

# MN-ND-SD Notes

Official Newsletter of the MN-ND-SD Division  
International Association of Administrative Professionals, IAAP®  
March 2009, Volume 1, Issue 3



## Excellence In Action

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

Wow, it's hard to believe it's the end of February as I'm writing my third newsletter article for the Division. This year has flown by, but we have lots of great things happening yet in the coming months. As an organization, we really appreciate all that you have done this year— especially in these tough economic times. We need to stick together, network and get job

opportunities out there for all.

It is that time of year for nominations of next year's leaders: I want to encourage each and every one of you to consider running for an office, either in your chapter or in the MN-ND-SD Division. It takes all of us coming forward to continue making our chapters and division strong. Volunteer to be a committee lead, if you are not yet ready to step up to an officer position. If you are just starting out, join a committee. Getting involved in your chapter and/or division is the best way to make your membership work for you! If you are interested in running for a Division office, there is more information from Nita Nurmi CPS/CAP, nominations chair, in this newsletter.

The MN-ND-SD Division is proud to offer the Division Member Incentive Award again this year that provides payment of registration and lodging expenses (up to \$250 each) for two members to attend the 2009 Annual Meeting and Spring Professional Conference. Members who have never attended a Division Annual Meeting, as well as those who have, are encouraged to **submit an application by March 22, 2009**. For more information, see page 2 of this newsletter.

Registration for the MN-ND-SD Annual Meeting is opening up the first part of March. We are so excited for all that the Rochester Chapter has planned for this year's annual meeting. More information and the agenda will be provided near the end of April. Hope to see many of you in Rochester!

We will be looking for a host for the 2011 MN-ND-SD Division Annual Meeting; talk about it with your chapter, and bring a bid to the Rochester Annual Meeting!

Don't forget about the **MN-ND-SD Division 2008–2009 Performance Recognition Awards** program! Members and chapters that complete any one of the categories can email or hard mail the form to me upon completion at [klr3025@hotmail.com](mailto:klr3025@hotmail.com) or 3025 N. 10th St. #302, Fargo, ND 58102. All forms must be received by May 15, 2009, to be eligible for the cash drawings! Forms available to download at [www.iaap-mnndsd-division.org](http://www.iaap-mnndsd-division.org); then Local Members, Forms.

In closing, thanks to all of you, we have completed the 14 of 19 qualifications required to become a Division of Excellence!!



**“Excellence is the unlimited ability to improve the quality of what you have to offer.”**  
– Rick Pitino

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## Division Member Incentive Award

The MN-ND-SD Division annually provides two of its members with the opportunity to attend the Annual Meeting and Spring Professional Conference with their registration and hotel expenses paid (up to \$250 each). One Division Member Incentive Award (DMIA) is given to a member who has never attended a Division Annual Meeting, and another award is given to a member who has previously attended a Division Annual Meeting. Selection is based on applicant's involvement in IAAP and explanation of why they want to attend the conference as well as eligibility criteria:

- An applicant for the Division award shall have been a professional member or professional merited member in good standing for at least one year.
- If applicant is currently a member of a chapter (not a division member-at-large), the applicant shall have attended at least one-half of their respective scheduled chapter meetings within the past year.
- An applicant shall have served as a chapter officer, committee chairman or a division committee chairman or active committee member, or made a contribution to a chapter of the MN-ND-SD Division during the past year.
- International and MN-ND-SD Division officers are not eligible to apply for this award.
- Chapter delegates are not eligible if the chapter is reimbursing the delegate to attend the annual meeting as a delegate.

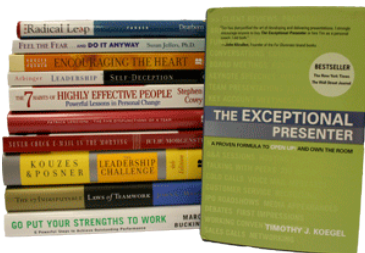
Applications for the 2009 award must be submitted to the current Division Executive Committee by **March 22, 2009**. Contact your chapter president for a copy of the application or download it under the Division and Chapter Events tab of the Division website. Recipients will be notified by March 31, 2009. If the recipient does not accept the award, it will be awarded to another recipient. No cash payments will be made to the individual recipients.

To share their insights on the experience, recipients are asked to write an article to be published in the next Division newsletter following the Division Annual Meeting. Winners of the 2008 awards were **Nancy Janicki**, SouthWest Metro Chapter, as first-time attendee; and **Thelma Segler**, Brainerd Chapter, as previous attendee.

	<p>Don't Forget ...</p> <p>You have an appointment</p>
	<p>Date: May 15-17, 2009</p> <p>Event: 2009 MN-ND-SD Division Annual Meeting</p> <p>Location: The Kahler Grand Hotel – Rochester, MN <a href="http://www.kahler.com">www.kahler.com</a></p> <p>Room rate: \$89.00</p> <p><i>Journey to Excellence</i> Visit the Med City for a Career Check-up</p>

## 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 the **International President's Book Discussion!** Log onto the Division website with your username and password to find the incentive form under Local Members ➤ Division Forms; submission directions are found on the form.



Congratulations to these 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; and **Tanya Wiskow**, Brainerd. Thank you to all the members who have participated, and keep those entries coming!

**Nominations Committee Update: *Top 5 Reasons To Be A Division Officer!***  
 Presented by Nita Nurmi CPS/CAP, Chair

No. 5: Travel to far-off exotic places like...Beulah, ND, and Mankato, MN!

No. 4: Experience all of the behind-the-scenes preparations for Division meetings that most members never get to see!

No. 3: Gain leadership experience in the areas of meeting planning, negotiation and team building that can be put to use in your workplace!

No. 2: Your ideas and voice can help shape our Division's future!

And, the No. 1 reason to be a MN-ND-SD Division officer...*it's fun!!*

If you want to be part of the 2009-2010 leadership team and take part in the opportunities that being an officer provides, complete an application form (note instructions carefully) and return by March 15. Application forms can be found/downloaded from the MN-ND-SD Division website: <http://www.iaap-mnndsd-division.org/Default.aspx?pid=3983>; or can be obtained from your chapter president or Nominations Committee Chair Nita Nurmi CPS/CAP at [nita.nurmi@sparboe.com](mailto:nita.nurmi@sparboe.com).


In addition, there are 12 teams that play a vital role in the Division's success while offering great opportunities for members to increase their knowledge and skills, take initiative on committee projects, and share information with chapter counterparts. If you are interested in serving as a Division team member or lead in 2009-10, contact President-elect Joan Gatzmeyer CPS/CAP at [joang@hdgi.com](mailto:joang@hdgi.com).

Audit  
 Bylaws & Standing Rules  
 Certification  
 Chapter Builder  
 Membership/ MAL Liaison  
 Nominating

Professional Development Fund  
 Public Relations  
 Research & Education  
 Retirement Trust Foundation  
 Student Chapter Builder  
 Ways & Means (Fundraising)



## 2009 IAAP International Convention

“Navigate North  Map Your Future”

### 2009 International Education Forum And Annual Meeting Planning Updates Submitted by Nita Nurmi CPS/CAP, Host Committee Coordinator

The countdown is underway. We are only four months away from hosting the Education Forum and Annual Meeting in Minneapolis! As you've likely read in the most recent Connections, we will see some changes to the convention format. The most prominent change is to Monday's schedule with voting in the morning and the business meeting starting later in the afternoon. Be sure to take time to look over the information available on the International website for the most up-to-date information.

<http://www.iaap-hq.org/events/convention/index.html>

Your team leads have been working hard on the pieces we are expected to coordinate for the meeting. Orders have been placed for the scarves that will be part of the official dress, banquet gifts and welcome gifts. The



hospitality committee chairs are busy lining up their fundraiser items. APW week pins are being packaged to start shipping in mid-March, but if you haven't ordered yours yet, orders are still being accepted. The exhibits committee is working with local vendors who may be interested in participating in the Office Expo. If you have any suggestions on vendor contacts for the Office Expo and/or sponsorships, please send the contact information to me as soon as possible at [nita.nurmi@sparboe.com](mailto:nita.nurmi@sparboe.com). Any and all input is appreciated!

We are still accepting applications for volunteers. The application is available on the division website. Kristi Rotvold, CPS/CAP, is

doing a fantastic job of taking the applications from new volunteers and making sure those who have changed their mind (mostly for financial reasons) are rotated off. If you volunteered and have not received the first communication from Kristi, please contact her at [Kristi.rotvold@meritcare.com](mailto:Kristi.rotvold@meritcare.com). The next official volunteer communication will not come out until late April when we will be requesting specific information about the volunteer's commitments. From there, Kristi will start putting members into specific time and duty slots.

The official registration form will be available the last week of March with on-line registration opening the first week in April. At this time, we, as the host committee, do not know who will be speakers or presenting seminars. That information will not be released until the official registration form is released.

Thank you for your continued support of the MN-ND-SD Division's efforts in making the 2009 Education Forum and Annual Meeting a memorable event for the members attending.

Host Committee team leads in photo above include, *front, left to right*: Laura Zacharda-Jones CPS/CAP, Seminar Monitors; Kristi Rotvold CPS/CAP, Host Committee Co-Coordinator; Barb Garaas CPS, Hospitality; Nita Nurmi CPS/CAP, Host Committee Coordinator; Brenda Shaw CPS/CAP, Evening of Welcome. *Back, left to right*: Janice Paulson CPS/CAP, Convention Services; Joan Gatzmeyer CPS/CAP, Treasurer; Linda Solmes CPS/CAP, Banquet; Gloria Oveson CPS/CAP, Banquet; Fe Mahler CPS/CAP, Exhibits; Barb Lee CPS/CAP, Hospitality; Mary Fischer, Evening of Welcome. Not present: Yvonne Arendt CPS/CAP, Pages; Debi Cain-Rivord CPS/CAP, Registration; Denyce Weyker CPS/CAP, Seminar Monitors; Nancy Kaping, Fundraising.

## Save the Date for 2009 MN-ND-SD Division Fall Conference

The snow may still be on the ground from Winter 2008, but we're planning ahead for Fall 2009! The MN-ND-SD Division Fall Conference will be held on October 9-11, 2009, at the Riverwood Inn & Conference Center in Otsego, Minnesota.



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. And yet, it's only three miles from Albertville Premium Outlets with 100 outlet stores! Look for more information about the educational seminars, networking activities, and more in the coming months.

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.



*Do you have a suggestion for a program topic at the Fall Conference? Are you looking for skill development in a particular area? Heard a great speaker at another event? Send your ideas and suggestions to [joang@hdgi1.com](mailto:joang@hdgi1.com).*

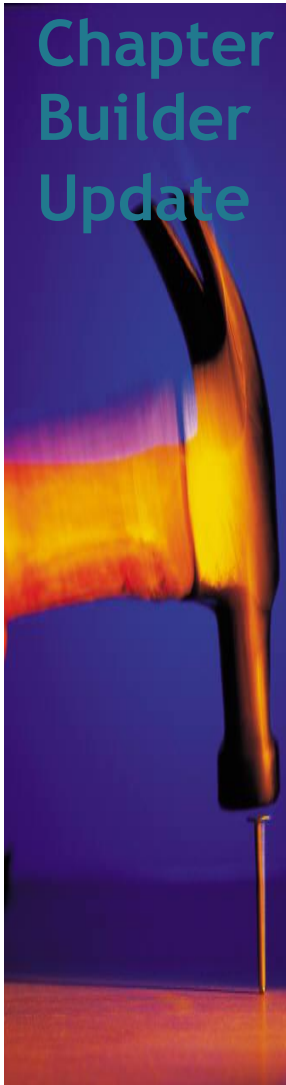
## Division Five-Year Strategic Plan

One of the most well-received parts of the 2008 Division Fall Conference was the time provided during the business meeting for all attendees to review the MN-ND-SD Division's existing strategic plan and offer feedback on areas to add or emphasize. The Division Executive Committee used that input to refine the plan for 2009–2014, and it was distributed to all chapter presidents in January; [a downloadable copy is available on the Division home page](#). The plan includes four primary goals:



1. Increase a diversified membership of career-minded professionals at every stage of their career;
2. Enhance members' skills set by providing opportunities for member growth through education and leadership development;
3. Create a community by fostering connections among members, chapters and the division; and
4. Retain, through December 31, 2014, 65% of the division members on the roster as of January 1, 2009.

Part of the strategy developed for Goal 2 is to provide vehicles, such as member testimonials in the newsletter, for demonstration of member empowerment and growth through IAAP-acquired skills. ***All Division members are invited and encouraged to submit testimonials for upcoming newsletters on how your IAAP membership has benefited you at work or in your personal growth.*** To kick things off, here is an excerpt of a testimonial by Marlene Rouillard, North Star Chapter interim president: When I moved to Minnesota in 2004, I was unemployed for the first time in 20 years; OfficeTeam not only helped me find a terrific job, but also handed me a packet about IAAP and invited me to a chapter impact meeting. I thought a professional organization would be a great way to meet new people—and it was! And so much more! Not only has IAAP exposed me to wonderful people with whom I've made good friendships, it has exposed me to a massive network of administrative professionals in my area, nationwide, and worldwide. I've chaired several committees and served as a chapter officer; and am very involved in starting a new chapter in Rogers, MN. Because of my involvement with IAAP, my future is looking very bright!



## North Star Chapter Shining Brighter!

Efforts to charter the North Star Chapter in the Rogers, MN, area continue to percolate along with new members being added and inquiries received on a regular basis.

Although hampered by bad weather, the open house in November had a total of over 60 attendees who enjoyed sampling menu selections from the Riverwood's chef; visiting with about 20 vendors; and learning more about IAAP benefits. Sincere thanks to IAAP members from other chapters who showed their support by attending and/or staffing IAAP tables!



In December, North Star Chapter representatives were able to provide more than 40 Boston Scientific admins with a *taste of IAAP* at their Maple Grove site, including an abbreviated educational program; IAAP overview; vendor partnership with the Arbor Lakes Hotel Group, who provided lunch and information about their four local hotels; and of course, no IAAP event would be complete without door prizes! Plans are underway to take the show on the road to Great River Energy in the near future.

Educational programs are provided each month in a collegial setting; for more information, visit [www.iaapnorthstar.org](http://www.iaapnorthstar.org). Do you have a friend, family member, or co-worker in the admin field that lives or works in the northwest metro area? **Come visit North Star on the second Tuesday evening of the month**, and bring them along! The chapter is but a few members away from being able to officially charter, so don't delay in order to be a charter member. *If we build it, they will come.*

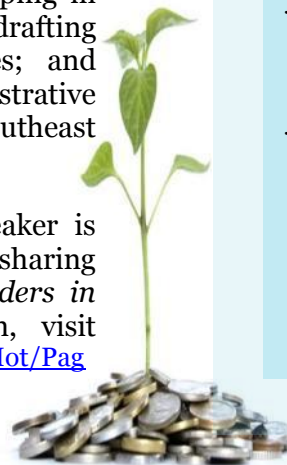
*“Whoever I am, or whatever I am doing, some kind of excellence is within my reach.” – John W. Gardner*

## Sioux Falls Chapter

The Sioux Falls Chapter became official at a luncheon charter ceremony on Tuesday, October 14, 2008, and the chapter is busy holding monthly meetings with educational programs; adding new members, including students; keeping in touch with a stylish newsletter; drafting their bylaws and standing rules; and helping to sponsor an Administrative Professionals Day event at Southeast Technical Institute.

The APD event's keynote speaker is business humorist Todd Hunt sharing *Communication Bleeps and Blunders in Business*. For more information, visit <http://www.trainsiouxfalls.com/NewHot/Pages/AdminProfessionalsDay.aspx>.

*The Sioux Falls Chapter would like to sincerely thank all of the chapters that provided us with seed money. In the road bumps that we incurred with setting up our checking account, some of the checks went un-cashed for a few months. Thank you for your patience. But, we are really coming together as a chapter and starting to get our feet on the ground. Everyone is very excited not only for the support of other professionals in the Sioux Falls area but for the support of professionals in our division. Your generosity is appreciated! – President Dana Wohlwend*



**The Division Bylaws and Standing Rules Committee** continues to keep very busy reviewing and approving chapter bylaws and standing rules. The 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 to aid in clarity or improve effectiveness.

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.

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 2009:

- **Detroit Lakes Chapter (already submitted, review in process)**
- **Minn-Arrow Chapter**
- **Sakakawea Chapter**
- **Sioux Falls Chapter (new chapter review in process)**
- **SouthWest Metro Chapter (four-year review in process)**
- **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.

### ***Membership Economic Stimulus Flash!***

**MN-ND-SD Division dues will be waived for all new members joining in April 2009!**

*Note: this offer is not available for on-line applications; printed applications with **waived** and **offer expiration date of 4/30/09** noted must be used and sent with appropriate payment to HQ for processing.*

*In the interest of preventing identity theft and misuse of credit card accounts, new members paying by credit card may note “call for credit card information” on their application, and HQ staff will call them to complete the application.*

***Membership questions?  
Contact Linda Dahlquist CPS/CAP, Division  
Membership Team Lead, at [linda\\_d5685@hotmail.com](mailto:linda_d5685@hotmail.com)***

**The Certification Committee** sent out 24 postcards to MN-ND-SD Division chapter members and members-at-large, as well as non-IAAP members in our area, that received either their CPS® or CAP® rating during the November 2008 exam and to those that recertified. Please take a moment to recognize the following on their achievement:

**Recertified:**

- Beverly Kennedy CPS~ No Chapter
- Carol Graumann-Matz CPS~ Rochester
- Edith Pearson CPS/CAP~ MAL
- Judith McHugo CPS/CAP~ North Suburban

**CPS Recipients:**

- Alana Erstad CPS~ Red River
- Barb Garaas CPS~ Red River
- Erin Duncan CPS ~ South Suburban
- Janet Herder CPS~ *TwinCities* West
- Latonya Harris CPS~ Skyway
- Linette Ruiz CPS~ No Chapter
- Stephanie Ray CPS~ MAL
- Tracy Barrett CPS~ Skyway

**CAP Recipients:**

- Angela Peschl CAP~ MAL
- Dianne Majerus CAP~ MAL
- Janet Keller CAP~ MAL
- Julie Dolman CAP~ MAL
- Kelly Reha CAP~ Skyway
- Kimberly Tryggeseth CAP~ MAL
- Kristy Dugan CPS/CAP~ Red River
- Maggie McCarthy CAP~ MAL
- Nancy Hulback CAP~ Saint Paul
- Rachel Mendel CAP~ No Chapter
- Stephanie Becker CPS/CAP~ Sioux Falls
- Yvette Kanzler CAP~ *TwinCities* West

**R U OK ON CEU?**

What is a CEU? How is it different than a recertification point? Should I care? Applying for CEUs as an IAAP sponsor and having the seminar reviewed for recertification points are two separate processes. Not all programs approved for CEUs are applicable for recertification. The table below compares and contrasts the two.

CEUs	Recertification Points
A continuing education unit (CEU) is a way to measure hours of ongoing training in many professions, and often are required to maintain licensure. The term CEU is in the public domain, and there is no centralized CEU approval headquarters or repository, meaning that any organization may award a CEU without requiring any accreditation.	IAAP recertification points are specific to the Certified Professional Secretary®/Certified Administrative Professional®(CPS®/CAP®) ratings administered by IAAP. CPS and CAP holders are required to recertify at minimum every five years with a minimum of 90 points in approved categories.
Most anything of an educational nature that is not strictly IAAP business and is at least one hour long is eligible for CEUs.	To be eligible for recertification points, the seminar content <b>must be related to the CPS/CAP examination outline</b> and must be at least one hour in length.
CEUs must be applied for and approved before an event takes place. A \$30 CEU application processing fee is due at time of application. After the event, a listing of all the attendees including full names, addresses, etc., is required with a \$2.50 CEU maintenance fee per attendee, and <b>everyone that attends a CEU-approved event receives CEU</b> , so the per person fee <b>must</b> be paid for each attendee—it is not optional.	Recertification points should be submitted for review and approval prior to the event. There is no charge for the recertification approval.
The organization awarding the CEU maintains records, by individual, of all CEUs issued to them. IAAP keeps records of CEUs issued by HQ for a minimum of seven years.	No records of recertification points awarded to individuals are kept on file by IAAP.
One CEU represents ten hours of training.	One recertification point equals .1 CEU.

Because CEUs may be transferrable to licensure, school credit, etc., it is very important that IAAP chapters or divisions do not misrepresent recertification points for their programs as CEUs. Attendees may then believe there will be a record on file of their attendance, when in fact, there will not. For more information, contact Cheri Ditsch CPS/CAP in the IAAP education department at 816-891-6600 x2245 or [cditsch@iaap-hq.org](mailto:cditsch@iaap-hq.org).

*Compiled by Joan Gatzmeyer CPS/CAP*

## Employers Association APW Luncheon Sponsorship

### A Wild Feeling: Following Nature's Example for Balance and Productivity

The MN-ND-SD Division is proud to co-sponsor the annual Administrative Professionals Week seminar presented by Employers Association (EA). This year's luncheon program is being held at the Doubletree Hotel Minneapolis–Park Place on April 23. IAAP members receive the EA rate; for more information, visit Special Events at [www.employersinc.com](http://www.employersinc.com) or download the registration form on the Division home page.

Over the past few weeks and months you've heard the phrases, "it's a wild ride on Wall Street," or the "economy has gone wild," or perhaps you've experienced a "wild day at work." In your mind, wild might mean being out of control— but in the wild, it can mean peace, calmness and harmony. At the end of this program, you will leave with a sense of calm clarity, having learned how to recognize when you may be in "destructive busy" mode and how to re-direct into "productive busy-ness," make peace with your inner critics, stay focused and balanced in the midst of often chaotic environments and slow down, relax and focus on what's important.

Chris Heeter's wisdom comes from her 25 years of guiding wilderness trips and working with sled dogs, bringing those stories and metaphors back to the world of work and indoor spaces. Chris is the founding director of The Wild Institute ([www.thewildinstitute.com](http://www.thewildinstitute.com)) and addresses a wide variety of audiences, bringing her passion for wild places to conferences, events, and corporations, deftly connecting nature's wisdom to everyday life.

## IAAP Custom Displays

Our Division has taken care of the legwork and developed an assortment of displays for your chapter to purchase or rent to promote membership and awareness of IAAP. **Please visit the Local Members page of the Division website to find the display program brochure and rental program flyer for photos and details.** These custom-designed, professional displays are ideal for promoting membership at APW/APD events or every day of the year. A static display in a lobby, common area, or company lunchroom can inform administrative professionals, as well as the executives and businesses, of IAAP and the benefits of membership. **And, just in time for APW, two showroom displays are available with special pricing: the tabletop display is a significant value for any chapter or group of chapters to purchase cooperatively at \$799, and there is a beautiful table runner available at \$199 to promote the IAAP brand.**



## March Is Retirement Trust Foundation Month, Too!

The Retirement Trust Foundation (RTF or the Trust) is geared up for the next *RTF Month* in March. The Trustees and Committee members have been busy and, as you can see, the Northwest District is doing very well. The MN-ND-SD Division is currently in third place out of five divisions for total highest donations, and ranks in second place overall with the inclusion of *Family of Giver (FOG)* contributions. Congratulations!

Northwest District	2007-08 Actual	2008-09 Goal	Donations Amount	FOG Amount	Total YTD Donation
Colorado-Wyoming-Montana		\$1,490.01	\$145.00	\$150.00	\$295.00
Idaho-Oregon-Utah		\$1,591.36	\$92.00	\$100.00	\$192.00
Iowa-Nebraska		\$2,047.35	\$413.00	\$16.00	\$429.00
MN-ND-SD		\$4,438.65	\$301.90	\$661.00	\$962.90
Washington-Alaska		\$2,208.50	\$1,235.00	\$10.00	\$1,245.00
NW District		\$410.00			
<b>NW Total</b>	<b>\$4,024.74</b>	<b>\$12,185.87</b>	<b>\$2,186.90</b>	<b>\$937.00</b>	<b>\$3,123.90</b>

The *Family of Givers* program was designed to encourage individuals to make ongoing donations that will be tracked by the Trust and recognized on an annual, cumulative basis at three levels: 1) Sustaining donor (\$100–\$499); 2) Leadership donor (\$500–\$999); and 3) Pacesetter (\$1,000 and up). Each level provides a number of awards, and lifetime levels of \$5,000 will be recognized on the Donor Wall at Vista Grande. Visit [www.iaap-rtf.org](http://www.iaap-rtf.org) for more information.

The RTF has a special responsibility to help administrative professionals become aware of the need to plan well for their retirement years; and to provide:

- Housing assistance for administrative professionals in need;
- Accurate and timely lifetime planning information for administrative professionals; and
- Long-term economic viability of Vista Grande, retirement center located in Rio Rancho, NM.

We are still selling the RTF pins and are asking members, even through these tough times, to consider donating even a nickel a day towards the Trust and the Family of Givers program. These pins are available for purchase from me for \$5 each. Special thanks to Char Wilkinson CPS for having RTF pins for sale at the Fall Conference.



Look for Division RTF team lead Shaun Freeburg CPS at the RTF table at the annual meeting in May! If any chapter members would like to volunteer to assist Shaun, contact her at [shaunfreeburg@yahoo.com](mailto:shaunfreeburg@yahoo.com) or 763-424-4711. If you have any questions about the Trust, please let me know; my new e-mail address is: [jenniferjdejong@hotmail.com](mailto:jenniferjdejong@hotmail.com).

*Congratulations to proud parents Jennifer and Jon DeJong and big sister Chloe on the addition of Courtney Jo to their family on March 3!*



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

**Bi versus semi:** The prefix *semi* means half or occurring half-way through a period of time, so it is used when you mean twice, such as twice weekly or twice in a month. The prefix *bi* can be confusing because it has two meanings: twice or every two. Therefore, in some cases, it can be used interchangeably with *semi*; for example, if you mean twice a month. However, it could also mean every two months, so if you use the term *bimonthly*, it may be unclear to the reader whether you mean every two weeks or every two months, and you should provide the reader with clues that clarify your intent or use an exact phrase, such as “twice each month” or “every other month.”

The term *biannual* is an exception to this rule—it only means twice a year. If you intend to state that an event occurs every two years, the term *biennial* should be used.

Correct:

- 👉 The committee meets semi-monthly. [correct if they meet two times a month]
- 👉 The committee meets bimonthly—on the first and third Thursdays of each month. [the dates provide clues that the committee meets two times a month—not every other month]
- 👉 The biannual reports are due to the president this month. [correct if the reports are due twice each year]
- 👉 The convention is held on a biennial basis. [correct if the convention is held every other year]

Not Correct:

- 👎 The executive committee meets semi-monthly. [not correct if they only meet every other month]
- 👎 The newsletter is published bimonthly. [no clues provided as to whether it is published twice in one month or once every other month]

**Quotes:** Quotation marks should not be used to indicate a definition, term you want to emphasize, cliché, etc. If you want to emphasize a certain word or phrase, italicize or bold it instead. The use of quotations with a word is used to indicate insincerity—sometimes referred to as *winking*—which may have the opposite effect you intend.

Correct:

- 👉 That was the *best* meeting of the year!

Not Correct:

- 👎 That was the “best” meeting of the year. [This implies you were not pleased with the meeting.]

**Reflexive Pronouns:** Reflexive and intensive pronouns (ending in *self* or *selves*) are those in which: 1) the subject and the object of a sentence are the same; 2) the object of a preposition reflects back to the subject or receives the action; or, 3) the pronoun is used to emphasize the subject. These words are many times used incorrectly in an attempt to make the sentence sound more formal.

Correct:

- 👉 She bought the drawing ticket for herself. [reflects action taken by the subject]
- 👉 I myself checked those facts! [emphatically indicates who took the action]
- 👉 Please sign and return the form to me. [action taken by someone other than *me*]

Not Correct:

- 👎 Please sign and return the form to myself. [You are not the subject or taking action.]
- 👎 Dawn and myself are attending the convention. [Reflexive pronouns can’t serve as subjects, so this should be written as: Dawn and I are attending the convention. *Hint*: see how it sounds when you drop the other subject; you would not say, “Myself is attending the convention.”]
- 👎 The president asked Suzanne and myself to co-chair the committee. [The subject (president) and objects of the sentence are not the same, so a reflexive pronoun is not used; this should be written as: The president asked Suzanne and me to co-chair the committee.]

*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).*



International Association  
of  
Administrative Professionals

The International Association of Administrative Professionals (IAAP®) is a not-for-profit professional association with approximately 40,000 members and affiliates and nearly 600 chapters worldwide. IAAP® works in partnership with employers to promote professional excellence.

## Turn Your Job Into a Career

Career-Minded Administrative Professionals and Students are Invited to the  
**Southwest Metro Chapter's**

### ANNUAL CAREER OPEN HOUSE AND VENDOR SHOW

Thursday, March 19, 2009

5:30pm - 7:30pm

Embassy Suites, 2800 American Blvd West, Bloomington MN 55431  
\*Free Admission\*

Learn how the International Association of Administrative Professionals can help you enhance your success by providing opportunities for growth through education, community building, and leadership development.

## Career Open House & Vendor Show

Enjoy:  
Light Appetizers  
Refreshments  
Visiting with an array of vendors  
Bring friends, colleagues and/or supervisors!  
ATTEND \* LEARN \* ENJOY

For more information or to RSVP contact:

Judy McCallion  
(952)941-7510  
[judyillm@comcast.com](mailto:judyillm@comcast.com)  
SouthWest Metro Chapter of the  
International Association of Administrative Professionals  
(Reservations Recommended)



## 19th Annual Conference for Future and Current Administrative Professionals

Friday, March 27, 2009

8 a.m. - 3 p.m.

Sponsored by:



**All office professionals welcome – student attendees consistently request more admins in attendance for networking and advice; this is your opportunity to contribute to the careers of future admins!**

**Resume and Interviewing Tips**, Lisa Pflipsen, Division Director, OfficeTeam

The do's and don'ts of resume writing and the interviewing process from ad searching to interviewing to finding the perfect job.

**Global Etiquette**, Debi Cain-Rivord, CPS, CAP; TwinCities West Chapter President

In the past decade, business has changed drastically. Not only is it being done faster than ever, but it is now truly a global market. *Global Etiquette* will help explain the differences among countries in the areas of making appointments, business dress, conversation, addressing people, gift giving, negotiating, entertaining, and public behavior.

**IAAP Lunch 'N Learn**, Yvette Kanzler, CAP; TwinCities West Chapter Membership Committee Chair

Opportunity for students to find out how IAAP works!

**Communication Across Generations**, Valerie King, CPS, CAP; 2008-2010 IAAP Northwest District Director

Every generation is defined by events that happen during their lifetime. It is important that we recognize what effect these events have on the generation experiencing them, to help us understand "why people are the way they are". Once we are able to identify what makes one generation different from another, we can more clearly communicate with those of a different generation in a way meaningful to them. This presentation examines the four generations currently in the workplace, what impacted them, what motivates them, and look at ways to increase communication and understanding between the groups, as well as looking at how the generational shift may change our work-world in the next decade.

At

Recertification points for all sessions have been applied for.

Registration deadline: March 13, 2009;

more details and registration information available at

<http://www.iaap-mnndsd-division.org/Default.aspx?pid=4302>



in  
Plymouth, MN

Direct your questions to  
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@ 763-531-4600  
delaine.iverson@accellent.com



Turning Jobs  
Into Careers



International Association of  
Administrative Professionals®  
St Cloud Quarry Chapter

## St. Cloud Quarry Administrative Professional Day Workshop Date: April 22, 2009



Flirting For Success  
With Jill Spiegel

You've seen her on Oprah, The Today Show and in People Magazine! Author, Speaker and Entrepreneur, Jill Spiegel captivates audiences around the world as she shares the keys to:

- \*Build instant rapport!
- \*Present yourself with confidence!
- \*Feel a sense of mission and purpose about your job and your life!
- \*Embrace your intuition and imagination!
- \*Use positive thinking to reach your goals!
- \*Live each moment with energy and awareness!
- \*And much more!

Matt Lauer said "Jill could sell ice to Eskimos!"

So get ready for a fun, meaningful, high energy ride with Jill Spiegel!

IAAP MEMBERS - \$50.00

NON IAAP - \$60.00

Continental Breakfast Will Be Served

St. Cloud Quarry Annual APD workshop will be a morning of learning, listening and laughing. Watch for registration details soon.

## Come Celebrate Administrative Professionals Week

• April 23 Luncheon •



EA invites administrative professionals and the leaders of their work teams to a luncheon program...

\*\*\*\*\*

Featuring a presentation by

**Chris Heeter**

Director of The Wild Institute, wilderness guide, author and speaker

\*\*\*\*\*

### A Wild Feeling: Following Nature's Example for Balance & Productivity

Honor your company's administrative support staff during Administrative Professionals Week at EA's special luncheon program. Our featured speaker, Chris Heeter, has led women's wilderness trips and has worked with sled dogs for 25 years. She'll tap into nature's harmony, seasons and rhythm to help attendees refocus priorities and find peace.

Thursday, April 23, 2009

11:30 to 11:45 a.m. - Check in

11:45 a.m. to 2:15 p.m. - Lunch and Program

Doubletree Hotel - Minneapolis Park Place at I-394 and Hwy 100

Attendees will leave this program with a sense of calm clarity, having learned how to recognize when they are in "destructive busy" mode and how to redirect into "productive busy-ness." Participants will receive tips on staying focused and balanced in the midst of chaos and methods to relax, slow down and focus on what's important.



Co-sponsored by the International Association of Administrative Professionals (MN-ND-SD Division)

Registration information at [www.employersinc.com](http://www.employersinc.com)

## Meetings: Minnesota's Hospitality Journal's State of the Industry Event Held On February 3, 2009, At Westin Edina Galleria

The MN-ND-SD Division participated as a sponsor of the annual SOI event, and several members staffed the IAAP exhibit throughout the afternoon, including Division President-elect Joan Gatzmeyer CPS/CAP, shown in the photo below.



Nita Nurmi CPS/CAP was nominated for the Industry Innovator Award, and her nomination read in part:

Although Nita works for a company in the chicken-egg industry, she embodies Jacob Braude's well-known quote about a duck: *Always behave like a duck—keep calm and unruffled on the surface but paddle like the devil underneath*. This ability to stay calm and level-headed during any situation, combined with her detail-minded personality, are qualities that serve her well in the many meetings and events she plans and coordinates. Nita has created many successful events both for her employer and her professional

association, but is ever modest about her achievements. The IAAP Division Executive Board is pleased to have this opportunity to recognize Nita for her contributions to our association and to the meeting and event industry.

To read the full nomination, download a copy from the Division website at <http://www.iaap-mnndsd-division.org/Default.aspx?pid=7381&u=TtoUEJtv/vQ=>

This is a publication of the MN-ND-SD Division of the IAAP®. Inquiries or advertising: Contact Editor Joan Gatzmeyer CPS/CAP at 763-225-8624 or [joang@hdgi1.com](mailto:joang@hdgi1.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).



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