



# The Southern Edge



The Monthly Newsletter of the South Suburban Chapter of IAAP

February 2010

## South Suburban Chapter Meeting Program Tuesday, February 23, 2010

### ***How to Avoid Verbal Vomit***

*Presented by Maureen Steinwall, Ph.D.*

So—what is verbal vomit? Well, not only will Dr. Maureen Steinwall explain, but she will also discuss verbal self-defense and communicating tricks that will help you succeed at work and at home. We all agree that communicating is important; so, invest the few minutes with Dr. Steinwall to learn a few new skills.

Laughing will be mandatory.

Maureen Steinwall, Ph.D. is the President/Owner of Steinwall, Inc., a precision engineering and thermoplastic injection molding company in Coon Rapids. She also teaches MBA classes and on-line doctorate programs for the University of Phoenix. She has many degrees including a B.S. from the University of Minnesota in secondary education and accounting, an MBA from the Carlson School (U of M) in operations management, a Ph.D. from Capella University in business and is also a CPA. Maureen has a very diverse career background from being an IRS agent to teaching ninth grade algebra to running a veterinary clinic.

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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**  
 RSVP by **NOON, Friday, February 19, 2010**, to  
 Candy Retka at 952.469.4633,  
 cretka@frontiernet.net or (fax) 952.469.4634.

## 2009-2010 Programs

*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	<i>IAAP Website – Create Your Presence and Learn to Navigate</i> (Gayle Quedens)
April 27	Open House & Vendor Show
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*

## Ways & Means — February Preview

*Submitted by Linda Wittmann CAP and Deb Sabp Ways & Means Co-Chairs*

Don't forget: To **S**hop, **S**ave your **C**hange!

W&M's will be offering treats and cards again for sale at the February Chapter meeting.

This is a great way to pick up inexpensive gifts for friends and family and to support your Chapter at the same time.



Thank you for your support!

## Spring Plant Sale!

*Submitted by Linda Wittmann CAP and Deb Sabp Ways & Means Co-Chairs*

“Every gardener knows that under the cloak of winter lies a miracle – a seed waiting to sprout, a bulb opening to the light, a bud straining to unfurl. And the anticipation nurtures our dream.”

~ Barbara Winkler

We may not all be gardeners but the glimpse of a little green under a blanket of snow is exciting! We know Spring is waiting for us around the corner and anxiously await its arrival this year on March 20. That gives us plenty of time to ponder over the attached Gertens plant items offered for this year's Spring Plant Fundraiser sale. I don't know about you, but the thought of blooming colorful flowers really makes my day and puts a smile on my face!

This year, in addition to the standard plant selections offered, some new color choices and vegetables are also being offered. Doesn't a fresh garden salsa and fresh strawberries sound delicious? Check out the selection of tomato and pepper plants offered this year, in addition to the six pack baskets of strawberries. No room for a garden? Tomatoes, peppers and strawberry plants flourish well in patio containers. Imagine picking your own ripe tomatoes and strawberries to add to your garden salad. How refreshing, delicious, and healthy does that sound? I can taste the salad already!

Plan to participate in this year's Spring Plant Fundraiser. Who would not benefit from a container of fresh flowers or a patio vegetable plant? Think of your family, neighbors, friends and co-workers. Help to make this year's sale the best ever.

### We cannot do it without your help!

#### Help Wanted!

Wanted—Volunteers to help with the unloading and sorting of plants for this year's Spring Plant Fundraiser on May 7 between 2—5 p.m.

If you have an hour or two to spare during this time and can help, please contact Linda Wittmann CAP, Deb Sabo or any member of the W&M's Committee.

#### Also Needed:

Please save the lids from boxes of copy paper (or anything similar) and bring them to the February, March and April meetings. They work perfectly to put the plants in for ease of handling for our customers.

**Thank You!**



## Spring Plant Sale Guidelines

Dear South Suburban Chapter Member:



Attached you will find a copy of the 2010 Plant Sale Brochure and a full-page order form. You can also find the plant fundraiser material on our chapter website – <http://www.southsuburbaniaap.org> under **South Suburban, Chapter Events**.

By following the guidelines and directions below you will ensure a successful Plant Sale.

- Use one order form per customer – do not mix customer names/orders. (Tax is included in the sale price.)
- Feel free to make additional copies of any of the materials as needed.
- **Gertens is known for their large quality plants full of thick healthy blossoms.** Use this as a selling tool when you approach your potential customers – they will not be disappointed!
- **Think of all your potential customers: family, friends, co-workers, neighbors, area businesses, businesses you frequent, apartment complexes, restaurants in your area.**
- Remind potential customers that pick up is the weekend of Mother's Day – this could be a selling point.
- Prices have remained the same as the last three years.
- Payment is due at the time you take the order. *Checks are payable to "South Suburban Chapter IAAP" or "SSC –IAAP."*
- **You have two months to sell as many orders as possible. All orders and full payments are DUE at the March 23 meeting.**
- **Pick up of all plants and Plant Gift Cards will be**

**Friday evening, May 7, from 5-8 p.m.**

Ensure you are available to pick up your orders and make delivery to your customers. Pickup will be at the  
**Apple Valley Community Center**  
**14603 Hayes Road – All Purpose Room**

Best Wishes  
for a Successful Sale



Any questions,  
call Deb Sabo 952.423.1963 or  
Linda Wittmann CAP at 952.953.2074.

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## A Message from your President

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*Submitted by Sharon Kelsey  
South Suburban Chapter President*

Normally I consider statistics to be dry and dull. However, I found a couple of the statistics needed to complete our Chapter's "2010 Avery® Great Results Chapter Achievement Awards Application" more interesting and noteworthy.

- Over 31% of our Chapter members have their certification for CPS, CAP, or both.
- 18% of our Chapter members attended the International Education Forum and Annual Meeting (EFAM) in July 2009.

The level of commitment within any group is challenging to measure. I believe the two percentages I noted and the response by 27% of our members to our Chapter survey to be an indication of strong commitment by our members to themselves, our Chapter, our MN-ND-SD Division, and International.

Our Chapter is making good progress on our journey for Chapter of Excellence. A Chapter must complete at least 14 of 19 specific criteria. We have completed 10. We can't sit back and rest on our success to date. However, we are still on track to complete at least four of the remaining criteria.

Our Chapter survey was a success. It was no surprise to learn that by far the majority of our Chapter members joined IAAP for the networking and educational opportunities. We received a variety of helpful suggestions and comments. The majority fit a pattern focused on the positives of members being friendly and supportive. Many of the responses also pointed to a need for mentoring of new members and helping members become more prepared and comfortable with the various opportunities of leadership. The survey feedback indicating we need to increase member involvement was also consistent.

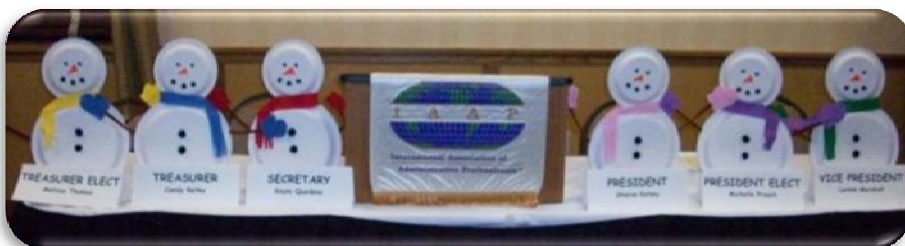
Our theme of "The Power of Commitment" goes hand in hand with involvement. One or two people can't do it all in any organization. I encourage and challenge you to think about your time, your skills, and what you enjoy. Involvement doesn't need to be big or time consuming. Think about how many minutes you could give in a month for helping the Chapter. If you aren't on a committee, think about which one you would like to join. Being on a committee doesn't take a huge time commitment either. Involvement on a committee may be as far as you want to go or it may lead to larger opportunities that you would enjoy.

Some of you have heard my experience when I joined the Chapter. After my installation at the Chapter meeting, the President got right to the point when she said "Now that you are a member, what committee do you want to be on?" I started out with Hospitality and the Scholarship (Incentive Award) committees. If I hadn't taken those initial steps, I would probably still be in the mode of "hanging back" and certainly wouldn't be our Chapter President this year. I'm glad I got involved.

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### The South Suburban Chapter wants YOU to run for office!

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**A community (chapter)  
is like a ship; everyone  
ought to be prepared to  
take the helm.**

**~ Henrick Ibsen**

Number 7 in the criteria to be a Member of Excellence is to serve as a chapter officer. Get a head start on next year's path to becoming a Member of Excellence and run for a chapter office. Soon a member of the Nominations committee will be contacting you. When they do, say YES to leading our chapter.

If you have any questions regarding what is involved, feel free to contact any current chapter office holder.

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## South Suburban Chapter Incentive Award for 2010 MN-ND-SD Division Annual Meeting

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Submitted by Teresa Dambowy CPS, CFM, Incentive  
Award Committee Chair

There is still time to apply for the South Suburban  
Chapter Incentive Award for the 2010 MN-ND-SD  
Division Annual Meeting.

### Who is eligible for the award?

- Member in good standing
- Current member of the South Suburban Chapter

### How do I apply for the award?

- Complete an application form
- Submit a written essay (no more than 150 words)  
on why you would like to receive the scholarship  
and attend the meeting

### When and where will the meeting be held?

- Friday, May 21 through Sunday, May 23, 2010
- Holiday Inn Select in Bloomington, MN
- Additional details about the meeting will be  
provided at the MN-ND-SD Division website in  
the next few months

### Why should I consider attending the meeting and applying for the award?

- Meet members from other Minnesota, North  
Dakota and South Dakota Chapters
- Learn how Division meetings are conducted
- Attend seminars offering tips that you can use  
immediately on the job or in our personal life
- Have fun!

Feel free to contact Teresa Dambowy for additional  
information or with your questions at 651.437.8510 or  
at [birdie36\\_teresa@msn.com](mailto:birdie36_teresa@msn.com)

**Applications are due to Teresa Dambowy CPS,  
CFM by Monday, March 1, 2010.**



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## Are You an Office MVP?

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Submitted by OfficeTeam

With many companies still operating with lean teams  
and tight budgets, your contributions to the business  
are more valuable — and more noticeable. Are you  
doing what you can to distinguish yourself as one of  
your firm's top performers? Ask yourself the following  
questions to determine if you truly are an office MVP:

- 1. Do you have a winning attitude?** The best  
employees are positive and take challenges in  
stride. How have you handled a difficult boss or  
coworker, budget cut, or error in the past?  
Admitting to a mistake, for example, can be  
difficult and humbling, but firms value those who  
can make a tough call and take the corrective  
action necessary to quickly rectify the situation.
- 2. Can you change tactics?** It's important that  
you're determined to get the job done, but you  
also must remain flexible. Top performers don't  
give up on problems; instead, they tackle them  
from multiple angles. The next time you hit a  
roadblock, try adjusting your strategy or soliciting  
input from a colleague for a different point of  
view.
- 3. What are your professional goals?** Top  
performers strive for success in everything they  
do and have a good sense of what it takes to get  
them to the next level. Setting long-term goals for  
your career can give you focus and prevent you  
from just drifting along.
- 4. How do you handle difficult choices?** The  
most valuable employees can be counted on to  
exercise good judgment and make tough  
decisions. So consider how you typically  
approach complex problems. The best decision  
makers remain calm and carefully weigh the  
facts before acting.
- 5. Are you a good sport?** MVPs always act  
ethically and don't climb over others on their way  
to the top. Basing your choices on a set of strong  
values can help you act appropriately no matter  
the situation.

*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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## 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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## Thoughts from the January Program...

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*Submitted by Kathleen Erdman*

At our last chapter meeting in January, we had a dynamic speaker, Pete Machalek, from Sage Presence ([www.sagepresence.com](http://www.sagepresence.com)). In a nutshell (and I hope I summarize this right), he discussed applying acting techniques to making effective presentations in the business world, and explained how it can apply to other areas of life. One of the exercises that he had us do, was to think of a person who may be, or who may have been a negative presence in our life. But he then challenged us to turn it around and attribute at least one good thing to them. While we've all had our unique challenges in the business world and beyond, there are always good things lurking within, something positive to take away from the experience. The saying that one would be wise to make lemonade out of lemons, is an oldie but a goodie, and applicable to what Mr. Machalek presented to us.

It feels good to look at the positive, rather than focus on the negative. Besides, concentrating on negativity only serves to chip away at the energies available for better things. Figuratively making lemonade is something that can only be beneficial, regardless of the situation. It can be difficult, but it's not impossible. You don't need to be a gourmet cook. Choose your lemons. Dig out the pitcher. Pull out some glasses. Those plastic souvenir cups from Twins and Vikings games will do just fine. Make ice cubes. Gather all of your ingredients, then mix and stir. Be assured that your lemonade will be positively tasty. Enjoy!

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## Juva Wolf CPS/CAP Earns Certifications

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Juva Wolf recently earned her CAP certification! In addition to working on gaining the certification, Juva also earned her Microsoft Certified Application Specialist (MCAS) for Microsoft Office Word 2007 and Microsoft Office Outlook 2007.



Congratulations, Juva!

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## Your Résumé--the A, B, C's

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Submitted by Melissa Thomas CPS/CAP

Chair of the South Suburban Chapter of the IAAP Employment Committee

### A. Match up your skills with the posting

With employers receiving hundreds of resumes you must make sure that your resume hooks an employer's attention with the first glance. Customize your resume to match up with key words from the job posting. Use headings that emphasize your skills which are more readily transferable than your title. This "relabeling" is entirely truthful and is extremely important in landing more interviews because it allows job seekers to apply for, and look qualified for, a wider range of jobs:

#### Better

Proficiency with Microsoft Word Office Suite  
Executive Time Management  
Management of A/R and A/P Accounts  
Development and Oversight of Office Systems  
Digitizing and Coding Office Documentation

#### OK

vs. Clerk Typist  
vs. Assistant to the Vice President  
vs. Accounting Assistant  
vs. Office Manager  
vs. File Clerk

### B. Use Design That Grabs Attention

You need to make it easy for employers to see that you are qualified for the job you want. Employers make snap judgments when glancing at your resume. Employers don't have the time to read through each of your job descriptions to determine if you have the skills they need. You Must Do That For Them! Design your resume to highlight the most important information about your work experience, skills and education that fit each particular opening. At first glance this information forms the image that employers have of your skills and abilities.

### C. Identify and Solve Employer's Hidden Needs

In addition to the skills or needs listed in the ad, the employer will have many more needs that an applicant should identify and address in her resume and cover letter. For example, although not stated in all job postings, most employers will need someone who can communicate and work effectively with other departments, create and implement solutions to problems, skillfully handle problem customers or employees, be able to work independently, etc. To stand out from the other competition, it's important that you identify and anticipate the needs the employer faces and show how you can help to meet those needs.

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### In Memory

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Submitted by Sharon Kelsey, 2009-2010 President  
South Suburban Chapter

I am sad to inform you of the passing of one of our fellow South Suburban Chapter members. We were just recently informed Kimberly Thole passed away on August 1, 2009.



Kimberly joined our Chapter on May 1, 2009. Kim was the owner of Kim's Kleaning as well as a student at Dakota County Technical College.

Kim demonstrated her optimism and commitment to her career with her IAAP membership. Kim was unable to attend our Chapter meetings and become actively involved due to severe illness. With Kim's passing we were deprived of getting to know her well as a member and a friend.

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### Thank You from Theresa Thorton's Parents

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At the January Southwest Metro meeting, they did a little tribute to Theresa, which consisted of a table with a vase with a rose, her picture in a frame, and they lit a candle. They then sent the picture to Theresa's parents. Char Wilkinson received the following Thank You note from them, which she has shared with us.

*Dear Charlotte, SouthWest Metro Chapter and South Suburban Chapter:*

*Thank you very much for honoring Theresa with a tribute and remembering us with her picture. Is on the mantelpiece and there it is going to stay. We miss her very much. I know she enjoyed associating with both chapters and treasured your friendships.*

*Thanks again,  
Tom and Margaret Thornton*

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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: Ruth Ann Deeg  
Lori Larson CPS/CAP  
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  
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:

Beth Ann House CPS/CAP	February 18
Cyndi Stepka CPS	February 18

## Happy IAAP Anniversary!

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



Gayle Quedens	1 Year
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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](mailto:linda.l.plaisance@hotmail.com) for inclusion in future issues of *The Southern Edge*.

## Don't Forget Your Online Resources!

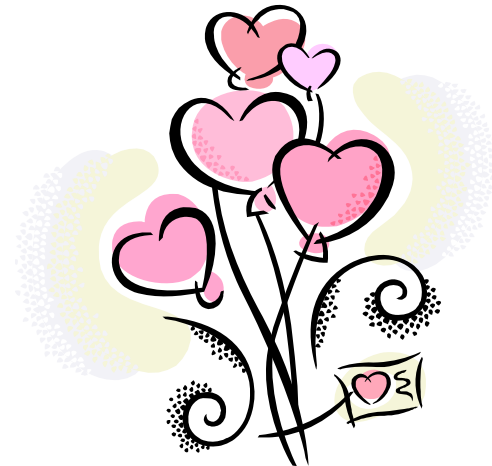
IAAP Headquarters [www.iaap-hq.org](http://www.iaap-hq.org)

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

## Upcoming Events

February 16	South Suburban Board Meeting
February 23	<b>South Suburban Chapter Meeting</b>
March 16	South Suburban Board Meeting
March 23	<b>South Suburban Chapter Meeting</b>
April 20	South Suburban Board Meeting
April 27	<b>South Suburban Chapter Meeting / Open House &amp; Vendor Show</b>
May 18	South Suburban Board 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



## 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 March issue is: **Friday, March 5, 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.