



North Suburban Chapter  
of the  
International Association of Administrative Professionals®

International Association of  
Administrative Professionals®

January 2012

*North Suburban Chapter*  
**Reflections by Gina**

~~By Gina Overacker, CAP-OM, North Suburban Chapter President

What happened to my "White Christmas?" The weatherman predicted at least a dusting. I hoped for those really light big flakes falling on Christmas Eve. They are so peaceful to watch. But no!! No snow!! I was very disappointed. But I had a great Christmas and I hope you all did too. But what about now?? It's the New Year. I hope we get to start the new year with freshly fallen SNOW. Then I can get out and get that much needed exercise. I love cross country skiing, especially around my 4.3 acres. It's so peaceful & great exercise too. So, now where's the snow??? Come on already!

Ok, there will be those of you who will be saying, "No, we don't need snow". Ok, for those of you who get burdened with the difficulty of shoveling, I'm sorry and I hope the snow is light yet deep enough for skiing.

I have to say, our Holiday party was very well received and I thank everyone who came and joined us. We had such a great time. Glen Everhart did a great job of interacting with the audience and making it a fun, relaxing, festive event. We were laughing until we cried! I really enjoyed seeing so many of the Metro Lakes Members and getting to have some fun! I want to give a special thank you to the Holiday Party Committee, the Crowne Plaza and to Donna Hanson, for the fun game and provided all of the wonderful prizes. Wasn't that great!?!? Thank you all!!!

Now it's on to the New Year! What does that mean? I use to like New Year's Resolutions! But for me they just don't seem to work. For 2012, I will continue to work hard on helping our chapter make the LEAP to Remarkable. I

think we already are a remarkable chapter; however, I also believe there is always room for growth and improvement. Therefore, I'd like to see our growth be in the area of membership involvement. If you haven't made any meetings yet this year, I encourage you to come to our January meeting. I think the program will be a great one and we'd love to see you. Or if you come to the meetings, but are not involved beyond attending the meetings, I encourage and invite you to get involved. If you're not sure where to start, feel free to call or email me and let's talk. Or if you're one of our members who is already actively involved on committees or the board, I encourage you to reach out and talk to other members who aren't and let them know how much you are enjoying what you are doing and how it is benefiting you and your career growth and how they too could benefit from joining you. Be sure and read our newest column, **What Has IAAP Done For Me?**

Our annual Administrative Professionals Day event is coming up in April and is a great opportunity to get involved in a one-time project in either a small area or large. There are many areas to let your talent shine or build new ones. It's a fun festive event, yet very educational. Contact either me or Laura Holmberg to sign up to plan or work the event.

I am going to focus my growth during this year in 2012 on continuing to work toward Member of Excellence (which I've already figured out I'll attain) and move our Chap-



ter to being a Chapter of Excellence, which will help our Division be a Division of Excellence, which I will need your help in attaining, since it requires participation from the membership. If you've never understood, seen, or cared about the value of being a Member of Excellence, give it a try. It's a great accomplishment with International recognition. You are probably already doing what it takes to be a Member of Excellence, so why not get recognition for it? It does feel good!! If you're confused about the criteria, contact Karin Bartz, CAP-OM, for assistance.

If you want to take a really big LEAP, you could go for something on the International level. The applications must be received **by e-mail no later than 5:00 p.m. CST January 15, 2012**. Go to the International website for more details.

Lastly, I'd like to announce the first change for 2012. With bittersweet emotions, I officially announce that Carole Blower is stepping down as one of our Directors. I have appointed Marie Chamberlin, CAP to serve out the remainder of the term. Carole has written a great article in this newsletter with more details. On behalf of the Board, we would like to thank Carole for all her hard work this year as a Director. Carole did a great job and although we are all very excited for her in her new great opportunity, we will miss her smiling face at the board meetings.

Happy New Year!

Please submit any articles, announcements, etc for publication in this newsletter to [donna.hanson@allina.com](mailto:donna.hanson@allina.com). Remember, writing an article for the newsletter with 200 words minimum meets criteria number 3 of the member of excellence designation!!

# WHAT HAS IAAP DONE FOR ME?

~Written and submitted by Donna Hanson, CAP-OM

Last month you heard from Karin Bartz, CAP-OM, a long-time IAAP member, and her perspective on being a member of IAAP. This month, you'll hear the perspective from someone (ME!) with not nearly as much history with IAAP.

I joined IAAP in April of 2009. In November of 2009 I sat for the CPS exam and May of 2010 I sat for the CAP exam (now CAP-OM.) I have been on the Newsletter and Registration & Greeting Committees for the 2010/2011 year as well as the current year. I attend the chapter and board meetings and I benefit greatly from the meetings and educational sessions; and I truly relish the networking and camaraderie.

Joining IAAP, in my opinion, is the first step on the road to professional development. While this may sound cliché, it is so true.....being involved is what greatly enriches my membership. Attending the meetings, and serving on the Newsletter and Registration & Greeting Committees has afforded me the opportunity for more interaction with my peers (all of YOU!); and obtaining the CAP-OM certification has been a huge accomplishment for me both personally and professionally. While my employer does not "officially" recognize the certifications, my boss expressed his appreciation and gratitude to me for being interested in and pursuing my professional development. That is very rewarding!

I look forward to many more years of membership, involvement and fulfillment.

Happy New Year!



**Congratulations to the following members  
who recently passed their  
certification exams!!**

**Jill Flaa, CAP-OM  
Heather Johnson, CAP  
Wanda Newgren, CAP  
Laura Swift, CAP**



**Our sincere apologies if we missed anyone! Please let us know and we will catch you in the next newsletter!**

## Making the Leap to Remarkable 2011-2012 Theme Pins!

I have a limited quantity of pins on hand so reserve yours today! The cost is \$6 and the actual size is 1" x ½".

Please contact Stephanie Wallin, CAP to reserve your pin. They will be available for pick up at the next chapter meeting.

[swallin@dailyprinting.com](mailto:swallin@dailyprinting.com), or 763.449.6329



## The Avery Box Tops Challenge is on . . .



~written and submitted by Nena Andor-Wuollet, CAP-OM

Magic number is 1,182! Thank you for your box top submissions at the monthly meetings - we are doing a great job of reaching the 4,000 mark goal. We are aggressively trying to win the challenge and be awarded the \$2,000 first place prize, so your assistance is really appreciated.

If you are saving box tops and keeping track through the Redemption Form on your own, I would be interested in hearing that information. President Gina Overacker and Treasurer Stephanie Wallin are maintaining their own Redemption Forms and will be submitting them in late April.

This has been an exciting project for me - with all of us cutting and saving the box tops, the North Suburban Chapter has a great chance of winning this challenge. Please keep up the great work! What a win-win situation - the schools get much needed cash and we get the opportunity to win a substantial amount of money for our programs. Thanks, again. GREAT JOB!



# MLC Holiday Party

## hosted by the North Suburban Chapter

~Written by Nena Andor-Wuollet, CAP-OM

Wow, what a great time everyone had at the MLC Holiday Party on December 1st! The Crowne Plaza Minneapolis North did an outstanding job on the room's festive decorations, it was so beautiful! We had 47 people in attendance and everyone had a great time. Donna Hanson, CAP-OM, co-chair of reservations & greetings, put together an ice breaker game that went over really well. Donna also provided candy prizes for the ice-breaker and the winners certainly enjoyed the Dove chocolates. Thanks, Donna!

To say that Glen Everhart was entertaining is putting it mildly. He had everyone laughing within two minutes from the start of his performance and he only got funnier as the night went on. Audience participation was a hoot too with Carole Blowers on stage playing a guitar with Glen - in costume of course. Glen also showed us his talent for golf, as he putted from the stage (with real golf balls and club) into the audience and members Karin Bartz, CAP-OM; Marcia Mehlhaff, CAP-OM (both from North Suburban Chapter); and Gayle Quedens, CAP-OM (South Suburban Chapter) caught the golf balls in a drinking glass.

The comments received from those attending the gathering were very heartwarming. Everyone had a great time and enjoyed the buffet dinner, shopping, networking and the entertainment. Thanks to G.L.Berg Entertainment for sponsoring our event. What a spectacular night of friends, fun, and laughter. Please extend a big hand of thanks to the committee members: Marie Chamberlin, CAP-OM; Donna Hanson, CAP-OM; Sue Knutson, CAP-OM; Judy McHugo, CAP-OM; Gina Overacker, CAP-OM; Kathy Pendroy; Lori Wagner; and Debbie Watson.

Nena Andor-Wuollet, CAP-OM, co-chair MLC Holiday Party  
Linda Dahlquist, CAP-OM, co-chair MLC Holiday Party

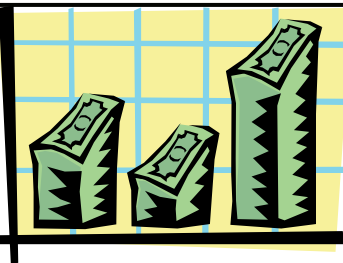


## Chapter Committees

If, at any time, you are interested in participating on one of the chapter committees, please see one of the board or committee members. Although we only have an "official" sign-up once each year, help on our committees is always appreciated!

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Chapter financial information (including the Check Request form, and Income Deposit form that need to be submitted to the NSC Treasurer when requesting disbursement of funds, or deposits from income) is always available for your review on the Chapter's website [www.iaap-nsc.org](http://www.iaap-nsc.org). Click on the "About Us" tab and then click on "Financial Statements." Please feel free to contact Stephanie Wallin, CAP, treasurer, with any questions. Stephanie may be reached at [swallin@dailyprinting.com](mailto:swallin@dailyprinting.com).



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## Metro Lakes Chapters

~Written and submitted by Gina Overacker, CAP-OM, North Suburban Chapter President

Every month I get emails from other chapters in the Metro Lakes Council inviting us to their monthly meetings. Instead of bombarding you with more emails every month, I would rather just encourage you to go out on the Division website and link to the other chapters to see what programs and events they have going on. As a member of our Chapter, you are always welcome at any other chapter's meetings. This is a great way to get extra recertification points and hear a lot of great speakers. We can only do so many programs ourselves each year, so why not take advantage and visit another chapter too. You will be warmly welcomed wherever you go.

## Meeting Reminder:

If you need to step out to make an important call or have a separate conversation, please do. We ask that you don't diminish the importance of the meeting/presentation and others' experience with distractions.

Thank you!



### 2011-2012 Board Members

**From right to left:** Gina Overacker, CAP-OM, President; Karin Bartz, CAP-OM, President Elect; Linda Hampton-Secretary; Carole Blowers, CAP-Director; Stephanie Wallin, CAP, Treasurer; Lori Krouse, CAP-OM, Director; (Nena Andor-Wuollet, CAP-OM, Immediate Past President, not pictured)

### 2011-2012 North Suburban Chapter Board of Directors

President: Gina Overacker, CAP-OM	763-434-4012 gina@terryoverackerplumbing.net
President Elect: Karin Bartz, CAP-OM	763-505-2112 karin.bartz@medtronic.com
Secretary: Linda Hampton	763-535-8627 lindahdhw1@yahoo.com
Treasurer: Stephanie Wallin, CAP	763-449-6329 swallin@dailyprinting.com
Director: Lori Krouse, CAP-OM	651-481-2509 lakrouse@landolakes.com
Director: Carole Blowers, CAP	763-706-3606 carole.blowers@ci.columbia-heights.mn.us



## MEMBER OF EXCELLENCE

Submitted by: Karin Bartz, CAP-OM

I want to hear from our members...Please let me know if you are pursuing or want to pursue this designation for the current IAAP year (July 2011-June 2012). Please note that **members need to complete 8 of the 11 criteria** in order to achieve Chapter of Excellence designation (keep your documentation on file for the criteria you achieve).

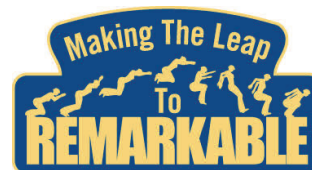
**Reminder: The goal is to have 20+ North Suburban Chapter members achieve Member of Excellence!**

Here's a list of the criteria...please feel free to use this as a checkpoint for your progress, along with some ideas/suggestions. Reminder: You need to complete 8 of the 11 criteria (not all 11...unless you really want to or it works out for you to do so).

1. **Hold a current IAAP certification (i.e. CAP or CAP/OM—per new curriculum).** [If you don't have your certification yet and are interested, please contact Stephanie Wallin, our Education & Certification Committee Chair; you can still prepare for the May 2012 exam.]
2. **Download the Member of Excellence Commitment form; sign and date the form.** [Visit [www.iaap-hq.org](http://www.iaap-hq.org) and go the Pathways to Excellence information located under the Members/Member Resources tab.]
3. **Actively participate in the IAAP web community forum discussions or write an article (minimum 200 words) and have it published in an IAAP publication (chapter, division, or international level).** [This is easy to do. Want to get feedback from members on a certain topic, technology, best practice? You can log in to the web community and post a blog; or respond to another member's blog(s). Feel free to contact me if you need some assistance/instructions. Also easy to publish an article in our monthly chapter newsletter—write an article on a best practice that you use or a special skill set you use in the office—and submit it to Donna Hanson for publishing.]
4. **Attend at least one professional education workshop, seminar, or conference (at least 60 minutes in length) and provide a short paragraph on how the training relates to your job or your role in IAAP.** It can be an IAAP on non-IAAP workshop, seminar, or conference; however, it cannot be included in your calculations to meet the requirement of criteria #9. [Don't forget to check out your local community education programs, community colleges, work seminar options, as well as programs offered by SkillPath, Fred Pryor, etc.]
5. **Hold a degree, certificate or equivalent (minimum of one year in length) from an accredited college or university or hold a Microsoft certification.** [If you don't have a degree or certificate, definitely check out the Microsoft certification as an option—would also add value to your employer/employment.]
6. **Pay membership dues on or before anniversary date. This criteria is a mandatory requirement.** This mandatory requirement will be waived in the case of new members joining IAAP in the current IAAP fiscal year who want to work towards becoming a Member of Excellence. [If you are facing economic challenges and don't feel you can afford to pay your dues, please check out the IAAP scholarship program available (gifts of membership); or you may contact me, Lori Krouse, or Carole Blowers for assistance in finding this information.]
7. **Serve as a chapter, division, or international officer, committee chair, or committee member; or serve as an RTF Trustee; or serve on a student chapter advisory board or the school's advisory board for the office administrative program.** [Being an officer (if a member for more than a year) or serving on a committee is available to every single member...just reach out to your board or current committee chairs—still opportunities available.]
8. **Conduct a public presentation, program or training at least 60 minutes in length. Note: The presentation does not need to qualify for recertification points.** [I know this one probably scares many of you, but think about options in your workplace, community organizations, etc. Can be a topic related to IAAP, best practices or technology in your workplace, etc.]
9. **Attend a minimum of eight (8) IAAP chapter, division, or international sponsored meetings, programs or events (any combination).** These meetings, programs, or events cannot include an event used to meet the requirement for criteria #4. [Of course, we would love to have every member accomplish this. If you can't attend every monthly meeting, the monthly board meetings are also open to members; you can also attend meetings hosted by other chapters in the metro area.]
10. **Recruit at least one new member.** [You may surprise yourself with this one...often just a matter of asking someone from your office or in your personal or community life to check us out/attend a meeting. Doesn't have to be an admin, can be someone who provides services or products for admins as well—someone who can benefit from the organization. You can always ask us board members or committee chairs to help educate your guest if it's not something you feel comfortable doing—I am more than happy to help with this, as are Lori Krouse and Carole Blowers.]
11. **Integrate IAAP membership and involvement into annual performance plan or review.** [This is a should do for every member...keep track of all the meetings, programs, activities you participate in/attend/volunteer. Having a Member of Excellence certificate (along with list of criteria achieved) is also a great document to bring to your review. Even if you don't have a supportive manager, include it anyway and be sure it gets filed with your review.]

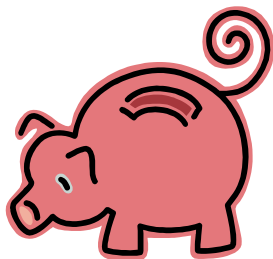
## CHAPTER OF EXCELLENCE

Submitted by: Karin Bartz, CAP-OM



I am proud to say that we are well on our way to achieving Chapter of Excellence again this year. Here are the results as of October 26, 2011. Please note that starting this year, **ALL** eight of the criteria must be met in order to achieve Chapter of Excellence designation.

1. Chapter submits annual meeting calendar with education and/or training topics to the members with a copy to the division by October 1, 2012. **[Complete]**
2. Chapter submits budget and annual financial review report to the members with a copy to the division by December 31, 2012. **[Complete]**
3. Chapter holds at least one membership drive between July 1, 2011 and May 31, 2012. Chapter submits completed membership drive evaluation form to the division by June 1, 2012. **[Drive held, form still needs to be submitted]**
4. Chapter holds at least one new member orientation between July 1, 2011 and June 25, 2012 (new members in attendance must have joined IAAP within the current IAAP fiscal year). Chapter submits new member orientation evaluation form to the division by June 25, 2012. **[Expect this to be achieved]**
5. Chapter develops and updates business plan (a/k/a strategic plan). Chapter submits business plan to members with a copy to the division by April 30, 2012. **[Complete]**
6. Chapter sends a delegate or submits a proxy (if allowed by division bylaws) to the Division Annual Meeting held in the current IAAP fiscal year. **[Will be complete in May 2012]**
7. Chapter sends a delegate or submits a proxy to the International Education Forum and Annual Meeting held in the current IAAP fiscal year. **[Complete]**
8. As of June 30, 2012, at least 7% of the chapter members (minimum of 2 members) qualify for Member of Excellence. **[Expect this to be achieved]**



### RTF

**Admin to Admin**  
Helping Our Own



*Happy Holidays! Here we are at the hustle bustle time of year when we celebrate with family and friends, sharing gifts from the heart to those who mean so much to us.*

*Many of us also remember those who struggle for resources this time of year with gifts of financial support. If your giving includes remembering your favorite charities, consider adding the Retirement Trust Foundation to your list.*

*If you are planning your end-of-year giving, please consider a tax deductible donation to the RTF. Go to [www.iaap-rtf.org](http://www.iaap-rtf.org) for more information or to complete an online donation.*

*Your contribution will not only help to provide housing assistance for administrative professionals, age 55 and older, who are in need, but will also be used for the maintenance and upkeep of Vista Grande, the world's first – and only – retirement community for administrative professionals!*



# 2013 Division Annual Meeting (DAM) Update

We would like to thank the NSC members who have stepped up and volunteered to chair one of the 2013 Division Annual Meeting Committees. Below is a list of Committees and members:

Banquet/Officers Reception - Chair: Stephanie Wallin, CAP  
Member: Sue Knutson, CAP-OM

Pages - Chair: Kathy Pendroy  
Member: Linda Hampton

Decorations - Chair: Carole Blowers, CAP

Procurement— Chair: Lori Wagner

Host / Hospitality Committee – Chair: Judy McHugo, CAP-OM

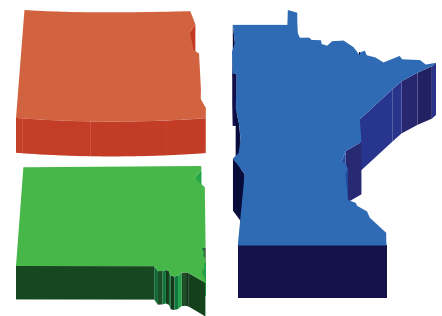
Publicity - Chair: Laura Holmberg, CAP-OM

Miscellaneous - Chair: Marie Chamberlin, CAP-OM

Registration Committee - Chair: Delaine Iverson, CAP-OM  
Member: Bonnie Olson

Official Program – Chair: Donna Hanson, CAP-OM

Please contact Linda Dahlquist, CAP-OM, [linda\\_d5685@hotmail.com](mailto:linda_d5685@hotmail.com), or Nena Andor-Wuollet, CAP-OM, [nenandor@yahoo.com](mailto:nenandor@yahoo.com), if you are interested in planning the 2013 Division Annual meeting that will be held at the Crowne Plaza in Brooklyn Center on May 17-19, 2013.



## LEAP TO REMARKABLE!

**It is with sadness that I will be ending my Directorship with IAAP- North Suburban Chapter effective January 1, 2012. However, I will be involved in a wonderful educational/leadership/mentorship work-related opportunity that was approved for me just recently. This opportunity will begin in January for nine months. Unfortunately, I won't be able to be a Director and be involved with this new opportunity at the same time.**

**I want to thank everyone who was connected with the planning of the NSC Fall Open House in October. I very much enjoyed working on this event. Members in this chapter are great, hard-working administrative professionals.**

**I can't say enough about IAAP and the benefits it provides to its members. If you don't see me much in 2012, know that you are all in my thoughts! I will try to attend some of the meetings and events as I can next year. Best wishes to Marie Chamberlin, who will be my appointed replacement as a Director for the North Suburban Chapter. I'm sure Marie will provide the assistance needed in the membership area and especially to Lori Krouse. My best to you all.**

**Carole Blowers**



## MN-ND-SD Division Mentoring Program



I bet we can all think of at least one person who we looked up to in our lives; someone who we went to for advice, guidance or just to talk. I'm sure you can think of at least one person – what did they do for you? There is a name for these types of people in our lives – they are called mentors.

The dictionary defines a mentor as an experienced adviser and supporter: somebody, usually older and more experienced, who advises and guides a younger, less experienced person. A mentor can also be called a trainer: a senior or experienced person in a company or organization who gives guidance and training. Does a mentor really have to be someone older? Can a younger person provide guidance to someone older? Being a mentor to someone or being the mentee knows no bounds.

The MN-ND-SD Division Mentoring Program is the perfect opportunity to connect with your fellow administrative personnel on a variety of levels. Maybe you're a new member and want a mentor in your chapter to learn more about the organization? Maybe there is a special skill you have always wanted to learn but just needed the right person to teach it to you.

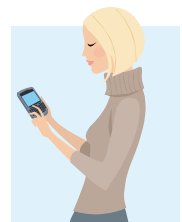
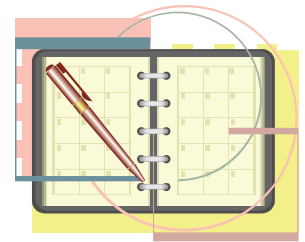
The goal of the program is to ensure each of our members is provided with the resources they need to enhance the success of their career. A mentor cannot be a mentor without a mentee. Maybe you have a wealth of knowledge on a certain topic that you just can't wait to share with your fellow IAAP members. We are here to help. Visit [www.iaap-mnndsd-division.org/mnndsddivision/mentoring](http://www.iaap-mnndsd-division.org/mnndsddivision/mentoring) for more information or e-mail [mentoringpair@iaap-mnndsd-division.org](mailto:mentoringpair@iaap-mnndsd-division.org) to sign up.

Division Mentoring Committee  
Career Connections

## Important Dates: Mark Your Calendars

### Mark Your Calendars For These Upcoming IAAP Events:

- January 11, 2012: NSC Board Meeting: 5:30 — 7:30 p.m., Crowne Plaza Brooklyn Center
- January 19, 2012: NSC Chapter Meeting: 5:30—8:00 p.m., Crowne Plaza Brooklyn Center
- January 31, 2012: 2013 DAM Prep Meeting: 5:30—8 p.m.; Accellent Inc, Zane Business Ctr, 6500 Zane Ave N Ste 105 Brooklyn Park
- February 8, 2012: NSC Board Meeting: 5:30—7:30 p.m., Crowne Plaza Brooklyn Center
- February 15, 2012: Certification exam deadline
- February 16, 2012: NSC Chapter Meeting: 5:30—8:00 p.m., Crowne Plaza Brooklyn Center
- February 28, 2012: 2013 DAM Prep Meeting: 5:30—8 p.m.; Accellent Inc, Zane Business Ctr, 6500 Zane Ave N Ste 105 Brooklyn Park
- March 4-7, 2012: International Spring Conference: Harrah's Las Vegas
- March 14, 2012: NSC Board Meeting: 5:30—7:30 p.m., Crowne Plaza Brooklyn Center
- March 15, 2012: NSC Chapter Meeting: 5:30—8:00 p.m., Crowne Plaza Brooklyn Center
- March 27, 2012: 2013 DAM Prep Meeting: 5:30—8 p.m.; Accellent Inc, Zane Business Ctr, 6500 Zane Ave N Ste 105 Brooklyn Park
- April 11, 2012: NSC Board Meeting: 5:30—7:30 p.m., Crowne Plaza Brooklyn Center
- April 2012: NSC APW Event, TBD
- April 24, 2012: 2013 DAM Prep Meeting: 5:30—8 p.m.; Accellent Inc, Zane Business Ctr, 6500 Zane Ave N Ste 105 Brooklyn Park
- May 9, 2012: NSC Board Meeting: 5:30—7:30 p.m., Crowne Plaza Brooklyn Center
- May 17, 2012: NSC Chapter Meeting: 5:30—8:00 p.m., Crowne Plaza Brooklyn Center
- May 18-20, 2012: Division Annual Meeting and Spring Professional Conference, Radisson Hotel, Roseville MN
- May 29, 2012: 2013 DAM Prep Meeting: 5:30—8 p.m.; Accellent Inc, Zane Business Ctr, 6500 Zane Ave N Ste 105 Brooklyn Park
- June 6, 2012: NSC Board Meeting: 5:30—8 p.m. Crown Plaza Brooklyn Center



## Save the Date for 2012 Spring Conference

March 4-7, 2012 in Las Vegas, NV

Submitted by Stephanie Wallin, CAP

Plus, back by popular demand March 4<sup>th</sup> Optional Tech Session

## Admins Star In Support at Harrah's Las Vegas

As the pulse of the office, it's your job to help everything and everyone works smoothly. You'll learn how to manage the unique ecosystem of your office at the 2012 Spring Conference.

- Tech star **Gini Courter** of Triad Consulting will teach you how to earn your own accolades with effective videos and sharp PowerPoint graphics.
- Movie maker **Bonnie Curtis** (*Saving Private Ryan, Shindler's List, Minority Report*) will talk about running projects and building teams.
- Author **Allison Blankenship** will help you defuse stress and manage personalities in your office.
- Organizational expert **Wilny Audain** will show you how to succeed in a multi-generational, global workplace.
- Management consultant **Rebecca Pace** will lay out ways to turn tough times into great opportunities.
- Networking with hundreds of other admins who, like you, are serious about being top-performing professionals.

Take care of your first step to register for the 2012 Spring Conference and book your hotel room now for only \$129 per night! (\*Plus tax)



Stay at this luxurious hotel at the heart of the Strip and discover the most exciting resort in Las Vegas. We have over 2,500 beautiful rooms and suites, 86,664 square feet of casino space, seven outstanding restaurants, a sparkling outdoor swimming pool, a luxurious spa, state-of-the-art health club, full-service beauty salon, a unique variety of retail options and, of course, entertainment. Whether you're traveling on the Las Vegas monorail or their free shuttle that takes you to all the Las Vegas resorts, getting around during your stay is easy! Harrah's Las Vegas is located within minutes of McCarran International Airport.

*A company may receive a \$250 discount off the total registration price with five or more Full Event Registrants from the same company. To qualify, registrations must be received at one time accompanied by IAAP's Event Corporate Discount Form and one payment for all registrants. (An example of one payment is a check with total payment for all registrants minus \$250.)*

*Corporate discount is subject to approval, one discount per company, offer not available with online registration, no refunds available for canceled registrants who received the corporate discount, available for Full Member and Full Nonmember registrants only. Chapters and any other "group" do not qualify as a company.*

Visit headquarters website for the brochure and more information: <http://www.iaap-hq.org/events/conferences/spring>.

# North Suburban Chapter 2011-2012 Program Schedule



## January 19, 2012

**Creating powerful partnerships between Executives and Admins**

*Speaker: Ann Yaggie*

## February 16, 2012

**Moving organizations forward as Relationship-Based Leaders: Leading With Greatness!**

*Speaker: Jermaine Davis*

## March 15, 2012

**Maximize and inspire audience engagements with speaking techniques**

*Speaker: Pete Machalek*

## April 19, 2012

**Administrative Professionals Week**

*Programs TBD*

## May 17, 2012

**Thinking differently times of change (Overcome obstacles and roadblocks / ability to change as a result of one's experience)**

*Speaker: Dia Satori*

## June 21, 2012

**Identify your Brand - Personal Branding for Success (How you position yourself relative to colleagues and competitors and how you are able to "package" yourself in an authentic and noticeable way that makes you stand out.)**

*Speaker: Cindy Kent*

*Please note: The programs are subject to change.*

Crowne Plaza Minneapolis North  
2200 Freeway Boulevard  
Minneapolis, MN 55430  
Telephone No. 763-566-8000

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### Our Mission

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

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International Association of  
Administrative Professionals®  
*North Suburban Chapter*

## ABOUT IAAP



The International Association of Administrative Professionals is a not-for-profit professional association for office professionals with approximately 28,000 members and affiliates and nearly 600 chapters worldwide. Our mission is to enhance the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development.

The association founded in 1942 as the National Secretaries Association to provide a professional network and educational resources for secretarial staff. The association's name was changed in 1998 to the International Association of Administrative Professionals to encompass the large number of varied administrative job titles and recognize the advancing role of administrative support staff in business and government.