsoft software.
- February 8, 2007 **The Art of Wastebasketry**
Mary'n Hallock, organization and productivity "re-thinker" will explain her Quick-Sort Process[™]. 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 **How to be a Five Star Negotiator**
Corla Inskip, a recruiter with The Right Staff and former presenter/trainer, will provide insight and tools that we can use to be better negotiators.
And come celebrate Administrative Professionals Week with us, too!
- 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***

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 p.m. Dinner; 6:30 p.m. Program; 7:30 p.m. Business Meeting
To register, please contact Marlene Rouillard, 763-847-0210, or marlene.rouillard@buhlergroup.com.