



Professional Images

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

Volume VIII, Issue 1

July, 2006

2006-2007
Crow River Chapter
Officers

President

Karen Ostlund
w 320-587-6269
h 320-587-8754
karen@schantzen.com

President-Elect

Shirley Viesselman
w 320-587-3797 x4334
h 320-587-4692
kwsav@hutchtel.net

Vice President

Nancy Kaping
w 320-587-4848
h 320-587-5444
nancyk@swmnfoundation.org

Secretary

Patrice Davis
w 320-234-1463
h 320-587-7820
pldavis@mmm.com

Treasurer

Vicki Kachelmeier
w 320-587-1808
h 320-234-6691
vicki203@hutchtel.net

Chartered, October, 1997

www.iaap-crowriver.org

Hope you are all enjoying the summer. Although there isn't a regular Chapter meeting in July and August, there is a lot going with the Crow River Chapter.

The Board is busy preparing for the upcoming year. Committees are meeting and planning! Not on a committee? Give Karen a call and she'll get you signed up!!

- The IAAP **mission** is to be the acknowledged, recognized leader of administrative professionals and to enhance their individual and collective value, image, competence, and influence.
- IAAP's **purpose** is to provide information, education, and training and to set standards of excellence recognized by the business community on a global perspective.
- IAAP's **objectives** are to elevate the standards of all administrative professionals and to promote their working relationships with management through continuing education, authorized programs, and publications.
- IAAP's **vision** is to inspire and equip all administrative professionals to attain excellence.

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

2006-2007
Crow River Chapter
Committee Chairs

Audit

Marilyn Schreiner
marilyn.schreiner@hti.htch.com

Bylaws/Standing Rules

Lottie Kottke
lottiek@hutch.k12.mn.us

CPS Service

Nita Nurmi CPS/CAP
nita.nurmi@sparboe.com

Education/Publicity

Marilyn Schreiner
marilyn.schreiner@hti.htch.com

Reservations

Kim Stork
kstork@hti.htch.com

Ways and Means

Cathy Ziemann
catherine.ziemann@hti.htch.com

Spring Seminar

Open

Historian

Maxine Kenning
mkenning@hutchtel.net

Membership

Betty Nielsen
bettyyn@hutch.k12.mn.us

Website

Peggy Reding
bethumc@hutchtel.net

Presidents Message

Pentaboard Notes:



In IAAP we often talk about creating excellence and striving to achieve goals. One of my personal goals was to learn piano; and the more I learn, the more I can use it as an analogy to IAAP.

Piano music uses two staves which are connected by a brace and beginning bar line. Together they are called the Grand Staff – or IAAP. The right hand plays the notes in the upper staff – or Crow River Chapter. The notes on the upper staff represent the different members of our chapter. Notes have different sounds and different values. Some taking one beat (quarter note) and some taking four beats (whole note). Depending on which committee a member is on, it may seem like there is little time to rest before preparing for the next month's agenda. They would be like quarter notes. I envision other committees, like the Seminar Committee, to be a whole note – through the whole month of March and April! But every note is vitally important to the melody.

The left hand plays the lower staff and the notes on this staff can represent all the other chapters of IAAP. This often represents the harmony and these notes played with the melody give it a rich and full sound. The overall structure is called a musical form.

A time signature is written at the beginning of a piece of music. Our Division President, Lisa Hogan, has announced this year's theme: *Spreading Passion, Inspiration, Reliability, Innovation, Trust*. The tempo for this year's song is to play with **SPiRiT!**

Karen Ostlund, Crow River Chapter President

About the International Association of **Administrative Professionals**

Association History

- . Founded in 1942 as the National Secretaries Association (NSA) to provide a professional network and educational resources for secretarial staff. Changed association's name to the International Association of Administrative Professionals (IAAP) in 1998. Established the Certified Professional Secretary (CPS) program to set standards of excellence in 1951. Introduced Certified Administrative Professional (CAP) program in 2001.

Definition of "Administrative Professional"

- IAAP defines administrative professionals as "individuals who are responsible for administrative tasks and coordination of information in support of an office related environment and who are dedicated to furthering their personal and professional growth in their chosen profession."

IAAP's core values, defined as a set of guiding principles or tenets that define what the organization stands for, include:

- **Integrity:** Trust for each other in all relationships, including those with other members, staff, employers, vendors, leaders, mentors and sponsors.
- **Encouragement:** Offer inspiration for administrative professionals to fulfill their potential and advance their careers.
- **Leadership:** Members serve as positive ambassadors and role models for both the profession and association; leadership development is a key purpose of IAAP.
- **Loyalty:** Loyalty to the profession, to employers, and to IAAP is a characteristic of true professionals and is highly valued in business.
- **Professionalism:** A commitment to excellence, both individually and collectively, is a hallmark of IAAP.
- **Relevance:** To assure that IAAP continues to offer worthwhile programs and services—and meet members' evolving needs.
- **Pride:** Pride in our chosen career field and membership in IAAP.
- **Connection:** IAAP offers invaluable opportunities to develop long-term friendships, to share information and build camaraderie among professionals.
- **Individual Importance:** Each member is an important individual contributor and asset to the organization.

Association Structure

- A total of 40,000+ members and affiliates; 600 chapters; 36 regional divisions in six districts.
- International in scope – members and chapters in 66 countries.
- Non-profit organization classified by the IRS as a 501(c) 6 association.
- Governed by a 12-member International Board of Directors, elected annually by member delegates at the IAAP International Convention and Education Forum.
- IAAP owns and operates its headquarters building located in Kansas City, Missouri.
- IAAP has members in almost all *Fortune 500* companies, thousands in mid- to small-sized businesses, educational institutions, nonprofit organizations, and federal, state, and local governments.

- IAAP is not a union organization – we work in partnership with employers to promote excellence and lifelong learning.

Benefits of IAAP Membership

Benefits to an individual:

- Local and international network of colleagues, trainers, experts and managers gives members essential information and insights on [office trends and best business practices](#).
- The award-winning [OfficePRO magazine](#), published eight-times a year, contains a wealth of information on new technologies, career development, productivity tips, office product reviews and other “news you can use.”
- [Seminars and conferences](#) – Annual events offering a wide array of educational workshops and hands-on training including the International Convention and Education Forum (summer) and Professional Education Conferences (spring). In addition, IAAP Districts, Divisions, and Chapters hold events and activities at various times of the year.
- Personal and professional development resources – members receive exclusive discounts on more than 250 books and self-study courses, many providing the Continuing Education Unit (CEU). IAAP's [Complete Office Handbook](#) is considered to be the definitive reference book for today's electronic office. [Online training courses](#) and [Online Associate Degree](#) program are also available.
- [Professional certification](#) – achieving certification through IAAP is the internationally recognized standard of excellence. IAAP offers the Certified Professional Secretary (CPS) rating and recently introduced the Certified Administrative Professional (CAP) program. Topic areas for IAAP certification programs include economics, accounting, business law, office technology and administration, communications, and organizational planning.
- Service and support from the International Headquarters in Kansas City – [Full-time staff](#) is available to assist with member services, professional development advice, personalized education, and other programs and services. IAAP also disseminates research and serves as a clearinghouse for information on the administrative profession.
- Other local chapter benefits – Division and chapter newsletters; chapter program schedule,

team of local experts on a variety of subjects; community service; local merchant relationships; mentoring opportunities, and more.

- Exposure to other professionals outside your company to help expand your interpersonal skills and comfort levels -- you can call upon a network of professionals to determine the best way to accomplish a task or receive advice -- so you don't have to keep reinventing the wheel. In addition, the IAAP global network is very useful when execs are going to other cities and/or countries and you can contact an IAAP member for information about a particular area.
- Leadership opportunities through participation in chapter activities (can be everything from public speaking, to project management, to strategic planning, to event planning -- skills you might not learn on the job or through training provided to admins by employers).
- Discounts on educational products and resources that have been created, reviewed and/or selected especially for admins (also shows what skills you ought to be mastering to keep up-to-date as a professional and the sequence of skills required to move up the career ladder).
- Access to information on the latest trends and research for the profession, such as reviews of new computer software releases, previews of new responsibilities admins may be assuming, benchmarking details from other companies, best practices, and more.
- Supports the concept of excellence and continuous improvement -- more than just "talk."

How IAAP Benefits its Members' Employers

- IAAP members receive tools and knowledge necessary to become more effective contributors to their employers. By reading IAAP publications and attending IAAP educational events, members stay on top of their profession.
- Save time and money – When seeking ideas and know-how for a specific project, IAAP members don't often have to reinvent the wheel. They can call on the support of their peers and/or headquarters for advice and for direction on available resources, often saving organizations valuable time and money.
- Members receive leadership training and experience that builds their confidence and teamwork skills.

- IAAP members are better-prepared, front-line "ambassadors" for their employers. Having knowledgeable professionals on staff reflects well on your business or service.
- Workers experience professionalism first-hand and aspire to greater professional heights.
- Builds a team spirit among admins across departments and facilities.
- Maximum bang for the buck with minimal cost -- access to current business research, targeted publications, selected study materials, certification programs, and more.
- Opens communication between management and administration, producing better work relationships.
- Raises admins to a professional level that serves all corporate team members well (managers and other professionals perceive admins in new ways...may also help in delegating more work to admins as they are seen as capable professionals).
- New feelings of self-worth and competence empower admins to tackle more (and more difficult) challenges instead of waiting for assignments...it helps managers get more done with the confidence it is being done right.

These are just a few (truly) examples of what is to be gained from associating with a professional organization.

Five Ways to Profit from Your IAAP Membership

IAAP is in the business of making its members successful. To this end, IAAP conducts a variety of activities that boost your knowledge, resources, and ability:

1. **Continuing Education.** Associations provide the majority of adult education in the United States and internationally as well. Through IAAP, you can obtain professional certification, learn new business techniques, and guarantee your customers the most informed, qualified service.
2. **Networking.** If it's not what you know but who you know, then associations are the place to be. Where you find hundreds of like-minded people gathered, you'll undoubtedly find a wellspring of knowledge, experience, and collective strength. Get to know your peers, competitors, and suppliers

through IAAP. Build relationships, tap your peers' expertise, swap ideas, and discuss mutual concerns.

3. The Latest Industry Information and Research. Cutting-edge research by IAAP reveals new market trends, reports on challenges in the field, and keeps you up-to-date on ever-changing skill and knowledge requirements. IAAP produces and disseminates research and industry data that would be far too expensive for any one member to do alone, and provides an equal advantage to all.

4. Exclusive Discounts. IAAP offers members discounts on educational products and many other business related products and services. These discounts can save money for you and your organization.

5. The Chance to Create the Future. IAAP creates standards for administrative professionals for the next five or 10 years and beyond. Headquarters staff, volunteer leaders and world-renowned educators determine the educational sessions for various IAAP educational events, write articles on industry trends, and choose the organizational direction of the association. As an IAAP member, you help create the future of the administrative profession.

With these benefits and more, IAAP membership is more than an opportunity. It's good business.

Network Your Way To Success

Networking is the secret to getting ahead in the present and future workplace, experts say. While what you know is important, who you know is even more critical today.

One proven but frequently overlooked networking strategy is to participate in associations. IAAP can put you in touch with colleagues in your field. When you meet with association members, you can tap their expertise, swap ideas, and discuss mutual concerns. The network of contacts you make can also lead to future business relationships.

Refer to your membership directory to find fellow members from all over the world. Need a recommendation for a restaurant or business resource in a particular area? Try contacting the chapter representative there. Want to ask a chapter from another region how they organized a

successful educational seminar? Find their contact in the directory and send them a note. The IAAP International Directory is available in the "Members' Place" section of the IAAP Web site.

Attend the IAAP International Convention and Education Forum. This is IAAP's largest training and networking event of the year. There, you can get more information on trends in office administration, office technology, cost-cutting/time management strategies, and more.

Serve on a Chapter, Division, or International committee. Not only can you help shape the organization's direction, you can also work closely with and learn from other experts.

Read IAAP's award-winning magazine *OfficePro*, published eight times per year, and *OfficePro Express* e-newsletter sent to all members with e-mail addresses twice each month. In addition, *IAAP CONNECTIONS* bi-monthly e-newsletter keeps members informed about association news, activities and trends.

Contact IAAP Associate members (suppliers/businesses/organizations that support IAAP's mission and purpose). They can tell you about new products and services.

Hone your skills at your association's educational seminars. IAAP offers the Professional Education Conference (PEC) each spring and the Certification Seminar in the fall. IAAP Districts, Divisions and Chapters also hold excellent regional conferences and events where you can learn how to use emerging technologies and catch up on the latest professional techniques.

Cultivate relationships with IAAP members. This can lead to excellent business leads.

A Special Offer For Crow River Chapter...IAAP Members Only

Now until August 20th, Curves, located in downtown Hutchinson is offering you a discounted service fee of \$40 when you join their club. Call 234-6620 to make an appointment, and be sure to bring along your membership card. (Service Fee regularly \$149)

August Board Meeting

The Crow River Chapter Board will be meeting on Monday, August 14th, 5:15 pm at Shirley's home. (1015 Jefferson Street) All members are welcome to attend.

If you have items that you would like brought up at the meeting, please let Karen Ostlund know so she can get you on the agenda.

Committee Chairs

Please be sure and get your budget requests into to Vicki Kachelmeier before August 10th. The budget is one of the agenda items on the Boards upcoming meeting. The budget needs to be ready to present to the membership at our September meeting.

August Birthdays



*Nancy Kaping
August 2nd*

*Dorothy Ryan-Anderson
August 20th*

Happy Birthday To Each Of You!

IAAP Annual Convention & Education Forum

Nita Nurmi, CAP/CPS will be attending the IAAP Annual Convention in Reno, Nevada August 7-10. We are glad to have the Crow River Chapter represented in Reno. Have a great time Nita and we will look forward to hearing about your experiences when you get back.

If you have been thinking about attending one of these conventions, below is a list of the future dates and sites.

- 2006:** Reno, Nevada, August 7-10, Reno Hilton
- 2007:** Tampa, Florida, July 29-August 1, Tampa Convention Center
- 2008:** New Orleans, Louisiana, July 27-30, Hilton

- Riverside
- 2009:** Minneapolis, Minnesota, July 26-29, Minneapolis Convention Center
- 2010:** Boston, Massachusetts, July 18-21, Hynes Convention Center
- 2011:** Montreal, Quebec, July 24-27 Montreal Palais de Congress Convention Center

MN-ND-SD Division Fall Conference

Mark your calendars now and plan to attend the Division Fall Conference at Madden's Resort, October 13-15th. It is going to be a great educational conference, as well as some free time to check out their spa, do some fishing or enjoy any of the resorts other amenities. More details will be coming out soon.

Upcoming Events

- August 7-10...International Convention, Reno, NV
- August 14.....Chapter Board Meeting
- August 15.....Deadline for Newsletter Articles
- August 19.....Work at Habitat House
- August 20.....Professional Images Emailed
- September 5.....Crow River Chapter Kick-Off Mtg
- September 15.....Deadline for Newsletter Articles
- September 20.....Professional Images Emailed
- October 3.....Crow River Chapter Meeting
- October 13-15.....MN-ND-SD Division Fall Conf
- October 15.....Deadline for Newsletter Articles
- October 20.....Professional Images Emailed
- November 3-4.....CAP & CPS Examinations

International Association of Administrative Professionals
P.O. Box 20404
Kansas City, MO 64195-0404
Phone: 816.891-6600
Fax: 816.891-9118
Web: www.iaap-hq.org

MN-ND-SD Division Website:
www.iaap-mnndsd-division.org