

# MN-ND-SD Notes

Official Newsletter of the MN-ND-SD Division  
International Association of Administrative Professionals, IAAP®  
June 2009, Volume 1, Issue 4



## Excellence In Action

**Kristi Rotvold CPS/CAP**  
**MN-ND-SD Division President**

I believe this quotation says a lot about our division and its members: we **do** Care More, Risk More, Dream More and Expect More!

“Excellence can be obtained if you:  
...Care more than others think wise;  
...Risk more than others think is safe;  
...Dream more than others think is practical;  
...Expect more than others think is possible.”

This year has gone by more quickly than you can imagine; it seems like just yesterday I was being handed the gavel by Nita in Plymouth, MN, and now it's June a year later. We have accomplished so much, thanks to all of you. Following are key points from my president's report for the Annual Meeting:

- **Become a Division of Excellence:** Achieved; thanks to all of you!
- **Communicate regularly with presidents and team leads:** Met every other month over the phone with the chapter presidents and Executive Board; and updated the chapter presidents, presidents-elect, team leads and Executive Board by email about twice a month or more.
- **Respond to emails and phone calls within an appropriate time frame:** I responded within 24 hours when I was in town and able to check email.
- **Assist chapters in becoming Chapters of Excellence:** I have heard at least 30% of the chapters have achieved it. There is still time to achieve this goal—I know you can do it!
- **Assist members in becoming Members of Excellence:** Last I heard, we had at least 40 that have become Members of Excellence.
- **Provide quality education at the Division meetings:** We offered 6.5 recertification points at the Fall Conference; 5 at the Annual Meeting; and 3 at Leadership Training on June 13.

I can't wait to see what the next year brings us from the new 2009-10 MN-ND-SD Division Board. Each year there are new and exciting things to do, ideas that come forward and new suggestions! I wish Joan and her board the best of luck, and remember to BREATHE! **I hope to see many of you in Minneapolis at the 2009 International Education Forum and Annual Meeting! Thank you!**



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## Division Annual Meeting And Spring Professional Conference

The MN-ND-SD Division Annual Meeting and Spring Professional Conference was held in Rochester, Minnesota, on May 15-17, 2009. The Saturday evening banquet included recognition of chapter presidents and division team leads by 2008–09 Division President Kristi Rotvold. President Rotvold was also honored for the *Excellence in Action* she displayed throughout her term, after which she installed the officers for 2009-10.



L to R: 2008-09 Division President Kristi Rotvold CPS/CAP, Red River Chapter; 2009–10 Division President Joan Gatzmeyer CPS/CAP, *TwinCities* West Chapter; Treasurer Brenda Jindra, Brainerd Chapter; Secretary Laura Zacharda-Jones CPS/CAP, Rochester Chapter; President-Elect Linda Dahlquist CPS/CAP, North Suburban Chapter

During the Spring Professional Conference on Sunday morning, Incoming Division President Gatzmeyer appointed division committee chairs and members and recognized the Nominations Committee chair and members elected at the Saturday business meeting.



L to R: Incoming President Gatzmeyer; Sherri Finke CPS, Student Chapter Builder; Jean Pettis, PR & Marketing; Fe Mahler CPS/CAP, Debi Cain-Rivord CPS/CAP Kristi Rotvold CPS/CAP, Nominations; Jean Allen, Chapter Development; Nita Nurmi CPS/CAP, Char Wilkinson CPS, Bylaws & Standing Rules; Florann Grettum, Audit

A full list of committee chairs/members and their contact information is available on the Committees page at [www.iaap-mnndsd-division.org](http://www.iaap-mnndsd-division.org). **If you have a passion for ongoing education, marketing, and/or fundraising, you can use those talents to create educational opportunities for Division members by leading the Professional Development Fund (PDF) Committee!** Sponsorships or fundraising initiatives of this committee are used for engaging professional speakers/trainers at Division functions to enhance the professional development of the Division membership.

If you are interested in serving as PDF Committee chair or as a Division committee member in 2009–10, contact Joan Gatzmeyer CPS/CAP at [joang@hdgi.com](mailto:joang@hdgi.com) or the appropriate committee chair.

## Division Member Incentive Award

The MN-ND-SD Division annually awards two of its members with the opportunity to attend the Annual Meeting and Spring Professional Conference with their registration and hotel expenses paid. To share their insights on the experience, recipients are asked to write a newsletter article. The 2009 winners, DJ Herbert and Laura Johnson, offer their impressions of their weekend in Rochester.

**DJ Herbert, TwinCities West Chapter:** I am honored to have received the previous attendee incentive award to attend this year's spring conference in Rochester, MN! This weekend definitely met my expectations and so much more! The Kahler Hotel had its own special charm, and the staff was especially kind and helpful. Our first speaker for the weekend, Antony Newman, gave us an introduction to LEAN. I personally had not yet heard of LEAN so this was very educational to me. It really opened my eyes to the importance of evaluating your business plan to achieve efficiency, accuracy and success. I also could definitely see using this process in my personal life! On Friday night, we had a dinner buffet and a comedy show at Goonies. What a great way to start the weekend! The night was full of fun and laughter with friends and fellow members.



As an incoming member of leadership, I really enjoyed seeing the “behind the scenes” of the ins and outs of IAAP at the Saturday business meeting. We had a small group session where other chapters shared their outcomes of how their chapter would apply LEAN. It was very helpful and useful to listen to the other chapters' ideas. Our meeting was concluded with the Omega Ceremony where there was not a dry eye in the room. Our incoming Division president, Joan Gatzmeyer, put a lot of thought and effort into making this particular ceremony very special. Joan introduced us to Lance Wubbels, the author of *If Only I Knew*. His speech and reading of his book was extremely touching and heartfelt. Afterwards, our certification luncheon lifted people's spirits with the presentation of *Rose Colored Glasses* by speaker Vicki Snyder. Here is where we learned the importance of having a positive attitude and pushing forward in life despite the hard times we may suffer.

The awards session of the Saturday evening banquet was definitely my favorite. Whether you were being installed as the new president or receiving a recognition of effort award, everyone was made to feel equally special. All of us work so hard and to have that recognition is very important. Following the awards, we had a dance with a DJ. This was such a great time for us to find that certain energy, sense of letting go and spirit of “sisterhood!”

After breakfast on Sunday morning, we had our third and final speaker, Jessica Maes, who gave a presentation on technology used by virtual assistants and people working remotely. Jessica shared a wide amount of knowledge on specific web sites that are helpful for all of us that do not have direct contact with the people we support.

The support of IAAP has helped me in more ways than I can express in words! I am so proud to be a member and so very thankful for the education, the networking and the many friendships I have gained. Attending division conferences, and my involvement with IAAP, gave me both the enthusiasm and the confidence to run for vice president of my chapter. I am very pleased that I am now the incoming vice president of the *TwinCities West Chapter* for 2009-2010, and I am very excited for the upcoming year!!

The book, *If Only I Knew*, that was read by author Lance Wubbels during the Omega Ceremony is available at Hallmark stores or directly from the author, as well as two other books that were at his table in Rochester: *Dance While You Can*; and *I Wish For You*. Another book, *To A Child Love Is Spelled T-I-M-E*, is available at [www.bronzebowpublishing.com](http://www.bronzebowpublishing.com) or from Mr. Wubbels at [lancewubbels@hotmail.com](mailto:lancewubbels@hotmail.com), or write to Lance Wubbels, 4101 W. 102nd St., Bloomington, MN 55437.



## Division Member Incentive Award *(continued)*

**Laura Johnson, City of Lakes Chapter:** For years I heard the many fun stories and memories from the Minneapolis City of Lakes chapter members that attended the Division Annual Meetings. It was always with disappointment that I had to decline the invitation to attend as year after year it was on the same weekend as my company's annual golf tournament, of which I was on the host committee. Well, this year I guess the stars aligned! I finally agreed to run for president-elect of our chapter, the golf tournament was cancelled, and I applied for and received the Division's Incentive Award to attend the division meeting as a first-time attendee!



The fun began early on Friday morning on the ride down to Rochester with fellow chapter members. It's always fun for me to see people out of the normal environment in which you usually are in contact with them. After our arrival in Rochester, I quickly became aware of all that I've missed over the years as hugs and greetings were exchanged between my travel companions and many others whom I had yet to meet. The meeting began with a fantastic presentation on Lean Thinking and Six Sigma Systems. My company has fully implemented and embraced these systems, but never before had I thought of these concepts in relationship to our chapter—my first “Aha!” moment of the weekend! During this first afternoon of the meeting I was starting to put faces to the names I've heard about time after time, but who were those “woo-woo!” ladies sitting next to me? Meet the ladies of the *TwinCities* West chapter! They certainly brought levity to the weekend's events. And ladies, it was a pleasure sitting with you during the banquet.

Saturday was more of the business-end of the annual meeting. I now more than ever appreciate the City of Lakes chapter members who have a passion for parliamentary rules! We also participated in a very interesting exercise on implementing Lean and Six Sigma thinking into our chapter activities—more “Aha!” moments—and during this exercise, we networked with members of other chapters and obtained some very useful tips that I fully intend to bring to our chapter's board of directors.

Saturday evening's banquet demonstrated to me the full passion the division board of directors have for all of our chapters, the division, and our division's commitment to IAAP as a whole. The enthusiasm was contagious! As a die-hard Minnesota Wild fan I will use the analogy of being at the X, it's the third period, the Wild are up by one and we're on the power play. Awesome! Sunday's presentation on being a virtual assistant was, as were all of the programs, spot-on. More “Aha!” moments. The resources the presenter offered us were amazing. Some that will help us as a chapter in our communications and many that will benefit me and my husband in his small business.

The weekend was great! If you have never attended a division meeting or conference, **I highly encourage you to do so!** The networking opportunities are amazing, the ideas are abundant, and the experience will completely renew your dedication to this incredible organization. Thank you to the division board of directors for this wonderful opportunity!



*Tips for Good-Hearted Living from the World Laughter Tour, presented by Vicki Snyder from Communication Connection, at Certification Lunch*

***Mondays are for Compliments:*** *This overcomes our tendency to criticize and be judgmental of others, which robs us of laughter. Look for the good in others, tell them about it, and you might just end up laughing together.*

***Tuesdays are for Flexibility:*** *There is no laughter in being stubborn. We all get set in our ways and yet it is a good thing to be open to new ideas. It can be more fun than being in a rut. An open mind lets the laughter in.*

***Wednesdays are for Gratitude:*** *A good way to feel miserable is to always think you need something more to make you happy. An attitude of gratitude brings serenity and laughter.*

***Thursdays are for Kindness:*** *Think of ways to help make the other person's life a little easier. Simple kindness may be the most vital key to the riddle of how human beings can live with others in peace, and care properly for this planet we all share.*

***Fridays are for Forgiveness:*** *Forgiveness means letting go of anger. Find a way to see those who have hurt you in the new light of compassion. Releasing anger makes you healthier and opens up room in your heart for more laughter.*

***Weekends are for Chocolate:*** *Remember to eat some chocolate or any other favorite food. Remember to take time for leisure, pleasure and relaxation.*


[www.cctraining.net](http://www.cctraining.net)

*Published by permission of Vicki Snyder*



## 2009 International Education Forum And Annual Meeting (EFAM)

If you haven't registered yet, it's not too late; and you can still get the Early Bird Registration rate! **The International Board voted to make the discount available to everyone, so there is only one fee level for the 2009 EFAM.** Take advantage of the lower travel costs due to having EFAM in our own backyard in Minneapolis! For more information, visit <http://www.iaap-hq.org/events/convention/registration.html>.

“Navigate North  Map Your Future”

The International annual meetings offer fantastic keynote speakers; one example is **Robin Crow**, who offered information about Rock Solid Leadership in his own unique, musical fashion in 2007 at Tampa. **Char Wilkinson CPS** recently spoke with Mr. Crow to gain permission to share his description of Rock Solid Leadership, as new IAAP leaders embark on their roles for the coming year.

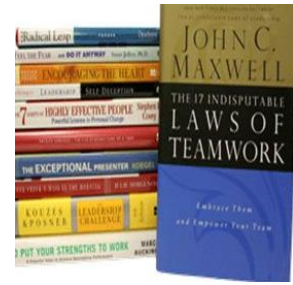
- L Long-term vision:** Six years of training for the opportunity to compete in the Olympics...eight years to earn a PhD. These are examples of having a long-term vision. A leader with long-term perspective plants trees under which he/she will never sit.
- E Excellence:** People who desire excellence and back it up with hard work are almost always successful. Continuous improvement and upgrading of skills is the key to achieving the competitive edge.
- A Advance Planning:** Advance preparation and training are what separate great athletes from good ones. It is the same with advance planning. At the core of every successful leader is thorough preparation, down to the smallest detail.
- D Discipline:** From the moment you awake, devote yourself to the perfection of whatever you pursue. Do this and you will achieve self-mastery. The cost for that mastery is discipline. A leader cannot take others further than her/she has gone himself/herself.
- E Enthusiasm:** People will come out of the woodwork to participate in an atmosphere of excitement, passion, and optimism. Your enthusiasm will be in direct proportion to your success as a leader.
- R Responsibility:** With every decision, there is a measure of risk involved. The very nature of leadership requires you to accept the consequences for those decisions. Remember, failure to hit the bull's eye is never the fault of the target.
- S Sacrifice:** Anything worth pursuing comes at a price. Sometimes the cost is high, but the more you are willing to sacrifice in the short term, the greater the long-term rewards will be.
- H Humility:** When the pressure is on, a person's character can be measured by how he/she responds to those under him/her. Today's leaders must be humble, trustworthy, have integrity, and make the time to care about people.
- I Influence:** The ability to influence can't be awarded or appointed, it must be earned. Getting another person to participate is the very essence of leadership. Bottom line, leadership is about influencing people to follow.
- P Perseverance:** The most important quality of all is your ability to persist in the face of overwhelming disappointments, setbacks and crises. A great leader will bear down with unshakable determination and persist in spite of adversities.

Some other key points Robin Crow shared:

- You will never lead others until you lead yourself
- If you have *ability*, it's your **responsibility**
- Becoming a person of character is part of compromise
- Be able to see the big picture, but pay attention to detail
- Take charge and be able to go against the grain
- The ability to influence others must be earned
- Change doesn't just happen—do whatever it takes to become rock solid—take action!

## Division Member Of Excellence Participation Incentive

The MN-ND-SD Division is offering a special incentive to encourage all its members to strive for completing criteria of the *Member of Excellence* program designed by IAAP® to raise members' value as career-minded administrative professionals. **Submit one completed criterion each month to be entered into a drawing** for the upcoming month's book in **International President Horton's Book Discussion!**



There are two books remaining in the book club series: *The 17 Indisputable Laws of Teamwork* for the June 15–July 14 eGroup discussion, and *Leadership and Self-Deception—Getting out of the Box* for the final July 15–August 14 discussion. July incentive forms are due **July 2**; and August forms are due August 3. Contact [joang@hdgi.com](mailto:joang@hdgi.com) for the form. Also, be sure to submit your official fully completed Member of Excellence form on-line by June 30 at <http://pathways.iaap-hq.org/IAAPHQ/Pathways/MemberofExcellence/Default.aspx>.

Congratulations to these incentive winners to date: **Laura Larson CPS**, Brainerd; **Laura Zacharda-Jones CPS/CAP**, Rochester; **Lynda Boulay CPS/CAP**, Saint Paul; **Brenda Shaw CPS/CAP**, City of Lakes; **Tanya Wiskow**, Brainerd; **Katrina Carlson**, TC West; **Jean Pettis**, Brainerd; and **Brenda Jindra**, Brainerd. Thank you to all the members who have participated!

## Make Plans Now To Attend 2009 MN-ND-SD Division Fall Conference

The MN-ND-SD Division Fall Education Conference will be held on October 9-11, 2009, at the Riverwood Inn and Conference Center in Otsego, Minnesota.

Minnesota's own **Bob Dylan** wrote the song *The Times They are A'Changin'* back in 1964, but it's never been more true than in 2009! There has been much change to cope with—both positive and negative—but it's all change. The Division Fall Education Conference will provide multiple sessions to increase your ability to effectively deal with change.



The Friday afternoon seminar titled **Change Management: Working in the Rain** is designed to enhance your ability to handle change. “We can no longer wait for the storm to pass. We have to learn to work in the rain.” On Saturday afternoon, **Jerritt of True North Adventures** will talk about surviving change; followed by a team-building scavenger hunt activity that will provide an opportunity to interact with members from across the Division as well as to enjoy the beautiful conference center grounds. Sunday morning will offer a third educational opportunity.

But all work and no play makes Jill a dull admin! So, you can look forward to Friday night karaoke hosted by Red River Chapter's own **Alana Erstad**; a live band on Saturday evening; shopping galore at the Albertville Premium Outlets with 100 outlet stores only three miles away; and delectable meals and treats from the Riverwood kitchen while strengthening relationships with fellow IAAP members.

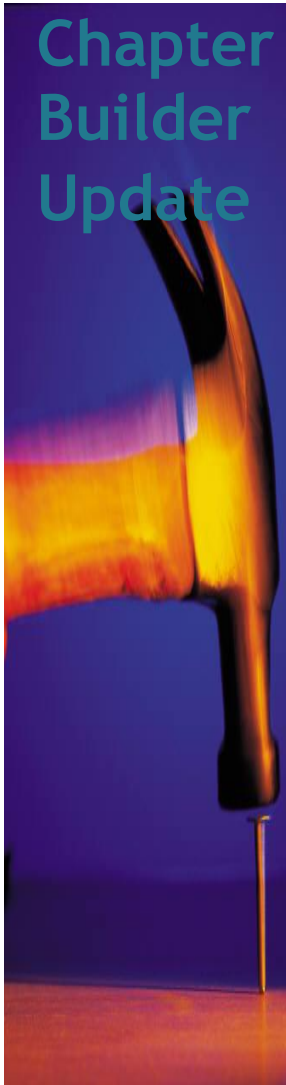
The Riverwood is nestled along the banks of the Mississippi River on 52 acres of scenic woodlands featuring walking trails, ponds, waterfalls, and flower gardens.



Room reservations for the conference can be made at any time by calling the Riverwood at 1-800-379-2647 and asking for the IAAP rate. Guestroom rates range from \$99/night for a standard suite (two beds); to \$129/night for executive suites (one or two beds); to \$159/night for a Grande suite with two beds. Visit



[www.riverwoodinn.com](http://www.riverwoodinn.com) to learn more about the Riverwood's amenities.



## North Star Chapter, Submitted by 2008-09 Interim President Marlene Rouillard

The IAAP North Star Chapter Builder is alive and kicking! We have had an exciting year, filled with great programs and wonderful interaction from our members. To date we have nine IAAP members who are committed to chartering our North Star Chapter and interest from several others. Our main focus at this time is to continue to reach out to the community, make connections by attending business expos and other community events, and get our information out to those who can benefit from membership and all that IAAP has to offer.

We currently have 9 of our 10 programs for 2009–10 confirmed with exciting and pertinent speakers, and we are very pleased to announce the following officers and committee chairs for 2009–10: Interim President Heather Kolstad; Interim Vice President Marlene Rouillard; Interim Treasurer Ericka Larson; Interim Secretary Jennifer King; and Reservation Chair Kim Fette. For more information, visit [www.iaapnorthstar.org](http://www.iaapnorthstar.org).

On Administrative Professionals Day, we were able to follow up our December visit with Boston Scientific admins by being on site to offer each BSC admin a special North Star *Out of This World Brownie*, information about IAAP, and a drawing for a free meeting. Michelle Ricklefs was the winner (shown with North Star Chapter member Heather Kolstad), and she redeemed her certificate at the June *Mind Shift: Attracting What You Desire* program.

We are excited to announce the **2<sup>nd</sup> Annual Bowling With The Stars (North Stars, That Is!) Event** is set for **Sunday, September 27, 2009**, from

Noon to 2 p.m. at Park Tavern in St. Louis Park; registration begins at 11:15 a.m. All IAAP members, friends, and families



are invited for this fun get-together! The \$20 registration cost includes three games of bowling, shoes, and appetizers; drawing tickets for fabulous prizes will be available for \$1 per ticket. Don't miss this great opportunity to spend time with other IAAP members; to pre-register, contact Jennifer King at [Jennifer\\_king8@hotmail.com](mailto:Jennifer_king8@hotmail.com).




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## Chapter Development Committee Report, Submitted by Jean Allen

Beginning July 1, 2009, I will be the Division Chapter Development Chair. You may recall that a couple of years ago, I was the Division Chapter Builder Chair. How is **development** different than **building**? Building is establishing new chapters, and Development will be aiding all chapters in the Division who may have struggles and challenges within their chapter, particularly related to membership growth. Of course, if there is a strong desire from members who want to start a new chapter, I will be available to help them.

The committee currently has two members and if a need arises, I will ask for more volunteers. But for now, please know that you can contact me with any concerns and/or invite me to attend a board or chapter meeting to help facilitate an action plan. My contact information is 612-789-0019 (home); 612-382-9283 (cell); 952-848-6174 (work); and email [allen0019@msn.com](mailto:allen0019@msn.com) or [jean.allen@rd.nestle.com](mailto:jean.allen@rd.nestle.com).

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**The Division Bylaws and Standing Rules Committee** wants to remind all chapter presidents and bylaws committee chairs to review their bylaws and standing rules every year to see if any changes should be made. Another recommendation is to **have the president-elect be part of the Bylaws Committee**, which would give the president-elect a much better idea of what is included in the bylaws and be much more knowledgeable going in as president the following year. Also, be sure to check your bylaws to **ensure they allow for conducting business of the board of directors and of the chapter via email.**

**At the Division Annual Meeting, an amendment was approved** that adds the following statement to the Division president-elect's duties: *Succeed automatically to the office of President at the conclusion of the term as President-Elect.* The updated document is available on the Division website.

The following chapters are due for their four-year reviews in 2008-2009 and need to submit their bylaws and standing rules to the Division Bylaws and Standing Rules Committee by June 30, 2009:

- **Minn-Arrow Chapter**
- **Sakakawea Chapter**
- **TwinCities West Chapter (four-year review in process)**

The Division Bylaws and Standing Rules Committee members are always available to answer any of your bylaws questions, so please contact us at [ca.wilkinson@comcast.net](mailto:ca.wilkinson@comcast.net). Thank you for your cooperation during the past year.

### **R&E Foundation: Supports Professional Growth of Admins**

Thank you to all who supported the IAAP Research and Educational Foundation at the Annual Division meeting in Rochester. We raised \$256, including \$11 in the piggy bank, which brings our grand total for the past four years to \$2,117!



Past Division Presidents Char Wilkinson CPS and Kathie Lewandowski staff the R&E table at the Annual Meeting

Rick Brennan, Corporate Relations Manager at IAAP Headquarters, relayed that International President Barb Horton has appointed a subcommittee to review the mission, programs and services, and strategic objectives of the R&E Foundation as well as benchmarking information. This will be a work in progress, but the ultimate outcome should provide a more focused framework for the R&E Foundation that will be consistent with the Association's priorities.

*Hi, Char; I visited with Joy Johnston, and she informed me that you were able to raise \$250 for the R&E Foundation, which is terrific! Thank you again for all you do to support the Foundation.*

- Rick Brennan

Please promote the R&E Foundation benefits to all of your members, and remember that all monetary donations made to the R&E Foundation are tax deductible as it is a 501(c)(3) nonprofit foundation—use the contribution line on your membership renewal; make a contribution to honor a fellow member; or have a piggy bank or jar at all chapter meetings.

## University of Phoenix FREE Career Planning Expo And Job Fair

The MN-ND-SD Division of IAAP is exhibiting at the University of Phoenix Career Planning Expo and Job Fair on Wednesday, July 22, 2009, from Noon to 6 p.m. in St. Louis Park, MN. The Division Public Relations Committee will be on hand to provide information about IAAP and answer questions from attendees.



If you can volunteer an hour or two to assist at the IAAP informational table, please contact PR Committee Chair Sheryl Snitkin at 612-281-6061 or [sheryl@urban-admin.com](mailto:sheryl@urban-admin.com).

**Everyone is invited to the event;** the schedule includes:

1:30-4:30: Talk to Employers, Mock Interviews, and Resume Reviews

5:30-9:00: Resume Writing, Interviewing, and Career Planning Seminars

**FREE Resume Writing Workshop** will provide attendees with strategies for job seeking including developing a job search plan, where to find potential employers and positions and how to develop a resume and cover letter that assist in marketing the applicant to potential employers.

**FREE Interviewing Skills Workshop** provides the participant with information to assist in preparing for the interview process, including dress, questions asked by interviewers, types of interviews, how to respond to difficult questions and follow-up.

**FREE Career Path and Career Planning** will help attendees identify strengths and experience and translate them into plausible career skills. This workshop will help attendees apply focus to their career goals and what steps are needed to help them achieve these goals.

The event is free, but RSVPs are requested to Jennifer Rostami at 952-487-7259 (office); 612-770-4626 (cell); or [jennifer.rostami@phoenix.edu](mailto:jennifer.rostami@phoenix.edu); leave your name, phone, and email.

### **The MN-ND-SD Division gratefully acknowledges recent corporate sponsors!**

*Minnesuing Acres sponsored the attendee conference folders for the Division Annual Meeting, and GM Jim Polinsky shared information on their meeting space and accommodations.*

*Gainey Conference Center was a sponsor of the 2009 Leadership Training in St. Cloud, and Gina Yetzer, director of sales, also provided pens and door prizes.*

**For more information about both of these unique alternatives for planning your corporate events or personal getaways, see their ads in this issue.**

# Gainey Conference Center



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### Excellence in Action APW Events

The MN-ND-SD Division of IAAP participated in a wide variety of events, at both the chapter and division levels, to recognize Administrative Professionals Week/Day this past April. Following are a few highlights.

**Rochester Chapter:** Mary Claire Hachmeister CPS added another title to her resume—television star! Mary Claire was featured in a news story aired during APW by NBC affiliate station KTTC TV in Rochester titled *Honoring Administrative Professionals*. She was filmed at her office, and she talked about her longstanding membership in IAAP. Mary Claire (on left) is shown at the Division Annual Meeting with Bobbi Nawrocki, president of the Katoland Chapter.



**Sioux Falls Chapter:** Dana Wohlwend, charter president of the Sioux Falls Chapter, organized a full-day APW event at Southeast Technical Institute with multiple educational sessions, a vendor show, and lunch. Dana (with microphone in photo) encouraged participants to join IAAP as part of the *Standing Out and Fitting In* program she led.



Division members Jean Allen, Joan Gatzmeyer, and Debi Cain-Rivord attended the event and staffed an IAAP informational table.



**Skyway Chapter:** The Skyway Chapter, as well as the **Detroit Lakes Chapter**, was one of 24 IAAP chapters worldwide chosen to host the 2009 SkillSoft Administrative Professionals Briefing on April 21.

The Skyway Chapter hosted a free viewing in downtown Minneapolis, and more than 70 admins registered for the event. Creative Corporate Catering provided lunch for attendees, including several local IAAP chapter members as well as 15 guests. The event was a great way for admins to celebrate Administrative Professionals Week!



**MN-ND-SD Division:** The Division was proud to co-sponsor the annual Administrative Professionals Week seminar presented by Employers Association (EA) in Minneapolis. Division President-Elect Joan Gatzmeyer staffed an IAAP exhibit table and had the opportunity to address the group after lunch to share information about the benefits of IAAP membership and certification. A membership application was received from an attendee the following day.

## Proofreading Primer *by Joan Gatzmeyer CPS/CAP*

### Dashes: Hyphen, En Dash and Em Dash:

- The shortest of the three, the **hyphen**, is a standard dash used to connect two words that function together, such as one-half.
- An **en dash** is longer than a hyphen, but half the length of the em dash, and is used to indicate a range between two numbers, such as pages 12–13, and to form some compound words. The en dash can be inserted by holding the Ctrl key and typing a hyphen. Microsoft Word can also be set to automatically insert an en dash when you type a space and one or two hyphens between text.
- The **em dash**—the longest of the three dashes—is most commonly used to set apart a thought within a sentence, such as the example in this sentence. No space is used before or after the dash. The em dash can be inserted by holding the Ctrl, Alt keys and typing a hyphen. Microsoft Word can also be set to automatically insert an em dash when you type two hyphens with no space before them.

### Statement of Numbers:

Numbers one through nine generally are written out as text, and numerals are used for 10 and above. All numbers at the beginning of a sentence should be written out as text; however, it is recommended that the sentence be restructured, if possible, to avoid beginning with a number. If a sentence includes both numbers less than 10 and numbers 10 and above referring to the same category of item, write all numbers in numerals.

If a number is written as text, it is **not** written as numerals in parentheses following the text version. Although this may have once been proper, it is now considered redundant except in legal documents, such as contracts, where this style is still commonly used and accepted.

Correct:

- ☞ There were nine members at the board meeting last month.
- ☞ We expect 24 members to attend the board meeting next month.
- ☞ Of the 21 chapters in the division, 17 are located in Minnesota, 3 are located in North Dakota, and 1 is located in South Dakota.
- ☞ Thirty-five members attended the meeting last month.

Not Correct:

- ☞ 45 members attended the June meeting. [Write as Forty-five members... or as The June meeting was attended by 45 members.]
- ☞ There were five (5) board members in attendance at the June board meeting. [delete (5) after five]
- ☞ We sold three pins in March and 12 pins in April. [write 3 in numerals to be consistent within same category of item]

### Percent:

Although numbers one through nine are generally written out and numerals are used for 10 and above, this rule does not apply when writing percentages in a text document. Percentages are always written as numerals. If the amount is less than 1 percent, add a zero before the decimal point. Additionally, most writing resources continue to agree that it is preferable to write out the word percent in a narrative document, although the percent symbol should be used in tables, charts, slides, and scientific papers.

Correct:

- ☞ Our average attrition is less than 5 percent.
- ☞ An estimated 0.016 percent of all administrative professionals have achieved their certification.

Not Correct:

- ☞ Our average attrition is less than five percent.
- ☞ Our average attrition is less than 5%.

*Disclaimer: These recommendations are based on the consensus of a variety of writing resources and style guides and are intended for standard prose. In some cases, the Associated Press style may differ, and specific companies or industries may employ another variation. Therefore, you are advised to consult your company's style guide when producing documents at work. IAAP headquarters staff issued style guidelines recommended for chapters and divisions to use in order to foster a consistent brand and image. For questions on IAAP guidelines for chapter letterhead, brochures, etc., contact Aaron Ensminger, 816.891.6600, ext. 2251; [aensminger@iaap-hq.org](mailto:aensminger@iaap-hq.org).*

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