



The Southern Edge



The Monthly Newsletter of the South Suburban Chapter of IAAP

June 2011

Professional Image – It’s an Attitude!

Tuesday, June 28, 2011

Please join us for this month's Chapter Meeting where Lisa Hogan, CPS/CAP will present "Professional Image – It’s an Attitude!"

You don't get a second chance to make a good impression, especially in today's competitive business world. It's not only about a polished wardrobe, however, that does help; it's also about body language and facial expressions, good posture, projecting an image of confidence, and attitude.

- First and lasting impressions—clothing and mannerisms are on display.
- Being aware of facial expressions and body language as you approach others – is it a look of happy or annoyed, frustrated or relieved?
- Good posture projects an image of confidence and self-assuredness.
- Non-verbal communication is a vital part of communication—handshakes, eye contact.
- Attitude...blaze a trail to success!

Attitude is a little thing that makes a big difference.

~Winston Churchill



Lisa Hogan, CPS/CAP, will be sharing some insight through life experiences as well as research conduct and from interviewing executives.

Meetings are held at:

Old Chicago – The Cedar Room
14998 Glazier Avenue
Apple Valley, MN
5:30 p.m. Networking
6:00 p.m. Dinner
6:30 p.m. Business Meeting
Cost is **\$20.00**

RSVP by **NOON, Friday, June 24, 2011**, to Candy Retka at cretka@frontiernet.net or (fax) 952.469.4634.

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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 (Date TBD) | SSC Holiday Gathering |
| January 25 | <i>Goal Setting to Win</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 | <i>AMAZING! The Power of Personal Transformation for a Happier & Long-Lasting Career</i> (Robyne Robinson) |
| May 24 | Annual Meeting |
| June 28 | <i>Professional Image – It’s an Attitude!</i> (Lisa Hogan, CPS/CAP) |

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.

CLEARANCE SALE !!

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



If you are a bargain hunter, be sure to check out the clearance table at the June meeting. We will have a variety of items at *drastically* reduced prices. This will be your final chance to pick up some great deals, so don't miss out. Curious? Intrigued? Be at the last meeting of the chapter year!

Remember –



A Letter from your President

Submitted by Michelle Prosch, 2010-2011 South Suburban President

The 2010 – 2011 year has gone by fast. I can't believe this is the last month that I will be your president of the South Suburban Chapter. It has been a huge growing experience in leadership and public speaking. I hope to use what I've learned in other areas of my life.

I just was recognized today, June 6, for my 10 years of service at HealthPartners. I can't believe that I've been in one company for that long. It's been great to use my passions and purpose within the department.

My passion of stamping cards for everyone's birthday each year is always appreciated

My purpose of being the best administrative assistant that I can be has been appreciated as well.

I want to thank the chapter for all the support you have given me this year.

I want to thank the board for keeping things running smoothly and efficiently.

I would like to thank the Committee Chairs and members for doing their part in helping to keep the chapter going. Many hands, make light work and without you, we wouldn't have a chapter.

I look forward to next year and all the exciting things that will be coming our way. Have a great summer!



Congratulations to our Officers for 2011-2012 year.

President, Gayle Quedens, CAP
President-Elect, Melissa Thomas, CPS/CAP
Vice-President, Candy Retka
Secretary, LeAnn Marshall
Treasurer, Robbie Groth
Treasurer-Elect, Cathy Allen

Thank you for stepping up to lead our chapter.

These officers will be installed at the June Meeting.



2011 MN-ND-SD Division Annual Meeting



Leisha Skare, President, Saint Paul Chapter, and Michelle Prosch, President, South Suburban Chapter, with their Certificates of Appreciation



2011-2012 MN-ND-SD Division Officers
Dawn Staycoff, President
Brenda Jindra, President-Elect
Jessica Eastling, CPS, Secretary
Melissa Toft, Treasurer



Is My Face Red? Avoiding Embarrassments at Work

Submitted by OfficeTeam

Whether it's a foot-in-the-mouth faux pas, wardrobe malfunction, glaring error or dumb mistake, we've all had embarrassing experiences at work.

Although such moments can be humbling, it is possible to bounce back, overcome the incident and gracefully move on.

Following are some real-life work-place bloopers, recounted by executives interviewed by OfficeTeam, as well as advice for overcoming these types of slip-ups.

Recovering from a Slip of the Tongue

*"I answered the phone using the wrong company name."
"I called my boss 'my love' by complete accident."*

It's not uncommon to trip over your own tongue. When it happens, correct yourself, apologize and laugh it off. Dwelling on the gaffe will only make matters worse.

Avoid such blunders in the first place by slowing down, focusing on the subject at hand and taking a few moments to organize your thoughts. If you feel rushed or nervous, a deep breath or two will help you regain your composure.

Getting Past a Clothing Calamity

*"My trousers tore in front of my team members."
"I conducted a training session with my zipper down."*

When issues arise with clothing, remain calm and discreetly fix the problem. If others have noticed, a quick joke or light-hearted comment could help diffuse any awkwardness.

To prevent wardrobe malfunctions, check your work attire for stains and tears before leaving the house. But also realize that a clothing calamity – such as spilled coffee on your blouse – can sometimes occur despite your best efforts.

Making Amends When a Mistake Involves Others

*"I spilled coffee all over my boss."
"I sent an offer letter to the wrong candidate."*

When a mistake upsets or offends a colleague, client or customer, it's essential that you immediately own up to your gaffe. Do not minimize or make light of it; simply apologize and offer to correct the situation, if possible. You may even want to follow up with those involved to explain the steps you'll take to avoid a similar mistake in the future.

To prevent such situations in general, don't multi-task or rush. People are more prone to mistakes when they're distracted, preoccupied or acting in haste.

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.

OFFICETEAM[®]
Specialized Administrative Staffing

Don't Bring Me Problems – Bring Me Solutions

Susan Fenner, PhD, IAAP Headquarters Staff,



I always remember a sign I saw once on a manager's desk. It read – Don't Bring Me Problems Bring Me Solutions.

It's easy to see what's wrong with things and find fault. Maybe that's why so many people like to assume the role of critic. It makes them feel important and in the know when they "catch" things that are slightly off. They take great delight in finding an error and are the ones who tear out the page and circle the grammatical mistake or misspelled word in red magic marker and then mail it to the magazine editor or copy the world so that

everyone can see what a great eye they have in spotting what's wrong. Now don't misunderstand...we all make mistakes and it's good when people catch them (especially before the piece goes to print or the contract is signed). But the problem with focusing only on what's wrong with things means that you aren't looking to see what's right! Generally these folks see the micro picture and often times totally miss the macro. Let's take an example...

How many of you have someone (hopefully not more than one) at chapter meetings who delights in picking apart ideas and undermining plans by pointing out the flaws or why the proposal won't work? Of course, before you commit to a course of action, you want to look at all angles and weigh the consequences. That's good. But the people I'm talking about aren't there to make the plan better. No, they are there to show everyone how smart they are and how stupid everyone else is. They aren't building on the idea presented, but rather tearing it down. They don't offer an alternative course of action; they find flaws with what's on the table. That's the role they play – every time there is a discussion, a decision to be made, or a job to be done.

So what's wrong with that?

What's wrong is that they are a one-person demolition crew. They sit back and plot just the right moment when they can spot the error and shoot down what's being built. You'll notice that they never offer another course of action. Why? Because their goal is not to move things forward, but to mire things in points of contention. If only they realized how easy it is to critique, but how difficult it is to construct and execute a workable plan. That's why it takes so much longer and so much more intellect to design and erect a building, than it does to implode one. The mind required envisioning, enacting, and refining something is so much more complex than the simple act of finding fault. And note how often the faults they find are a result of not seeing the big picture, but rather shrinking the situation to fit their preconceived notions. It's a lot like going through life using only a magnifying glass when others are looking through a telescope.

So, why do I remember the desk plaque so well? It holds the secret to a promotion, professional recognition, and achieving greatness. You can either be the person who reports the problems or the person who solves the problems. Who do you think is worth more in the organization? Would you rather spend your life scrutinizing the minuscule or exploring the universe? The choice is up to you. It's all in your viewpoint.

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, CAP
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, CAP, 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/CAP
Gayle Quedens, CAP

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, CPS
Linda Wittmann, CAP

Incentive Award

Chair: Alison Fuller, CPS
Members: Open

Membership

Chair: Robbie Groth
Members: Alison Fuller, CPS
Gayle Quedens, CAP

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, CAP
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/CAP
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:

Denise (Dee) Moy
Candace Retka

June 4
June 29

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.



No June Anniversaries!

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

Newsletter Article Deadline

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

The deadline for the May issue is:
Friday, July 8, 2011.



Upcoming Events 2010-2011

| | |
|----------------|-----------------------------|
| June 21 | SSC Board Meeting |
| June 28 | SSC Chapter Meeting |
| July 24-28 | IAAP-EFAM, Montreal, Quebec |

Top Annual Spring Fundraiser Plant Sellers

L-R: Linda Wittmann, CAP,
Linda Plaisance, CPS/CAP
Bev Staudinger



Congratulations and thank you!