



Professional Images

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

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2006-2007
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Chartered, October, 1997

www.iaap-crowriver.org

***This looks like it will be the year of change
for the Crow River Chapter.***

***Beginning September 5th our Chapter
meetings will be held at Hutchinson
Technology Incorporated.***

You're not going to want to miss a meeting!!

**Note: September Meeting information
on attached RSVP page.**

- 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
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Presidents Message

Pentaboard Notes:



What is a pentaboard, you ask? *Penta* is Latin for “five”. A pentascale is a 5-note scale. Our board consists of five members so I’ve therefore labeled us a pentaboard!

Crescendo (pronounced “kreh-SHEN-doh”) means to play gradually louder and that is exactly what the Crow River Chapter of IAAP is doing as we prepare for this coming year. For example:

- 🎵 A new incentive plan will be introduced this year.
- 🎵 Who can resist a piece of fresh, hand-baked pie? We’ll be at Taste of Hutchinson on September 15 and 16.
- 🎵 We can do more than hit keys on a PC. We can wield a pretty mean staple gun on Hilltop Drive working with Habitat for Humanity.
- 🎵 How about a change in venue? We will now meet at the Hutchinson Technology Development Center (Room 7309) with Taher Catering providing our meals.

Our goals are to work towards these objectives:

Membership
Unlimited resources
Strengths, talents and abilities
Involvement
Celebrated successes!

So, go ahead – start tapping those toes. I think you’re going to enjoy this year’s tempo 😊

Karen Ostlund, Crow River Chapter President

About the International Association of **Administrative Professionals**

How to Make Involvement in a Professional Association **Work for You (and Your Company)**

Human resource experts agree that volunteer involvement in associations is mistakenly omitted from most resumes. Make a point to include IAAP volunteer experience on your resume.

Volunteering substantially expands the range of jobs you can envision yourself filling-and enjoying. A recent *Wall Street Journal* article suggests “three to five years of volunteer work provides management experience most corporations couldn’t provide over 20 years, if it came at all.”

Publicize your efforts. Volunteering on a program committee or community service project on behalf of IAAP is “news” and is worthy of recognition.

Your local newspaper regularly spotlights local newsmakers. Send a news release and be sure to include fellow committee members.

Inform your boss. Keep your employer and fellow staffers aware of your IAAP achievements and activities. Involvement in volunteer activities is among the top five factors supervisors consider when promoting employees, according to a recent study. Surveyed executives believe volunteering on behalf of your professional association reflects well on the employee and the company because the challenges you face as a association volunteer can be applied to your daily work. Your peers on the job will see the value of IAAP membership, too, when you share great ideas learned through your association-related experiences.

What You Will Gain By Taking a Leadership Role in IAAP

IAAP continually needs new leaders to step up and take charge of the present and future of the profession and association.

Here's how you'll benefit personally by taking a leadership role in your chapter or division...

1. Meet new people - both inside IAAP and outside the association.
2. Learn from the pros.
3. Gain self-confidence.
4. Get recognition from your peers for your accomplishments.
5. Focus on yourself - for a change.
6. Learn to measure and take acceptable risks.
7. Stretch your limits (many of them self-imposed).
8. Learn how to sell your ideas to others.
9. Take stock of your interests and do something just for fun.
10. Master the art of working as a part of the team.
11. Discover the secret of getting people to work with you.
12. Find out how to motivate others (including spouses and children).
13. Improve your public speaking skills (as they say...get the butterflies to fly in formation).
14. Travel to places you've never seen before.
15. Experience new things you've never done (yet).
16. Unleash your creativity.
17. Gain respect.

18. Show your children you're into learning (in other words, walk your talk).
19. Open doors to new opportunities.
20. Expand the circle you count on as friends.
21. Interact with people who are in the same stage (life/career) as you.
22. Be a mentor (or a good role model) for others less experienced than you.
23. Give back what you got from your association with IAAP
24. Feel good about doing something for others.
25. Learn fair play; take your turn.

Here's how you'll benefit professionally...

1. Get specialized training that you can use at work.
2. Gain skills you can apply immediately in your workplace.
3. Build skills that will get you noticed by management and possibly get you promoted.
4. Let your employers know they are getting a return on their investment in paying for your IAAP dues.
5. Lose your tunnel vision and learn how an organization is run from the top down.
6. Create a skills portfolio to document your proven abilities.
7. Learn from leaders who work in other companies and see how they do it better, faster, cheaper.
8. Develop a professional network outside your company.
9. Get access to the movers and shakers in your community.
10. Stay on the cutting edge of issues, trends, and techniques.
11. Experiment with new career directions by volunteering in IAAP.
12. Demonstrate your commitment to life-long learning (it looks good on your resume too).
13. Take advantage of inexpensive, quality training.
14. See professional role models in action; work beside them.
15. Pick the brains of top leaders without feeling intimidated (remember: IAAP is a learning organization...you're supposed to do things you've never done before).
16. Have access to headquarters staff and IAAP members who can advise you and serve as sounding boards for you ideas.
17. Explore new ways to get the job done (without having to spend your company's money or put yourself on the firing line).

18. Get recognition from outside your company and show your company what you're capable of doing (they may not think of you as a leader).
19. Learn to think of things (happening in your company) like a leader would; mentally move outside your assigned position on the organizational chart.
20. Develop your full potential; don't let others decide how far you can go.
21. Learn what it means to be a "professional" and adopt the dress, words, and actions of a leader.
22. Experiment with running your own business by taking a leadership position within IAAP and adopting good business practices.
23. Have access to excellent resource materials (reviewed and recommended by IAAP) at discount prices.
24. Meet fascinating colleagues, executives, educators, respected authors, nationally famous speakers, corporate trainers, and a host of other professionals who will inspire and inform you.
25. Continue your education without having to return to college and have it be immediately useful in your workplace.

**Examples of Skills Gained through
Involvement in IAAP Chapter
Functions/Activities**

Creating a newsletter and serving as editor - learning newsletter software features, formatting for readability, writing copy, interviewing people, proofing, graphic design. Examples of skills/experience gained: Conducted readership surveys; redesigned newsletter layout; wrote articles for publication; proofed and edited content; selected graphics; created newsletter using PageMaker Desktop publishing software; won award for most improved publication within my Division.

Membership committees - putting benefits into words, designing and creating promo pieces, meeting guests and making them feel welcome (customer service skills), cold-calling potential members, accountability for recruitment, developing interest surveys. Examples of skills/experience gained: Designed recruitment brochure using Microsoft Publisher; negotiated with printing companies; planned and hosted guest receptions; wrote script for 15-minute "IAAP Review" presentation; developed form letters and created a database using Access software.

Program planning - surveying members on educational program topics, using networks to make contact with area speakers, negotiating, room set up, AV troubleshooting, creating evaluations, introducing from the dais. Examples of skills/experience gained: Contract negotiation; large event/ meeting planning; budget preparation; financial management; interviewing and project management skills; supervision of volunteer workers; program evaluation; preparation of news releases and media relations.

Chapter Treasurer/Fundraising committee - bookkeeping, preparing budgets, creating forms, establishing procedures, monitoring budgets, projecting costs, working with an outside auditor. Examples of skills/experience gained: Provided oversight on all financial transactions; used QuickBooks to manage and maintain budget; prepared financial statements; prepared for chapter audit; organized fundraising drive which raised \$x in revenue for the chapter.

Certification Committee - Typical duties: promote the CPS and CAP programs in the community; investigate possibilities of local educational institutions offering review courses and/or support current relationships with educational institutions that offer review courses; develop recognition program for CPS and CAP recipients at special chapter event. Examples of skills/experience gained: Gave a series of presentations on the value of certification to area businesses; assisted department chairman at IVY Tech College to set up certification review classes; taught an eight-week course on Management; proctored the CPS/CAP exam; made arrangements for a recognition event to honor certification recipients.

Chapter President - typical duties: preside over all chapter meetings; work with chapter board to prepare budget and approve expenditures; serve as spokesperson for the chapter to outside groups and media; manage the overall operation of the chapter. Examples of skills/experience gained: leadership of local chapter with X-number of members; oversaw chapter budget and finances; worked with chapter board of directors to make decisions and establish policies; solicited local business support and partnerships; gave presentations and speeches to community groups; served as editor of chapter annual report; was chief liaison to media and community groups.

Update from Ways and Means Committee: “Taste of Hutchinson”

Submitted by Cathy Ziemann and Kim Stork

This year for one of our main fund-raising events, we will be having a food booth at the “Taste of Hutchinson”. The Taste of Hutchinson is held in conjunction with the Arts and Crafts fair on September 15th and 16th. We are very excited about this, as we believe it will be both a good fund-raising event as well as a great way to get our name out there to the public.

We have been working with the Hutchinson Ambassadors, the Chamber of Commerce as well as the MN Department of Health to get the necessary paperwork filled out and license ordered for this venture.



At the IAAP booth we will be serving a “slice of pie” for \$2.50. We anticipate needing about 60 fruit pies (or pies that do not need any refrigeration) baked.

We will be preparing

the pies at the Bethlehem United Methodist Church kitchen and baking the pies will be at Taher Kitchens at HTI. Taher is capable of baking up to 32 pies at a time so that will be very helpful. Originally, we had planned to bake these at our homes but as a requirement of the MN Department of Health, we need to make these in the “kitchen facility of a church, school, or licensed commercial food service”.

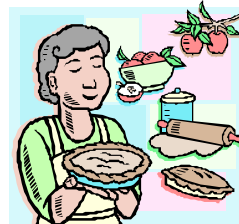
Some of the things to think about before our meeting on September 5 are: When would you like to sign up to work at the event, can I help make the pies on Thursday, September 14th, what ingredients can I help provide?

Some of the supplies and ingredients we would need are disposable 9” pie pans, fruit pie fillings such as cherry, blueberry, etc. (2 cans per pie), we will need some extra rolling pins, favorite fruit pie recipes, apple peelers / slicer, any



seasonings your recipes may require. We are looking forward to this event as it should be a fun time to socialize and have a great time baking pies and sharing recipes and baking ideas.

At our meeting on September 5th we will have sign-up sheets for preparing the pies on the 14th and also sign-up sheets for working at the event on the 15th & 16th. If you are unable to help make the pies or work at the event, any items you could donate for making of the pies would be appreciated (see above). Bring your pie items to the meeting on the 5th and Kim and I will make sure they get to the church on the 14th.



Note: If you want to bring your own ingredients to the church and prepare your pies for baking that would be great too...you are more than welcome to do so.

Thanks in advance for all your help! You are AWESOME!

You Are Awesome!

Do you believe it? We think so. Our newest member, Marilyn Schreiner, strongly believes in recognition and has volunteered to chair this effort.

Note: You must be a current member to participate and present at the meeting to win.

The criteria will consist of a ticket for:

- 🎟 every membership meeting you attend
- 🎟 each guest you bring
- 🎟 sponsoring a new member
- 🎟 writing a new article for the newsletter
- 🎟 taking CPS/CAP classes
- 🎟 participation in IAAP events
- 🎟 IAAP community service project
- 🎟 donate a door prize or speaker gift
- 🎟 being a board member
- 🎟 being a committee member

These tickets will be placed in a bowl for a drawing to be held on a monthly basis. The prize for the monthly drawing will be \$10.00 in Hutch Bucks. After the monthly drawing those tickets will go into a cumulative bucket for a drawing to be held at our June meeting for a \$50 gift certificate to be used at the spa of your choice.

September Birthdays



Linda Eggersgluess
September 2nd

Peggy Reding
September 14th

Kim Stork
September 26th

Happy Birthday To Each Of You!

Member News

We are happy to have Vicki Kachelmeier out of the hospital and doing much better after her surgery.

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Betty Nielsen spent a week touring in San Francisco and the Napa Valley area.

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## Name Badges

Chapter members – do you know where your name badge is? Better get it out....our first meeting of the year is just around the corner. And, if you're not wearing it at a chapter meeting... the fine is 25 cents!! Karen will be patrolling.

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## International 2006

Submitted by Nita Nurmi CPS/CAP

What a trip! A little politics – a little music – a lot of learning – a wonderful Beatles performance – a little sightseeing – a lot of learning – laughter – networking – meeting old friends and new.

The MN-ND-SD Division was represented in elections by Linda Boulay CPS/CAP who ran for International Treasurer and Val King CPS/CAP who ran for Northwest District Director. Unfortunately neither was successful, but we can be proud of them anyway.

One of the Avery Dennison Chapter awards came back to the Twin Cities West Chapter, collected by Georgann Bestler-Wenish. Along with the award came a \$1500 cash prize.

Tuesday's keynote speaker, Erik Wahl, wowed the crowd with an uplifting message on "The Art of Vision", reminding all of us that we need to bring art and creativity back into our work. Kelli Vrla,

the certification luncheon speaker, reminded us to keep humor in our lives. Her humor had the audience in stitches.

A new web hosting option was announced. International is in the testing phase of an expanded web site that will allow Divisions and Chapters to host a web page that is somewhat standardized and easy to update.

Check the International web site for copies of the incoming and outgoing President's messages.

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## MN-ND-SD Division Fall Conference

Mark your calendars now and plan to attend the Division Fall Conference at Madden's Resort, October 13-15<sup>th</sup>. Information has been forwarded to you already for making your Madden's reservations. The brochure outlining the conference events will be out shortly. Division President Lisa said that the registration fee would not be more than \$60.00 when I talked to her.

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## 9<sup>th</sup> Annual Spring Seminar

Vicki and Shirley have volunteered to co-chair our 9<sup>th</sup> annual spring seminar. The first order of business and hardest part is to choose a speaker and formulate a budget. They encourage you to forward any speaker ideas to them to investigate. The plan is to have the membership approve a speaker at our November meeting if not before.

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## Monthly Speaker Gifts

Submitted by Marilyn Schreiner

To lower our budget...this year most of our speakers will not be given an honorarium due to their presentation promotes their own business. In lieu, it was suggested to give them a small Appreciation Gift...basket of 3M products (Shirley can get them) or anyone who has a nice gift you don't really need but would be a nice gift for a speaker (e.g. Last week I received 2 bags of Dove Chocolates for a gift, so will use them for the Sep and Oct speakers which are guys). Please bring any donations you would like to make to the next meeting.....and you will get a recognition ticket.

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## Habitat for Humanity

Submitted by Karen Ostlund

The day dawned bright and sunny and it was a perfect day for working at the Habitat for Humanity duplex on Hilltop Drive. Our volunteers consisted on Kim Stork and her mother, Jeanne Langan, Lottie Kottke, Karen Ostlund and her daughter, Hannah Tonak.



We met with contractor, John Lofdahl. After getting the paperwork done and going through a safety review, John gave us a tour and much insight into the construction of these homes.

Although we arrived with the expectation of painting, we were instead given rolls of plastic, staple guns, caulk guns and red tape! We measured the plastic and proceeded to cover the insulated ceiling and walls and then stapling the plastic sheets to the studs. Then we had to caulk the plastic along the ceiling and along the floor and staple it again. Anywhere two sheets of plastic met, a seam of red tape was applied. This was to ensure that heat loss would be at a minimum.

John stressed the importance of having a clean worksite, so Jeanne quickly grabbed a broom and started in on tidying up the site. Sheryl Woodworth, Executive Director, provided dinner for a much-needed break! We finished the day at about 3:15 and all agreed that we are better suited for our office jobs. There were muscles used that day that would certainly be sore the next!

Volunteers are needed in many areas at Habitat. Jeanne thought she would like to prepare meals. For more information, contact Volunteer Coordinator, Julie Lofdahl at [www.crhhf.org](http://www.crhhf.org).

## Challenge

TO: ALL MN-ND-SD DIVISION CHAPTERS

Could 700 members collect 1,000 ink cartridges by October 15<sup>th</sup>? That's the challenge the Sakakawea Chapter is putting out there. If you're not recycling your empty ink cartridges, why not bring them to Brainerd in October. Wanted: HP 27, 28, 56, 57, 58, 78, 94, 95, 96, all Lexmarks, and any lasers in the HP Q Series. Char has been sending hers to us for years, and for that we thank you, Char. We appreciate it very much. So before you toss that ink cartridge in the garbage, just remember that Sakakawea wants them. Thank you fellow IAAP members for taking up this challenge! Let's load Claudette's van to the brim!

Janis Winfrey, 421 Second Avenue N  
Beulah, ND 58523 701-873-2642

## Upcoming Events

September 5.....Crow River Chapter Kick-Off Mtg  
September 12.....Chapter Board Meeting  
September 14.....Bake Pies at Bethlehem Church  
September 15.....Deadline for Newsletter Articles  
September 15-16.....Taste of Hutchinson Booth  
September 20.....Professional Images Emailed  
October 3.....Crow River Chapter Meeting  
October 10.....Chapter Board 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  
April 25.....9<sup>th</sup> Annual Crow River Spring Seminar

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