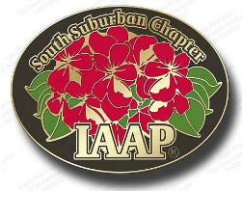




# The Southern Edge



The Monthly Newsletter of the South Suburban Chapter of IAAP

March 2011

March Chapter Program  
Tuesday, March 22, 2011

**Learn to connect in our global workplace!  
Join us for Multi-Cultural Awareness  
with guest speaker Teresa Jepma**

Understanding differences in others enriches personal life and professional relationships. Organizations that appreciate the uniqueness of individuals also create a working environment that is respectful and healthy. This session on multicultural awareness will cover ways to deal with cross-cultural workforce that include: attitudes, work behaviors, and communication of foreign born co-workers, applicants, or organizational stakeholders.

Understanding differences is a step in successfully working with or for international businesses and working in a multicultural community providing a common understanding in the workplace.

Teresa Jepma is a Minnesota native with a Masters in Human Resources Management degree from the St. Mary's University of Minnesota and a Master of Business Administration degree from the University of Phoenix. She is currently pursuing a Doctorate degree from the University of Phoenix. Teresa is currently employed for Hennepin County, the largest county in Minnesota as the Human Resources Manager for the Hennepin County Library Department.

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, March 18, 2011**, to  
Candy Retka at [cretka@frontiernet.net](mailto:cretka@frontiernet.net) or  
(fax) 952.469.4634.

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## 2010-2011 Programs

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*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	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/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.*

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## Welcome Our Newest Member–Nancy Loesch

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At the February Meeting we officially welcomed Nancy Loesch to our chapter. We look forward to getting to know her and welcome her contributions to our chapter.

*A little bit about Nancy:*

I joined IAAP with the hopes of improving my administrative skills and expanding my professional network. I have worked at Carleton College for 6 ½ years but am actively looking for a new opportunity as I am being laid off come June. I live in Northfield, am married to Tom Loesch and between us we have five children and seven grandchildren. My hobbies are gardening, attracting songbirds, photography and spending time with family.



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## A Letter from your President

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*Submitted by Michelle Prosch, 2010-2011 South Suburban President*

In March we anticipate spring and a new growth season, I can't wait until the snow melts. Also March is my birthday, so another year older, unfortunately. ☺ Also we can anticipate longer days as we begin Daylight Savings Time. YEAH! With all of these changes toward spring, this is the time we look at how next year is going to be for our chapter. Please think about how you can make a change and be involved in our chapter.



How can your passion and purpose help benefit the South Suburban Chapter, IAAP or your career as an Administrative Professional? Let us know your ideas for the coming year; we would love to hear them to make our chapter better.

Our March meeting we will be focusing on the RTF (Retirement Trust Fund) and we will be focusing on how we can help retired administrative professionals. We will be talking more about this at our March meeting. Save your change as our Fundraising Committee will be baking up some goodies to sell and the proceeds will go to RTF. There will be other opportunities to give at the meeting as well. Look forward to seeing you at the meeting.

Happy Spring!



● ● ●  
If we had no winter, then  
spring would not be so  
pleasant.

~ Anne Bradstreet



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## The Trust – Retirement Trust Foundation (RTF)

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### March is RTF Solicitation Month

***If you have considered making a donation to the RTF, March is the month to do it!***



The Retirement Trust Foundation is here for you, Admin to Admin, helping our own.

Looking to March and Retirement Trust Foundation month, it is through your generous donations that we can continue to offer housing assistance to admins age 55 or older who are in need.

And, remember the “Family of Givers” program...the ability for members to support the RTF through donations that are cumulative with a complementary recognition program. You benefit from your donation, your chapter benefits, and your division benefits. You can actively help fellow admins in need through this 501(c)3 organization.

### Retirement Trust Foundation Mission



The RTF exists to help administrative professionals age 55 and older with housing, whether it's through their retirement home, Vista Grande or through grants. Our mission is to provide assistance for housing to administrative professionals, age 55 and older, who are in need. The RTF, founded in 1947, operates exclusively for charitable purposes and can help those in need because of the generous gifts from individuals around the world.

A second time period for application submission for housing assistance has been added. Applicants can now apply by November 15 deadline (January 1 activation) and May15 (July 1 activation).



For more information about the Retirement Trust Foundation and how you can make a difference, please visit the RTF website at [www.iaap-rtf.org](http://www.iaap-rtf.org).

The RTF appreciates your support.

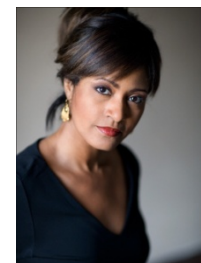
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**2-4-6-8  
Who do we appreciate?  
YOU!!!**

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*Submitted by Gayle Quedens CAP  
SSC IAAP President-Elect 2010-2011*

Come join us for Administratives Professionals Week on Tuesday, April 26, 2011 to celebrate our careers as administrative professionals and welcome our guest speaker Robyne Robinson. Robyne's topic is *The Power of Personal Transformation for a Happier & Long-Lasting Career*. She will get us fired up and ready to get back work with passion and purpose! And she is hoping to get questions from us so come prepared with any burning questions that you want answers to.



This event is the perfect time to bring your friends and neighbors who might be interested in joining IAAP as we will be sharing stories about why we joined and all the benefits the organization provides its members. This is a great opportunity for us to not only bask in the celebration of our careers but to share the experience with prospective members.

So get the word out and get your registration form in to our hospitality committee ASAP!! Space is limited so sign up now to be sure that you are there for this very special event!

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## Copyright Compliance: Did you know?

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*Submitted by Linda Plaisance, CPS/CAP*

### Copyright Symbol and Getting Permission

The copyright symbol (©) is not required to identify copyrighted works. Copyright is secured automatically when the work is created, so even if a work does not include the copyright symbol, it is still protected by copyright. However, some materials like works produced by the U.S. government, slogans and lists, etc., are not copyrighted. When in doubt, it's best to get permission to use external text.

Permission is often granted with certain strings attached. For example, the copyright holder may request that you keep the original text formatting and/or include their exact copyright information. Be sure to follow these rules exactly. Also, when you get permission to use copyright materials, include the phrase, "used with permission" or "reprinted with permission" at the end of the copyright notification.

### Republishing or Reprinting Articles

Often, chapter members will request that articles they found on the Internet, or from electronic newsletters they subscribe to, be republished in our newsletter. Copyright protection prevents us from republishing or reprinting articles (including posting to our internal or external websites) unless we have permission from the copyright holder(s).

Even copying and pasting an article into the body of an e-mail and sending it to colleagues, peers, clients, etc., is a violation of copyright law. If you plan to share an article found in a trade publication or magazine, do not make photocopies or scan the article to distribute. This is a violation of copyright (unless you have permission from the copyright holder(s)). If you find an article on the web you'd like to share, send a link to the article. Route single copies of trade publications or magazines from person to person.

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## Will YOU stepp up to serve your chapter?

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*Submitted by Sharon Kelsey and Linda Gilmore, CPS*

What does it take to start a chapter in IAAP? People – interested, passionate, participating people. Any new chapter needs 15 members to charter. Our South Suburban Chapter IAAP had people like that when we chartered 14 years ago.

What does it take to maintain a chapter in IAAP? Basically the same thing. It takes people. People who are interested, passionate, and participating. At the bare minimum a chapter is required to have a president and a treasurer. This is stipulated in the IAAP Policy Manual. When those two offices are empty, the chapter is subject to disbandment.



OK. Now you may be thinking "What's the big deal? We have a president-elect and a treasurer-elect. That means we are set for 2011–2012." Really? What makes me think the incoming president and treasurer want to take on their positions if they don't have a president-elect, vice-president, secretary, and treasurer-elect to share the responsibilities of our chapter board? Even if they are willing, what about 2012–2013? Without a 2011–2012 president-elect or treasurer-elect, there are no incoming officers. There's no "on the job training" for the president-elect or treasurer-elect. This puts the chapter on a downward spiral.

The nominations committee hasn't received any applications to run for office. Your chapter needs you to step forward and share yourself. We need you to decide which office you are going to run for. If you haven't done that, what's your excuse?

The excuses are numerous. Some of the excuses are: I'm a newer member. I don't have enough experience. I'm not qualified. There are others who are more qualified. I don't want to make any mistakes.

The reasons to serve are also numerous. Some of the reasons are: I will learn more about how a business meeting is run. I'll increase my confidence in being in front of a group. I'll improve my leadership skills. I'll be an integral part of the proposals and decisions made for my chapter.

Do you like what the South Suburban Chapter of IAAP provides? If so, get past your excuses. Find your reason to serve as an officer and keep your chapter running.

Fill out the application to run for office and submit it right now.

I would rather be celebrating the 15<sup>th</sup> anniversary of the South Suburban Chapter in January 2012 than planning to disband and say good-bye to our chapter and chapter members. What about you?

Contact Sharon Kelsey – shari@rarehome.com – 952.891.3452  
Linda Gilmore – no1gramma@comcast.net – 612.306.6021

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## Bouncing Back from an Interview Mistake

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*Submitted by OfficeTeam*

You're sitting in front of a hiring manager, interviewing for a job you would love to have. So far, the discussion has gone smoothly. The initial nervousness you felt at the outset has been replaced with growing confidence.

Then the interviewer asks, "How do you see yourself contributing to our company's goals?"

You freeze and realize that you somehow failed to conduct sufficient research about the company. Of course you know in general what kind of products the firm makes. But you have no idea what the interviewer might mean by "goals," much less how the position you're interviewing for relates to them.

If misery loves company, you can take some comfort in the fact that you're not alone. According to a survey of executives we conducted recently, nearly one-third (32 percent) said candidates are more likely to slip up during the interview than at any other time in the application process. Moreover, one of the most common mistakes interviewees make is failing to display knowledge about the company or position.

Interview mistakes, while uncomfortable, are not necessarily fatal. The following tips may help you recover from an interview faux pas and regain your stride.

- **Take a few seconds to compose yourself.** Don't allow panic to overwhelm you. Your ability to keep your composure might impress the interviewer.
- **Buy some time.** It's all right to ask the interviewer to clarify a question, provide a little more detail or give an example that illustrates the point.
- **Be concise.** If you're asked a question you're unsure about, your first instinct may be to talk a lot to cover your lack of knowledge. It's better to be brief and convey just one well-stated idea than to ramble on without focus.
- **Let it go.** Once you've gotten past the mistake, don't dwell on it. Concentrate on putting your best self forward for the remainder of the interview.
- **Follow up.** Send a thank-you note after the interview. It's another opportunity to clarify your responses and make your case to be hired.

*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](http://www.officeteam.com).*

**OFFICETEAM**<sup>®</sup>  
Specialized Administrative Staffing

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## Member of Excellence

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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.*

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## Chapter of Excellence

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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.*

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## 2010-2011 SSC Chapter Officers

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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!

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## 2010-2011 Committees

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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

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### Happy Birthday!

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

Marcia Beltz	March 9
Michelle Prosch	March 11
Teresa Dambowy CPS, CFM	March 25

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### Happy IAAP Anniversary!

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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.

Linda Gilmore CPS	16 years
Terri Jones CPS/CAP	16 years
Teresa Dambowy CPS, CFM	12 years
Sharon Bright	9 years
Robbie Groth	4 years

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

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### Don't Forget Your Online Resources!

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IAAP Headquarters [www.iaap-hq.org](http://www.iaap-hq.org)

MN-ND-SD Division website [www.iaap-mnndsd-division.org](http://www.iaap-mnndsd-division.org)

And don't forget us at South Suburban IAAP  
[www.southsuburbaniaap.org](http://www.southsuburbaniaap.org)

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### Upcoming Events 2010-2011

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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 best friend is like a four  
leaf clover: hard to find and  
lucky to have.**

**~Author Unknown**



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### Newsletter Article Deadline

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Please contact Linda Plaisance at [linda.l.plaisance@hotmail.com](mailto:linda.l.plaisance@hotmail.com) with your newsletter ideas and articles.

The deadline for the March issue is:  
**Friday, April 9, 2010.**



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.