



Professional Images

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

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September, 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
shirley.viesselman@hti.htch.com

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
vicki.kachelmeier@hti.htch.com

Chartered, October, 1997

www.iaap-crowriver.org

October Chapter Meeting:
Topic: Identity Theft
Speaker: Police Chief Dan Hatten

***Be sure to pay special attention
to the attached October RSVP
for time and location changes
of this month's meeting.***

- 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

Vicki Kachelmeier
vicki.kachelmeier@hti.htch.com

Historian

Maxine Kenning
mkenning@hutchtel.net

Membership

Betty Nielsen
bettyn@hutch.k12.mn.us

Recognition

Marilyn Schreiner
marilyn.schreiner@hti.htch.com

Website

Peggy Reding
bethumc@hutchtel.net

President's Message

Pentaboard Notes:



As I write this note we have just concluded our first Ways & Means event as well as our “first” at the annual Arts & Crafts/Taste of Hutchinson. A heartfelt “thank you” goes to Cathy Ziemann and Kim Stork for their organization of this event. Every “t” was crossed and every “i” was dotted to ensure our success. Kim and her husband were even at the park at 3:00 a.m. Saturday morning to make sure our supplies and tent were not scattered throughout the park! And to all the members who donated time in preparation, selling, and/or providing the necessary ingredients – thank you. This was definitely a success worth celebrating!

Our year of programs started with Bryce Grundahl from Drop-n-Go. I enjoyed his easy manner of interacting with us as well as the deliverance of his presentation. I’ve been able to use several of his services since then. The whole year is packed with informative programs and you won’t want to miss a single one. Be sure to invite a friend or co-worker to join us.

Since most of the chapters host IMPACT meetings during the two most popular months of October and April, it is the Division Executive Board of Director’s pleasure to announce that division dues will be waived for new members (professional, students) during those two months. We hope this will be an effective marketing tool in attracting new members at least twice during the year.

Have you been working on the goals we wrote down last month? The October issue of Woman’s Day has some good articles about this very same topic. Some suggestions to accomplishing your goal might be:

- ☞ Breaking it down into doable steps
- ☞ Be specific – have a concrete goal and action plan
- ☞ Turn off your “inner critic”. Keep thoughts of failure from taking over.
- ☞ Have a support system
- ☞ Use inspirational images that draw you forward to your success

Good luck – I know you can do it!

Karen Ostlund, Crow River Chapter President

Developing Excellent Problem-Solving Skills

By Michelle Neujahr

No matter what you do in life, you are a problem solver. If you own a business, work as an employee, have children or are a human being, you will encounter problems and have to deal with them. The more efficiently you handle problems, the more excellence you will have in business and in life. Learning to solve problems effectively is a major key to professional and personal success. But problems aren’t fun to deal with. I don’t like to have to confront co-workers or my spouse when problems arise. I don’t always like to deal with the problems in my neighborhood, community or

family. It's not always easy, it takes work and it's often not comfortable to deal with these problems – but it's necessary.

There are times when I've chosen to stick my head in the sand and pretend the problem didn't exist. This may have worked for a while but then the problem grew to the point that I had no choice but to pull my head out of the sand and deal with it. And often the time I had spent in the sand had only helped the problem get bigger. I have had to learn repeatedly that ignoring problems is not the answer.

To be true to myself and my continued quest for daily excellence, I need to solve problems promptly and creatively while being respectful to all involved. Solving problems isn't a natural or even comfortable process but it can be learned. By practicing problem-solving skills and techniques, any one of us can learn to solve problems more effectively and not dread it as much as we currently may.

Acknowledge.

Before we can solve a problem, we must acknowledge that one exists. We need to get honest about what the problem is, what our part of it is and then brainstorm some creative ways to handle the situation. I normally like to take some time alone and write down the problem, possible causes and then possible solutions. This process helps me see the problem from all angles and detach myself from the situation long enough to see it as it really is.

Focus.

And then before I take any action, I like to look at the things that are working with the project, relationship or issue. By not just focusing on the problem but also on some positive things, I am able to diffuse the emotions that can often come when we are dealing with difficult situations or people. When my kids have a problem with me or with someone else, I first ask them to tell me something they like about that person. This lowers their defenses and then we can actually deal with the problem at hand.

Take time.

Problems do not have to be solved immediately. Often I have been in such a hurry to make things right immediately and move on that I didn't take the time necessary to creatively solve and look at the problem. We can take the time we need to solve the problem the best way possible. Often rushing into

things can cause more problems, although there are many problems that do need to be dealt with immediately.

Act.

Taking action and taking the sometimes necessary risks to solve a problem can be scary. Fear often immobilizes us. Doing nothing is the worst thing we can do. When we are immobilized, we often make the problem bigger and let fears get out of control. We need to take action once we have decided on a course. Movement is required in order to solve problems.

Celebrate.

Once a problem has been handled to the best of your ability, take time to look back at the process and celebrate your success. If there are things you would do differently next time, make a note of those. But don't focus on what you could have done differently. Solving problems is a life-long process. Take the time to acknowledge your success and the fact that you solved the problem to the best of your ability today.

“Most people spend more time and energy going around problems than in trying to solve them.” Henry Ford

Chapter Board Meetings

The Crow River Chapter Board will be meeting the 2nd Tuesday of each month at the Central District Office, 30 Glen Street NW, Hutchinson. All members are welcome to join the board at these meetings.

IAAP Member Anniversary



Nita Nurmi CPS/CAP celebrates six years of IAAP membership in September!!!

Congratulations Nita!!

September Meeting Speaker Notes

The program on September 5th was Drop-n-Go, Inc. Owner, Bryce Grundahl, gave a very informative presentation of the services that he provides to the public to enhance their jobs.

He told us about how when he decided to start a business he researched what was needed in the Hutchinson area and thought it was shipping and mailing. He opened for business in April, 2002. His presentation was about shipping, on-line auctions (eBay), printing and bulk mailing services. He explained how no one carrier provides the best shipping service all the time...depends on the package and how soon it needs to be there. He can compare and choose among them.

Some of the information that was new to me was that Bryce has software that will certify addresses, meaning it will find addresses that are incorrect and even duplicates (saving money). Customer service is priority, thus he has software with screens created that can allow him to give price quotes while on the phone with you....no waiting for a call back day(s) later. Even with eBay he has software that can research the average purchase price of the item you want to sell, so if the price does not meet your expectations you don't waste time on a "no sale". He also helps businesses sell office items no longer needed or organizations to raise money by selling items that are donated.

His services can help us better manage our time by doing things we are better at and let him do what he is good at....so where is our time best spent? Bryce can help us work smarter, instead of harder!

-submitted by Marilyn Schreiner

September Meeting Guests

We had 3 students from Ridgewater College join us at our September meeting:

*Cassie Peterson
Taryn Olson
Eric Hix*

Thanks for joining us. We hope you will come back again.

You Are Awesome! September Winner

Our "Awesome" member and winner of \$10 in Hutch Bucks is Lottie Kottke. Her winning slip was for being a Committee Chair.

The first monthly drawing was huge with 42 slips in the "fish bowl".

Here is a list of all the names that were entered:

Board Members

Karen Ostlund
Shirley Viesselman
Nancy Kaping
Vicki Kachelmeier
Patrice Davis
Lottie Kottke

Committee Chairs

Vicki Kachelmeier
Maxine Kenning
Lottie Kottke
Betty Nielsen
Nita Nurmi CPS/CAP
Peggy Reding
Marilyn Schreiner
Kim Stork
Shirley Viesselman
Cathy Ziemann

Division Board Member

Nita Nurmi CPS/CAP

Attended Sept Mtg

Patrice Davis
Nancy Kaping
Maxine Kenning
Lottie Kottke
Sharon Krueger
Linell Loncorich
Betty Nielsen
Nita Nurmi CPS/CAP
Karen Ostlund
Peggy Reding
Marilyn Schreiner
Kim Stork
Shirley Viesselman
Cathy Ziemann

Attend Intl Conference

Nita Nurmi CPS/CAP

Newsletter Articles

Nita Nurmi CPS/CAP
Marilyn Schreiner
Kim Stork
Cathy Ziemann

Speaker Gifts

Maxine Kenning
Marilyn Schreiner

New Member Sponsor

Shirley Viesselman

Habitat Participants

Lottie Kottke
Karen Ostlund
Kim Stork

Door Prize Donation

Kim Stork

We are all winners and awesome for participating in this organization!

September Door Prize

Each month we have a door prize that you can pay \$1.00 to throw your name in for a chance to win. This month, in promotion of our pie booth coming up at the Taste of Hutchinson, Kim Stork baked a pie for our door prize.

The lucky winner was Nita!!!

October Birthdays



Donna Baysinger
October 15th

Nita Nurmi
October 24th

Jean Forsberg
October 25th

Karen Ostlund
October 28th

Happy Birthday To Each Of You!

Taste of Hutchinson

The Taste of Hutchinson pie sale was a great success. Special thanks to Kim Stork and Cathy Ziemann for all the planning, organizing and efforts that they put in to making this event such a success. We also need to thank ALL the members that signed up and helped with furnishing pie supplies, making pies, selling pies, etc. It was a great team effort.

MN-ND-SD Division Fall Conference

The Division Fall Conference will be here before you know it, October 13-15th at Madden's Resort. What a wonderful way to get to know other IAAP members throughout the 3 states.... and what a wonderful group of women they are. It is a fantastic way to network with other members as well as a great educational opportunity.

Karen Ostlund, Nancy Kaping, Nita Nurmi CPS/CAP and Shirley Viesselman are planning to attend. We will be anxious to hear all the details.

Looking Ahead

Our November 7th chapter meeting will focus on **membership**. Betty and Maxine, our membership chairs want to encourage each chapter member to bring at least 1 guest with them.

Lisa Hogan CPS, the Division President will be on hand to present our program. It will be a special meeting.

Community Service Day

We have a great opportunity to inform the public about IAAP and our Chapter at the Hutchinson Mall on Saturday, October 21, 2006 from 10 a.m. to 6 p.m. Some of the ways we may achieve this is by having our brochures available, brochures from headquarters – “Administrative Excellence” and “Your Invitation to Join”. Office Pro magazines can be made available and perhaps a powerpoint presentation can be running. It was even suggested that we have a drawing for a “Complimentary Dinner Meeting”.

We're in the planning stages here – this is another “first” for us so let me know

1. Your thoughts and ideas
2. If you can volunteer any time that Saturday

I'll be waiting to here from you☺ Let's have another **SPIRITED** event!

-Karen Ostlund

Speaker Gifts

Please make donations towards speaker gifts. After October all speakers are female.

Also, we could use some nice wicker baskets to make up gift baskets.

-Marilyn Schreiner

Coming Full Circle

What you think, you create
What you create, you become
What you become, you express
What you express, you experience
What you experience, you are
What you are, you think
The circle is complete

Greetings Everyone!

News from your MN-ND-SD Division Public Relations Team (Co-Chairs Lila Kalish CAP and Georgann Bestler Wenisch CAP):

On Thursday, October 19, 2006, you are invited to attend the FREE 2006 MEETINGS QUEST Fall Tradeshow scheduled at the Hyatt Regency Hotel Minneapolis. Your PR Team will be hosting an IAAP information booth in the Exhibits Hall and if you've got some free time that afternoon we'd love to have you join us in sharing the word about IAAP to the admins in attendance!

Plan to Attend:

October 19, 2006

Hyatt Regency Minneapolis

1300 Nicollet Mall - 612-370-1450

Registration Opens at 8:00AM

Pre-Register today at

<http://www.meetingsquest.com> or call

800.735.7770 to register over the phone.

~ Lila Kalish CAP

Researching Office Pro Story on Managing Your Boss

I'm working on an assignment from Office Pro magazine for the IAAP. This month's topic is a great one: "How to Manage Your Boss." I am looking for advice, input, and anecdotes about how your chapter members "manage" their bosses for greater effectiveness and more personal fulfillment. If admins would prefer to be quoted anonymously, we can do that. I need to hear from folks this week - by Sept. 22 -- if they are interested in being interviewed. Interviews can be conducted over the phone -- my preference -- or by e-mail for those who can't spend time on the phone being interviewed. Thanks for your help and if you or anyone has any questions, you can reach me at 406-586-7044 or by e-mail at jennymcune@imt.net
Thanks for your help, Jenny

~Jenny McCune

October 3rd Meeting

The October meeting will have a location change and slight time change:

Main Street Sports Bar for pizza:

5:30 p.m. Networking

5:45 p.m. Dinner

**Emergency Operations Center, 44
Washington Ave:**

6:25 p.m. Walk across the street

6:30 p.m. Program and tour of EOC

7:30 p.m. Business Meeting

Upcoming Events

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
October 21.....Community Day/Hutchinson Mall
November 3-4.....CAP & CPS Examinations
November 7.....Crow River Chapter Meeting
November 14.....Chapter Board Meeting
December 5.....Crow River Chapter Meeting
December 12.....Chapter Board Meeting
April 25.....9th Annual Crow River Spring Seminar
May 18-20.....MN-ND-SD Division Annual Meeting

**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