



THE CHARTER

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POWER
Commitment
TwinCities West Chapter

TwinCities West Chapter of IAAP Educational Forum & Annual Chapter Meeting

Thursday, May 13, 2010 / 5:30 – 8:00 p.m.

Radisson Hotel and Conference Center, 3131 Campus Drive
Plymouth, MN 55441 (763.559.6600)

Special Guest Speaker: Corla Inskip
Communicate with Style!

What you will learn:

1. Analyze your preferred communication style
2. How to identify the communication styles of others
3. When to resist "hardball" communication tactics
4. Learn to maintain positive relationships during disagreements

Corla is a seasoned presenter/trainer with experience working with a wide variety of corporations throughout the United States. She has worked with over 14,000 high-profile professionals and instructed groups of 10 to 100 for major corporations, including Chase Manhattan Bank, Cargill, Northwest Airlines, Forest Laboratories, Inc., British Airways, IBM, Amoco, The Home Depot and Pizza Hut.

Corla designs, develops and delivers programs on both written and spoken communication. She motivates her audiences to make a difference in their workplace and in their lifestyle. Corla brings a results-oriented approach to her presentations where participants develop skills they can apply immediately in their professional and personal lives.



May is also our Annual Meeting and we encourage all members and guests to attend. This meeting is a great way to find out more about our organization and our plans for the upcoming 2010-11 year. It also provides an opportunity for you to let the *TwinCities West Chapter* know what's important to you.

Agenda:

- Election of 2010-11 Officers (only chapter members eligible to vote)
- Bylaw & Policy Revisions – Discussion and Vote



Members - \$25 and Guests - \$30 / Dinner is Included

Pre-registration is required. Visit our website at www.iaap-twincitieswest.org. Payment can be made at the door with a check made payable to *TwinCities West IAAP* or through PayPal with a small convenience fee of \$1.25.

Registration deadline is Friday, May 7. In the event you become unable to attend, cancellations must be received no later than 3:30 p.m. on Monday, May 10. No shows will be billed for the registration fee. If you have any questions, please call Georgann B. Wenisch at 612-836-5523.

May is National Pet Month, so the *Community Service Committee* will be collecting cash donations at the chapter meeting in support of *TwinCities West* member, Michelle Van Stone. On Saturday, May 1 Michelle and her dog Chloe are participating in the Animal Humane Society's 36th Annual Walk for Animals. You can email her at mvanstone@yahoo.com or check out her webpage for more information: http://events.animalhumanesociety.org/site/TR/Walk/General?px=1458297&pg=personal&fr_id=1110&et_id=622qK9k1ZUFmCgflk3HnA..&s_tafId=18104

CREW

Captain:

Catherine Feldman CAP
(President)
Phone: 612-308-6047
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katielecy@hotmail.com

1st Officer:

Yvette Kanzler CAP
(President-Elect)
Phone: 952-352-3011
E-mail:
yvette.kanzler@blackbox-vs.com

1st Mate:

DJ Herbert
(Vice President)
E-mail: possechic@gmail.com

Purser:

Diane Schmidt CPS/CAP
(Treasurer)
Phone: 763-522-0698
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dkayschmidt@comcast.net

Assistant Purser:

Sharon D'Souza
(Treasurer Elect)
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Ships Log:

Kathy Hinchler CPS/CAP
(Secretary)
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Navigator:

Michelle Van Stone
(2nd Year Director At Large)
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Navigator:

Genista Crider
(1st Year Director at Large)
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Navigator:

Katrina Carlson CPS
(1st Year Director at Large)
Phone: 952-938-7274
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Captain's Corner

Hello Chapter Members!
It's time for our Annual meeting. This month we will celebrate our successes and vote in new chapter leadership. It's an important time to attend.

We need to vote in a new Executive Board – President-Elect, Vice President, Secretary, Treasurer Elect and one Director-At-Large. We will also be looking at filling Committee chair and membership positions. There is no shortage of opportunities for you to volunteer and expand your experiences within IAAP! This is your chance to be a part of the chapter that will lead our professional organization into the future.

Employment Connection

If you are interested in receiving a copy of job postings sent to our chapter, please contact me at yvette.kanzler@blackbox-vs.com. Be sure to include the email address you want postings sent to. Once your name is on the list, you will automatically receive any employment-related emails that I receive. This is a handy network for people actively seeking employment or just “keeping their eyes open.”

If you weren't at the chapter meeting last month, I would like to update you on our Chapter of Excellence status. We made it! We have completed the 14 necessary criteria to achieve this goal.

Congratulations to all of you – you all contributed to this success and should be proud to be a member of an Excellent Chapter... I mean a Chapter of Excellence!!



Our Chapter will soon receive a new set of dates for the banner to proudly display at our meetings, as well as the right to continue listing the Chapter of Excellence logo on our website and other chapter literature.

Katie Feldman CAP
TwinCities West Chapter



President



This is a handy network for people actively seeking employment or just “keeping their eyes open.”

number of routings varies depending on what I receive. Sometimes I don't have anything to share for several weeks and other times, I will send out a few a day. The more postings I receive, the more you will receive!

By Yvette Kanzler, CAP

Likewise, if you know any openings or have a job posting you would like to share with other IAAP members, please let me know and I will route only to those interested.

If you are a chapter member, your name will remain on this routing list until you ask to have it removed. If you are a nonmember, your name will remain on the list for a two-month “trial membership” period. Please note that the

Time, A Blog By Dawn Staycoff

If time has taught us anything, it's that everything we need is already there, within us. It's there for the taking, all we have to do is reach deep inside and find where it's hidden and pull it out. As my friend Heidi said **"no one else can make you happy, or complete you, it's already there INSIDE you and you just have to meet the right people who help you remember that and bring that out in you. It's all already inside of us."** I may not have her quote exact, but it's the general idea of we are all we ever need and it's up to us to bring it or not.

The challenge then becomes, letting go of all our own stuff that gets in the way. Whether it is the perfect relationship, adorable family, successful career, financial stability, glowing health, or something entirely different, getting what we want drives a lot of us. Even if we're not quite sure what it is that we actually want, or think we want, we still spend our time doing all sorts of things that we think might get us there. How exhausting!

All that wanting and doing can take us far away from ourselves and takes us out of the present moment where everything happens. The end result is often discontent no matter how much of the achieved **"stuff"** surrounds us. Clearing out the clutter that we've built up in our lives is a good place to start. Or so I've

been told.

One of the biggest complaints people have is that they just don't have time. How many times have you caught yourself saying that...is it true or is it more habit? For me personally, I tend to fill my days with events and things to do so I don't have that elusive quiet time. When we say we just don't have the time, what we usually mean is that we don't have quiet time. It's time to find some quiet time to defrag your brain. One easy way to do that is to turn the radio or CD off when you are driving and notice how you feel at the end of the day. Quiet time can be found in lots of places if we look for it.

"Follow your heart, but be quiet for a while first. Ask questions, and then feel the answer. Learn to trust your heart." Unknown

When we make space, good things can happen. We've all experienced it. A simple task like cleaning the house can leave us feeling calm, relaxed, and inspired. There is literally more room to think in a clean house. Whether it is through cleaning, practice, meditation, or thoughtful planning, when we make space, the good stuff has room to come our way.

There are several easy steps you can take today to get what it is you want:

1. Be YOU. There is only one YOU on this planet. Take advantage of that. You are inspiring, creative, intelligent and capable. Spending energy trying to be like anyone else is foolish and not who you are, you are amazing just as you are.

"Always be a first-rate version of yourself, instead of a second-rate version of somebody else." Judy Garland

2. Do what you love. When doing something you love, no matter what you'd be getting paid, or think the outcome might be, not only will you enjoy yourself more, but you have a better chance of actually creating a sustainable life. Happiness is contagious.

"If opportunity doesn't knock, build a door." Milton Berle

3. Trust your instincts.

"I feel there are two people inside of me, me and my intuition. If I go against her, she'll screw me every time, and if I follow her, we get along quite nicely." Kim Basinger

4. Work hard. No one is going to do the work for you. You have to show up every time.

"Hard work has made it easy. That is my secret. That is why I win. If it were easy everyone would be a



"If you obey all the rules, you miss all the fun."
Katharine Hepburn

Continued on Page 11.
Blog

If you are interested in joining a committee, please join at any time! Please contact the committee chair or chapter President, Katie Feldman

Annual Impact Event – Chairs: Debi Cain-Rivord, CPS/CAP and Kaye Park, CAP
Members: Yvette Kanzler, CAP, DJ Herbert

ACFCAP Committee – Kaye Park, CAP
Members: Ron Park, Genista Crider

Bylaws & Standing Rules – Yvette Kanzler, CAP

Certification - Jo Tynen CPS/CAP & Debi Cain-Rivord CPS/CAP
Members: Open

Community Service – Ruth Fernandez
Members: Genista Crider

Historian - Need Members

Hospitality & Registration – Georgann Bestler Wenisch, CAP
Members: Diane Schmidt CPS/CAP, Kim Stuber,

Membership – Yvette Kanzler CAP, Kris Swedberg
Members: Kaye Park CAP, Debi Cain Rivord CPS/CAP, Diane McNeill, Amy LeMieux

Newsletter - Genista Crider
Proofreaders - Michelle Van Stone, Diane Schmidt CPS/CAP
Janice Paulson CPS/CAP, Sharon D'Souza, Katrina Carlson CPS

Nominating – Debi Cain-Rivord CPS/CAP
Members – Rosanna Hudgins, Linda Verner

Programs & Education - Kathy Hincer CPS and Debi Cain Rivord CPS/CAP

Public Relations – Need Chair
Members: Kim Stuber

Retirement and Research - Shaun M. Freeburg CPS
Members: Open

Sunshine - Gayle Petrie CPS, Sherry Zupin CPS
Members: Katrina Carlson CPS

Ways & Means - DJ Herbert
Members: Dawn Staycoff, Katrina Carlson, CPS, Janice Paulson, CPS/CAP

Website - Melissa Lidberg, CPS

Do you have extra "OfficePro" magazines?

The hospitality committee needs your old IAAP "OfficePro" magazines. We have plans to give them to guests who attend our programs. Please contact Georgann Bestler Wenisch, CAP at gwenisch@MesslerIKramer.com

Submissions to "The charter"

News items and article submissions are welcome from members. Send submissions and/or story ideas to *TwinCitiesWest* IAAP editor, Genista Crider at genistacrider@comcast.net

TwinCities West "No Show" Policy

Just a reminder that "no shows" will be billed for the monthly fee unless canceled 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, please contact any board member.

Thank You!!!

The following members have renewed their membership with *TwinCities West*. Thank you for another year!

Katrina Carlson

Jean Claude

Lori Eilers

Georgan Bestler-Wenisch CPS/CAP

Debbie Marciniak

DJ Herbert

May
Anniversaries

Thank you to our 2009-20 Sponsors

May
Birthdays

Carolyn Nelson CPS/CAP
13 Years

Georgann Bestler Wenisch
CPS/CAP
11 Years

Jim Rivord
8 Years

Elly Anderson
5 Years

Janet Ouellette
3 Years

Debbie Marciniak
1 Year

11 Andrea Wester
14 Linda Sanderson
23 Kim Stuber
24 Cynthia Mann
28 Melissa Lidberg CPS



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 the future issues of "The Charter."

Upcoming Voyages

May 6, 2010

TwinCities West Board Meeting
Time: 5:30 p.m.
Location: Green Mill in Plymouth

May 13, 2010

TwinCities West Chapter Meeting
Time: 5:30 p.m.
Location: Radisson Hotel in Plymouth

May 21-23, 2010

MN-ND-SD Division Annual Meeting,
Hosted by SouthWest Metro Chapter
The Power of Commitment...Get Connected
Holiday Inn & Suites, Bloomington, Minnesota

June 3, 2010

TwinCities West Board Meeting
Time: 5:30 p.m.
Location: Green Mill in Plymouth

June 10, 2010

TwinCities West Chapter Meeting
Time: 5:30 p.m.
Location: Radisson Hotel in Plymouth

July 2010

TwinCities West Board Meeting
Time: 5:30 p.m.

Location: TBA

July 17-21 2010

International EFAM
Location: Boston, MA



The following is a list of all our committees. The Chairs and Members listed are as of the new year starting July 1. We have plenty of need for more of you to step into either chair or member positions. Also listed are the main duties of each committee and some list the time typically involved in doing that step. If you see one bullet item under a committee you would like to do please contact the committee chair or Yvette. We would love for everyone to at least take a "bullet point". Get a taste of the committee or do what you have time for. Whatever the reason - you will get so much more out of your membership if you get involved.

PROGRAMS & EDUCATION

Chair(s): Ruth Fernandez

Members: Kathy Hinchey CPS/CAP, Kaye Park CAP

- Determine program topics to pursue
- Contact relevant speakers about speaking at our meeting
- Hire speakers as approved
- Confirm dates, times, prices & A/V requirements in writing to the speakers (15 mins/mo)
- Create monthly meeting invitations & forward to Hospitality Team (Kathy H)
- Submit monthly recertification forms to HQ (15 mins/mo) (Kaye)
- Copy & distribute HQ-approved recertification forms for each meeting (15 mins/mo) (Kaye)
- Communicate all A/V needs to Hospitality Team
- Copy handouts as needed (15 mins/mo)
- Communicate other educational opportunities to members (15 mins/mo)

HOSPITALITY & REGISTRATION

Chair(s):

Members: Kim Stuber, Diane Schmidt CPS/CAP, Sharon D'Souza

- Submit & receive RFPs to appropriate hotels & meeting venues for the 2010-11 chapter meetings
- Negotiate best possible final proposals for our Chapter
- Compile RFP info to present to Board (April/May of previous year)
- Coordinate contract with approved hotel
- Send out monthly meeting invitations to members & prospective members. (30 mins/mo)
- Maintain registration list & send out registration confirmations. (avg 30 mins/wk)
- Monthly coordination of meeting room set-up, headcount guarantees, etc. to the hotel (30 min)
- Create name badges for guests & speakers. Supply receipts and special meal tags for the registration desk. (15-30 mins/mo)
- Staff registration desk on meeting nights
- Be a greeter on meeting nights
- On-site hotel contact during the meetings
- Coordinate & award door prizes as needed (15-30 mins/mo)
- Provide "extra touches"

MEMBERSHIP TEAM

Chair(s): Kris Swedberg

Members: Amy Lemieux, Janet Herder CPS, Kaye Park CAP

Coordinate info packets

- Acquire items needed for packets (15 mins/mo)
- Assemble packets (60 mins every few mos)
- Mail info packets as requested (15 mins/mo)
- Distribute info packets to each guest (15 mins/mo)

We Miss You Cards

LinkedIn Web Page

Maintain prospective members database – 15 minutes a month

- Enter prospective (Guest from monthly meetings) members into the chapter database within 3 days after each meeting (15 mins/mo)
- Enter additional info as appropriate on a timely basis (15 mins/mo)

Maintain current members database -- 15 minutes a month

- Receive info for new members and enter into database within 3 days of receipt
- Notify appropriate people of new member (board, newsletter, etc.)
- Notify new member (via e-mail) on how to access the members only section of chapter website
- Re-categorize prospective members when they become members

Name badge coordination

- Order badges for new members
- If badge is available in time, give badges to president at each meeting for installation of new member.
- Mail badges not distributed at the meetings.

Inquiry correspondence – reply to message from people interested in IAAP

Recruit new members to the chapter

- Send info packets to prospects
- Send email blast to prospects regarding the benefits of IAAP

New Member Orientation – 2 hours every quarter

- Coordinate quarterly NMO events
- Invite all new members to attend these events
- New member certificates
- New member welcome e-mails

Guest Ambassadors

- Coordinator: Work with Hospitality Team to ensure that every guest has an ambassador so that they don't attend meeting alone
- Ambassadors: Meet guest at registration desk, make introductions to other members, sit with guest at dinner, follow-up within 3 days of meeting attended.

WAYS & MEANS

Chair(s): DJ Herbert

Members: Katrina Carlson CPS, Dawn Staycoff, Janice Paulson CPS/CAP

- Determine ways to raise funds for chapter
- Gather info needed to make purchasing decisions
- Present plans to Board for approval
- Coordinate purchase & receipts of items needed
- Bring merchandise to monthly meetings. Maintain inventory.
- Set-up & take-down of sales table prior to chapter meetings (30 mins/mo)
- Staff sales tables during registration/networking time (30 mins/mo)

WEBSITE MANAGEMENT

Chair(s):

Members:

- Enter and remove job postings
- Update website as needed &/or requested
- Take or acquire photos of new members for chapter roster & post to website database (15 mins/mo)
- Take or acquire photos of current members that don't have a photo in the roster & post to database (15 mins/mo)

NEWSLETTER

Editor:

Columnists: All Chapter members

Proofreaders: Joan Gatzmeyer CPS/CAP, Janice Paulson CPS/CAP, Diane Schmidt CPS/CAP, Michelle Van Stone

- Collect / write articles (5 – 6 hrs/month)
- Set deadlines and do follow-ups (about an hour the first time and then 15 min/month)
- Contact new members for bios
- Proofreading (about an hour/ month for proofreaders)
- Birthday & Anniversary list

2010 IMPACT EVENT

Chair (s): Katie Feldman CAP

Members: Yvette Kanzler CAP,

- Work with Board to determine "theme" for event
- Coordinator to liaise with other committees to put this event together
- Purchase items needed for event (decor, etc.)
- Obtain & coordinate special attendees for meeting
 - Vendors (if vendor show is part of event)
 - Guest speakers
 - Entertainers
- Create special flyers for this event
- Work with PR team to distribute flyers

PUBLIC RELATIONS & MARKETING

Chair(s):

Members: Kim Stuber

- Submit monthly press releases to appropriate newspapers
- Submit additional press releases as needed to various publications
- Provide info about IAAP/TCW to local schools, TV stations, & other organizations as needed
- Participate and/coordinate participation in the Plymouth Parades in October (register in Aug/Sept)
 - Recruit parade participants to help hand out candy and/or flyer for chapter
 - Float builders

SUNSHINE

Chair(s): Gayle Petrie CPS

Members: Katrina Carlson CPS

- Coordinate & maintain card supply
- Coordinate card creation if they are handmade
- Send out cards as needed & requested
- Send thank you cards to speakers
- Send birthday/anniversary cards

NOMINATIONS

Chair: Immediate past-president

Members:

- Contact members to determine their interest in board positions & committee positions
- Ensure candidacy forms are completed and submitted by each candidate
- Compile slate of candidates and present to chapter
- Distribute and collect absentee ballots
- Assist with elections at Chapter's annual meeting in May 2011

COMMUNITY SERVICE

Chair(s):

Members: Genista Crider, Ruth Fernandez

- Determine what community service projects are appropriate for chapter
- Distribute event / project info to members & prospective members
- Coordinate chapter participation
- Delivery of items / funds raised
- Write articles for newsletter about results of projects & events, and upcoming projects & events

CHAPTER HISTORIAN

Chair(s):

Members:

- Take or collect photos & memorabilia of chapter interest
- Update / maintain chapter scrapbook

RTF / R&E

Chair(s): Kathy Hinchey CPS/CAP

Members:

Coordinate fundraisers or item-raisers for RTF &/or R&E

Send funds or items collected to HQ, etc.

Coordinate literature

Acquire necessary literature from HQ

Display / distribute literature

Forward notices to members as needed.

ACFCAP & STUDENT LIAISON

Chair(s): Kaye Park CAP

Members: Genista Crider

Work with local ACFCAP team to coordinate this event

Staff local ACFCAP event (1 weekday)

Continually contact our student members to be sure they are getting what they need from chapter membership

CERTIFICATION

Chair(s):

Members:

Determine interest of members

Coordinate and facilitate/staff chapter study group

Coordinate recognition of members who pass exams or recertify during the course of the year.

BYLAWS & STANDING RULES

Chair: Current President-Elect

Members:

Determine if our chapter bylaws or standing rules need to be amended

Thoroughly understand our chapter's bylaws and standing rules to help the chapter follow them.

champion." Nadia Comaneci

5. Be nice to people.

"How wonderful it is that nobody need wait a single moment before starting to improve the world" Anne Frank

6. Don't listen to your critics.

"If I were to try to read, much less answer, all the attacks made on me, this shop might as well be closed for any other business." Abraham Lincoln

7. Be patient. Things might not happen in the time frame you want. Patience can be your biggest asset. Cultivate it.

"One moment of patience may ward off great disaster. One moment of impatience may ruin a whole life" Chinese Proverb

8. Take care of yourself. Your health is a responsibility that is completely in your control.

"Every human being is the author of his own health or disease." Buddha

9. Stop complaining. If you don't like how something is, change it. We can't change everything, but we can do quite a bit about our circumstances when we drop the complaints.

"Instead of complaining that the rosebush is full of thorns, be happy that the thorn bush has roses." Proverb

10. Have fun. Life is too short to not enjoy the ride. If you're not having fun then what's the point?

"If you obey all the rules, you miss all the fun." Katharine Hepburn

Getting the Most Out of Your Performance Review

Although the downturn has been tough for all workers, some professionals have found that they have benefitted from the experience. Seventy-seven percent of individuals surveyed by our company cited at least one positive effect the recession has had on their jobs, including the ability to tackle new projects, assume additional responsibility and take on more challenging work.

But have you been rewarded for your hard work? If not, your performance review could be a good opportunity to earn the recognition you deserve. These meetings allow you to discuss your accomplishments with your manager, as well as work with your boss to map out further professional development opportunities.

Preparation is key to getting the most out of your review. Here are a few tips:

- **Do your homework.** Before your review, make a list of your accomplishments and how your efforts have benefited your department or company. Your manager may not be able to recall all of your contributions, especially if he or she oversees a large group of people.
- **Think outside the bucks.** Concentrating on compensation during a review can be a mistake, especially if your employer can't offer you a pay hike. Changes in job duties or your schedule, though, could have an impact on your overall job satisfaction and may be easier for your manager to implement.
- **Create a dialogue.** Think of the meeting as an opportunity to work with your supervisor to develop a plan to move your career forward. Ask for constructive criticism and advice on how you can continue to advance professionally.
- **Give feedback.** You should use the review as an opportunity to provide your manager with feedback. This also is your chance to tell your manager where you could use more support or resources. Just don't forget to temper the negative with the positive. Everyone, including the boss, needs a kind word now and then.
- **Have goals in mind.** Your supervisor will likely ask you what you hope to achieve in the coming year. Carefully consider what professional objectives — to lead a project team or earn a certification, for instance — you'd like to set for yourself and the support you might need to meet them.

OfficeTeam is the world's leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has more than 325 locations worldwide, and offers online job search services at www.officeteam.com.

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