

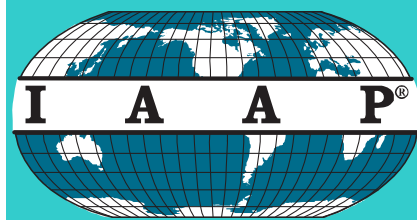
# MN-ND-SD Notes

*Official Newsletter of the MN-ND-SD Division International Association of Administrative Professionals, IAAP®*

June 2011  
Volume 1, Issue 1

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International Association of  
Administrative Professionals®  
*MN-ND-SD Division*



**Linda Dahlquist, CPS/CAP**  
**MN-ND-SD Division President**

Our year of Passion & Purpose is coming to an end and what a great way to go out as presiding officer of the 2011 Division Annual Meeting (DAM) hosted by the Brainerd Chapter in beautiful Baxter, Minnesota.

Registration was up this year with one international officer, four division officers, 16 chapter delegates, 90 members and two guests. Among the registered were 8 past division presidents. The business conducted included bylaws and standing rules amendments; division and chapter reports; and of course, the election and installation of the new 2011-12 division officers: President Dawn Staycoff; President-Elect Brenda Jindra; Treasurer Melissa Tofte; and Secretary Jessica Eastling, CPS/CAP. The presentations by our three speakers: Gary Dietrich, Matt Jones and Northwest District Director Kristi Rotvold, CPS/CAP, were interesting and entertaining.

The Rochester Chapter received an award for the chapter with the greatest percentage (41.18%) in attendance. The Skyway Chapter received an award for the chapter with the greatest percentage of membership increase (9 new members) since the 2010 annual

meeting. The North Suburban Chapter received an award for the largest number of members in attendance (13 members) and *TwinCities West* Chapter received an award for the second largest number of members in attendance (12 members).

It was a pleasure to recognize and personally thank the chapter presidents, the division committee chairs and members, and the division executive committee for their leadership and support this year. And of course, I was so happy to personally thank our host, the Brainerd Chapter and coordinators Brenda Jindra and Kathryn Stotka for a fun and successful 2011 Division Annual Meeting. It was wonderful to have my family: husband Scott, daughter Ashley, son Cory and Molly Wilson (Cory's significant other) as my guests at the banquet on Saturday night. Saturday night entertainment was bluegrass music played by the *True Life Travelers Band*. In addition to the wonderful bluegrass music, they surprised me with playing a bluegrass rendition of my favorite song, *Brown Eyed Girl!* It was an extremely special and memorable evening.

It has been a busy and amazing year, as well as fun! It's been an honor and privilege to serve as your 2010-11 MN-ND-SD Division President with Passion & Purpose - thank you!

Best regards,  
*Linda Dahlquist, CPS/CAP*

## Ask Abby Admin



Need advice? Sometimes you can't or don't want to talk to friends or relatives. In those cases, ask Abby Admin. She will provide

objective third-party advice on your situation. *Ask Abby* when you really need to talk to someone about your issues.

**Dear Abby: In sending an email to one of the partial owners of the company I addressed it like so: Mr. John Doe because I haven't personally met him. In his response he added "you can address me as Dr. Doe or more correctly Professor Doe if you want to be formal; or just John to be informal." Is this really a big deal?**

- **Proper address challenged**

Dear Proper address challenged, we could debate this issue for days but fortunately, we don't have to. You need to know the correct way to address your employer in a professional context and he propped open the informational door for you so going forward, I would follow his recommendation.

**Dear Abby: I dread this time of year! Reviews and setting goals is always so daunting. I always avoid them until the last possible minute. How can I make the process easier and less painful?**

- **Goal setting avoider**

Avoider, goals are meant to be used as a guide towards further development of our skills. Development is a year-round journey; your success and your company's depends on good planning. January is a time for performance reviews and setting new goals, but don't leave your development plan to the last minute. Your professional growth is critical to your organization's success, and, ultimately, success in your job.

Working your development plan should be an ongoing process. In order to grow, it's important to continuously build on your strengths and be open to new opportunities that challenge your skill set. By doing so,

you will work toward accomplishing your goals and, ultimately, the goals of the organization. By keeping your development plan in sight, it will make annual goal setting a snap!

**Submit your questions to Abby at [mplsfi@yahoo.com](mailto:mplsfi@yahoo.com) to be shared in the next newsletter.**

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## Being awesome!

by Dawn Staycoff

I need a place to put things, inside my brain. My "work" me has a place, the "fun" me has a place and even the "crazy irrational" me has a place.

When so much comes at a person so fast and its new stuff that doesn't have a place.....you need to make room and find a place. It's hard to know where to put all those new voices that creep into our heads. Everyone has them, those little voices that sound a lot like you. They sit in your head and talk away at you, trying to get you to listen to them, to give them validation and credit. The boring pop-psych word for them is "**Internal Monologue**". For a lot of people, the internal monologue is nothing but negative self-talk. You know, "**I'm awful. I'm worthless. I'm ugly. I suck at this. I'm a fraud. No one will ever love me.**"

The problem is that the internal monologue has an annoying habit of affecting the external life and frankly, there really isn't a place for it there. It's these voices or conversations that stop us in our tracks and keep us in one place not allowing us to venture out and try new paths or any new thing. We become afraid of trying because this voice in the back of our brain is telling us we are not worthy of awesomeness.

I'm telling you right now - **you are totally awesome!** You can do

awesome things and you have the right to stop listening to the negative self-talk. You have the right, honor, and duty to tell that voice to **SHUT UP!** It's hard, I know because I've been there. Heck sometimes I live there. If truth be told, I think I own a time-share there. I still find my inner monologue taking a field trip back to Worthlessville from time to time. When you realize that's what's happening, imagine that little negative voice as a very small figurine. Mentally pick that figurine up by the scruff of the neck between your index finger and thumb, and throw it through the mental wood chipper.

No one should stop us from being awesome, not even ourselves!

The pursuit of a bold life well above expectations is all about living large and being awesome!

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## 2011- 2012 International Theme

by Tamra Goodall, International President-Elect



The 2011-2012 International Theme, **Making the Leap to Remarkable**, is one that continues on the path of my past five years of service on the International Board.

We have shaped the future and kept our association forward moving displaying excellence in action, and our power of commitment that exemplifies our passion and purpose for IAAP has made us ready for making the leap to remarkable.

We have used the book, *The Seven Measures of Success, What Remarkable Associations Do That Others Don't*, as the blueprint for success for changing the culture and operations of IAAP. We have laid the foundation of what it takes to be a remarkable association. With our foundation in place, it is the time to make the leap and set our first benchmarks of what remarkable is for IAAP.



Remarkable is not a destination, but rather a journey, and the path changes constantly. We cannot remain in one place. IAAP will have to continue to change and grow so we, rather than others, will be challenging and defining what remarkable is, not only in our Association but in our profession.

By embracing a remarkable and a winning attitude, together we will take IAAP to the next level and beyond, thus ensuring members and leaders will be leaving a Legacy of Excellence, Achievement and Passion for others to follow, and that will always keep IAAP remarkable.

*Bridges are harder to build than walls.*

## Research and Educational Foundation

by Char Wilkinson, CPS

On behalf of the Division R&E Committee, I want to thank all of you for your support of the R&E at the recent division annual meeting in Brainerd. The fundraisers brought in \$150 for the R&E.

### You can support the R&E Foundation by:

- Conduct a local fundraising event.
- Identifying a company that has a special interest in supporting the work of the foundation and securing a corporate gift.
- Making a personal contribution by honoring a member/speaker or a memorial in memory of a deceased member.

**Note:** Contributions made to the Research and Educational Foundation are tax deductible to the fullest extent allowed by law.

You can read more about the R&E by visiting the website:  
<http://www.iaap-hq.org/about/refoundation>

## Career Connections

by Melissa Tofte

The newly launched division mentoring program is off to a great start!



We have four pairings of mentors and mentees matched. Recently we've been contacted by two more members who are interested in being matched with mentors.

Would you like to help the committee with marketing or matching mentees with mentors? If so, contact [melissa.tofte@gmail.com](mailto:melissa.tofte@gmail.com).



Lila Kalish, CAP; Lynda Boulay, CPS/CAP; Nancy Schmidt, CPS/CAP; Fe Mahler, CPS/CAP; Melissa Tofte and Karin Bartz, CPS/CAP - mentors and mentor committee members in attendance at the Divisional Annual Meeting.

## Review Classes for CAP Exam

by Brenda Shaw, CPS/CAP

Normandale College is offering review classes for the new CAP exam. There are four separate classes (three weeks each) and a mock exam. At the end of this newsletter is a copy of the classes and the subjects taught each week.

Each class is only \$75 if purchased separately; the mock exam is \$10 if purchased separately. However, all four classes and the mock exam is only \$350. Study guides (Metcalf) and any other review materials are the responsibility of the student and not covered in the class. Materials may be purchased from Metcalf Educational Services by contacting them directly at CAPREVIEW.com.

Classes meet Wednesday evenings, 6:30 – 9:30 p.m. and will follow a lecture, activity, discussion/quiz format. Information is available at Normandale.edu under continuing education or contact Jeff Hudson directly.

Candidates should keep in mind nobody really knows what the new

exam will be like, and these courses will offer information from many of the bibliography recommendations and Metcalf's books, the only guide available.

## Get Your Read On



A well-trained and flexible mind allows you to understand a great deal of what happens around you.

*..and She Sparkled, Joan Steffend*

"... and she sparkled " is a metaphor for life. We are all born into this world with a special gift for being spectacularly, singularly us, and then we are all taught to tame those gifts to fit ourselves into the world. One day, if you're lucky, you wake up with the drive to begin the journey back to the uniqueness of you -- knowing that there's no better destination.

It presents like a children's book, but it's really for the grownup in search of the child they were asked to leave behind.

***Be yourself, otherwise you'll miss your life.***

***7 Measures of Success: What Remarkable Associations Do That Others Don't, Center for Association Leadership***

This book gives great insight into what makes a great association remarkable and gives comparisons for those that are good, but not remarkable. If associations use this information correctly, they should be able to make drastic improvements in

their processes. This book is an easy read and has invaluable information.

## Fall Conference Announced

*by Dawn Staycoff*

### **Rejuvenate, Revitalize, and Restore your soul and your career.**

We all work hard all day, and we spend our days making sure everyone else is taken care of but we often fall to the bottom of the "to-do" list. It's time to learn tips, tricks and techniques to make ourselves a priority on those lists.

I am pleased to announce the 2011 Division Fall Education Conference to be held October 14-16 at The Arrowwood Resort & Conference Center in lovely Alexandria, Minnesota.

The Friday afternoon seminar: **The ABCs of Living in Abundance, Balance and Creativity** presented by Theresa Rose, will help us find our "mojo" and also to learn the impact it has on not only our productivity, but our health and well-being. Theresa will help us learn to refocus and get our mojo back in a fun and creative way.

On Saturday afternoon, **Billy McLaughlin** will talk to us about learning to re-think the impossible and how to do more with less. Billy is recognized internationally as a virtuoso guitarist, composer and best-selling Billboard Top-Ten Chart recording artist. In 1999 he vanished from the music industry as his career crumbled due to an incurable neuromuscular disorder called Focal Dystonia. After suffering several years without a cure, he embarked on an unlikely attempt to regain his career by re-learning his instrument left-handed.

Billy's message of overcoming our most difficult challenges and re-thinking the impossible is inspiring organizations around the world. Sunday morning's speaker is a returning speaker, **Mike Foley**. You may remember him sharing his stories of learning to live in the moment – "Am I OK Right Now?" He will return to further inspire us to spread our wings and jump. **Dare to Live. Live the Life You Were Meant to Live** promises to be an inspiring way to end our educational weekend.

A Friday night event at the local Carlos Creek Winery or a tour of Tastefully Simple facilities will start our weekend off with a fun spark. Information and one-sheet flyers are available on the Division website. See more information on page 6 and watch for more information as it becomes available.

## Reflections on Division Annual Conference 2011

*by Char Wilkinson, CPS*

After returning home from the Division Annual Meeting (DAM) in Brainerd, I felt extremely rejuvenated and so happy that I am a member of IAAP and our wonderful MN-ND-SD Division. I feel that we have the best division ever and we are the best in the great Northwest!

I want to thank and commend the Brainerd Chapter for their time, talents and dedication in making this an awesome annual meeting. It was a weekend filled with excellent speakers, leadership training, and a great business meeting with lots of bylaw amendments and parliamentary procedure, as well as wonderful networking opportunities.

Attending annual meetings and fall conferences gives everyone the opportunity to connect with old friends and to create new ones. I was fortunate to have dinner on Friday night with a new member of the North Star Chapter and her mother. We had a great visit and it gave me a chance to really get to know this member. At the Friday night activity, I met several other members that I didn't know before, and it was great to put faces to the many names that I had been sending e-mails to all year.

When I attend division meetings, I never sit with my own chapter members as I see them at least a couple of times every month. I always try to sit with people from other chapters that I don't know.

After attending my 40<sup>th</sup> annual meeting, I can't emphasize the many benefits that you will gain from it. If you haven't ever attended a division meeting, I highly recommend that you put this on your "to do" list.

With *Passion and Purpose!*

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## Teamwork

by Linda O'Sullivan

### A few lessons about teamwork from our friends the geese.

**Fact 1:** As each goose flaps its wings, it creates "uplift" for the birds that follow. By flying in a "V" formation, the whole flock adds 71% greater flying range than if each bird flew alone.

*Lesson: People who share a common direction and sense of community can get where they are going quicker and easier because they are traveling on the thrust of one another.*

**Fact 2:** When a goose falls out of formation, it suddenly feels the drag and resistance of flying alone. It

quickly moves back into formation to take advantage of the lifting power of the bird immediately in front of it.

*Lesson: If we have as much sense as a goose we stay in formation with those headed where we want to go. We are willing to accept their help and give our help to others.*

**Fact 3:** When the lead goose tires, it rotates back into the formation and another goose flies to the point position.

*Lesson: It pays to take turns doing the hard tasks and sharing leadership. As with geese, people are interdependent on each other's skills, capabilities and unique arrangements of gifts, talents, and resources.*

**Fact 4:** The geese flying in formation honk to encourage those up front to keep going!

*Lesson: We need to make sure our honking is encouraging. Studies show, in groups where there is encouragement, production is much greater. The power of encouragement, is to listen to one's own heart or core values, and to listen to the core values of others, is the quality of honking we seek.*

**Fact 5:** When a goose gets sick, wounded or shot, two geese drop out of formation and follow it down to help protect it. They stay with it until it dies or is able to fly again. They launch out with another formation of geese and try to catch up with the flock.

*Lesson: If we have as much sense as geese, we will stand by each other in difficult times as well as when we are strong.*

- Author unknown

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## When All Else Fails

by Mike Foley

*Mike Foley will be a speaker at the upcoming Fall Conference. To read his blog post in full, visit his site - <http://claritycentral.net/articles/?p=136>*

In these very tumultuous and seemingly uncertain times it is very easy for us to feel overwhelmed and even paralyzed with the demands of our personal and professional lives. With the steady diet of bad news coming in about the war in the Middle East, loss of America's high morale standing in the world and tanking economy, many of us are feeling at a loss as to how to put it into context.

*"Thy sea is so vast and my boat is so small." – A Sailor's Prayer*

As I was thinking about how to address these issues, my first impulse was to play it safe and discuss the topics that pervade the business books on the current best seller list: identifying the problem, establishing priorities, creating accountability, setting goals, making a plan, committing to action and getting results. As effective as these approaches can be in everyday business, they seem a bit trite relative to what is going on in our world.

Reviewing these topics without addressing the daunting personal issues at hand would be like fishing for minnows while ignoring the fact that we're standing on a whale. The whale that needs to be addressed is how do we anchor ourselves in an ocean of chaos and heartbreak? What is it that we are to hold onto when all around us seems so out of control and unthinkable?

The answer that kept coming to me as I pondered this question was not from any of the business publications or nationally known consultants, but from St. Paul in one of his letters to the Corinthians:

“And now these three remain: faith, hope, and love. But the greatest of these is love.”

## North Dakota Enacts Extensive Revision of Notary Laws

In a bold move that will strengthen Notary procedures and consumer protection in North Dakota, the state has enacted a significant revamp of its Notary statutes based on the recommendations of the National Conference of Commissioners on Uniform State Laws (NCCUSL) — including new provisions for both traditional and electronic notarization. House Bill 1136 was based on the Revised Uniform Law on Notarial Acts (RULONA) developed by NCCUSL, making North Dakota the first state to incorporate RULONA in its Notary statutes. HB 1136, which was strongly supported by the NNA, includes several new rules for Notaries that take effect in August 2011, including prohibitions against Notaries engaging in the unauthorized practice of law.

It also clearly states Notaries may refuse to perform a notarial act if the Notary is not satisfied the signer is competent enough or willing to sign; and provides guidelines for notarizing for signers with physical limitations.

Additional provisions of HB 1136 that take effect in 2013 will require North Dakota Notaries performing eNotarizations to use “tamper-evident” technology that visibly shows if the document is altered after the Notary’s signature has been affixed, and will require the Secretary of State to create and maintain a database of Notaries, including those capable of performing eNotarizations.

RULONA was developed by a committee headed by nationally renowned legal educator Patricia B. Fry, who is honored with the NNA’s 2011 March Fong Eu Achievement Award for her efforts.

*Published by the National Notary Association, 9350 De Soto Ave., Chatsworth, Calif., 91311-4926, and reprinted with permission. Contact the NNA at (800) 876-6827 or online at [www.nationalnotary.org](http://www.nationalnotary.org)*

## Free Lunch & Learn Event

Globe University’s downtown Minneapolis Campus in the IDS Center presents speaker **Anne Groetsch** as she presents *“Managing Multiple Priorities.”*

With our busy lives and the balance between home and work we are finding that distractions can be many. Recently, the news reported that Americans don't take vacations or use their time off as much as other countries and now we are seeing the results of that with our work/life balance out of sync.

Please come join us on Wednesday, June 29 from noon to 1 p.m. Lunch will be provided.

RSVP today to Sonja Simpson [ssimpson@globeuniversity.edu](mailto:ssimpson@globeuniversity.edu) or call: 612.455.3028. [www.globeuniversity.edu](http://www.globeuniversity.edu)

## Congratulations to:

Red River Chapter 2011-12 president-elect, Darla Bakko who gave birth to a baby girl on May 12.

Danaka June Bakko weighed 7lbs, 4 oz and was 20 inches long.

## Mark Your Calendars

**July 24-27, 2011**  
**Montreal Quebec**  
The International Education Forum & Annual Meeting with an average of over 1,800 attendees offers more than 50 education workshops focusing on topics from management skills to leadership development.

**Oct. 14 -16, 2011**  
**2011 Fall Division Meeting**  
Arrowwood Resort & Conference Center  
[www.arrowwoodresort.com](http://www.arrowwoodresort.com)  
2100 Arrowwood Lane NW, Alexandria, MN 56308  
Phone: (320) 762-1124

Rejuvenate, Revitalize, and Restore your soul and your career. Visit the Division Website for information on the speakers and room rates.

The Skyway Chapter celebrated its 5-year anniversary during the chapter meeting in May.

Fe Mahler, CPS/CAP, and Laura McMahon, CAP, co-founders, spoke about their vision for the chapter and what IAAP has done for them. The chapter has been successful in maintaining an average of 58 members over the past five years.

During the meeting, Skyway Chapter members celebrated their accomplishments during 2010-11 and installed the new 2011-12 officers.

A big **CONGRATULATIONS** to:

- Michelle Halverson, president
- Debi Gibson, CPS, president-elect
- Jennifer Anderson, treasurer
- Amy Brosam, secretary

**Congratulations everyone!**

# Snapshots from Division 2011

MN ND SD Division



# North Star Chapter Charters!

by Joan Gatzmeyer, CPS/CAP

The North Star Chapter charter ceremony was held on Tuesday, May 10, 2011, at Rockwoods Grill in Otsego, Minnesota, chaired by Yvette Kanzler, CAP, president of the sponsoring chapter, *TwinCities West*.

MN-ND-SD Division President Linda Dahlquist, CPS/CAP installed the charter members, including professional, professional-merited, and student members: Karen Albu, CPS; Roberta Beberg, CPS; Melinda Beckers; Kimberly Fette; Joan Gatzmeyer, CPS/CAP; Angie Johnson, CPS/CAP; Tabitha Johnson; Dusty Klesner; Heather Kolstad; Ericka Larson, CPS; Bonnie Marten, CPS/CAP; Liz McLeod; Carol Mellott, CPS/CAP; Gloria Mitchell; Marlene Rouillard; Sheryl Satalino; May Szenay; Julia Tollgaard; Cindy Torgerson; Rhonda Yeager, CPS; and Melissa Zabilka, CPS.



President Dahlquist also provided the official welcome of the North Star Chapter to the MN-ND-SD Division symbolized by adding a lady's slipper to the bouquet representing the division's chapters.



Northwest District Director Kristi Rotvold, CPS/CAP installed the charter officers, including President Joan Gatzmeyer, CPS/CAP, Vice President Bonnie Marten, CPS/CAP, Secretary Karen Albu, CPS, and Treasurer Ericka Larson, CPS.

Marlene Rouillard was presented with the key chapter builder pin in recognition of her leadership and dedication in the chapter builder process.



On behalf of the MN-ND-SD Division, Dawn Staycoff, incoming division president, presented the new chapter's official IAAP banner to Joan Gatzmeyer.

In addition to 19 of the 21 charter members in attendance, approximately 20 members from 8 chapters in the division attended to show their support. The evening's conclusion of a celebratory toast was cut short due to thunderstorms and tornado warnings that necessitated everyone evacuating the meeting room and moving to the lobby to wait out the storm.

In some cultures and traditions, rain at weddings and other important occasions is a sign of good luck and prosperity, and with that in mind, we are looking forward to very successful program development and membership

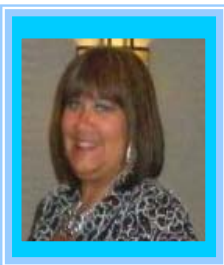
growth for the North Star Chapter!



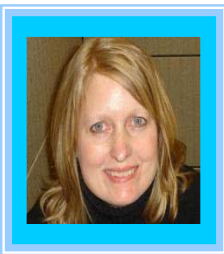
## MN-ND-SD Division 2010-11



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Secretary **Alana Erstad**, CPS/CAP  
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publication of the  
MN-ND-SD Division of  
the International  
Association of  
Administrative  
Professionals.***

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# Save the Date

October 14 - 16, 2011

Arrowwood Resort & Conference Center  
Alexandria, Minnesota



Theresa Rose

## ***Finding Your Mojo***

### ***The ABCs of Living in Abundance, Balance and Creativity***

What is mojo? It's that fire, that energy, that zest that makes life juicy! If you've got your mojo working, you are on top of the world: energetic, creative, and fulfilled. If you've lost it, you may have to look up to see the bottom: depressed, tired, overwhelmed, and unable to accomplish much of anything. In ***Finding Your Mojo***, Theresa describes the extraordinary impact mojo has on our productivity and health, and she humorously shares some of her most insightful (and often embarrassing) life lessons.



Billy McLaughlin

## ***Empowering Others to Rethink the Impossible***

Billy is an engaging speaker committed to delivering the highest musical aesthetic while warmly acquainting himself with every audience through stories and humor. He captivates audiences with live musical illustrations while telling his true story with disarming honesty and engaging emotion. Billy shares memorable and practical lessons from his journey of transforming "incurable" into "unstoppable"!

Gain the competitive advantage with your most unique resource your own inspiration!



Mike Foley

## ***Dare to Live***

### ***Live the Life You Were Meant To Live!***

The philosophers remind us to, "Become a light unto ourselves." We can stay huddling on the duck pond with the other ducks or, like an eaglet, listen to our intuition, step to the edge of all that is comfortable and familiar, spread our wings, and jump. Life will never forsake that kind of courage. NO ONE on this planet will ever be able to express your unique skills and talents better than YOU. The world is waiting for YOU. The time is now.



Visit the MN-ND-SD Division website for details as they are finalized.

<http://www.iaap-mnndsd-division.org>



**Individuals should contact the Hotel by calling 866-386-5263 or 320-762-1124. Request a reservation for the I.A.A.P. conference.**

All reservations must be guaranteed by one night's deposit, a major credit card. Hotel will not hold any reservations unless secured by one of the above methods. Failure to occupy the room or to cancel a guaranteed reservation in the appropriate time frame will result in a charge of one night's room and tax applied to the method of guarantee.

Rates guaranteed through September 22, 2011. Reservations received after the cut-off date will be subject to availability of guestrooms and rates. \$94 room rates (single/double/quad) quoted is subject to the applicable state taxes currently at 6.875%.

\*\* The guestroom rate does not include Water Park Passes. You can add up to 4 Water Park passes to the guestroom rate for the Big Splash Indoor Water Park for only \$124 per room, per night plus tax. A discounted daily Water Park pass rate of \$7 plus tax per pass is available as well.



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## Advance in Your Career.

### IAAP Members May Qualify for 10% off Tuition.

Globe University/Minnesota School of Business has partnered with IAAP to offer the Business Alliance Scholarship. That means you may qualify for 10% off tuition.

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## Some Facts About Central Lakes College

**Central Lakes College - Brainerd and Staples** is one of 32 Minnesota State Colleges and Universities ([www.mnscu.edu](http://www.mnscu.edu)), offering excellent, affordable education in 46 communities across the state.

We are a comprehensive community and technical college serving about 6,000 students per year. With a knowledgeable, caring faculty and modern, results-oriented programs in comfortable facilities, CLC is the college of choice for seekers of success.

Our roots are deep in a tradition dating to 1938 in Brainerd and 1950 in Staples. Communities across central Minnesota are filled with our graduates.



We build futures.



GAME WITH THE



There are still a few seats left!

Saturday, June 25<sup>th</sup> @ 7:05 PM

\$18 Package includes (\$26 Value):

- Outfield Reserved Ticket
- Hot Dog and Soda Voucher
- Saints Hat (NEW FOR '11)

\$20 Package includes (\$28 Value):

- Outfield Reserved Ticket
- Hot Dog and Soda Voucher
- Darryl Strawberry Bobblehead

A portion of the proceeds supports the International Association of Administrative Professionals

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



Order & print tickets online at SAINTSGROUPS.com (password: iaap)

- or - Cut and mail the form below to St. Paul Saints, 1771 Energy Park Drive, St. Paul, MN 55108
  - or - Call 651.644.6659 - or - Fax 651.644.1627 | For more information about the Saints, visit saintsbaseball.com
- Tickets ordered by mail, phone, or fax will be available at will call on the day of the game*

Saturday, June 25 @ 7:05 PM



VS



IAAP: 6/25

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

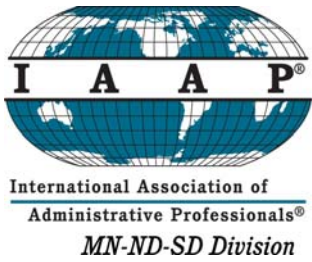
PAYMENT: Check    Visa    Mastercard    Discover    AMEX

Card #: \_\_\_\_\_ Exp: \_\_\_\_\_

6/25: # of \$18 packages: \_\_\_\_\_

6/25: # of \$20 packages: \_\_\_\_\_ Total: \$ \_\_\_\_\_

MAKE CHECKS PAYABLE TO THE ST. PAUL SAINTS



## MN-ND-SD Division IAAP® and Arby's MARKET FRESH® Partnership



The MN-ND-SD Division of IAAP and Arby's Market Fresh Catering are pleased to announce a partnership that will benefit IAAP members and help Arby's Market Fresh Catering bring the great taste, exceptional value and unbeatable service of their catering to more companies in Minnesota!

### *Attention MN-ND-SD Division IAAP Members!*

Use the convenient services of Arby's Market Fresh Catering and **receive a 15% discount on your first order**; and a **10% discount on every order after that!**

Arby's Market Fresh Catering currently serves the Minneapolis/St. Paul metro and Duluth, Mankato, Owatonna, Rochester and St. Cloud, Minnesota. Place your order online at <http://arbyscatering.com/place-order.jsp>, and enter the promo code:

- First order 15% discount                      IAAP1
- Every order 10% discount                    IAAP2



Or for personal service, call **Catering Sales Manager Robbie Douglas at 612.275.7368** and tell her you are a MN-ND-SD Division IAAP member (so is she!). Robbie is committed to helping make you look good by taking caring of every detail right down to the tablecloth so you enjoy the peace of mind that comes from knowing everything will be delivered correctly and on time, every time.

Big or small event, casual buffet or traditional sit-down, you're covered. Need a meal for your second-shift or third-shift workers? No problem, Arby's Market Fresh Catering can help!

Boxed lunches, crisp salads, tantalizing sandwich trays including the signature Arby's roast beef and delicious fresh-baked chocolate chip cookies are some of the options available. For more information, visit [www.arbyscatering.com](http://www.arbyscatering.com).

### *Interested in an IAAP and Arby's Market Fresh Catering presentation?*

The MN-ND-SD Division and Robbie Douglas are teaming up to share information about the valuable benefits of both organizations with co-presentations to admins at businesses throughout the service area. If you would like to arrange for a presentation/lunch, please contact Division President-Elect Dawn Staycoff at (612) 532-7153 or [dawn.staycoff@thrivent.com](mailto:dawn.staycoff@thrivent.com). Robbie will also be providing MN-ND-SD Division brochures to admins at her company visits; and promoting IAAP during Administrative Professionals Week® and Day®.



## NORMANDALE CAP REVIEW CLASSES

### Class Schedule

<b>Resource Management—Class 1</b>	<b>Metcalf</b>	<b>11/2011 exam (17%)</b>
Physical Resources—Week 1 Purchasing Decisions Inventory Maintenance (supplies, forms, software) Office Layout Workplace Design	Unit 5 Ch 1 Ch. 2 Ch. 6	08/10/2011  6% Outline
Information Resources—Week 2 Software Equipment Training & Usage Installation and Maintenance of Equipment & Software Troubleshooting Software & Hardware Problems Basic Computer Operating & System Commands Transfer of Data Using Media sources Conversion of Documents From One Software to Another Performance of Computer Backup and Security Functions	Unit 5 Ch. 3 Ch. 4  Ch. 5 Ch. 7 Ch. 8 Ch. 9  Ch. 10	08/17/2011  7% Outline
Human Resources—Week3 General HR Issues Legal Issues Employee Relations Maintenance of Production Records Preparing Training/Procedures Manuals Staffing Process Maintenance of Employee Records	Unit 8 Ch. 1 Ch.1 Ch. 2 Ch. 3 Ch. 4 Ch. 5 Ch. 6	08/24/2011  4% Outline