

The Charter

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Member Interview: Gladys Tripp



TC:
What motivated you to join IAAP?

GT: For a three week period, during the 9/11 tragedy, I worked alongside a person we all know and love, Ms. Debi Cain-Rivord. She invited me to my first meeting and I've never looked back.

TC: What motivates you to continue your membership with IAAP? GT: My primary objective is to keep current with industry trends so that I
Tripp, continued on page 3

Educational Forum, Chapter Meeting
Thursday, February 9, 2012
5:30 – 8:00 p.m.

Who are You?

With Special Guest Speaker: Roshini Rajkumar
President, Roshini Performance Group

- Do the words coming out of your mouth showcase a Heavy Hitter or scream Light Weight?
- Does your message delivery say Winner or That Person Doesn't Know What She's Talking About?

Telling an engaging story about yourself and your organization builds positive relationships toward success. But before you can get to those important steps for raising your profile and growing your business, you must know how to communicate who you are in a memorable way - whether you are the CEO or a superstar-in-the-making.

In *Who Are You?*, Roshini guides you through her trademarked presentation process, the I-A-P™ Formula, to help you first showcase YOU—so you can WOW! every time.

Roshini is a speaker, communication coach, and author of *Communicate That!* She is a sought-after keynote speaker and commentator to local and national media on topics related to powerful communication for executives and politicians, business strategies for climbing the corporate ladder, and rehabbing celebrity images. Her background includes more than twenty-five years of public speaking and a career in television news. This media insider is also a licensed attorney.

As President of Roshini Performance Group, Roshini coaches high-profile executives and celebrities around the country on communicating powerfully within their industries and for the media. Roshini is an instructor at St. Catherine University where she teaches businesspeople in both the Leadership Institute and the Center for Sales Innovation about how to powerfully negotiate and influence.

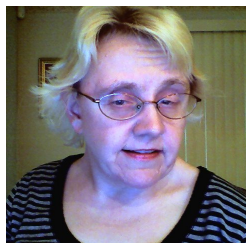


ROSHINI
PERFORMANCE GROUP



Making the Leap to Remarkable

Debbie Marciniak Passes CAP!



I earned my Certified Administrative Professional (CAP) rating this November after many

hours of reading, listening to tapes, and meeting with Yvette Kanzler, CAP-OM a few times. It wasn't the easiest or hardest exam I've taken over the years, but it ranks up there with some of the semester exams I took in college. The fact that I passed it gave me a great deal of relief and sense of accomplishment.

When I decided to take the CAP, it was a way to challenge myself more than anything else. My formal training is in Elementary Education and Early Childhood Development with few secretarial classes. I thought this would give me a great opportunity to learn new things and advance in my career. I purchased books, tapes and other materials.

It was difficult juggling work, home obligations, friends, and study. There was house cleaning, grocery shopping, cooking, laundry. I needed to find time to study if I was going to pass this exam... no excuses! It worked better when I started putting

Encouragement Corner

by You!!

What professional goals are you reaching toward this year? At *Encouragement Corner*, share your goals and encourage others in Making the Leap to Remarkable.

* * *

The following is a list of members leaping toward Member of Excellence (see page 10 for

criteria). Does your name belong on the list? Have you fulfilled another 8 of the 11 criteria? E-mail your updates to heidiLjohnson@Live.com.

Andrea Wester, CAP-OM (3/8)

Genista Crider, CAP-OM (8/8)

Heidi Johnson (4/8)

Jennifer Fuller (8/8)

Katie Feldman, CAP-OM (7/8)

Katrina Carlson, CAP-OM (5/8)

Michelle Van Stone, CAP-OM (8/8)

“study time” on my calendar. I would read over my lunch hour at work after finding a nice quiet place. This was a good start, but I felt I needed more for my particular learning style.

Then I noticed people could take a class to prepare themselves for the CAP-OM exam. At this class the instructor prepared games and other learning activities. This class reminded me that learning should and can be fun.

During this time, something unexpected happened, delaying my hopes and dreams. Suddenly words became distorted when I tried to read. It was difficult to see things at all. I compromised by listening to my tapes, but I knew something was wrong. I made an appointment with my eye doctor, and she recommended I see a specialist. The specialist scheduled me for eye

Marciniak, continued on page 5

President's High-5 Award !

Each month, we are publishing a list of take-aways submitted by those who attended TC West's previous educational forum. At the next chapter meeting, every one who implemented take-aways into their career will receive the recognition and applause (High-5!) of their fellow members.

- ⇒ Create a goal for networking on a regular basis
- ⇒ Find something in common with each person I meet
- ⇒ Ask, How can I help you?
- ⇒ Have something to share about my education, work & personal life
- ⇒ ID where I am connected that I can make connections
- ⇒ Seek to connect people
- ⇒ Ask, What is your favorite color? (or “color tie” for men)

Tripp, continued from page 1

can be at the top of my game. There are many components to being an effective assistant and it starts with having a great skill set and positive attitude. I have come to rely on IAAP for many of the tips and learning opportunities it offers as well as the camaraderie of fellow IAAP members who share these same aspirations. Life and careers can be bumpy and change is constant so having IAAP in the mix is comforting.

TC: Have you ever served in a leadership position in IAAP? GT: I served on the hospitality/ membership committee for a couple of years. While I found this to be rewarding, I have not pursued an officer role or joined other committees due to time constraints.

TC: How did you come to enter the field of administrative professionals? GT: In high school, my particular strengths in typing and shorthand stood out, and I was given an award and encouraged to pursue additional training. In later years, I changed back to this profession as a way to claim more time with my husband and children.

TC: How long have you been an administrative professional? GT: I began my career when I was 19, just out of a one-year program for secretaries. I accepted a job in the

State Department of Education, and what made it interesting were the 27 offers to interview with federal and state government agencies. In the years that followed, I have worked in a variety of positions. I've learned that titles don't carry as much weight as the tasks and level of responsibility one has and the values of the people around you. Some detours include sales manager at Manpower Temporary Services and community relations manager at Cargill.

TC: What are valuable lessons you have learned from your career? GT: Learning is a life-long adventure. I would argue the most attractive reason for a career is the ability to deliver services and have purpose. The technology advances in our profession have been astounding, and if one doesn't keep up, you might as well fade away.

TC: During your career, have you made a Leap to Remarkable? GT: I had a wonderful career at Cargill in the Public Affairs Dept. I was hired initially as an executive secretary and then promoted to a community relations manager within a short time. I had to learn to manage my time well, deal with department managers and executives, and spend a great deal of time in meetings all while juggling multiple projects and events. Each day brought new people to my door that created interesting situations. I would encourage anyone

who desires to leap to a change to give it a go! Ask yourself, "What if?" and "What's the worst that can happen?" Ask deeply enough to find your true answer.

TC: What professional goals are you working toward? GT: My goals are aligned to my job. Supporting the Business Development director is a new additional responsibility. As we were bought by a major pharmaceutical company last October, I'm learning a new culture. Being part of their Travel Council will broaden my horizons and introduce me to new people. We are closing a local facility, and that has an impact on the morale of those losing their jobs as well as those who remain. Having experienced a layoff in 2008, I hope to help in ways that smooth this transition.

TC: Have you recently read a great book? GT: I enjoyed reading and would recommend *Outliers: The Story of Success* by Malcolm Gladwell.

TC: What are your hobbies? GT: I belong to a book club with my husband's cousins. I enjoy frequent family gatherings with my siblings and cousins and charting family history. I enjoy cooking, sewing, knitting and am a long-time Twins fan. Most of all, my husband and I look forward to a new grandchild this summer. Now won't that be the best hobby of all?

**Announcing
TwinCities West
Silent Auction
April 12, 2012**

Fitness...
Dinner...
Cheese Cake...
Christmas Cards...
Dog Walking...
Tea Party...
Home Decorating Advice...

Wardrobe Consultation...
Spa Basket...
Software Training...

Do any of these interest you? In early February you will receive a letter inviting you as an individual, a group, or a company to commit a product or service to the *TwinCities West* silent auction. This auction will be held at April's joint chapter meeting at

which each chapter will bring their own table of goods to raise money for their chapter.

Whether you donate or buy at the silent auction, you are giving to *TwinCities West* and investing in yourself. Please take this opportunity to help raise funds for the *TwinCities West* 2012/2013 budget and educational programming.



Please contact me to buy or sell AVON!

Michelle Van Stone
612-237-3699
mvanstone@yahoo.com
www.youravon.com/mvan-stone

Caring. Connecting.
Community.

A wise woman once had a dream to change the lives of women for the better. Her hope was so contagious that, one person at a time, her dream spread around the world. Today, 45 years later, millions have been touched by the legacy that Mary Kay Ash left. I'm proud to share in her commitment of caring and connecting in communities — just like ours — to help make a difference.

Katrina Carlson
Independent Beauty Consultant
KLC104@aol.com
952-938-7274

MARY KAY



Happy Groundhog Day, Happy Valentines Day, Happy February! Spring is just around the corner. Spring is my favorite time of year. The trees and flowers all start budding out. The temperature starts warming up. And, the birds start returning bringing their excitement with the chirping.

Are you excited about the next season in your life? Retirement? Are you ready for retirement? IAAP and The Retirement Trust Foundation can help you with your needs!

A Place In The Sun... For You!

Vista Grande is a retirement home built by The RTF as housing for retired administrative professionals. Retirement living at Vista Grande is by application from people who are 55 and up and priority is given in this order:

- IAAP members and their families
- Former IAAP members and their families
- Administrative professionals who are not members of IAAP and their families
- People who have never been administrative professionals

Q. What is Vista Grande?

A. Vista Grande is a retirement center built for administrative professionals located in Rio Rancho, N.M., a picturesque mesa northwest of Albuquerque. The land consists of approximately 11 acres and was built in three phases between 1972 and 1983. It has 168 apartments, a community building, lounge, library, crafts room, laundry center, all faiths meditation chapel, a resident nurse, exercise room and management offices.

Q. How large are the apartments?

A. Vista Grande offers one and two bedroom apartments with a wide variety of floor plans. There are both one and two bedroom apartments, ranging from 456 to 807 square feet, with one or two bathrooms. All apartments have kitchens.

Who's Who at *TwinCities West*

February Birthdays

2 Debi Cain-Rivord, CAP-OM
 12 Jennifer Fuller
 14 Linda Verner
 22 Janet Herder, CAP
 23 Kelcia Cannon
 25 Marlene Rouillard

February Anniversaries

10 years Gladys Tripp
 6 years Tracy Dockendorf, CAP-OM
 2 years Katrina Mathews

From the Desk of...

...TC West President Genista Crider, CAP-OM

Hello Chapter Members,

Wow! It is hard to believe that another month has passed by. We just celebrated our Chapter's 15-year anniversary. I feel very lucky to have been in this position at such a milestone for our chapter. We were able to celebrate our "birthday" with cupcakes and presents at our January chapter meeting. All of the presents that were donated were taken to a local shelter. Thank you to MN-ND-SD Division Dawn Staycoff for the idea of the presents as well

as taking our donations to the shelter.

The chapter leadership and myself have compiled a mid-year survey that was sent out in late January. If you have not already, please take a few moments to complete this survey. It is important to us to know how things are going, and we welcome any and all ideas that can help our chapter continue to succeed.

Since we are half way through our IAAP year, we need to start thinking about next year. We will be nominating people for next year's board of directors in the coming months and voting on

them in May. We are also looking for people to fill committee chairs and to participate on committees for the remainder of this year as well as next year. If you are interested in learning more about any of these positions, please contact Nominations and Membership Committee Chair, Yvette Kanzler, CAP-OM, myself or any of the board members. We would be happy to give you more information.

I hope to see many of you at the next chapter or board meeting.

Sincerely,
Genista Crider, CAP-OM

Marciniak, continued from page 2

surgery and things turned out fine. I could see so much better after my operation, but I knew I wasn't ready to take the CAP exam in May as originally planned. Though I wanted to move forward, this at least gave me six more months to study.

The day to take the CAP exam arrived with great anticipation, excitement and fear. I was as prepared as I could be after studying so long and hard. I answered the

questions as best anyone can, but after completing the exam I didn't have a good feeling about the outcome. It was a timed test, and I didn't finish the exam. I was sure the 20 or so unanswered questions would count against me. Also, out of the questions I did answer, I was sure there were incorrect answers. I went home in tears, not knowing what to expect.

My husband reminded me that no matter what the outcome would be, I still accomplished my goal: I had wanted to learn something

new in my occupation and take the test just to see what I had learned. Mission accomplished.

Taking the CAP exam wasn't easy for me. I'm a slow reader (who couldn't see very well at the time), I'm an average student, I work full time, I have family responsibilities, and I wanted a social life. This experience showed me that people can attain everything they want with a little encouragement (thanks, Sweetie!) and determination.






Event Calendar

<p>February 2, 2012 TwinCities West Board Meeting Perkins, Plymouth 5:45 p.m.</p> <p>February 9, 2012 TwinCities West Chapter Meeting Crowne Plaza, Plymouth 5:30 p.m.</p>	<p>March 1, 2012 TwinCities West Board Meeting TBD 5:45 p.m.</p> <p>March 8, 2012 TwinCities West Chapter Meeting Crowne Plaza, Plymouth 5:30 p.m.</p>	<p>April 5, 2012 TwinCities West Board Meeting TBD 5:45 p.m.</p> <p>April 12, 2012 <i>TwinCities West Joint Chapter Meeting</i> Crowne Plaza, Plymouth 5:30 p.m.</p>
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2011/2012 Monthly Educational Programing

February 9, 2012	Communicate That!
March 8, 2012	Shape Up and Stress Down...The Pillars Way!
April 12, 2011	Joint APW Meeting
May 12, 2012	Five Secrets to Get from Where You Are Now to Where You Want to Be
June 14, 2012	How to Make Your Office Fit Like a Glove

Chapter of Excellence Goal Sheet:**Completed**

1. Chapter submits annual meeting calendar with education and/or training topics to members with a copy to the division by October 1.	
2. Chapter submits budget and annual financial review/audit report to the members with a copy to the division by December 31.	
3. Chapter holds at least one Membership Drive between July 1 and May 31. Chapter submits completed Membership Drive Evaluation form to the division by June 1.	
4. Chapter holds at least one New Member Orientation between July 1 and June 25. (New members in attendance must have joined IAAP within the current IAAP fiscal year.). Chapter submits New Member Orientation Evaluation form to the division by June 25.	
5. Chapter develops and updates business plan. Chapter submits business plan to members with a copy to the division by April 30.	
6. Chapter sends a delegate or submits a proxy (if allowed by division bylaws) to the Division Annual Meeting held in the current IAAP fiscal year.	
7. Chapter sends a delegate or submits a proxy to the International Education Forum and Annual Meeting held in the current IAAP fiscal year.	
8. As of June 30, at least 7% of the chapter members (minimum of two members) qualify for <i>Member of Excellence</i> .	

Member of Excellence Goal Sheet 2011/2012

(meet 8 of the 11 criteria)

1.	Hold a current IAAP Certification (i.e. CAP as prescribed by the new curriculum.)
2.	Download the Member of Excellence Commitment form; sign and date the form
3.	Actively participate in the IAAP web community forum discussions or write an article (minimum 200 words), and have it published in an IAAP publication (chapter, division, or international level.) Recommending another author's article does not qualify.
4.	Attend at least one professional educational workshop, seminar or conference (at least 60 minutes in length) and provide a short paragraph on how the training relates to your job or your role in IAAP. It can be an IAAP or non-IAAP workshop, seminar, or conference; however, it cannot be included in your calculations to meet the requirement of criterion #9.
5.	Hold a degree, certificate or equivalent (a minimum of one year in length) from an accredited college or university or hold a Microsoft certification.
6.	Pay membership dues on or before anniversary date. This criterion is a mandatory requirement.
7.	Serve as a chapter, division, or international officer, committee chair, or committee member; or serve as an RTF Trustee; or serve on a student chapter advisory board or the school's advisory board for the office administration program.
8.	Conduct a public presentation, program or training at least 60 minutes in length. (Note that the presentation does not need to qualify for recertification points).
9.	Attend a minimum of eight (8) IAAP chapter, division or international sponsored meetings, programs or events (any combination.) These meetings, programs, or events cannot include an event used to meet the requirement of criterion #4.
10.	Recruit at least one new member.
11.	Integrate IAAP membership and involvement into annual performance plan or review.

Officers & Committee Chairs

Resources & Opportunities

Officers

President

Genista Crider, CAP-OM
763-205-5831
genistacrider@comcast.net

Vice President

Andrea Wester, CAP-OM
andrea.wester@upsher-smith.com

Treasurer

Jennifer Fuller
jfshakopee@aol.com

Secretary

Heidi Johnson
heidiLjohnson@yahoo.com

Directors-at-Large

2nd Year

Ann Schuster
920-268-8504
ann_schuster@hotmail.com

1st Year

Kathy Hincer, CAP-OM

Committee Chairs

Certification

Kris Jones, CAP-OM
kjjones@usfamily.net

Membership

Yvette Kanzler, CAP-OM
yvette.kanzler@blackbox-vs.com

Newsletter

Heidi Johnson
heidiLjohnson@Live.com

Nominations

Yvette Kanzler, CAP-OM
yvette.kanzler@blackbox-vs.com

PR & Marketing

Yvette Kanzler, CAP-OM
yvette.kanzler@blackbox-vs.com

Programs & Education

Ruth Fernandez
ruth.impdt@gmail.com

RTF/Survey Results

Kathy Hincer, CAP-OM
kathy_hincer@archway.com

Sunshine Committee

Katrina Carlson, CAP
KLC104@aol.com

Student Conference

Kaye Park, CAP-OM
Kaye.Park@upsher-smith.com

Ways & Means

DJ Herbert
possechic@gmail.com

Website

Sharon D'Souza
smadsouza@gmail.com

Resources

Employment Connection

Contact: smadsouza@gmail.com

Library

Contact: andrea.wester@upsher-smith.com

Opportunities

Open Committee Chairs

Contact: genistacrider@comcast.net

Bylaws & Standing Rules

Community Service

Historian

Open Committee Members

Contact Committee Chair

Open Officer Positions

Contact: yvette.kanzler@blackbox-vs.com

President-Elect

Treasurer-Elect



International Association of
Administrative Professionals®



Chapter
of Excellence

2010-2011

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Sponsors!!**



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