



The Southern Edge



The Monthly Newsletter of the South Suburban Chapter of IAAP

November 2010

Fearless Leadership

November Chapter Program
Tuesday, November 23, 2010

Presented by: Marcia Beltz

What is Fearless Leadership?

The courage to take a bold stand, act decisively, and engage with others in an extraordinary way.

What It Means to Be a Fearless Leader?

It does not matter what you do or where you are in the organization. Title, position, status, and hierarchy do not characterize fearless leadership; it is defined by behavior, attitude, and results. You have the power to transform what you and others can create and achieve together.

The Blind Spots That Derail Leaders:

We all have them. Do you know what your blind spots are? Learn how to overcome your blind spots and lead fearlessly.

Please join Marcia as she gives a review on Loretta Malandro's book ***Fearless Leadership***. We need fearless leaders in every aspect of organizations today. You may not be a senior manager, but that doesn't matter. Change can start from anywhere.

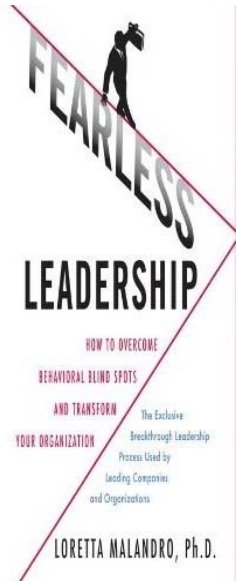


Marcia Beltz, Executive Assistant for Lawson Software, has more than 20 years of administrative experience. She has been an active member of the South Suburban Chapter IAAP since 2002. Her first assignment was chairing the program committee and then she moved into the role of vice president, president-elect and lead the chapter as president during 2004-2005. Marcia has spoken publicly since 1997, including new employee orientation classes, focus groups, presentations to management, and programs for the South Suburban IAAP chapter meetings.

Marcia holds a Bachelors Degree in Organizational Management and Communications from Concordia University, St. Paul. She continues to enhance her public speaking skills by being an active member of Toastmasters International.

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, November 19, 2010**, to
Candy Retka at cretka@frontiernet.net or (fax)
952.469.4634.



Inside This Issue	
2010-2011 Programs	2
Box Tops for Education.....	2
A Letter from Your President	2
Welcome New Members	3
Fundraising Committee News.....	3
IAAP Notebooks for Sale	3
Nomination Committee Report.....	4-5
Avoid These Common Interview Tricks, Traps & Pitfalls	6
Top 10 Ways to Deal with Job Rejections	7
Member of Excellence	8
Chapter of Excellence	9
2009-2010 Officers & Committees.....	10
Birthdays / Anniversaries	11
Don't forget your Online Resources!.....	11
Upcoming Events.....	11
Newsletter Article Deadline	11

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 –Getting the Most Out of It</i> (Judy Zimmer)
October 26	<i>Succession Planning</i> (Sharon Kelsey & Linda Gilmore CPS)
November 23	<i>Fearless Leadership</i> (Marcia Beltz)
December (Date TBD)	SSC Holiday Gathering
January 25	<i>Topic Goal Setting Title (TBD)</i> (Cathy Paper, M.A.)
February 22	<i>Investment Fundamentals – Five Myths and Truths of Investing</i> (Steve Lorenz)
March 22	<i>Multi-Cultural Awareness</i> (Teresa Jepma – Phoenix)
April 26	AMAZING! Administrative Professionals Week Celebration (Robyne Robinson)
May 24	Annual Meeting
June 28	<i>First Impressions Matter – Especially in Trying Times</i> (Lisa Hogan, CPS)

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.

Box Tops for Education

Submitted by Candy Retka, Program Coordinator

The South Suburban Chapter is participating in the Avery Box Tops Challenge! We can win a \$2,000 or \$500 education grant for a local school.

Please collect Box Tops for Education from any participating



products (not just Avery products) and bring them to chapter meetings. A collection box will be available.

We will be collecting box tops for education through April 30, 2011. If you have questions, please contact Candy Retka.

Here is a link to a list of participating products that have Box Tops for Education:

<http://www.boxtops4education.com/earn/clip/Brands.aspx>

A Letter from your President

Submitted by Michelle Prosch, 2010-2011 South Suburban President



November is a time to give thanks for what has happened throughout the year. I know a lot of changes have happened in my life this past year, where I didn't even expect it, but overall has been for the greater good. For the first half of the year I had a roommate, helping out a friend so she could save some money and figure out what she wanted to do in life. I didn't know her that well and I didn't necessarily want a roommate, but as it turned out we became closer friends and she was a great roommate. She even cleaned my house...I miss that.

Then another surprise in July I started dating my boyfriend, who has been my best friend and has put up with me and my crazy schedule...now that is a keeper. I told him when September started, you don't know what you got yourself into, but if you stick it out with me this year, you are a saint. I'm very thankful for him to balance out my life as we have done a lot of FUN events that I would never have done on my own.

I am also thankful for being able to lead the South Suburban Chapter. I never would have thought I would be president of the chapter. I'm thankful for the mentors and friends that I have in the chapter, who have guided me to where I am today.

Hope all of you have a safe and wonderful Thanksgiving as you celebrate with your family and friends.



Welcome New Members!

At the October Meeting we officially welcomed two new members. We look forward to getting to know them and welcome their contributions to our chapter.



Welcome to Kelly Bowman!

Kelly lives in Farmington and grew up in Rosemount. She moved to California at 18 years old. She has been married for seven years. Kelly has two children...her son is 21 and attends U of W Stout and her daughter is in 9th grade. Kelly is an animal lover and currently has two dogs, two cats, and two chinchillas. (Anyone want one? See Kelly.) Kelly's background is in Sales/Marketing, and she has worked for a number of Fortune 500 companies before deciding to take a step back. Currently Kelly is an Admin with a data recovery company in Eden Prairie.



Welcome to Rhonda Dill!

Rhonda has been with Wal-Mart for 15 years. She started as a UPC clerk—taking care of pricing discrepancies and inventory. The last nine years, Rhonda has been working in an administrative assistant role with the last four years as a regional assistant. Before Wal-Mart, Rhonda worked in the art department for Deluxe Check Printers. Rhonda is looking forward to the networking and educational opportunities with IAAP. In Rhonda's spare time she enjoys attending craft fairs and traveling. She has no children of her own, but has many nieces and nephews to help spoil! And last but not least, Rhonda is an avid Green Bay Packer fan!



Fundraising Committee News

The Fundraising Committee would like to remind all members that the Poinsettia Plant pick-up will be at the November 23, 2010 chapter meeting at Old Chicago. Plants will be sorted, tagged and read for pick-up by 5:00 p.m.



If you are interested in receiving Gertens' monthly newsletter for holiday decorating ideas, coupons, and upcoming activities, go to www.gertens.com to sign up.

The Fundraising Committee plans to have lots of inexpensive holiday gift items for sale for friends, family, co-workers, grandchildren, nieces, nephews, teachers, etc. Plan to shop at the November meeting and support your local chapter!

IAAP Meeting Notebooks for Sale



Purchase Benefits:

- Provides notepaper for use at IAAP chapter meetings
- Provides a pocket to hold a pen and notes
- Provides holder for business cards for use in networking
- Provides a portable size to keep with your nametag in the chapter box files—eliminating the need to carry to and from the meetings

Price: \$1.50 each
Size: 5 x 7

Note: Notebooks can be purchased from the W&M's Fundraising table.



Nomination Committee Report

Submitted by Sharon Kelsey

This month we continue removing the mystery of what is involved as an officer and focus on our chapter's position of vice president.

What is required to run for vice president?

- A candidate for office must be a Professional or Professional-Merited member
- A candidate for the office of President-Elect shall have served as an officer of a Chapter of the International Association of Administrative Professionals
- All candidates for office will be required to present written credentials
- No member shall hold a Division or International Office while serving as a Chapter Officer except to allow for normal overlap in difference in installation time

Sound familiar? The qualifications to run for each office are the same.

So what does the chapter vice president do?

The duties of vice president provided in our chapter bylaws and standing rules are:

- (1) In the absence of the President and the President-Elect, serve as presiding officer at meetings of the Chapter or of the Board of Directors.
- (2) In the event of a vacancy in the offices of President and President-Elect, succeed to the office of President for the unexpired term.
- (3) Chair a Committee.
- (4) Perform such other duties as may be assigned by the Board of Directors.

Let's look at the duty in number 3 – Chair a Committee. The vice president may choose which committee they want to chair. Some of our previous vice presidents chose to chair the incentive award committee or the hospitality committee. Since the vice president gets to choose, they are assured of chairing a committee where their interests lie.

I asked a few of our chapter's past vice presidents what they personally gained from being Vice President, how much time it took, and to share any other comments they wanted to make about the position.

Some of the feedback I received included:

- "What I got out of being the VP for our chapter was insight! Not knowing what our chapter was truly about, being the VP helped me to learn more about the organization. Because the only thing you have to do as the VP is chair a committee, it got me involved in getting to understand what each position was about. I accepted the position of Hospitality, as that was an area that interested me. This was a great way to get to know what a committee does and does not do, it gave me more confidence in myself having to be in charge of a committee and it kept me in the loop as to what was going on in our chapter, without really sticking my neck out, doing something I was not ready for."

- "...being a Vice President is a great way to get your foot in the door to see what being on the board is really about. It's a great learning experience and there isn't a lot of responsibility, but you may be called to do things as needed."
- "There isn't a lot of time commitment, just attend the board meetings and chapter meetings."
- "I found working that closely in the Board to be a great experience. I was also chair of an open committee which also provided a lot of insight into how things are run. You get a new appreciation for what goes on behind the scenes of the monthly meetings. I didn't find it an extremely large time investment as many of the items under the control of the VP at the time were minimal. Basically you would run the meeting if the President couldn't make it and there were many notes on what to do."
- "During my year as vice president of the chapter, I think I learned a lot more about IAAP, at the chapter level and the division and international levels. I also feel that I got to know several of our chapter members much better as a result of being on the board. I also had the chance to speak (just a bit) in front of the group a couple of times. I was able to fill in once at a board meeting when both the president and the president-elect were delayed and I filled in for the secretary at both a board meeting and a chapter meeting."
- "The vice president's role doesn't take much time, a couple of hours a month to attend the board meetings and the chapter meetings, and you have to chair a committee, and that time varies depending on what committee you chair and the work involved there."
- "I think the vice president's position is a good way to 'get your feet wet' on the board, as you end up doing a bit of everything to help out, so you learn about the other board positions and the organization as a whole."

As you can see the vice president position is a great starting point to experience leadership within a chapter. In addition, the vice president has the support of the other board members and chapter members. The chapter leadership and chapter members are a team helping support each other.

Think about it. Are you considering taking a small step into leadership? Maybe this is the position for you.



Avoid These Common Interview Tricks, Traps & Pitfalls

Written by Sharon Boerbon Hanson

Submitted by Alison Fuller CPS

Employers are looking for “must haves.” Present yourself as a “must have” by avoiding the tricks, traps, and pitfalls that trip many people up during interviews. For each question the employer asks, you want to answer in a way that positions you as the most desirable candidate. Read on to see some of the most commonly asked questions. Note: the examples below are from the IT industry—but the general points apply to just about any jobseeker.

QUESTION: Why do you want this position?

“To use my IT skills to their best advantage,” is an okay answer, but it doesn’t give an employer much to go on. They want to find out how well you’ve researched the company and the position. They may also be looking to see whether you understand the company or industry as a whole. IT personnel who understand the business or industry have a much greater chance of beating out another candidate with similar technical skills.

To prepare for this question, be sure to visit the company’s website before the interview. Read the corporate newsletter, look over an annual report to understand the company’s business model, and check out articles about the company in the trade press. This will allow you to demonstrate that you’ve done your homework, but beyond that, that you understand the company’s challenges or accomplishments. If you were involved in a successful project that solved problems or dealt with issues similar to the ones facing this company, bring it up to score extra interview points.

QUESTION: What do you consider your area of weakness?

This is an elimination question that helps employers weed out candidates. A typical strategy is to offer a strength as a weakness (“I’m enthusiastic, so I can overwork myself and others, but I’m aware of that tendency and have learned to modify it.”) This may be preferable than admitting a flaw, but an even better tactic is to mention what you least and most like to do. The trick here is to offer a *most like to do* that matches the most important job qualification, and a *least like to do* that is outside of the job description.

For instance: “I really enjoy writing elegant and efficient code, and that’s what I like to spend my time doing as opposed to writing documentation. Of course, I know the importance of documentation, so I’ve made it a point to keep documentation current. But I love writing code.” This example, based on a development position, keys the *what I like best* to the most important aspect of the job.

QUESTION: Tell me about a project that failed, or you were disappointed in.

As with weaknesses and faults, it’s crucial that you portray yourself in a positive light. Choose a project that was praised because of your skills or participation and that relates to the type of projects you would be expected to do in this position. Mention that although the project was considered to be highly successful by your boss (and hers), that reflecting on it, you thought of ways it could have been even more successful. This demonstrates a desire to continuously improve.

Sources: Sharon Boerbon Hanson and iSeek. Sharon Boerbon Hanson is associate executive director of Advance IT Minnesota, a Center of Excellence that promotes awareness of and excellence in IT careers in order to ensure business success. She has over 25 years experience in marketing and brand-building, and has over 15 years as a resume and interview coach.

Top 10 Ways to Deal with Job Rejection

Written by Jan Gordon, LCSW

Submitted by Kathleen Erdman

1. **Don't take it personally.** Don't use the job interview as a measure of your professional worth. The decision to not hire you was based on the company's specific criteria and needs which may or may not have anything to do with how you showed up at the interview. That you weren't the perfect match doesn't mean that you're not an outstanding professional with excellent attributes and talents.
2. **Don't get your needs met through the interview.** If you're using the interview to satisfy your need for professional validation, the results will be disastrous. Get your needs met elsewhere and you'll be authentically confident and polished.
3. **Don't bring up the past.** It's funny how failures have a way of drudging up all our past failures, as well as all the negative feelings associated with the failures. It's as if our minds go into over-drive—then our collective unconscious kicks in and we're on autopilot into the failures of our past. Stay present; don't let the past take over.
4. **Focus on your strengths.** It's easy to blame yourself and focus on your imperfections when faced with a job rejection. Focus on what you're really good at, and what you're passionate about. Don't beat yourself up for not being perfect.
5. **Ask yourself questions.** Ask yourself questions so you learn from the experience. What would you have done differently? What did you learn from the interviewing process? How would you have handled yourself differently? By asking questions, we focus on learning and growth and consequently move forward.
6. **Accept reality.** Accept that rejections are a part of the job search. Buttress yourself emotionally to handle the sadness that comes with rejection. Know that rejection is going to happen repeatedly throughout our lifetime; accept rejection as a part of life.
7. **Keep it in perspective.** Being rejected doesn't mean that your professional qualifications and personal attributes are anything less than spectacular. Employers weigh many considerations when recruiting staff—many of these factors are beyond your control. Keep it in perspective; their decision doesn't necessarily reflect on you.
8. **Accept responsibility; don't blame others.** Without blaming yourself or beating yourself up, accept responsibility for your part in the rejection. Take ownership for your contribution.
9. **You're not alone.** Know that every day, countless others are sharing your experience. Seek out others—the mutual support and shared knowledge will be enormously helpful. Contacts and job leads, as well as friendships and offers to share technical expertise with each other, result when connecting with others who are on a similar job search journey.
10. **Stretch Yourself!** Go to the gym and stretch beyond what you think your limits are. Find a place in your life that you can “go to the edge” and be extreme. Don't take life so seriously. Do an activity you've never done before and you'll rejuvenate yourself. This is where inspiration emerges from—the creative places we go to when we get outside of ourselves and outside of our ruts.

Jan Gordon, LCSW is an Executive, Career and Personal Coach who has been coaching individuals and teams since 1989. She provides coaching to those who are dedicated to enhancing their performance and sense of fulfillment, with a particular emphasis on leadership, communication and personal power. Her coaching embraces the concept that challenge provides opportunity. Jan can be reached at: 954.752.8025 or jan@qualitycoaching.com. Visit her on the web at: <http://www.qualitycoaching.com>. Copyright © 2003 by Jan Gordon. All Rights Reserved. This content may be forwarded in full, with copyright/contact/creation information intact, without specific permission, when used only in a not-for-profit format. If any other use is desired, permission in writing from Jan Gordon is required.

Member of Excellence

The IAAP Pathways to Excellence Recognition Program is designed to raise your value as a career-minded administrative professional by becoming a Member of Excellence, a Chapter of Excellence or a Division of Excellence.

Congratulations to the South Suburban members who earned their **2009-2010 Member of Excellence** designation:

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



A **Member of Excellence** will receive a certificate (first four years), Pathways to Excellence certificate cover, and Member of Excellence pin (the fifth year).

A **Member of Excellence** will attain a minimum of 8 of the following 11 criteria:

1. Be a current CPS and/or CAP holder
2. Download the Member of Excellence Commitment form; sign and date the form
3. Actively participate in the IAAP web community forum discussions or write an article and have it published in an IAAP publication (chapter, division, or international level)
4. Attend non-IAAP professional educational workshops, seminars and conferences
5. Hold a degree, certificate or equivalent (a minimum one year in length) from an accredited college or university or hold a Microsoft certification
6. Pay membership dues on or before anniversary date. **This criterion is a mandatory requirement.**
7. Serve as a chapter, division, or international officer, committee chair, or committee member; or serve as an RTF Trustee; or serve on a Student Chapter advisory board or the school's advisory board for the office administration program
8. Conduct a public presentation, program or training at least 60 minutes in length. (Note that the presentation does not need to qualify for recertification points.)
9. Attend a minimum of eight (8) chapter, division or international sponsored meetings, programs or events (any combination)
10. Recruit at least one new member
11. Integrate IAAP membership and involvement into annual performance plan or review

Note that beginning in July 2010, members have one (1) mandatory requirement — #6 which requires members to pay their membership dues on or before their due date. Failure to achieve Criteria #6 — regardless of how many other criteria are met — will prevent the member from achieving the Member of Excellence designation.

Chapter of Excellence



Michelle Prosch and Sharon Kelsey displayed the South Suburban Chapter of Excellence podium banner for 2009-2010 at the September Chapter meeting.

Go South Suburban!

A **Chapter of Excellence** will receive a podium banner (first year) and in subsequent years will receive a banner year patch. Each year, the CoE award will also include either a \$100 IAAP gift certificate or a \$150 credit toward subscription to the IAAP Web Community.



A **Chapter of Excellence** will attain a minimum of 14 of the following 19 criteria. **Criteria #7 and #15 shall be mandatory requirements.**

1. Sixty percent of the chapter meetings offer recertification points
2. At least one member of the chapter obtain their CPS and/or CAP certification during the current IAAP fiscal year
3. Download the Chapter of Excellence Commitment form; sign and date the form
4. Publish at least six newsletters/e-newsletters
5. Participate in the IAAP Web Community by hosting chapter's web site on the IAAP Web Community
6. Publish annual meeting calendar with education and/or training topics by October 1 and establish marketing plan to encourage members to attend chapter, division, and international meetings and events
7. Create and maintain an annual budget; provide a monthly financial statement to the membership and submit annual audit report to the division treasurer. **This criterion is a mandatory requirement.**
8. Maintain a full slate of officers (minimum four offices); maintain committee chairmen for the Bylaws, Certification, Education and Membership Committees; and submit new officers and committee chairmen listing to HQ by July 1 deadline
9. A minimum of four (4) officers and chairmen of the Bylaws, Certification, Education and Membership Committees; participate in at least one IAAP Leadership/Succession Planning training event
10. Send a delegate to the division annual meeting and a delegate or submit a proxy to the International Education Forum and Annual Meeting (EFAM)
11. At least one (1) member serve in a division office or committee; or serve on an international committee; or as an international officer or as an RTF Trustee
12. Sponsor or co-sponsor a professional development seminar or sponsor/co-sponsor an APW/APD and/or annual executives' event
13. Submit a completed application for the Avery Chapter/Division Achievement Awards Program and/or submit a nomination in the Award for Excellence program
14. Maintain a minimum of 15 members and achieve an annual retention rate of at least 80 percent
15. Conduct at least one IMPACT meeting
16. Conduct new member orientation program
17. Achieve a net membership increase of at least 12 percent (minimum required is a net 3 member increase)
18. Sponsor a new IAAP Professional Chapter or Student Chapter
19. Create an annual Business (Strategic) Plan; review/update annually; submit a copy to the Division President by December 31 and conduct an annual member interest/satisfaction survey

Note that beginning in July 2010, chapters have two (2) mandatory requirements — #7 relates to chapter budgets and ensuring members receive the information regularly; #15 states that chapters will hold at least one (1) members recruitment session during the year. Failure to achieve Criteria #7 and Criteria #15 — regardless of how many other criteria are met — will prevent the chapter from achieving the Chapter of Excellence designation.

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
Gayle Quedens

Certification

Chair: Ruth Ann Deeg
Members: Open

Employment

Chair: Dorene Perkins Monn
Members: Open

Historian

Chair: Roberta Zylla
Members: Open

Hospitality

Chair: Candy Retka
Members: Cathy Allen
Ruth Ann Deeg
Lori Larson, CPS/CAP
Babs Moses
Deb Sabo
Hallie Warren
Linda Wittmann, CAP

Incentive Award

Chair: Alison Fuller, CPS
Members: Open

Membership

Chair: Robbie Groth
Members: Alison Fuller CPS
Gayle Quedens

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 Belta
Members: Linda Gilmore CPS
Dee Moy

Fundraising (Ways & Means)

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

Chapter Website

Chair: Ruth Ann Deeg
Members: Stacy Boldon
Lisa Hogan, CPS
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:

Patricia Radke CPS/CAP	November 16
Kathleen Erdman	November 24

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.



Deb Sabo	12 years
Denise (Dee) Moy	5 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 2010-2011

November 23	SSC Chapter Meeting
December 2	Metro Lakes Council Annual Holiday Gathering
December 7	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

As we express our gratitude,
we must never forget that the highest
appreciation is not to utter words,
but to live by them.

~John Fitzgerald Kennedy

Newsletter Article Deadline

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

The deadline for the December issue is: **Friday, December 3, 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.