

# Professional Images

The Monthly Newsletter of the Crow River Chapter...International Association of Administrative Professionals

Volume IX, Issue 3

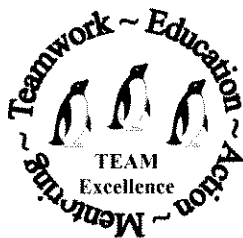
October 2005

## Crow River Chapter IAAP

"People are more comfortable with old problems than new solutions."

--anonymous

### Team Excellence



MN-ND-SD Division  
2005 - 2006

### Did You Know?

Microsoft now offers some great free resources and tools designed especially for administrative professionals. Visit <http://microsoft.com/occupations> for occupational resources—see links to administrative assistants and office managers within this page. Note that Microsoft provides a prominent link to IAAP's Web site within this section—a great help to build awareness of our association among the millions of daily visitors to Microsoft's Web site.

Microsoft also offers monthly free live Webcasts on Office Tips and Tricks (events are also archived to view at your convenience). Here is the link for the Webcast schedule: [www.microsoft.com/seminar/events/series/administrativetipsandtricks.mspx](http://www.microsoft.com/seminar/events/series/administrativetipsandtricks.mspx).

Bookmark these sites to keep up with latest technology trends and enhance your productivity.

## Crow River Chapter Meeting

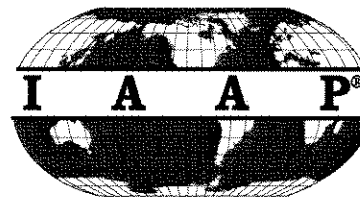
November 1st

Victorian Inn

CONFLICT AND  
CONFRONTATION

It's never easy to confront your boss or co-worker, but sometimes it's necessary – when you're convinced a crucial decision has been made incorrectly, for instance. The key to effecting the change you seek lies in how you prepare yourself for the discussion.

On Tuesday, November 1, 2005 Rhonda Burns, a Licensed Independent Clinical Social Worker of Thomas L. Price & Associates will address this particular issue – defining conflict. How it impacts others in the work place and at home and the methods we can use to confront it.



International Association of  
Administrative Professionals®

Please feel free to copy or route  
this newsletter to your team of  
Administrative Professionals!

## President's Corner

Lottie Kottke

Thank you to all of you who attended our October meeting and helped celebrate our birthday! Once again our program committee did an excellent job and we learned a lot about Quickbooks. It was also good to have Debi Cain join us and give a short presentation. She is always an "upper" and able to provide valuable input and suggestions.

The Board has been busy. We met on October 18 and reviewed information from several speakers for our April seminar. We will have suggestions at the November 1st Chapter meeting. Please seriously consider chairing this important committee. (Remember, being the chair is the *easiest* part because you have subcommittees to do the work!) Our Division and Chapter logo stresses *teamwork* as one of the components of *team* excellence. This is an excellent opportunity for all of us to work together and have another successful seminar.

"Conflict and Confrontation" by Rhonda Burns of Thomas L. Price & Associates is our program for the next meeting. It sounds like another interesting program – I look forward to seeing all of you there.

P.S. Be sure to come and enjoy the samples at the Tastefully Simple fundraiser on Thursday, October 27, from 5:00 – 7:00 p.m. at Bethlehem United Methodist Church.

Lottie

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## Chapter Birthdays



*The Crow River Chapter Would Like to  
Wish a Very Happy Birthday to the  
Following Members*

*Donna Baysinger – October 15<sup>th</sup>  
Nita Nurmi – October 24<sup>th</sup>  
Karen Ostlund – October 28<sup>th</sup>*

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## **October Program Recap**

In October Carla Reinowski of PHB Consulting introduced us to the accounting software program, *Quickbooks*.

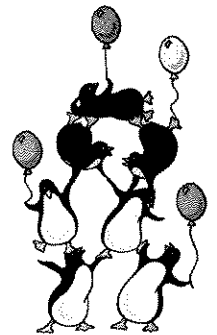
There are various Quickbooks programs to pick from. From the very basic to specialized programs; for example, Contractor or Nonprofit. One of the advantages of Quickbooks is that you can use only as much of the program as you feel comfortable working with. You can start with accounts payable and then at a later time enter accounts receivable. If employees come into the business, then that component of the program can be added.

A chart of accounts helps you get set up correctly right from the start. The Menu, Navigator, and Icon Bar provide one-click access to common tasks like entering sales, paying bills and paying employees.

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## **Tastefully Simple Fundraiser Coming Up**

Have you posted the flier? Invited all your co-workers, friends and family? If not, you don't have much time. October 27<sup>th</sup> is fast approaching. If someone wants something and can't attend, that's okay too, just pick up the items for them. We are counting on each member to come and bring others for a fun time of networking and tasting. Jackie will have recipe ideas for you..... and best of all you can take home your products that night.



Date: Thursday, October 27th

Time: 5 to 7 pm

Where: Bethlehem United Methodist Church  
(come around to the back door)

*No taking orders – No Deliveries  
How Simple Of A Fundraiser Is That?  
Great Holiday Gifts!!*

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## Over-Achievers a Hard Act to Follow

By IAAP Education and Professional Development Manager Susan Fenner PhD

Once I served on a non-profit board. The board chair was quite an exceptional person. She put in many (and I do mean many) long hours fulfilling her duties...and then some. She went over every recommendation and vote with a fine tooth comb. Sometimes so well, we lost sight of the original thoughts. She felt strongly that personal attention was the way to effective fund raising and demanded that all the board hand-sign every acknowledgement note, invitation, and appeal letter that went out from our organization. She followed up each and every illness, family death, and personal crises of the board with special cards and hand-picked gifts, which she paid for. She often brought in cakes and other culinary treats to spice up our long and often arduous meetings. She sent out volumes of e-mail and kept a close eye on any and all committee work. At the end of her two-year term, her accomplishments looked quite good on paper. But her one main task, of finding a viable successor, was a bust. No one wanted to step into her shoes.

Is it any wonder?

Who could devote the number of hours and the energy that she had? Who among us could keep tabs on all the committee meetings and direct them as she did? Who could find the time during the work day to juggle non-profit issues and still clock out with a productive eight-hour workday? Obviously, none of us thought we could. So, what seemed great at the beginning, suddenly took a new turn. She had been such an active, hands-on leader that no one believed they could do as well (or as much) as she did during her term.

Was that good for the organization...or bad? In the short term, she accomplished a lot for the group. But in the long term, she failed us all. For rather than building talent and molding successors, she did it all single-handedly. When it came time for her to leave, she couldn't...there was no one willing to take her place.

The moral? Next time you feel the compulsion to micromanage and look for reasons not to delegate, remember this scenario and learn a valuable lesson.

Although we may hold the title, our job, no matter if it is for paid employment or in a volunteer setting, is to train others and then let them do their jobs. By trying to do it all yourself, you keep others from growing and the organization from benefiting. Be a good role model, but don't hog the work or the glory.

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## October Guests

We were thrilled to have Debi Cain-Rivord CPS/CAP attend and share with our guests and students some of the many advantages of being a member of an IAAP Chapter. She did a wonderful job.

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We had the following guests:

|              |                |
|--------------|----------------|
| Linda Butzin | Nancy Reseland |
| Jolynn Kosek | Kim Stork      |
| Amy Johnson  | Toni Kroger    |

Thanks to each of you for attending our Chapter meeting. We hope that you will come back again and consider membership.

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The following students also attended our Chapter meeting.

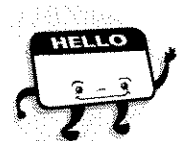
Leah Albrecht	Teresa Kosek
Tracy Berg	Ashley Strei
Tammie Dehn	Jessica Nagovsky
Yeni Faris	Terri Phillips
Daedra Kroells	Courtney Riddle

The "veterans" of the Crow River Chapter have a lot to offer the students. You are always welcome at our meetings and maybe someday you to will become a member of our chapter.

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## *Have You Dug Out Your Name Badge Yet?*

Four Crow River Chapter Members didn't have their name badge at our October meeting and they had to pay the 25 cent "fine." So, don't forget your name badge in November!!! At the end of the year we will donate the "fine" money.



## Contact Info Reminder

Just a reminder, please inform your local chapter and headquarters whenever you make changes to your contact info.

HQ can be reached at [membership@iaap-hq.org](mailto:membership@iaap-hq.org). Please send your address changes (e-mail addresses are important) to [slkklg@hutchtel.net](mailto:slkklg@hutchtel.net). The info will also be forwarded to Division to have the e-mail listing updated as well. (The Division listing can be found on the Members Only page of the website at [www.iaap-mnndsd-division.org](http://www.iaap-mnndsd-division.org).)

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[www.iaap-mnndsd-division.org](http://www.iaap-mnndsd-division.org)

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## Upcoming Events

November 8 ..... Crow River Chapter Meeting  
November 15 ..... Newsletter Articles are due  
November 20 ..... Newsletter e-mailed

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Have a safe and fun  
Halloween

## **You are Invited to the Next Meeting Of the Crow River Chapter of IAAP... Plan To Attend!**

**When:** Tuesday, November 1st, 2005

**Where:** *Victorian Inn*  
Hutchinson, Minnesota

**Time:** Networking & Dinner 5:30 p.m.  
Program and Fellowship

Menu is:

French Dip Sandwich w/fries	\$ 9.00
Soup and Sandwich	\$8.25
Chicken Strips, French Fries, Fruit	\$8.25

**RSVP's must be received by noon,  
Friday, October 28th (if you are  
attending or not). Send your RSVP  
to [bethumc@hutchtel.net](mailto:bethumc@hutchtel.net) or phone Peggy at  
320-587-3312 if you will be  
attending.**

Remember, all no  
shows will be billed  
for menu selection.