



The Southern Edge



A monthly publication to keep the South Suburban Chapter members Informed of chapter activities, events, association news, career development resources, and professional trends

September 2011

The Business Case for Trust September 27, 2011

Please join us for this month's Chapter Meeting where Deb Taft, Director of Implementation of Surescripts LLC, will present *The Business Case for Trust*.

Deb Taft has over 25 years experience in clinical operations, systems implementation and change management within the healthcare industry. She is:

- An operational leader with interests in adoption and optimization of information technology
- Experienced in change management and workflow methodologies
- A highly effective communicator
- Dedicated to bringing outstanding customer service and creative problem solving to daily interactions

For September's program, Deb will focus on *The Business Case for Trust*. She has been leading this effort at Surescripts for the past nine months. Her research will provide us with:

- The Surescripts Story
 - A fast growing, high performing company with a technology division concerned about trust – why?
- The Speed of Trust
 - What is the *speed* of trust?
 - The business case
- Trust defined
 - Tools for application



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, September 23, 2011**, to Candy Retka at cretka@frontiernet.net or (fax) 952.469.4634.

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President's Message – September 2011

Submitted by Gayle Quedens CAP
2011-2012 South Suburban Chapter President

It's fall and the air is crisp. Kids are standing at the bus stops, and we're planning what we will be for Halloween. It is hard to believe that it's September and when the rubber meets the road of our IAAP year as summer has ended. I'm looking forward to our first Chapter meeting and our speaker, Deb Taft, Director of Implementation, at Surescripts LLC with her presentation ***The Business Case for Trust***.



Recently I attended a Mentoring training class at work and one of the first topics that the presenter mentioned was trust. He said that there are two types of people the ***Untillers*** and the ***Iffers***. The ***Untillers*** trust people right up front until something happens to make them question that trust. The ***Iffers*** don't trust anyone until they meet certain criteria and have earned trust. If the person in question does this or that on a consistent basis, then they will let the person into their circle of trust. All of this ultimately makes you think about what environment is easier for you to work in than others. It also made me realize that not everyone is an ***Iffer***; and that although I am all about trusting people at face value, there are other people who don't trust at all up front and make you sometimes work very hard to earn it. That can be a tough pill to swallow for an ***Iffer***. But I believe that knowledge is power and knowing that people may come from a different place when it comes to trust does indeed help in understanding why there may be hesitancy to let go of a project or duty. It's not because we tend to be control freaks – although sometimes as administrative professionals we may be – but rather that there needs to be a level of trust built in order to make the letting go just that much easier.

I believe it is important to understand how things work with regard to trust in working relationships and in relationships outside of work as well where you need to work as a team – say IAAP for example. Knowing and trusting the people you work with on your team to put forth 100% and produce an excellent product or service to the best of their abilities is what is required to make businesses reach high levels of success and for our chapter to make the leap to remarkable. I am enjoying seeing everyone on our leadership team step up and give their all to our chapter and support our efforts so far in the early months of our year. We will be firming up all of our goals and objectives with an action plan at the upcoming summit and will report to the chapter to get everyone's buy-in, support and abundant energy around our initiatives for this year. I am excited about what we hope to accomplish and am already enjoying the start of our journey in making the leap to remarkable happen for our chapter this year!

Congratulations to our 2010-2011 Members of Excellence!



2010-2011

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

Congratulations on your
achievement!

Submitted by Babs Moses

- 2** Send (bl.moses@mappcor.org) your tips and tricks, ask questions, and answer them and we will learn from each other. When I read the newsletter, I find if I send my information right away, I actually get it done! Does that count as a tip?

The best thing I've ever encountered is to shoot another admin an email if I get stuck. I've had help in Word, Excel, PowerPoint, and Adobe. It's great to share with someone who can give you a different perspective. It can't hurt to try it. If you are willing to help another admin, send me your contact information.

Microsoft Word 2007 (I don't have Word 10 so I can't help with that.)

Use Your Keyboard Shortcuts.

I think those of us who first learned word-processing in DOS, actually have it easier than those who didn't. In DOS, everything was done by keyboard commands. If you don't move your hands off the keyboard, you can save time. Here are a few that seem simple but really save time. Send me your favorites!

^ (Control) Q – Removes formatting.

^ T – creates a hanging indent. Keep doing ^T to have the indent keep increasing. If you change your mind, use **^Shift T** to reduce the indent. Or **^Z** will undo it.

^ A – Select All (This is a great way to change the font in a document from someone else. Or you can change the "normal" style.)

^ F7 – Spell check.

^ Shift F7 – Thesaurus

Microsoft Outlook 2007

Use Your Tasks.

I use my tasks all the time. I put reoccurring task that I don't need to do often: year-end clean-up items (e.g. remind the guys to save any files on their personal computer to the corporate drive), reminders I need to give my boss (prepare the annual report), and clean the lunch room refrigerator (Yck) !

You can send tasks to other people and track their progress. I like it when I am sent a task. Otherwise, if I get an email with a job to do, I'll pull the email into the Task Folder, set the date and time for a reminder, and know that my poor, old, tired brain won't lose the job!

Computer Helps

Don't forget to use Disk Defragmenter on your computer on a regular basis. You can find it here: Start Button (bottom left of screen) Control Panel\All Control Panel Items\Performance Information and Tools\Advanced Tools.

Icky Grammar Thingys

1. I recently took a grammar refresher and realized that I don't use complete sentences. I believe it comes from using "shorthand" in quick email messages. Or, it could just be Babsylonian.
2. **Complete Sentences:** Remember each complete sentence must have a subject and a predicate. The subject tells what your sentence is about while the predicate tells about the subject. An example would be "Babs (subject) can't spell (predicate)."

Get the Southern Edge (continued)

HELP! (Send your answers or questions to Babs.)

Soliciting Help with Macros.

This is my personal nemesis. I used to use macros all the time in DOS programs. I cannot, for the life of me, figure out how to do macros for commonly used phrases or paragraphs. Can anyone out there help me? If I had a sample format that I could use change for each new entry, I'd come and bow down low to you at the next Chapter meeting!

Questions on Forms (I'm still looking for answers)

1. How do you make a Word form that allows a mouse click to choose an option (yes or no) but does not allow the user to modify the document? How to do the same thing in Adobe Acrobat when you make a PDF file?
2. How to have a form document (in Word or Adobe) automatically return to a person when it is completed?

Here's a free newsletter (you need to read below her blog to get hints):

http://www.carolscorneroffice.com/free_home.html

Send your questions, answers, comments, and tips to Babs Moses at bl.moses@mappcor.org.

Fundraising Committee

Submitted by Michelle Prosch

The Fundraising Committee is getting ready for the Holiday Plant Fundraiser. Be looking for the information in the weekly communication, and we will have forms and information for you to pick up at the September chapter meeting.

The orders will be due back to Michelle Prosch by the October Chapter meeting on October 25, 2011. You can also mail your orders to Michelle Prosch at 1112 E. Travelers Trail, Burnsville, MN 55337.

It would be great to have everyone participate in selling at least one plant, either for yourself or someone else. This is one of two major fundraisers to keep our chapter going. We've had great success in the past and look forward to another successful fundraiser. Thank you for your participation.



MN-ND-SD Division Mentoring Program

September brings a fresh start to the year. Kids are back to school, your summer tan is fading and you need to get back in the swing of things. How about doing something for yourself, and focusing on your career development?

Career Connections 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?



Not sure if this is right for you? Here's a quote from a past mentee:

"The mentorship has been very beneficial to me in getting that initial contact into the St. Paul Chapter, being introduced at the St. Paul Chapter to the members, and understanding more about IAAP, the Division, and the chapters. Having that link is extremely important. I can see this mentorship program becoming a great asset to those that are newly IAAP members or newly IAAP certified to help them understand the roles of the Chapters, Division, and so forth and to get them more involved in their local chapter." --Jacqolyn K. Burke, CPS/CAP

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. IAAP's MN-ND-SD Division is comprised of 16 chapters and 550 members.

To find out more about our division's mentoring program, go to www.iaap-mnndsd-division.org and check out the Mentoring page.

2011-2012 Programs

The Program Committee is finalizing our programs for 2011-2012. Please check back for details.

2011-2012 SSC Chapter Officers



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!



2011-2012 Committees

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

Bylaws & Standing Rules

Chair: LeAnn Marshall
Members: Sharon Kelsey

Certification

Chair: Sharon Kelsey
Members: Cathy Allen
Babs Moses

Employment

Chair: Dorene Perkins Monn
Members: **Your Name Here!**

Historian

Chair: Roberta Zylla
Members: **Your Name Here!**

Hospitality

Chair: Candy Retka
Members: Ruth Ann Deeg
Babs Moses
Hallie Warren, CPS
Linda Wittmann, CAP

Membership

Chair: Alison Fuller, CPS
Members: **Your Name Here!**

Newsletter

Chair: Linda Plaisance, CPS/CAP
Members: Babs Moses

Nominations

Chair: Michelle Prosch
Members: LeAnn Marshall
Dee Moy

Program

Chair: Marcia Beltz
Members: Babs Moses

Fundraising (Ways & Means)

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

Chapter Website

Chair: Ruth Ann Deeg
Members: Sharon Kelsey

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.

Happy Birthday!



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

Alison Fuller CPS	September 6
Barbara (Babs) Moses	September 18
Deb Sabo	September 25
Lori Larson CPS/CAP	September 28
Catherine (Cathy) Allen	September 30

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.



Cyndi Stepka CPS	15 years
Michelle Prosch	8 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 2011-2012

September 20	SSC Board Meeting
September 24	SSC IAAP Summit, Izatys Resort in Onamia, MN
September 27	SSC Chapter Meeting
October 9-12	IAAP Fall Conference, San Diego, CA
October 14-16	MN-ND-SD Division Fall Educational Conference, Alexandria, MN
October 18	SSC Board Meeting
October 25	SSC Chapter Meeting
November 15	SSC Board Meeting
November 22	SSC Chapter Meeting
December 20	SSC Board Meeting
December 1	MLC Holiday Party
January 17, 2012	SSC Board Meeting
January 24	SSC Chapter Meeting
February 21	SSC Board Meeting
February 28	SSC Chapter Meeting
March 4-7	IAAP Spring Conference, Las Vegas, NV
March 20	SSC Board Meeting
March 27	SSC Chapter Meeting
April 12	SSC Chapter Meeting – combined APW
April 17	SSC Board Meeting
April 22-28	Administrative Professionals Week
May 15	SSC Board Meeting
May 18-20	MN-ND-SD Division Annual Meeting & Spring Professional Conference, Roseville, MN
May 22	SSC Annual Meeting
June 19	SSC Board Meeting
June 26	SSC Chapter Meeting
July 22-25	International Educational Forum and Annual Meeting, Grapevine, TX

Newsletter Article Deadline

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

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



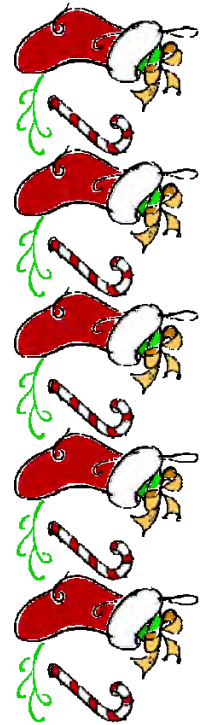
Please note: If articles or sections of articles are copied from other sources (including material from other IAAP websites), you must get permission in writing and send the documentation to the newsletter editor before it can be printed in our newsletter.

*The North Suburban Chapter
invites you to attend the*



**Entertainment
provided by
GL Berg
Entertainment**

MLC Holiday Party



On December 1, 2011

From 5:30 – 8:00 p.m.

Bring a Christmas
Ornament to
exchange!

Cost: TBD

At the

**Crowne Plaza Minneapolis North
2200 Freeway Boulevard
Minneapolis, MN 55430**



If your chapter is interested in renting a table for fundraising, please contact Nena Andor-Wuollet, CPS/CAP at Allina, 2925 Chicago Avenue, MR 10805, Minneapolis, MN 55407.

**For our community service project, please bring
an unwrapped gift for senior residents at
Maranatha Care Center, Brooklyn Center. NSC
will deliver wrapped gifts to the residents.**



Registration through December 8, 2011

Please send check to:

*Nena Andor-Wuollet, CPS/CAP, Allina Health System
2925 Chicago Avenue, MR 10805, Minneapolis, MN 55407*

Member of Excellence

Revised, to take effect for 2011-2012 IAAP Year

Beginning July 2011, the wording of criterion 6 has changed, waiving the mandatory requirement for new members who joined in the current fiscal year. The criterion is still mandatory for renewing members.

Revisions and clarifications to the 2010-2011 criteria are identified by bold/underlined text.

IAAP Headquarters Membership Department reserves the right to request original documentation of criteria earned.

Revised Criteria as of July 1, 2011

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

Chapter of Excellence

Revised, to take effect for 2011-2012 IAAP Year

Note that beginning in July 2011, all of the 8, newly revised, Chapter of Excellence Criteria are mandatory and must be earned to become a Chapter of Excellence.

IAAP Headquarters Membership Department reserves the right to request original documentation of criteria earned.

All forms and information submitted must be received by the specified deadlines.

Revised Criteria as of July 1, 2011

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 include one of the following two options: a \$100 IAAP gift certificate or \$150 credit toward subscription to the IAAP Web Community.

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