



# The Southern Edge



The Monthly Newsletter of the South Suburban Chapter of IAAP

May 2011

## Annual Meeting and Election of Officers

Tuesday, May 24, 2011

Please join us for our annual meeting. This is the meeting where we elect our officers for next year. We also have proposed bylaws amendments to vote on. This is a very important meeting for our chapter, and we must have a quorum.

Officer candidates for the South Suburban Chapter 2011-2012 year:

President:	Gayle Quedens, CAP (Automatic Succession)
President-Elect:	Melissa Thomas, CPS/CAP
Vice President:	Candy Retka
Secretary:	Open
Treasurer:	Robbie Groth (Automatic Succession)
Treasurer-Elect:	Open

*This is your chapter and its future depends on YOU!*



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, May 20, 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	<i>AMAZING! The Power of Personal Transformation for a Happier &amp; Long-Lasting Career</i> (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.*

*Titles come from above.  
Leaders come from below.  
~Lou Holtz*

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## A Letter from your President

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

Spring is in the air. The birds are singing, the grass is green and the flowers are blooming. I can't believe there are only two more months of the 2010 – 2011 year. This year has gone by so fast.



As I look forward to next year, with the leadership of Gayle Quedens, CAP, I know it will be in capable hands. But she needs help on the board and at the committee level. No one can run a chapter on their own. As far as I know, we still need people to step up to be Secretary and Treasurer-Elect. I would not be able to run the chapter this year if it wasn't for my board members and committee chairs. Also, we need new people to take charge, to get fresh ideas, so the seasoned member's don't get burned out.

I am very appreciative of the people who stepped up and kept this chapter going this year. I couldn't have been a very good president without them. I know it is a scary step to be in a leadership position, but it is rewarding to be a part of the chapter and to learn what the chapter is all about. So please consider being a part of the chapter, going out of your comfort zone and taking a risk. You will never know what you're capable of if you don't try.

Like I've mentioned before, I never thought I would be president of the chapter, but just by taking baby steps in a committee and then being a board member and working my way up, has been a learning process and has made me more confident and have I have definitely grown as a leader, where I can use that in other areas of my life.

We will be voting in our 2011 – 2012 officers at our May Annual Meeting and look forward to seeing all of you there. Please help make 2011 – 2012 a successful year.



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## The Trust – Retirement Trust Foundation (RTF)

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### April Showers Bring May Flowers

With the coming of spring, our thoughts turn to new growth. What a great time to plant seeds of hope for our fellow admins and let your contributions bloom in the HSAN garden!



- Q.** Who qualifies for the Housing Subsidy for Admins in Need (HSAN) Program?
- A.** Financial assistance is available for housing to administrative professionals, age 55 and older, who are in need and meet stipulations in accordance with the IRS requirements. Monthly payments are paid directly to the housing facility.
- Q.** Do I have to be a current or former member of IAAP to receive financial assistance?
- A.** No. However preference will be given to IAAP members, former IAAP members and retired administrative professions, in this order, but anyone is welcome to request assistance.
- Q.** Can you live at Vista Grande and apply for financial assistance?
- A.** Residents at Vista Grande may apply for assistance through our HSAN Program.
- Q.** How do I apply?
- A.** All requests for financial assistance are mailed to the controller at IAAP headquarters. The controller will compile the information, assign a number to the application and forward to the board of trustees for approval/disapproval. IAAP headquarters notifies applicants of the decision.
- Q.** If I'm accepted, do I need to reapply each year?
- A.** Yes. Financial assistance needs must be assessed each year.
- Q.** Do you have to be a current IAAP member on your retirement date to qualify for benefits?
- A.** No, but you will lose your number one preference status and move to the secondary level.

**The deadlines to apply for housing assistance are May 15 and November 15.**

Please help us get the word out so the RTF can help more admins participate in the program.

**Admin to admin – we're helping our own!**

#### How to Donate

Participate in your chapter's or division's RTF fundraising projects; send your donation to IAAP headquarters, accompanied by the donation form (download from the RTF website); or donate online [www.iaap-rtf.org](http://www.iaap-rtf.org) using a credit card. Click on the *Donate* tab and select *Contribute online*. It's as easy as that!



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## Are You Looking for a Mentor? Introducing *Career Connections*

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Our newly launched mentoring program is your perfect opportunity to connect.

- Would you like to learn more about IAAP and your chapter?
- Do you have specific questions about your current/future position?
- Are you looking for ideas for career development?
- What skills are really needed for expertise in your field?



IAAP's MN-ND-SD Division is comprised of 17 chapters and almost 600 members. We have a large pool of administrative professionals to draw from, and we'll do our best to match you with an appropriate mentor on a local or division level.

Our focus is to ensure each of our members is provided with the resources they need to enhance the success of their career. A pairing with a seasoned member offers an opportunity for insight and development of your career goals.

For additional information go to the Mentoring Tab at: [www.iaap-mnndsd-division.org](http://www.iaap-mnndsd-division.org)

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## Clear the Clutter, Enhance Your Image

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The desks of many administrative professionals seem to be magnets for clutter. Particularly if you're stationed in a central location, your desk can become the drop-off point for incoming mail, outgoing packages, office supplies and all manner of paperwork. On top of all that, there are your own stacks of work to be done, papers to file, invoices to process and documents to distribute.

But cleanliness should be a priority for administrative professionals who are concerned about their professional image. In a survey by OfficeTeam, 83 percent of respondents said the appearance of an employee's workspace at least somewhat affects their perception of that person's professionalism. In addition, a messy desk can become a time sink as you spend precious time looking for missing items.

If your desk has become a disaster area, now is the time to clear out the mess and get organized. Here are some tips for getting — and staying — clutter-free.

- **Get a fresh perspective.** Sit in your visitor chair for a view of what others see when entering your cubicle or office. This will help you develop a clean-up plan and prioritize what to do.
- **Pare down.** Keep only the materials needed for your current project on your desk, and clear these items after the assignment is completed. Store supplies you need in drawers or file cabinets close at hand, and move things that are used less frequently into storage.
- **Go paperless.** Print documents only when necessary. Electronic calendars, task lists or email alerts can help you remember deadlines, appointments and meetings.
- **Cut back on knickknacks.** If your desk is crowded with photos, promotional items and other objects, start with a clean slate. Choose just two or three framed photos to display, put staplers and similar equipment in desk drawers and get rid of all those stress balls and pen cups.
- **Practice daily maintenance.** Once you've cleaned and organized your desk, keep it that way with regular "spot cleanings." By spending just 10 minutes every day tidying your workspace, you'll prevent clutter from accumulating and getting out of hand.

*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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## The Uncivil Workplace

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Susan Fenner PhD  
IAAP Staff



Recently, politics have hit an all-time low. There's been a lot of slugging below the belt, name calling, and in general, incivility and unprecedented rudeness. Well, it appears that the Senate Chamber (USA) isn't the only place that is exhibiting childish and hurtful behavior. We're also getting plenty in the workplace. Coworkers scream at each other, bosses throw tantrums and objects at employees, customers rant and rave and rile help desks, e-mail messages BITE (yes, I meant the caps). What's the deal? Why are people less in control of their emotions and more willing to display behaviors in the office that their moms would have spanked them for at home? Here are some underlying causes.

- Society in general has gone low-brow. From fast food to "dress" jeans to UGGs as a fashion statement, today's world would make Auntie Jane turn over in her grave.
- The workplace has become less formal. Casual dress, first-name-basis, a flattened organizational chart, all lead to a more relaxed and less-restrained office.
- The Millennials have been taught that they are equal to any and all authority figures ("What's that?" they say). We're one big dysfunctional family where everyone has a vote and an opinion.
- We're all stressed up and nowhere to go. Most of us are doing the jobs of several people (who were downsized earlier), with a quicker turnaround time and more accountability. Is it any wonder we're constantly on edge?
- Like Tyson chickens, we're jammed in together and bombarded with stimuli. Cubes have replaced offices (great way to save money, as the story goes), iPhones reggae each new call, e-mail are heralded by an annoying ping, cell phone conversations are broadcast throughout the office, yells over a modular wall have replaced the intercom.
- Multi-tasking is de rigueur. We work in increments of mere minutes before we're distracted, interrupted, and/or sidetracked.
- There's little or no consequence for bad behavior. Behaving poorly has become accepted and is in fact ratcheting up and getting more outrageous.

So, what can you do to bring a bit of civility back into your workspace? Here are a few tips.

1. Be the penultimate professional. Become the role model for appropriate behavior.
2. Don't reply in kind. Refuse to engage in rude and discourteous behavior, no matter how your coworkers act. As things escalate, call for a time out until tempers cool; remain the voice of reason through deep breathing exercises and counting to ten before you react.
3. Ignore bad behavior and reward good behavior. Whatever you give attention to will be repeated. Make sure it's what you want to see happen in the future.
4. Share information on developing positive attitudes, using effective conflict resolution skills, building a cohesive work team. *OfficePro* and the IAAP web communities are good resources. Give others the skills they need to better handle troublesome situations.
5. De-stress the work environment. Identify the trip wires and defuse them before an explosion happens.
6. Realize that the 2011 and beyond workplace requires collaborative outcomes and that burning bridges won't spark a future career.

It isn't fun or productive to work in an uncivil environment. Understand the causes and be proactive in addressing them. We're all tiring of oafish behavior. It's time to cross the aisle, join hands, and sing in unison. If the politicians can give it a try, surely we can too!

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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:

Sharon Bright	May 6
Sharon Kelsey	May 6
Irene Moe, CPS	May 6
LeAnn Marshall	May 24

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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.



Irene Moe, CPS	14 years
Ruth Ann Deeg	11 years
Marcia Beltz	9 years
Sharon Kelsey	8 years
Patricia Radke	7 years
Alison Fuller, CPS	2 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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May 17	SSC Board Meeting
May 20-22	2011 MN-ND-SD Division Annual Meeting The Lodge at Brainerd Lakes, Baxter, MN
<b>May 24</b>	<b>SSC Annual Meeting</b>
June 21	SSC Board Meeting
<b>June 28</b>	<b>SSC Chapter Meeting</b>
July 24-28	IAAP-EFAM, Montreal, Quebec



Gayle Quedens, CAP, and guest speaker, Robyne Robinson, at the April chapter meeting.

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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 May issue is:  
**Friday, June 3, 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.