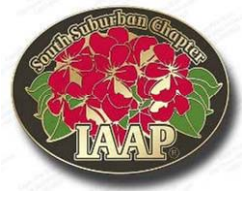




The Southern Edge



The Monthly Newsletter of the South Suburban Chapter of IAAP

August 2010

International Education Forum and Annual Meeting Delegate's Report

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

Education Forum and Annual Meeting in Boston was a wonderful time. Dee Moy, Linda Plaisance and I kept each other on track. We called ourselves the three brains, because if one didn't know where we were going or doing the other one did. ☺



Sunday, we started out with a Business Session hearing about what the International board accomplished this past year. How they've had to cut the budget and get by with less staff at International Headquarters due to the economic recession and getting things back on track with the dues increase. A few updates at the International web-site are that they are adding webinars for new members and on-line podcasts of interviews of the speakers at EFAM and OfficePro will be on-line also. Certification and recertification changes will be coming this year and implemented in November 2011. They are changing the test to a one rating system with areas of specialty, and it will only be a one-part exam to obtain CAP-OM (Office Manager). If you already hold a CPS, it will switch to a CAP; and if you hold a CAP and CPS/CAP, it will switch to CAP-OM. The number of points required to recertify will be lowered to 60 points. We received a hand-out that I sent in my weekly communication, and I'm sure we will get more information throughout the year. Avery and IAAP are excited to announce the Box Tops Challenge. An educational grant of \$2,000 will be awarded to the chapter (less than 40 members) and to the chapter (40 members and over) that collects the most Box Tops coupons. A grant of \$500 will be awarded to the chapter in each group that collects the second largest number of Box Tops coupons. Avery wants to make a difference in children's education. You'll find Box Tops coupons on over 1,000 specially marked Avery products for work and for school. For more information, visit www.Avery.com/btfe.

The evening of welcome was a baseball/sports theme. We received a baseball cap and lunch bag full of goodies. Everyone was dancing and playing games and having a great time.

Monday, I voted on the officers, checked out the Office Expo and then attended the Leadership Luncheon which was called "Put Your Whole Self In! Life and Leadership the Hokey Pokey Way" speaker was Kelly Tyler. She started out and asked us "What do you want people to remember about you at your 95th birthday party?" Is it how much you worked or being there for your friends, family and co-workers? Some of the points were: Be in the moment and be more people focused versus task focused, be in the present, not in the future or the past, and be the best administrative professional and person you can be right now. In the afternoon the business session reconvened we voted on the International by-laws and the Retirement Trust Foundation by-laws. It was quite the workout to stand and sit for all the votes, and all the by-laws passed.



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The 2010-2011 International Board was installed on Tuesday, July 20 (right to left: President Mary Ramsay-Drow, CPS/CAP; President-Elect, Tamra Goodall, CPS/CAP; Vice President Karlena Rannals, CPS/CAP; Secretary Antoinette Smith, CPS/CAP; Treasurer Judith Yannarelli CPS/CAP; Northeast District Director Bianca Constance; Northwest District Director Kristi Rotvold, CPS/CAP; Southwest District Director Dortha Gray, CPS/CAP; Affiliate Representative Leanne Fisher, GradCert Bus, JP; Canada District Director Sharron Buttler, CPS/CAP; Great Lakes District Director Wendy Melby, CPS/CAP; and Southeast District Director Virginia Boyd, CPS/CAP).

Congratulations to Kristi Rotvold of our own MN-ND-SD Division!! She is now our Northwest District Director!!

Tuesday morning we had a dynamic keynote speaker Vernice “FlyGirl” Armour. She shared her life story and how she became a fighter pilot in Iraq. Also she gave us five steps to set up to succeed in your tasks at hand, while also preparing you for success in future missions.



Step One: Create Your Flight Plan.

Determining where you are and where you really want to be.

Step Two: Pre-Flight.

Research the preparation you will need to achieve your goals.

Step Three: Takeoff!

It’s time to move into action. The act of taking the first step (taking off) is a huge milestone!



Step Four: Execute.

It’s time to follow the plan, be flexible and take massive action. Remember massive action creates massive results.

Step Five: Review, Recharge, Re-attack!

Learn as you go and apply lessons learned to future action. Spend time doing things you enjoy as a breather. You will be far more productive rested than you will burned-out! There are only two ways to succeed. The first time or again! Put a stake in the ground take a stand and unleash your breakthrough life. It all starts with you.



The rest of Tuesday was educational workshops. The first educational workshop I went to was a Panel Discussion: Administrative Excellence in Today’s Economy. Some of the topics that were discussed:

1. What are some of the changes in the workplace?
 - a. Basically, having web-base knowledge is key.
2. Define Administrative Excellence?
 - a. Not everything is in your job description.
 - b. Turn everything into opportunities.

3. What can I do to secure my position?
 - a. Be flexible, sacrifice and expand your “box.”
 - b. Look at other job titles and look at other companies and keep your options open.
 - c. Continue to network
 - d. Have a positive personality

4. How to start a job on the right foot and to be seen as an asset?
 - a. Remember that this company wants you here.
 - b. Emulate company culture.
 - c. Shy away from “water-cooler” talk.
 - d. Be a team player.
 - e. Don’t forget why your there – Take a leap of faith, but don’t lose yourself.
 - f. Do more than what you are told.
 - g. Be proactive, know who the key people are in the office.

Tuesday afternoon the second workshop I took was about “Developing A Career Calling Card: Your Professional Portfolio Managing Yourself and Your Career.”

Tuesday evening we had another keynote speaker, Erin Brockovich – “Take It From Me, Life’s A Struggle, But You Can Win.” She talked about her story and how the movie came about, but she had an acronym to share with us.

- R – Realization of your potential.
- A – Assessment of yourself, assess skills, attitude and beliefs.
- M – Motivation is the fuel to keep you going and the trick is rejuvenation.

When you find your own personal RAM – Go For It! Keep moving forward – get up and get going. The greatest reward is self-discovery. You are the hope, light and stepping stone of your future.



Wednesday was another educational workshop day. The three workshops that I took were:

1. “New Meetings and the Admin’s Role in Facilitating Them in Strange and Wonderful Ways.” Basically talked about how to set-up virtual meetings and teleconferences and how to make them run smoothly.
2. “Outlook 2007 Tips and Tricks”
3. “Managing Emotions and Excelling Under Pressure.” This last one was probably the best workshop that I went to, but there is too much information to write in this article.

Wednesday evening was the Final Night Banquet were everyone gets to dress-up and President Mary Ramsay-Drow shared with us her goals for 2010 – 2011 with Passion and Purpose.



The Three Brains as One of Boston

Submitted by Dee Moy

The trip to Boston started off a bit rough, with Michelle letting us know that she had missed the train to the airport, but she was on her way. Michelle arrived with just enough time to spare and by 7:00 AM we were on our way. Boston Here We Come!

We arrived in Boston around 11:00 a.m., found our luggage and then found a cab (we had to go to them and so the walking began.) We went through a couple of verrrrry long underground tunnels with Dee closing her eyes (closter phobic), as Linda and Michelle laughed in the back seat. Our cab driver was nice and gave a bit of history as he drove us to the hotel.

Once at the hotel, we tried to check in, but our room was not ready and so we checked our luggage and Dee ran off to register and find out where the book nook was so she could start to work at noon! Dee gave her banquet ticket to Michelle as she ran by them on their way to register and then find a place to eat, and she was off to work until 5:00 p.m. that evening.

Linda and Michelle got registered, found a place to eat and enjoyed a bit of lunch, before returning to get the room keys and moved the luggage to our room. Then it was off for a bit of fun checking out where things were. Michelle caught up with Dee at 5:00 and showed her where the Hospitality Room was and where Linda was now at work.



We all gathered back together at 8:00 and went to find a place to eat outside the hotel, only to be told that because of several conventions going on, most restaurants were very busy and that we would have an hour wait. We walked back to the hotel and found the restaurant there busy, but we were able to get a table. By this time, we were all very hungry and just wanted anything. We all ordered Panini's with different centers and asked that they be cut into thirds, so we could try each other's style. Because it took so long to get the order in, our waiter offered us salads, but we said we were fine and would wait for our dinners. The waiter then said he would bring us a big bowl of fruit after the meal for being so patient, which we had to all look at each other and then agree to this, thus the beginning of the THREE BRAINS as ONE. Our dinners arrived and we eat them up quickly, as we talked about our schedules and how we would work around them to see some sights and enjoy each other's company. You see, Linda and Dee were volunteers and Michelle was our Delegate and all of our schedules were different. Not once did Linda and Dee work together!



As the week continued and we started to become more tired (from all of the walking, talking, fun, work and classes), we started to depend on each other more and more to remember where we were supposed to be, who was working when, what event was coming up. HMMMM, Who's on first, What's on Second and I don't know is on Third!!!!

As the week went on and it took all of our brains becoming as one to get to where we needed to be, we began to realize that we could not do anything alone, without the help of the other two brains in

order to make sure we were in the right spot at the right time. In order to get around town, it took all of us to look at the maps to see where we were and to figure out which direction to go, so that we would be able to return to the right hotel. To get to a class or a work place, we all had to remember which floor each of us needed to be on and which direction we each had to go in order to get to where we each needed to be. It was becoming a pretty funny sight, as we started to see others becoming one brain also. While trying to ride the underground subway, it took several of us to figure out which train we needed to be on, only to miss a couple of trains and to finally realize we could have taken several.



Then when we got off the train, it was raining and again after much discussion and finding several other EFAM members all in the same situation, it took several partial brains of other groups to put together a full brain and we were able to walk through the skyways back to our hotels without getting wet. It was amazing to see how we were not the only three brained people and that you could intertwine other brains of three to make a whole and have them work to get us where we needed to be and keep us all safe at the same time.

We ended the week, tired and ready to head home. Boston was great, we had a wonderful time and the three brains were ready and willing to head for the airport. We said our goodbyes to a lot of our friends, packed and repacked to make sure all the items from the Office Expo would fit in our suit cases, purses and carry-on bags, grabbed our luggage, and hailed a cab to take us to the airport. We arrived with plenty of time to get through security and waited for our time of departure.

Once home we again collected our luggage and to the waiting car of Dee's husband, Art, to give us all a ride to our final destinations. It was a wonderful trip and we were all glad to be home and looking forward to become a single brain again, but knowing that we would again be ready to become a brain of three when we head out to Montreal for next year's EFAM.

Once home and having a bit of rest under Dee's belt, she came to realize that we were not three brains equaling one, but we were Administrative Professionals using our normal skills working as a group of people, doing what we normally do. We were an Administrative Team who just got the job done.

Thanks for the great memories ladies!

2010-2011 Programs

Programs subject to change.

The following is the tentative schedule of South Suburban Chapter Meeting Programs for 2010-2011. Please mark your calendars with these meeting dates and watch each month for the meeting details and RSVP email.

September 28	<i>LinkedIn</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>It's a New Year – Goal Settings / Performance Review</i> (Claire Edmonson)
February 22	<i>How to Advance Your Career / Informational Interviewing</i> (Facilitator TBD)
March 22	<i>Multi-Cultural</i> (Facilitator from DCTC)
April 26	AMAZING!!
May 24	Annual Meeting
June 28	<i>IAAP Web Tips & Tricks</i> (Facilitator TBD)

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.

Hospitality Committee News

Submitted by Candy Retka, Chair

The Hospitality Committee would like to announce that we have planned our meeting menus and themes for our new chapter year. We hope you will find them fun and delicious! Please be sure to watch for your RSVP forms at the beginning of each month and return them as soon as possible. We need to give attendance numbers to Old Chicago on the Friday prior to our meetings. This also helps the committee better plan for seating and presentation materials.

There are a few other notes that we would like you to be aware of. If you do not want the planned menu item, you have the option of ordering directly from the Old Chicago menu (the meeting cost is still \$20). Or if you need just a "tweak" to the meal, maybe leaving off a vegetable or such, please just note that on your RSVP. Old Chicago is very accommodating when it comes to special requests.

Again this year we will ask you to draw for your table seating. We feel this helps you get to know your fellow chapter members better, especially new members. Networking is one of the many benefits of IAAP!

We always welcome your feedback, so be sure to fill out the survey forms at each meeting. We DO look at those when planning future meetings. We look forward to seeing all of you at our 2010-2011 chapter meetings!

Fundraiser Committee Plans for an Exciting Year Ahead!

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

Autumn is just around the corner. Mother Nature is already giving us glimpses of all the exciting changes she has in store for us over the next few months.

When we return in September, our chapter also will experience changes with new leadership and new ideas for our upcoming year.

The Fundraiser Committee is also gearing up for an exciting and profitable new year ahead. In addition to again hosting the chapter's annual Spring Plant and Poinsettia Fundraisers, we have discussed new ideas for fun, creative items to sell each month. The sale items we introduce will help promote either the chapter theme for the month or promote a seasonal/holiday theme. As always, we will try to keep the selling price to \$5 or under to make it easier for everyone to participate.

So remember...

"To Shop, Save your Change"



P.S. Information regarding the Poinsettia Fundraiser will be distributed and reviewed at our September meeting. Orders and payments will need to be turned in at the October meeting to be able to get them to Gertens in time for delivery of the plants at our November meeting – and for the Thanksgiving holiday.



(by Fundraising Committee)

Items needed for immediate use:

- Large clear smooth jars (*apothecary style*) or large clear smooth vases
- 20 ct. clear mini holiday lights on a string
- Decorative jelly jars with lids
- Large wide mouth canning jars with lids
- Large clear glass candle votive holders
- Chenille bedspread remnants (*any color*)
- Grapevine wreaths – any size
- Single flower vases (white or clear)

Items needed for October & November use:

- Source for Bittersweet Autumn vine w/berries that can be cut (orange Fall berries on a vine)
- Source for cattails, fall grasses or hydrangea flowers that can be cut
- Source for fresh evergreen boughs and red dogwood branches (do you know of someone who would like their evergreen or branches trimmed?)

If you have any of the above items to donate, or have a source as to where to get them either at no charge or a very low cost, please notify Deb Sabo (952.239.7912) or Linda Wittmann, CAP (612.963.4707).

A Good Reference: Worth Its Weight in Gold

Submitted by OfficeTeam

A good resume and in-person interview may put you in the running for that long-awaited position, but a new survey suggests that your references could be the real deal maker — or breaker — when it comes to landing the job. Hiring managers we polled said they remove more than one-fifth of candidates from consideration after speaking to their professional contacts.

To set yourself apart from the competition, assemble a solid group of references who can persuasively communicate your qualifications and professional attributes. Here are some additional tips for creating a reference list that works in your favor:

- **Select carefully.**

Choose people who can discuss your abilities and experience that directly relate to the position you're vying for. Offer a variety of individuals who can speak about different aspects of your professional life. For example, a peer may be able to talk about your collaboration skills, while a past direct report can address your management style.

- **Alert your contacts.**

Always ask potential contacts for permission to include them as references. Be sure to provide them with a copy of your most up-to-date resume and the job description of the position you seek, as well as the name of the person who will likely reach out to them.

- **Think ahead.**

Gather contact information for all your references before you start interviewing with potential employers. Be sure you have their full names, titles, daytime phone numbers and e-mail addresses. Also, a short description of your relationship with each individual can help the person making the reference calls. Consider supplying more references than are requested in case the hiring manager can't get in touch with one of your contacts and needs to move on.

- **Think creatively.**

It is not uncommon for employers to seek out additional contacts by going online or tapping their own networks. Since you never know who a hiring manager might reach out to, you should remain on good terms with your past supervisors and colleagues, if possible. Also be selective about who's in your online network on sites such as LinkedIn.

- **Have an attitude of gratitude.**

Thank those who agree to serve as references, even if they aren't contacted by employers. Keep them updated on your job search and offer to return the favor by providing a recommendation should they need one.

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.

2010-2011 SSC Chapter Officers



L-R: Michelle Prosch, President
Gayle Quedens, President-Elect
Kathleen Erdman, Secretary
Melissa Thomas, CPS/CAP, Treasurer
Robbie Groth, Treasurer-Elect
Alison Fuller, CPS, Vice President

Those leaders who have stepped up to commit themselves to furthering the association truly do have passion and purpose. Thank you for stepping up to lead our Chapter!

2010-2011 Committees

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

Bylaws & Standing Rules

Chair: LeAnn Marshall
Members: Lisa Hogan, CPS

Certification

Chair: Ruth Ann Deeg
Members: Open

Employment

Chair: Melissa Thomas, CPS/CAP
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
Linda Wittmann, CAP

Incentive Award

Chair: Alison Fuller, CPS
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: Sharon Kelsey
Members: Linda Gilmore, CPS
Dee Moy

Program

Co-Chair: Gayle Quedens
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
Dee Moy
Bev Staudinger
Roberta Zylla

Chapter Website

Chair: Ruth Ann Deeg
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. Every member can be available as a mentor to their fellow members.

Mentors: Linda Wittmann, CAP

Happy Birthday!



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

Lisa Hogan, CPS	August 10
Roberta Zylla	August 19
Kathleen Arneson, CPS	August 20
Linda Plaisance, CPS/CAP	August 22

Happy IAAP Anniversary!

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



Candace Koen	2 years
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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 2010-2011

September 21	SSC Board Meeting
September 28	SSC Chapter Meeting
October 15-18	2010 MN-ND-SD Division Fall Conference Sugar Lake Lodge, Grand Rapids, MN
October 19	SSC Board Meeting
October 26	SSC Chapter Meeting
November 16	SSC Board Meeting
November 23	SSC Chapter Meeting
December 2	Metro Lakes Council Annual Holiday Gathering
December 21	SSC Board Meeting
December TBD	SSC Holiday Gathering
January 18, 2011	SSC Board Meeting
January 25	SSC Chapter Meeting
February 15	SSC Board Meeting
February 22	SSC Chapter Meeting
March 15	SSC Board Meeting
March 22	SSC Chapter Meeting
April 19	SSC Board Meeting
April 26	SSC Chapter Meeting
May 17	SSC Board Meeting
May 20-22, 2011	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, 2011	IAAP-EFAM, Montreal, Quebec

Newsletter Article Deadline

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

The deadline for the July issue is:
Friday, September 3, 2010.



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