

South Suburban Chapter Holiday Party Tuesday, December 7, 2010



Marcia Beltz and her husband, Rod (AKA Chef Rod), graciously opened up their home to us again this year for our Holiday Party. It was an evening of relaxation, socialization, and just plain FUN!

Thank you Marcia & Rod!



Linda Plaisance, CPS/CAP and Lisa Hogan, CPS also attended the Metro Lakes Council Annual Holiday Gathering on December 2, 2010.

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2010-2011 Programs

Programs subject to change.

The following is the tentative schedule of South Suburban Chapter Meeting Programs for 2010-2011. Please mark your calendars with these meeting dates and watch each month for the meeting details and RSVP email.

September 28	<i>LinkedIn –Getting the Most Out of It</i> (Judy Zimmer)
October 26	<i>Succession Planning</i> (Sharon Kelsey & Linda Gilmore CPS)
November 23	<i>Fearless Leadership</i> (Marcia Beltz)
December 7	SSC Holiday Gathering
January 25	<i>Topic Goal Setting Title (TBD)</i> (Cathy Paper, M.A.)
February 22	<i>Investment Fundamentals – Five Myths and Truths of Investing</i> (Steve Lorenz)
March 22	<i>Multi-Cultural Awareness</i> (Teresa Jepma – Phoenix)
April 26	AMAZING! Administrative Professionals Week Celebration (Robyne Robinson)
May 24	Annual Meeting
June 28	<i>First Impressions Matter – Especially in Trying Times</i> (Lisa Hogan, CPS)

Please note: The program order and topic is subject to change, based on speaker availability and scheduling. We do our best to maintain the plan as presented, but are prepared for changes that occur as part of life.

Box Tops for Education

Candy Retka, Program Coordinator

The South Suburban Chapter is participating in the Avery Box Tops Challenge! We can win a \$2,000 or \$500 education grant for a local school.

Here is a link of products that you may find the Box Tops for Education to save for Valley Middle School in Apple Valley. They are excited to have us save the Box Tops for Education for them. It is a diverse school. A lot of their programs have been cut, and they really need the extra money. So look for these on your grocery items, also tell your family, friends and co-workers to be saving these for you if they are not saving them for a school already.

<http://www.boxtops4education.com/earn/clip/Brands.aspx>

We will be collecting box tops for education through April 30, 2011. If you have questions, please contact Candy Retka.

A Letter from your President

Submitted by Michelle Prosch, 2010-2011 South Suburban President

One of my passions is going through old historical homes; and as I mentioned at the November Chapter meeting, I was going on the Mayowood Mansion Christmas Tour during Thanksgiving weekend. Some of you were interested, so I thought I would write a little report about it.



Dr. Charles Mayo (one of the co-founders of the Mayo Clinic) and his wife Edith built the mansion between 1911–1938. We were only able to see two out of the five levels of the house. Not sure what is in the basement, maybe I don't want to know. ☺ But we saw the main level, which had a couple of huge living rooms, a dining room that can seat up to 45 people, kitchen, music room, office and a little entertainment room where the children were only allowed to meet with their parents, if they wanted to talk to them. The third floor had all the bedrooms and bathrooms and the servants quarters were on one end. There are at least eight rooms that we toured and at least four bathrooms if not more. Mrs. Mayo had her own dressing area with a fireplace and patio where she would eat her tea and scones and able to write letters. The children were not allowed in that room, except on Christmas Day to open up their gifts. The fourth floor is a huge ballroom where they loved to entertain and the fifth floor is an observatory (these floors were closed off to the public).

This is open year round, but they only have Christmas Tours in November. I think I will go back in the spring or summer as they said they will be getting funds to work on the gardens. Maybe this would be a fun social outing for our chapter to do.

Hope you have a wonderful time with your family and friends this holiday season.



Fundraising Committee News

Submitted by Deb Sabo and Linda Wittmann, CAP,
Co-Chairs

The Fundraising Committee would like to say *THANK YOU* to all the members who made our Holiday Plant Sale another success. The number of plants sold went up this year, even though the profit was down slightly from last year. The Little Star poinsettia was a hit and accounted for the increase in sales; however, we did not make as much profit from it as the larger plants.

Here is the breakdown and comparison to last year:

	<u>2009</u>	<u>2010</u>
No. of participants:	18	17
Total plants & gift cards sold:	142	170
Net Profit:	\$970	\$760

This is terrific considering the economy. Give yourselves a pat on the back for a job well done.

The committee will be making winter and Valentine items to sell at the January meeting. Please let either Deb or Linda know if there is something that you would be particularly interested in, and we will do our best to accommodate your request. As all the profits go back into the chapter, we want to make items that are of interest to you.

The fundraising committee wishes you and yours a very joyous holiday season!

Committee members: Cathy Allen, Ruth Ann Deeg, Linda Gilmore, CPS, Michelle Prosch, Bev Staudinger, Roberta Zylla

Top Holiday Plant Sellers:



L-R: No. 3 – Deb Sabo; No.2 – Linda Wittman, CAP
No. 1 – Candy Retka

IAAP Meeting Notebooks for Sale



Purchase Benefits:

- Provides notepaper for use at IAAP chapter meetings
- Provides a pocket to hold a pen and notes
- Provides holder for business cards for use in networking
- Provides a portable size to keep with your nametag in the chapter box files—eliminating the need to carry to and from the meetings

Price: \$1.50 each

Size: 5 x 7

Note: Notebooks can be purchased from the W&M's Fundraising table.



Nomination Committee Report

Submitted by Sharon Kelsey

Our featured office this month is the position of chapter secretary.

The requirements to run for secretary are the same as those for every other officer position:



- A candidate for office must be a Professional or Professional–Merited member
- A candidate for the office of President–Elect shall have served as an officer of a Chapter of the International Association of Administrative Professionals
- All candidates for office will be required to present written credentials
- No member shall hold a Division or International Office while serving as a Chapter Officer except to allow for normal overlap in difference in installation time

The duties of secretary provided in our chapter bylaws and standing rules are:

D. The Secretary shall:

1. Be responsible for the minutes of all chapter and board of directors meetings.
2. Give written notice of the annual and special meetings as required in Article VI.
3. Conduct the correspondence of the chapter in accordance with the direction of the president and/or board of directors.
4. Have available at all meetings up-to-date copies of the International Bylaws and Standing Rules and Division and Chapter Bylaws, Standing Rules and Procedures, and minutes of meetings for the previous and current fiscal years.
5. Perform such other duties as may be assigned by the board of directors.

Duty #1 – Be responsible for the minutes of all chapter and board of directors meetings. This doesn't mean the secretary has to record every word everyone says at chapter and board meetings. On the contrary – the minutes report what only what happens; i.e., what was decided, what is going to be done, who is going to do it, and when it will be done. The secretary usually receives an outline and/or script for each board and chapter meeting. In my experience, this makes taking notes and writing the minutes much easier.

Duty #3 – Conduct the correspondence of the chapter...The focus of this duty is sending greeting cards and notes to members related to what can be called “life events” such as a major illness, surgery, death of a family member, and congratulations, to name a few. The amount of work involved depends on what is happening in our chapter members lives. The cards and postage are provided by the chapter.

Duty #4 – Have available at all meetings...minutes of meetings for the previous and current fiscal years. In practical terms, the minutes of the meetings for the current year and the prior year have typically been kept in one notebook and that notebook is with the secretary at the chapter and board meetings. Of course with technology available, that could even mean bringing a USB drive with the past minutes and a means to access the files, if a decision needs to be reviewed during a meeting.

There are numerous resources on the IAAP Web Community as well our own chapter and division members to assist the secretary with how to do the best they can in the position.

Am I glad I served as chapter secretary several years ago? Yes. I learned more about our chapter workings as well as division and international. I learned what many of the “alphabet soup” acronyms used in IAAP mean. I also made friends with members who were willing to teach me ways to improve the minutes. I learned it really is OK to ask questions and make mistakes in a professional group.

Watch What You Wear

Submitted by OfficeTeam

Getting ready to meet with a prospective employer? Leave your cat suit, pajamas and crazy hat at home. It may sound unbelievable, but these items are among the wackiest interview outfits worn by real-life job candidates.

OfficeTeam recently asked human resources (HR) managers to recount the strangest clothing choices they had ever heard of or seen during an employment interview. Following are some examples:

- A blanket worn as a shawl
- A skirt made out of plastic
- A cat suit
- A crazy hat
- A *Star Trek* T-shirt

Job candidates should always dress to impress when meeting with employers. Unfortunately, these flashy outfits were more fitting for a night on the town than an interview:

- A micro-mini and fishnet stockings
- A sequined top
- A leather vest with no shirt

A confident, relaxed attitude is key during the interview, but these next examples prove that you can be too casual:

- A sweatshirt and sweatpants
- A cut-off T-shirt and pants
- Pajamas with slippers
- A bandana and torn jeans
- A jogging suit

Interviews can be a sink or swim situation, but these job seekers were too literal in their interpretation:

- A swimsuit and cover-up
- Bermuda shorts
- A sundress and flip-flops
- A Hawaiian shirt and jeans

Finally, this wardrobe don't should have been obvious: An applicant wore the uniform from his former employer.

Although these examples are extreme, it's easy to make more subtle mistakes when selecting interview attire. Here are some do's and don'ts to help you pick the right look:

- Do err on the conservative side and wear a suit or blazer. If you're working with a recruiter or HR representative, ask him or her for insight into the dress code.
- Don't assume you can dress down, even if a company has a very casual atmosphere.
- Do test-drive an outfit to ensure it fits well and makes you feel confident; also dress in layers so you can be at ease regardless of the temperature.
- Don't wear anything that is uncomfortable.
- Do pay attention to details and conduct a final head-to-toe assessment before leaving the house to ensure everything – including your hair, nails and shoes – is presentable.
- Don't show up in clothing that is wrinkled, stained or torn.
- Do choose simple jewelry and be subtle with makeup, perfume or cologne.
- Don't over accessorize.

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 320 locations worldwide, and offers online job search services at www.officeteam.com.

Number 1 Skill for the Workplace – Resiliency

by Susan Fenner PhD, IAAP staff

With all the changes that have taken place in the workplace over the last few years, it is obvious that things will never go – back to normal – instead, we are living the New Normal. Cost-cutting measures that got us through the economic recession will stay in place. Companies will be slow to replace full-time staff, keep finances pared back, expect more, faster, and continue to hold us accountable. The days of the past are just that...past. So, we have to learn to live and thrive in the New Normal.

The definition of mediocrity today is meeting expectations. Employers expect that we will innovate, embrace technology, and work to achieve results, not just stay busy. So, what is the top skill that will get us through this demanding time? The answer is – resiliency.

Resiliency is the art of bouncing back after a challenge, a mishap or a disappointment. It requires that you change your mindset and live the new reality. Here's how to develop resiliency.

1. Be 100% committed to your employer, your profession, your values and goals. It requires knowing the end game and staying focused.
2. Look at mistakes and failures as learning experiences. Be transparent – even with your customers.
3. Keep honing new skill sets. As the times change, so must you.
4. Keep pace with technology, but don't be overwhelmed by it. Find a colleague who is tech savvy and stay in touch to find out the latest programs and most useful apps.
5. Learn to let go. In this sped-up world, today's disaster can be tomorrow's road to greatness. Don't dwell on, move on.
6. Work on developing self confidence. The better you feel about yourself, the more you can handle ambiguity and change.
7. Collaborate. It takes a village (or a good work team) to produce results. Don't try to go it alone – nobody can know everything – just know who to call on. The art of being resilient will allow you to Bounce Back – Bounce Higher!

The Trust – Retirement Trust Foundation (RTF)



Happy Holidays! This is the hustle bustle time of year we celebrate with family and friends, sharing gifts from the heart to those who matter so dearly to us.

Many of us also remember those who struggle for resources this time of year, with gifts of financial support. If your giving includes remembering your favorite charities, consider adding the Retirement Trust Foundation to your list.

Our mission is to provide housing assistance for administrative professionals, age 55 and older, who are in need. Your generosity provides financial assistance toward housing costs for any retired administrative professional living in a retirement community and meeting the housing assistance criteria. This program is accessible by all members within the six districts of IAAP.

Our main priority is to provide Housing Subsidies for Admins in Need. This is relevant and accessible by all members within the six districts of IAAP – this program is cross-border friendly.

If you are already planning your end-of-year giving, please consider a tax deductible donation to the RTF. Go to www.iaap-rtf.org for more information or to complete an online donation.

Member of Excellence

The IAAP Pathways to Excellence Recognition Program is designed to raise your value as a career-minded administrative professional by becoming a Member of Excellence, a Chapter of Excellence or a Division of Excellence.

Congratulations to the South Suburban members who earned their **2009-2010 Member of Excellence** designation:

Sharon A. Kelsey
Michelle M. Prosch
Gayle Quedens
Candace L. Retka
Melissa J. Thomas, CPS/CAP



A **Member of Excellence** will receive a certificate (first four years), Pathways to Excellence certificate cover, and Member of Excellence pin (the fifth year).

A **Member of Excellence** will attain a minimum of 8 of the following 11 criteria:

1. Be a current CPS and/or CAP holder
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 and have it published in an IAAP publication (chapter, division, or international level)
4. Attend non-IAAP professional educational workshops, seminars and conferences
5. Hold a degree, certificate or equivalent (a minimum 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) chapter, division or international sponsored meetings, programs or events (any combination)
10. Recruit at least one new member
11. Integrate IAAP membership and involvement into annual performance plan or review

Note that beginning in July 2010, members have one (1) mandatory requirement – #6 which requires members to pay their membership dues on or before their due date. Failure to achieve Criteria #6 – regardless of how many other criteria are met – will prevent the member from achieving the Member of Excellence designation.

Chapter of Excellence



Michelle Prosch and Sharon Kelsey displayed the South Suburban Chapter of Excellence podium banner for 2009-2010 at the September Chapter meeting.

Go South Suburban!

A **Chapter of Excellence** will receive a podium banner (first year) and in subsequent years will receive a banner year patch. Each year, the CoE award will also include either a \$100 IAAP gift certificate or a \$150 credit toward subscription to the IAAP Web Community.



A **Chapter of Excellence** will attain a minimum of 14 of the following 19 criteria. **Criteria #7 and #15 shall be mandatory requirements.**

1. Sixty percent of the chapter meetings offer recertification points
2. At least one member of the chapter obtain their CPS and/or CAP certification during the current IAAP fiscal year
3. Download the Chapter of Excellence Commitment form; sign and date the form
4. Publish at least six newsletters/e-newsletters
5. Participate in the IAAP Web Community by hosting chapter's web site on the IAAP Web Community
6. Publish annual meeting calendar with education and/or training topics by October 1 and establish marketing plan to encourage members to attend chapter, division, and international meetings and events
7. Create and maintain an annual budget; provide a monthly financial statement to the membership and submit annual audit report to the division treasurer. **This criterion is a mandatory requirement.**
8. Maintain a full slate of officers (minimum four offices); maintain committee chairmen for the Bylaws, Certification, Education and Membership Committees; and submit new officers and committee chairmen listing to HQ by July 1 deadline
9. A minimum of four (4) officers and chairmen of the Bylaws, Certification, Education and Membership Committees; participate in at least one IAAP Leadership/Succession Planning training event
10. Send a delegate to the division annual meeting and a delegate or submit a proxy to the International Education Forum and Annual Meeting (EFAM)
11. At least one (1) member serve in a division office or committee; or serve on an international committee; or as an international officer or as an RTF Trustee
12. Sponsor or co-sponsor a professional development seminar or sponsor/co-sponsor an APW/APD and/or annual executives' event
13. Submit a completed application for the Avery Chapter/Division Achievement Awards Program and/or submit a nomination in the Award for Excellence program
14. Maintain a minimum of 15 members and achieve an annual retention rate of at least 80 percent
15. Conduct at least one IMPACT meeting
16. Conduct new member orientation program
17. Achieve a net membership increase of at least 12 percent (minimum required is a net 3 member increase)
18. Sponsor a new IAAP Professional Chapter or Student Chapter
19. Create an annual Business (Strategic) Plan; review/update annually; submit a copy to the Division President by December 31 and conduct an annual member interest/satisfaction survey

*Note that beginning in July 2010, **chapters have two (2) mandatory requirements** – #7 relates to chapter budgets and ensuring members receive the information regularly; #15 states that chapters will hold at least one (1) members recruitment session during the year. Failure to achieve Criteria #7 and Criteria #15 – regardless of how many other criteria are met – will prevent the chapter from achieving the Chapter of Excellence designation.*

2010-2011 SSC Chapter Officers



L-R: Michelle Prosch, President
Gayle Quedens, President-Elect
Kathleen Erdman, Secretary
Melissa Thomas, CPS/CAP; Treasurer
Robbie Groth, Treasurer-Elect
Alison Fuller, CPS; Vice President

Those leaders who have stepped up to commit themselves to furthering the association truly do have passion and purpose. Thank you for stepping up to lead our Chapter!

2010–2011 Committees

If you are interested in joining a committee, please know you can join at anytime! Please contact the Committee Chair or Chapter President, Michelle Prosch.

Bylaws & Standing Rules

Chair: LeAnn Marshall
Members: Lisa Hogan, CPS
Gayle Quedens

Certification

Chair: Ruth Ann Deeg
Members: Open

Employment

Chair: Dorene Perkins Monn
Members: Open

Historian

Chair: Roberta Zylla
Members: Open

Hospitality

Chair: Candy Retka
Members: Cathy Allen
Ruth Ann Deeg
Lori Larson, CPS/CAP
Babs Moses
Deb Sabo
Hallie Warren
Linda Wittmann, CAP

Incentive Award

Chair: Alison Fuller, CPS
Members: Open

Membership

Chair: Robbie Groth
Members: Alison Fuller CPS
Gayle Quedens

Newsletter

Chair: Linda Plaisance, CPS/CAP
Members: Kathleen Erdman
Lori Larson, CPS/CAP
Babs Moses

Nominations

Chair: Sharon Kelsey
Members: Linda Gilmore, CPS
Dee Moy

Program

Co-Chair: Gayle Quedens
Co-Chair: Marcia Beltz
Members: Linda Gilmore CPS
Dee Moy

Fundraising (Ways & Means)

Co-Chair: Deb Sabo
Co-Chair: Linda Wittmann CAP
Members: Cathy Allen
Ruth Ann Deeg
Linda Gilmore CPS
Michelle Prosch
Bev Staudinger
Roberta Zylla

Chapter Website

Chair: Ruth Ann Deeg
Members: Stacy Boldon
Lisa Hogan, CPS
Dee Moy

Mentors

No Chair needed as this is a part of the Membership Committee. One does not need to be a member of the membership committee to be a mentor. Every member can be available as a mentor to their fellow members.

Mentors: Linda Wittmann, CAP

Happy Birthday!



The South Suburban Chapter would like to wish a very happy birthday to the following members:

Jualee Wolf, CPS	December 7
Dorene Perkins Monn	December 11
Linda Wittmann, CAP	December 11
Gayle Quedens	December 23

Happy IAAP Anniversary!

The South Suburban Chapter would like to congratulate the following chapter members on their anniversaries with IAAP!



Happy Anniversary to all of you! We appreciate your continued support of IAAP and the administrative profession.

Dorene Perkins Monn	12 years
Erin O'Hara Meyer, PHR	10 years
Lori Larson, CPS/CAP	5 years
Barbara (Babs) Moses	4 years

If we missed your birthday or anniversary, we apologize and ask that you notify Linda Plaisance at linda.l.plaisance@hotmail.com for inclusion in future issues of *The Southern Edge*.

Don't Forget Your Online Resources!

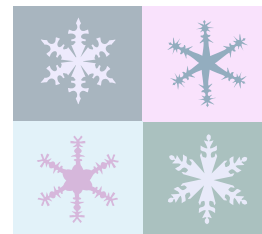
IAAP Headquarters www.iaap-hq.org

MN-ND-SD Division website www.iaap-mnndsd-division.org

And don't forget us at South Suburban IAAP www.southsuburbaniaap.org

Upcoming Events 2010-2011

January 18, 2011	SSC Board Meeting
January 25	SSC Chapter Meeting
February 15	SSC Board Meeting
February 22	SSC Chapter Meeting
March 15	SSC Board Meeting
March 22	SSC Chapter Meeting
April 19	SSC Board Meeting
April 26	SSC Chapter Meeting
May 17	SSC Board Meeting
May 20-22	2011 MN-ND-SD Division Annual Meeting The Lodge at Brainerd Lakes, Baxter, MN
May 24	SSC Chapter Meeting
June 21	SSC Board Meeting
June 28	SSC Chapter Meeting
July 24-28	IAAP-EFAM, Montreal, Quebec



A snowflake is one of the most fragile creations, but look what they can do when they stick together!

~ Unknown

Newsletter Article Deadline

Please contact Linda Plaisance at linda.l.plaisance@hotmail.com with your newsletter ideas and articles.



The deadline for the January issue is: **Friday, January 7, 2011.**

Please note: If articles or sections of articles are copied from other sources (including material from other IAAP websites), you must get permission in writing and send the documentation to the newsletter editor before it can be printed in our newsletter.