

September 2010  
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## Inside this Issue

- 1** Message from Linda Dahlquist, CPS/CAP
- 2** Ask Abby Admin
- 3** EFAM Updates
- 4** Congratulations  
Division News  
Articles of Interest
- 5** More Articles of Interest  
The Art of Saying No  
Leadership Training
- 6** More Articles of Interest  
Social Media  
Bylaws/Standing Rules
- 7** Reading List  
Condolences  
Letter from Mike Foley
- 8** Retirement Trust  
Celebration
- 9** 2010/1011 Division Board



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

# MN-ND-SD

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



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

The summer has been very busy for me with a family wedding and graduation parties in June, the International Educational Forum and Annual Meeting (EFAM) in Boston and a trip to Chicago in July, the Division Leadership Training and adopting an expecting mama cat in August (she had five kitties). I am looking forward to the fall, my favorite time of year, and going to the State Fair, the Renaissance Festival and a trip to South Carolina in September and, of course, our Division Fall Educational Conference in October.

I want to take a moment to say congratulations to the nine chapters who achieved Chapter of Excellence and the 58 members who achieved Member of Excellence for 2009-2010. It is my goal to increase these numbers for 2010-2011 and for the division to be a Division of Excellence.

At EFAM, International President Mary Ramsay-Drow, CPS/CAP introduced this year's theme of Passion & Purpose. The Passion & Purpose theme builds upon the themes of the last two years: Excellence in Action and Power of Commitment.

*"President Ramsay-Drow stated her thought process behind the theme was to let members know that what the past several years have been all about is our passion for IAAP and the purpose – the intent of what we've been doing."*

*"They always say that time changes things, but you actually have to change them yourself."  
- Andy Warhol*

Passionate people show their commitment by demonstrating their passion about what they do and as a result they accomplish more and are better able to meet challenges.

I am very excited to announce Kristi Rotvold, CPS/CAP, Red River Chapter, was elected to a two-year term as Northwest District Director at EFAM. Also, the following announcements were made at EFAM: Changes to IAAP's Certification and Recertification Programs which will take effect November 2011 and Avery Dennison is now a participating partner in the Box Tops for Education Program.

The Division Leadership Training was a great success with 56 members in attendance. The

Division Fall Educational Conference registration form is forthcoming and will be posted on the division web site and emailed out to all members.

We have a fantastic Division Executive Committee and Division Board of Directors leading the MN-ND-SD Division with Passion & Purpose.

Best regards,  
Linda Dahlquist, CPS/CAP

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## 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 these tough economic times we still want to send cards to co-workers and others but it can be expensive and with budgets getting cut, how can we still create that personal connection?**

**- Penny Pincher**

Great question Penny! It's time to think "green"! Check out this website on honoring the three R's! "Don't just recycle - reuse and reduce with regreet™!

[www.regreet.com](http://www.regreet.com)

Regreet is an exciting new way to continue passing on greeting cards you receive from friends in a very fun and inventive way! Check them out to see a demo video and order your kit today to get started!

**Dear Abby: I've just started a new job after being unemployed for almost a year. We have a dress code Monday through Thursday and Friday is "business casual." What does that mean exactly?**  
**- Back in the saddle**

Back in the saddle - that is an age old question. Most people would agree that dress codes can be confusing and vary from company to company. Most companies have a pretty well-defined dress code but these days where almost anything goes from open-toe shoes to hose-free legs and even what some might label "hoochie mama outfits." The chaos of not knowing what to wear is as bad as the by-the-book rules that companies have that spell everything out.

My suggestion is to use your co-workers as role models. See what they are wearing and mirror that style.

Here are a few tips that might help you out.

### Dressing Down

- No hose required
- Open-toe shoes are OK
- Sleeveless tops are OK
- Hair combed/brushed
- No sports wear or logos other than your company's on clothing
- If you would wear it to the beach, don't wear it to the office

• Typically jeans in clean and good condition are acceptable  
**Office Necessities**  
Is your office casual or polished? Most essentials can go either way.

A few examples:

- **A dark (black, brown, charcoal, navy) pant/skirt suit.** Wear it strictly in a professional setting; mix up the pieces for business casual.
- **"Soft" suit: a matching twinset (sleeveless or short sleeved sweater with a matching cardigan).** Business casual types may choose to tie the sweater over their shoulders and go sleeveless.
- **A white shirt.** Worn with black trousers and a simple pearl necklace, it becomes casual. Paired with a black pantsuit, it means strictly business.
- **Black pants.** You can never have too many of these. Creative types can branch out into longer cropped styles.
- **Low-heeled pumps.** Closed-toe styles can go anywhere. While you may be limited to dark colors to match your suits, you can experiment with materials and textures for interest: suede, exotic skins, polished leather.
- **Structured handbag.** A smooth, black or brown handbag with a structured frame gives you a pulled-together, tailored look. To add a little color or fun, tie a pretty scarf on the handle or attach some charms for a personal touch.

Remember, when in doubt, dress for the job you want, not the job you have. Good luck!

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

# 2011 Education Forum & Annual Meeting Update (EFAM)

In 2011 we are using three hotels in Montreal. Hotel reservations will open the first week of September. Hotels and room rate information (hotel room rates do not include applicable state and city taxes of 16%, subject to change):

## Hyatt Regency Montreal - Headquarter Hotel

- \$199 CAD/night, single/double occupancy
- \$219 CAD/night, triple occupancy
- \$239 CAD/night, quad occupancy

## Hilton Montreal Bonaventure

\$199 CAD/night, single/double occupancy

## Delta Centre Ville

- \$189 CAD/night, single/double occupancy
- \$209 CAD/night, triple occupancy
- \$229 CAD/night, quad occupancy

*CAD = Canadian Dollars*

It is not too early to think about this event, keep checking the International website for information as it becomes available.

# EFAM Highlights July 18-21, 2010

Hynes Convention Center in Boston, MA was the location for the 2010 International Education Forum and Annual Meeting (EFAM). It was a great experience and one always comes back with so much that it's hard to recap.



Erin Brockovich, guest key-note speaker

Boston is an exciting city that offers good food, varied shopping, and a mix of contemporary living mingled with a rich historical heritage.



Erin Brockovich, with Division Presidents

Check out Char Wilkinson's, CPS, SouthWest Metro Chapter, full report for all the details. <http://tinyurl.com/24t7552>

## Mark Your Calendars

**Oct. 15-17, 2010**

### Fall Division Educational Conference

Sugar Lake Lodge  
<http://www.sugarlakelodge.com>  
 37584 Otis Lane, Cohasset, MN 55721. You can reserve your room now by calling: 1-800-450-4555

Make sure to get your reservation in before September 22, 2010.

Registration form coming soon!

**May 20-22, 2011**

### 2011 Annual Division Meeting

The Lodge at Brainerd Lakes  
<http://lodgehotelsbrainerd.com/>  
 6967 Lake Forest Road, Baxter, MN.

During this three-day event, you will experience our division officers in action with a business meeting, seminars and a special meeting for our "first timers."

**July 24-27, 2011**  
**Montreal Quebec**  
**2011 EFAM**

The International Education Forum & Annual Meeting with an average of over 1,800 attendees.

This event offers more than 50 education workshops focusing on topics from management skills to leadership development.

Don't forget the numerous networking events that provide social gatherings with your peers.

*"Have patience with all things, but chiefly have patience with yourself. Do not lose courage in considering your own imperfections but instantly set about remedying them - every day begins the task anew." - Saint Francis de Sales*

# Congratulations to:



Kristi Rotvold, CPS/CAP who was elected to a two-year term as Northwest District Director at EFAM.

Joan Gatzmeyer, CPS/CAP for being appointed to the International Bylaws and Standing Rules Committee as Northwest District representative for 2010-2011.



Lynda Boulay, CPS/CAP of the Saint Paul Chapter is serving the second year of her term as Retirement Trust Foundation Trustee and will be vice chairman for the RTF Board of Trustees this year.



2010-2011 Retirement Trust Foundation Board of Trustees: (seated) Mary Ramsay-Drow, CPS/CAP, Trustee; Kelly A. Reggio, CAP, Chairman; Judith A. Yannarelli, CPS/CAP, Treasurer. (standing) Kathy Hampton CPS/CAP, Secretary; Lynda B. Boulay, CPS/CAP, Vice Chairman; Carolyn L. Prather, CPS, RTFC Liaison

## 2010 MN-ND-SD Division Fall Educational Conference October 15-17



Make plans now to attend the MN-ND-SD Division's fall conference at Sugar Lake Lodge, Cohasset, MN!

At the heart of this Minnesota resort experience is beautiful Sugar Lake. Spring fed by Northern Minnesota's crystal pure aquifers, Sugar Lake is sparkling clear to 20 feet. Guests can enjoy the beauty of Sugar Lake from our sugar sand beach, or fish the lake with the best walleye fishing and fishing guides in the state.

Details coming soon! You can reserve your room now by calling: 1-800-450-4555. Make sure to get your reservation in before September 22, 2010.

## The Gentle Art of Saying No

by Dawn Staycoff

It only has two letters, but the word "no" is very powerful. It's a simple fact that you can never be productive if you take on too many commitments — you



simply spread yourself too thin and then you aren't able to get anything done, at least not well or on time. If you are anything like me, I like to give 100% to anything I say "yes" to.

Requests for your time come in all the time and in various formats; through phone, e-mail, IM or in person. To stay productive, and minimize stress, you have to learn the Gentle Art of Saying No, an art form most people have problems with.

What's so hard about saying no? Well, to start with, it can hurt, anger or disappoint the person you're saying "no" to, and that's not usually a fun task. Second, if you hope to work with that person in the future, you'll want to continue to have a good relationship with that person, and saying "no" in the wrong way can jeopardize that.

Saying "no" doesn't have to be difficult or hard on your relationship. There are three ways to say "no." The first is the unassertive "no," usually accompanied by weak excuses and rationalizations. Another is the aggressive "no," stated with ridicule and contempt and finally there is the assertive "no," which is simple, direct and forthright. In saying "no" it's best to be firm, but direct.

### Tips for learning to say No:

- 1. **Value your time.** Know your commitments. Your time is valuable. When someone asks you to dedicate some of your time to a new

commitment, you have to decide if that fits into your personal commitments.

- 2. **Know your priorities.** Even if you do have extra time (which for many of us is rare), is this new commitment really the way you want to spend that time?
- 3. **Practice saying no.** Practice makes perfect. Saying “no” as often as you can is a great way to get better at it and more comfortable with saying the word.
- 4. **Don’t apologize.** A common way to start out is “I’m sorry but ...” as people think that it sounds more polite. While politeness is important, apologizing just makes it sound weaker.
- 5. **Stop being nice.** Again, it’s important to be polite, but being nice by saying yes all the time only hurts you. When you make it easy for people to grab your time they will continue to do it. But if you only commit to those few items they will respect you more when you have to turn down their request.
- 6. **Say no to your boss.** Sometimes we feel that we have to say yes to our boss all the time, they’re our boss, right? And if we say “no” then we look like we can’t handle the work at least, that’s the common

reasoning. But in fact, it’s the opposite. Explain to your boss that by taking on too many commitments, you are weakening your productivity and jeopardizing your existing commitments. If your boss insists that you take on the project, go over your project or task list and ask him/her to re-prioritize with you, helping you to choose what’s important from their perspective as well.

- 7. **Pre-empting.** It’s often much easier to pre-empt requests than to say “no” to them after the request has been made. “Look guys, just to let you know, my week is booked full with some urgent projects and I won’t be able to take on any new requests.”
- 8. **Get back to you.** Instead of providing an answer on the spot, tell the person you’ll give their request some thought and get back to them. This will allow you to give it some consideration, and check your commitments and priorities.
- 9. **It’s not you, it’s me.** This classic dating rejection can work in other situations. Don’t be insincere about it, though. Often the person or project is a good one, but it’s just not right for you, at least not at this time. Simply say so.

Saying "no" is an art form; you have to practice it to get good at it. "No" doesn't have to be a painful experience, it's a necessary part of life and if you do it confidently you will be able to say "no" when necessary which will ultimately allow you more time to say "yes" to yourself.

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## Leadership Meeting - What Do You Expect?

by Gayle Quedens

This year I was required to attend leadership training as a part of my duties for my position as president-elect of my chapter.

As I prepared for this meeting I wondered, “*What will this meeting be like?*” I really didn’t know what to expect. Now, after having attended, I can say that the Leadership Training held by the MN-ND-SD Division was enlightening, entertaining and inspirational.

What made it enlightening is the presenters shared important information that I needed to know to be successful in my role as PE and beyond, should I choose to take one of those paths. I also learned about Robert’s Rules, parliamentary procedure and who I can contact if I have questions.

Joan Gatzmeyer, CPS/CAP did a fantastic presentation that covered strategic planning and balanced scorecard. She did an amazing job of making something that sounds

so daunting feel totally doable. Because of her presentation, our chapter is holding a strategic planning session where we are inviting all chapter members to participate.

During our meeting, we will review our previous strategic plan and the goals set last year and create a plan for this year. The timing couldn't have been more perfect as it is great to have your goals set, actions identified and assigned to parties who can make them happen this year.

What made this event entertaining is the very welcoming and open environment that was created. Every officer from the division who attended was available and encouraged questions which made it a comfortable and a fun place.

The most entertaining part of the meeting, by far, was the rousing round of Jeopardy that Dawn Staycoff led. The questions, or is it answers, tested everyone's knowledge of things they learned that morning as well as what we have already learned from being a part of IAAP. This motivated everyone to get their juices flowing after lunch. What made it even better - my team won!

The training was not only entertaining, but inspirational. The leaders who are in office this year are quite excited about the year to come and the plans they have for the division. They are looking to us to help them achieve their goals.

Because of the information they provided and the enthusiasm they showed for their roles, it has inspired me to be the best I can in my chapter.

In the future, I encourage everyone to sign up for leadership training. You can expect to be enlightened, entertained and inspired to be the best leader you can be for your chapter or for any other leadership opportunity that may come your way.

Materials are available on the MN-ND-SD Division website; feel free to share them with your chapters.  
<http://tinyurl.com/2f825h5>

## Social Media and You

*by the PR Committee*

You know that IAAP HQ is involved in social media, but did you know that our division is sticking our cyber-toe into the water? We've created a social media presence so that our chapters can share events, happenings, and accomplishments with each other.

Social media (also known as social networking) isn't just for teenagers anymore. Many of us have a LinkedIn business profile and a Facebook account personally or professionally. Social media is the best way for professionals to network and it's growing rather than fading away.

Our IAAP Web Community is another form of social networking. We're able to find other administrative assistants around the world and share best practices and ideas, and converse all in real time. Businesses are also embracing social media as a powerful tool for marketing and advertising.

Our division is embracing this trend and we hope you'll participate. You can find us at:

[LinkedIn](#) (Group): MN-ND-SD Division IAAP

[Facebook](#) (Business Page): MN-ND-SD-Division-IAAP

[Twitter](#) (Feed): IAAP\_MN\_ND\_SD

Please join our group, "like" us, "follow" us, share us, re-tweet us, and get involved!

If you have any questions or any problems posting, please contact Sheryl Snitkin at [sheryl@urban-admin.com](mailto:sheryl@urban-admin.com) or Yvette Kanzler at [Yvette.Kanzler@blackbox-vs.com](mailto:Yvette.Kanzler@blackbox-vs.com).

"See" you in our social media sites!

## Division Bylaws and Standing Rules



*by Char Wilkinson, CPS*

The division bylaws and standing rules committee continues to keep busy reviewing, approving, and assisting chapters with their bylaws and standing rules.

Since the Chapter of Excellence is one of the most important goals for any chapter to attain each year, along with submitting the Avery Dennison Award application, it is recommended, but not mandatory, to add these responsibilities to the president-elect's duties.

Suggested verbiage is as follows - The President-Elect shall:

- Submit the Avery-Dennison Achievement Award application by the Feb. 1 deadline and/or submit a nomination in the Award for Excellence program by the Dec.30 deadline.
- Assist the chapter president with the Chapter of Excellence program and keep abreast of the qualifications for the chapter to achieve the Chapter of Excellence.

We want to remind the following chapters that their bylaws and standing rules are up for their four year reviews in May of 2011:

- City of Lakes Chapter
- Skyway Chapter
- Twin Forks Chapter
- Valley Ridge Chapter

Approvals are still pending for the following chapters:

- Brainerd Chapter
- South Suburban Chapter
- Sakakawea Chapter

The committee is always available to answer your questions and recommends that all chapters submit a draft of their proposed amendments or four year reviews before they are submitted to their chapter membership for approval.

Contact anyone on the Division Bylaws and Standing Rules Committee, Char Wilkinson, CPS, Sharon Kelsey or Dawn Staycoff.

## Get Your Read On



At the MN-ND-SD Division 2009 Fall Educational Conference, Cynthia D'Amour

presented The Lazy Leader's Guide to Outrageous Results.

The Division was impressed with her presentation and has purchased the entire program.

To reserve these materials, contact Linda Dahlquist, CPS/CAP at [linda\\_d5685@hotmail.com](mailto:linda_d5685@hotmail.com).

- Selling Value When Budgets are Tight – CD
- Tapping the 10% Volunteer – CD
- Delegating for Outrageous Results – CD
- The Retention Challenge: How to Keep the Members you Already Have – CD
- Build a Mentor Movement in your Chapter – CD
- Make Any Meeting a Successful Recruiting Event – CD
- How to Recruit Generation Me – Book

- Member Tell All - Advice for Leaders Who want to get more members involved – Book
- How to turn Generation Me into active members of your association – Book
- The Lazy Leader's Guide to Outrageous Results – Book
- The Lazy Leader's Guide to Outrageous Membership Results Workbook – Book

## Condolences



Our condolences to past Division Treasurer, Brenda Jindra, whose father (Lawrence Hjort)

recently passed away.

Brenda's address is 11382 Bonnie Road, Brainerd MN 56401.



## Special invite from past Division speaker

### Mike Foley

Hello IAAP Friends, Some of you may know I finally completed my sailing voyage from San Diego to Charleston. Now that I am on the east coast, and I am excited to explore new cruising grounds: Maine, the Carolinas, Bermuda, Bahamas, the Caribbean and beyond!

While I love sailing, my true joy has been watching people light up as they rediscovered the beauty of our natural world, adventure and the camaraderie that comes from a challenging shared experience.

I have decided to provide sailing adventures on an ongoing basis throughout the year. To make it as affordable as possible, I will offer the trips at cost. In other words, ALL proceeds will be used to pay expenses: food, fuel, mooring, insurance, maintenance, and parts. If by chance there are any revenues left at the end of each year, they will be used to offer trips to under-privileged youth.

I have scheduled three trips after the holidays, you have several options. Book a berth on a public trip:

- Jan. 1- 8 Abacos, Bahamas: 1st Annual Festivus for the Restivus
- Jan. 16-23 Abacos, Bahamas
- Jan. 29 – Feb. 6, Abacos, Bahamas – Key West

Book the entire boat with 5/6 IAAP friends for a custom trip.

Book the entire boat with your family and friends for a custom trip that works for your schedule.

For more information, please check out my website.

Fair winds my friends!

Mike  
<http://www.claritycentral.net/sailing.php>

Michael Foley  
612-210-7936

[mike@claritycentral.net](mailto:mike@claritycentral.net)

## Retirement Trust Foundation Recognition



by Joan Gatzmeyer, CPS/CAP, Immediate Past Division President

Congratulations and thank you to the members of the MN-ND-SD Division for their generous and outstanding support of the Retirement Trust Foundation (RTF) in 2009–10. We were recognized during the Northwest District caucus at EFAM for making the largest RTF contribution of the five divisions within the district - \$3,459.26! This was about 88 percent more than the goal of \$1,837.50 set for the division by the RTF.

As noted in the June 2010 issue of the Division newsletter, more than \$1,100 was raised during the MN-ND-SD Division Annual Meeting in May; a special thank you to my employer, Health Dimensions Group, for kick-starting the weekend’s donations with a check in the amount of \$250.

Also, sincere thanks to 2009–10 Division RTF Committee Chair Teresa Dambowy, CPS, CFM for her leadership and commitment to the Trust; Teresa stated, “I’m so grateful to everyone that helped in contributing to the success of the Retirement Trust Foundation in 2009–10.”

## Chapter of Excellence Celebration

by Kim Olson

The Skyway Chapter is excited to report we have achieved the Chapter of Excellence!

A celebration is scheduled at our September meeting.



We will also acknowledge Melissa Tofte

and Sheryl Snitkin who achieved *Member of Excellence*.

Skyway members, Kim Olson, Michelle Halverson and Jennifer Anderson, had the opportunity to attend EFAM in Boston this year. The experience was amazing, and the opportunity to network with other administrative professionals from all over the world is something they will never forget.

Montreal here we come!

***“The first responsibility of a leader is to define responsibility. The last is to say thank you. In between the leader is a servant.”  
- Max DePress***

## MN-ND-SD Division 2010-11 Executive Committee



President, **Linda Dahlquist**, CPS/CAP  
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President-Elect, **Dawn Staycoff**  
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Treasurer, **Melissa Tofte**  
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***Inquiries or advertising please contact the editor Dawn Staycoff at 612-844-5003 [dawn.staycoff@thrivent.com](mailto:dawn.staycoff@thrivent.com)***

***For more information about IAAP® visit [www.iaap-hq.org](http://www.iaap-hq.org) and [www.iaap-mnndsd-division.org](http://www.iaap-mnndsd-division.org)***

### WEBSITE LINKS:

- Regreet™ - <http://www.regreet.com>
- International – EFAM - <http://www.iaap-hq.org/events/convention/2011/registration.html>
- LinkedIn - [http://www.linkedin.com/groups?home=&gid=2924227&trk=anet\\_ug\\_hm&goback=%2Egdr\\_1281808869777\\_1](http://www.linkedin.com/groups?home=&gid=2924227&trk=anet_ug_hm&goback=%2Egdr_1281808869777_1)
- Facebook - <http://www.facebook.com/pages/MN-ND-SD-Division-IAAP/111713235521780>
- Twitter - [http://twitter.com/IAAP\\_MN\\_ND\\_SD](http://twitter.com/IAAP_MN_ND_SD)
- Avery Dennison - <http://www.iaap-hq.org/newsroom/awards/avery.html>
- Leadership Materials - <http://www.iaap-mnndsd-division.org/IAAPHQ/MNNDSDDivision/Resources/ViewDocument/Default.aspx?DocumentKey=90af39e2-faf5-4b45-bad4-e3836a899acc>
- Char Wilkinson, CPS Report - <http://www.iaap-mnndsd-division.org/IAAPHQ/MNNDSDDivision/Resources/ViewDocument/Default.aspx?DocumentKey=3ab2f123-fc69-4a7b-9918-8a2f0196f220>

*Such is the state of life that none are happy but by the anticipation of change: the change itself is nothing; when we have made it the next wish is to change again. The world is not yet exhausted; let me see something tomorrow which I never saw before. - Dr. Samuel Johnson*