



# The Southern Edge



The Monthly Newsletter of the South Suburban Chapter of IAAP

April 2010

## South Suburban Chapter Meeting Program Tuesday, April 27, 2010

### Weathering the Storm: Managing Difficult Times

Presented by Erin O'Hara Meyer, PHR

Although there are glimmers of hope, current economic conditions are impacting everyone. Whether we are employed or not, it's hard to stay optimistic when circumstances are uncertain and the future unknown. The good news is, the bad times don't last forever and organizations need your strengths and skills now more than ever.

#### Session Objectives:

- Identifying the consequences and emotions of change and uncertainty.
- Understanding and transitioning through three phases of adversity.
- Difficult times require forward-focused and solution-oriented actions. Proactively develop a plan to support your success during challenging times.

Erin O'Hara Meyer, PHR, believes that leadership is required at all levels of the organization for a business to be its best. For over 20 years Erin performed "hands-on" administrative responsibilities, managed administrative teams, and led human resource initiatives culminating in award-winning professional development plans for support employees. Erin graduated from Bay State College in Boston, receiving an Associate's Degree in Secretarial Science and received her Professional Human Resources Certification in 1998.

With a unique understanding of "both sides of the desk," Erin formed her own training and consulting business, Administrative Excellence, Inc., in 2003 and now focuses on the vital partnership between staff and management in meeting business goals and objectives.

Since founding Administrative Excellence in 2003, Erin has shared her strategies for achievement with office professionals in the United States, Canada, Africa, Asia, and the Middle East.

Erin's first book, *Administrative Excellence: Revolutionizing Our Value in the Workplace*, has been declared, "right on time to establish a mindset for all administrative professionals interested in career growth and development."

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#### 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 (Members)**  
**\$15.00 (Non-Members)**

RSVP by **NOON, Friday, April 23 2010**, to Candy Retka at 952.469.4633, [cretka@frontiernet.net](mailto:cretka@frontiernet.net) or (fax) 952.469.4634.

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## 2009-2010 Programs

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*Programs subject to change.*

The following is the schedule of South Suburban Chapter Meeting Programs for 2009-2010. Please mark your calendars with these meeting dates and watch each month for the meeting details and RSVP email.

September 22	<i>Stretching our Public Speaking Comfort Zones</i> (Dan Julson, Toastmasters)
October 27	<i>Living Your Extraordinary Life</i> (Laura Erdman-Luntz, Life Coach)
November 24	<i>Cool New Software</i> (James Rivord)
December 8	SSC Holiday Gathering
December 10	Metro Lakes Council Get-Together
January 26	<i>Taking the WORK Out of Networking</i> (Pete Machalek)
February 23	<i>How to Avoid Verbal Vomit</i> (Maureen Steinwall, Ph.D.)
March 23	<b><i>YOU are the Brand for Your Company</i></b> (Dan Day)
April 27	<i>Weathering the Storm: Managing Difficult Times</i> (Erin O'Hara Meyer PHR)
May 25	Annual Meeting
June 22	<i>100 Ideas for Better Organization</i> (Smead Representative)

*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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## Administrative Professionals Day and The Power of Commitment

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*Submitted by Sharon Kelsey  
South Suburban Chapter President*

Administrative Professionals come in all shapes, sizes, and ages. There are dozens of titles for our positions. Whether the title is administrative assistant, administrative secretary, executive assistant, senior administrative assistant, office manager or some other title, we are committed to excellence in our work. That commitment frequently makes us the behind the scenes power for those in the spotlight of power in a company.

I see Administrative Professionals Day (and Week) as more than a time to be honored by others such as our employer. It is a time to honor our profession and ourselves. We can take pride in our skills, dedication to improving our skills, and the high quality we provide to our profession. We look back and celebrate how we have changed when the world has changed. We look at where we are now and how we can make it a better place. We look to the future and are inspired with ideas for change that will make a positive difference.

When I think about recognition of administrative professionals, I often think of my husband's aunt, Audrey. She is a good example of professional excellence and commitment. Aunt Audrey was a secretary before the title was professional secretary and long before there was a Professional Secretaries Day. She spent a large portion of her career with a major accounting firm and was well known and respected for her accuracy.

Aunt Audrey is also a good example of adapting to change. She changed to meet numerous changes during the timeline of her career, including starting with a manual typewriter and ending with a Wang word processor.

As we all know, we don't always meet a change with immediate enthusiasm and Aunt Audrey was no exception. When the Wang word processor was provided to her, she immediately knew she didn't need it. However, the equipment remained so she could "just try it for a week." As many of us have also experienced, a week can make a huge difference in our viewpoint. Aunt Audrey ended up liking the Wang word processor so much she had one in her home after she retired. During her retirement the world continued to change and even into her eighties, Aunt Audrey changed with it. Twenty years ago it wasn't common for a retired administrative professional over the age of eighty to have a computer in their home. But when her Wang "died," she acquired a computer, learned the basics, and learned to use word processing software.

Take a moment this month to pat yourself on the back for being another example of commitment to yourself and your profession. Think about the changes you have made, make each day, and will make in the future to match your actions to your commitment. Celebrate your power and the Power of Commitment.

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## How to Survive Workplace Re-entry

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*Submitted by OfficeTeam*

Starting a new job can be exciting, but it also can be nerve-racking, disorienting and confusing, especially when it comes to fitting in with your colleagues. In a recent survey conducted by OfficeTeam, nearly one-third of workers interviewed said acclimating to a different corporate culture poses the greatest challenge

You can make your transition smoother by learning as much as possible about your firm's culture before your first day. Asking questions of the hiring manager and connecting with current or former employees can help you understand the work environment, dress code and general policies.

Here are some tips for easing your way back into the workplace:

- **Attack tech terror head-on.** Intimidated by the amount of technical change that has taken place since you last touched a keyboard? Determine which software applications and other technology you will use on the job, then consider training courses to help you refresh your skills or learn new aspects of the programs. Great low-cost tutorials are often available online.
- **Switch gears in advance.** If you have been used to life without a commute and 8 a.m. calls, start getting acclimated to your new schedule. Begin at least a week in advance so you're comfortable with the routine by your first day.
- **Make new friends.** Introduce yourself to others on your team immediately. Coworkers can be the best resource for getting to know the ins-and-outs of your new employer. To break the ice, invite new colleagues to join you for lunch or coffee.
- **Keep your eyes open.** Pay close attention to how your new coworkers act in the workplace. Office culture is governed by many unwritten rules, and certain aspects — such as how people prefer to communicate — can only be learned through observation.
- **Be confident.** While it can take some time to feel comfortable in your new environment, try to project confidence in everything you do. Remember, you were hired for your experience and qualifications. If you believe in yourself, others will, too.

*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).*

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## Incentive Award Recipients

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*Submitted by Teresa Dambowy CPS, CFM  
IAAP South Suburban Incentive Award Committee  
Chair*

I am pleased to announce that Candy Retka has received the 2010 MN-ND-SD Division Attendance Incentive Award. This award will cover Candy's registration and lodging expenses (up to \$250.00) to attend the division annual meeting to be held in Bloomington, MN May 21 – 23, 2010.

Originally, Candy was selected to receive the South Suburban Chapter Incentive Award to cover \$125.00 of the registration fee. Therefore, the Incentive Committee and Board reviewed the other applications and selected a new recipient. It is my pleasure to announce that Dee Moy was selected to receive the Chapter award.

Candy and Dee, enjoy your time at the Division Meeting! Watch for a report from Dee in an upcoming Chapter Newsletter about her experience at the meeting.



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## MN-ND-SD Division Annual Meeting

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The 2010 MN-ND-SD Division Annual Meeting brochure was recently sent out. We are including a copy with this newsletter.

The 2010 Annual Meeting dates are May 21-23, 2010, and it is being hosted by the Southwest Metro Chapter. It will be held at the Holiday Inn & Suites, Three Appletree Square (American Boulevard & 34<sup>th</sup> Avenue South), Bloomington, MN. The deadline for registration is Thursday, April 29, 2010.

Looking forward to seeing you there!

### The Power of Commitment...Get Connected

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## Ways & Means (Fundraiser) Committee Update

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

The Ways & Means Committee will once again have a table filled with items for sale in April. This month we will be featuring items for Mother's Day gifts and Spring, including food items and cards. Be sure to let your guests know they can pick up gifts for their mothers, co-workers, and friends at the April event. Remember – To Shop, Save, Change!



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## How are You doing on your path to becoming a Member of Excellence?

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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. Sign the online Member of Excellence Commitment agreement
3. Actively participate in the IAAP web community forum discussions or submit an article for 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 earn a Microsoft certification
6. Pay membership dues on or before anniversary date
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
9. Attend a minimum of eight 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



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## Plant Fundraiser was a Success!

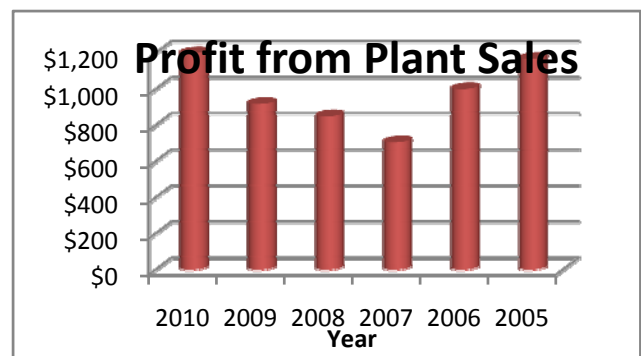
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*Submitted by Deb Sabo and Linda Wittmann CAP, Co-Chairs, Ways and Means Committee*

Thank you to all chapter members who participated in the Gertens' Spring Plant Fundraiser. We had 19 out of 46 members participate (41%) — and we sold a total of \$5,812 in plants and plant cards combined — giving us a net profit of approximately \$1,198. Our sales profit this year surpassed all other previous year sales. The mini Calibrachoa Petunia hanging basket was by far the most popular plant sold — 36 of them!

To compare:

**2010** - \$1,198.00 profit  
**2009** - \$918.00 profit  
**2008** - \$849.00 profit  
**2007** - \$705.00 profit  
**2006** - \$1,000.00 profit  
**2005** - \$1168.00 profit



Again, on behalf of the Ways and Means Committee, thank you for your efforts to make this our best fundraiser to date!

If you can volunteer an hour or two to help with the sorting and tagging when delivery is made on Friday, May 7, please contact Deb at 952.239.7912 or Linda Wittmann at 612.963.4707.

Also remind your customers that the pick-up time has been pushed back to the hours of between 6:00 p.m. and 9:00 p.m. that evening to accommodate Gertens' delivery time as this is their busiest day for delivery before Mother's Day.

*P.S. Watch future newsletters for garden salsa recipes to make using the pepper and tomatoes sold through the fundraiser.*

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## 2009-2010 SSC Chapter Officers

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L-R: Sharon Kelsey, President  
Michelle Prosch, President-Elect  
LeAnn Marshall, Vice President  
Gayle Quedens, Secretary  
Candy Retka, Treasurer  
Melissa Thomas CPS/CAP, Treasurer-Elect

Thank you for stepping up to lead our Chapter!

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## 2009-2010 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, Sharon Kelsey.

### Bylaws & Standing Rules

Chair: LeAnn Marshall  
Members: Lisa Hogan CPS  
Michelle Prosch

### Certification

Chair: Ruth Ann Deeg  
Members: Open

### Employment

Chair: Melissa Thomas CPS/CAP  
Members: Open

### Historian

Chair: Michelle Prosch  
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: Teresa Dambowy CPS CFM  
Members: Open

### Membership

Chair: Robbie Groth  
Members: Open

### Newsletter

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

### Nominations

Chair: Dee Moy  
Members: Karen Brugman CPS  
Lisa Hogan CPS

### Open House

Chair: Erin Duncan CPS/CAP  
Co-Char: Lori Larson CPS/CAP  
Members: Babs Moses  
Gayle Quedens

### Program

Chairs: Gayle Quedens  
Members: Marcia Beltz  
Linda Gilmore CPS  
Dee Moy

### Ways & Means (Fundraising)

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

### Chapter Website

Chair: LuAnn Munger  
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.

Mentors: Linda Wittmann CAP

## Happy Birthday!



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

Amy Champ	April 3
Robbie Groth	April 3
Hallie Warren	April 13

## Happy IAAP Anniversary!

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



Nancy Torell	20 years
Roberta Zylla	19 years
Melissa Thomas CPS/CAP	11 years
Hallie Warren	3 years
Judy Reese	3 years
Robbie Groth	3 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*.

## Don't Forget Your Online Resources!

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.southsuburbانياap.org](http://www.southsuburbانياap.org)

## Upcoming Events

April 20	South Suburban Board Meeting
April 27	<b>South Suburban Chapter Meeting</b>
May 18	South Suburban Board Meeting
May 21-23	MN-ND-SD Division Annual Meeting
May 25	<b>South Suburban Chapter Meeting</b>
June 15	South Suburban Board Meeting
June 22	<b>South Suburban Chapter Meeting</b>
July 18-21	2010 EFAM, Boston, MA



To donate, contact Deb Sabo @ 952.423.1963.

*Thank you for your support of the SSC chapter!*

## Newsletter Article Deadline

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, May 7, 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.

# Celebrate Administrative Professionals Week!

## At the South Suburban Chapter *April Event*



Tuesday, April 27, 2010  
Networking begins at 5:30 pm

The Cedar Room  
at Old Chicago Restaurant  
14998 Glazier Avenue  
Apple Valley, MN 55124



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### Event Features

#### Information/Vendor tables including:

Office Team      Smead  
Dakota County Technical College

#### Pizza and Pasta Buffet Dinner:

featuring a selection of famous Old Chicago pizza,  
two kinds of pasta, plus salad & breadsticks

#### Program: Weathering the Storm—Managing Difficult Times

Presented by Erin O'Hara Meyer, PHR  
(please see attached flyer for more program details)

*Cost is \$20 for members, \$15 for non-members*

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### Special Feature: Clothing Drive Benefiting Dress for Success Twin Cities



Donate gently used, good condition business appropriate clothing - suits, jackets, pants, blouses, skirts, sweaters, shoes, purses and briefcases—especially plus sizes. Dress for Success is a non-profit organization dedicated to promoting the economic independence of disadvantaged women by providing professional attire, a network of support and the career development tools to help women thrive in work and in life. For more information, visit their website: [www.dressforsuccess.org/twincities](http://www.dressforsuccess.org/twincities). They will be accepting donations and have volunteers available to answer questions.



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Seating is limited—please RSVP to:  
Candy Retka at 651-210-8476 or [cretka@frontiernet.net](mailto:cretka@frontiernet.net)

**IAAP—Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development.**

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## **Weathering the Storm: Managing Difficult Times** **Presented by Erin O'Hara Meyer, PHR**

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Understanding and transitioning through three phases of adversity.

Difficult times require forward-focused and solution-oriented actions. Proactively develop a plan to support your success during challenging times.



***Enhancing performance, increasing productivity, elevating professional value, improving teamwork, and strengthening administrative-management relationships.***

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Erin's client list includes companies and organizations such as:

#### National and International Businesses:

J.D. Power and Associates  
The McGraw-Hill Companies  
Lockheed Martin  
International Finance Corp/The World Bank  
The Boeing Company  
Nokia Siemens Networks, NA

State and U.S. Government Offices  
County Government and City Offices  
Federal Divisions and Departments

#### Educational Institutions:

Community and Technical Colleges  
Customized Training and Development  
Online Curriculum

#### Professional Organizations

International Association of Administrative Professionals  
National, Division, Corporate and Local Chapters

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