



Professional Images

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

Volume VIII, Issue 5

November, 2006

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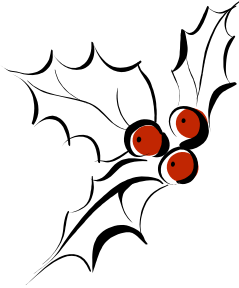
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Chartered, October, 1997

www.iaap-crowriver.org



December Holiday Chapter Meeting:

Program: Divine Design

Speaker: Cori Black

We will meet at Mariachi Fiesta Restaurant

Please bring with you items for the Food Shelf.

Have you ever worked with beads? You will have the opportunity to make a bracelet and earrings at our December meeting if you wish, for a fee of \$10.00.

A great idea for a Christmas gift.

More information on the RSVP page found at the end of this newsletter.

Join The Crow River Chapter... IAAP In November

Get your IAAP membership application and payment to our membership chair, Betty Nielsen before November 30th and the \$10 Crow River Chapter dues will be waived.

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

2006-2007
Crow River Chapter
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President's Message

Pentaboard Notes:



We have had some awesome programs this year. Lisa Hogan's presentation on Leadership in the 21st Century is a prime example. Interestingly, one of the characteristics of a leader is setting goals. The characteristics of a goal include being specific, realistic, concise, descriptive. Time periods should be established and progress monitored. Specify the desired accomplishment.

So how are you doing on the goals we wrote down at the beginning of our year? Have you already achieved it or are you still working on the steps? We continue to work on this year's chapter goals - *MUSIC*. We installed our newest member, Jessica Eastling, at our last meeting - increasing our *membership* by one. *Unlimited resources* are available to us on a daily basis through the networking possibilities in IAAP. As so humorously shown to us in Marilyn's fruit icebreaker, we all have different *strengths, talents and abilities*. *Involvement* in the organization, whether it be at a chapter, division, or international level, provides members with opportunities to use and develop skills. Not only will more be learned about the association through involvement, but also new friendships will be gained. I have received the procedures and documents required for nomination to International office and Retirement Trust Foundation. Nominations are due by 5:00 p.m. on January 15, 2007. If you would like to nominate someone, or are interested yourself, please contact me and I will provide you with the information you need. And last, but not least - let's *celebrate our successes!*

Celebrating also makes me think of Thanksgiving and Christmas - time to spend with and share the love of family and friends. December's program will be great fun and unfortunately I will miss it. As many of you know, my youngest daughter joined the Marine Corps in September and she will be graduating from basic training on December 8th. So Kevin and I will be off to Parris Island, South Carolina! I would like to take this opportunity to wish you all truly blessed holidays!

Karen Ostlund, Crow River Chapter President

STAND UP and be RECOGNIZED!!

Are you sure that web page you're looking at is the newest, updated version? I found out mine wasn't!

On your toolbar, select Tools, then Internet Options. Under temporary internet files check for newer versions of stored pages – not automatically, but rather “every visit to page”.

While you're here, delete cookies and delete temporary files. Do this maintenance weekly if you're active on the internet.

Karen Ostlund, President.

CPS[®] and CAP[®] Review Materials

Certain review materials for the CPS[®] and CAP[®] exams are made available through Prentice-Hall and through Metcalf Educational Services. These materials are listed in the [Certification Review Guide](#) under References for Broad Overview.

These review materials are not required by the Institute for Certification, and are not used to write the exams. Review materials should always be used in conjunction with the references listed in the *Certification Review Guide*.

References listed in the Certification Review Guide are actual college texts used to write CPS[®] and CAP[®] examination questions. It is recommended that candidates use the latest edition of at least one textbook listed in each of the major areas tested.

The *Certification Review Guide*, available free-of-charge, should be used to direct any course of study for the CPS[®] and CAP[®] Exams.

Prentice-Hall

(materials for Parts 1-3 of the CPS and CAP exams and Part 4 of the CAP exam)

Review for Part 1, Office Systems and Technology	Available
Review for Part 2, Office Administration	Available
Review for Part 3, Management	Available
Review for Part 4, Advanced Organizational Management	Available
E-Learning Course for Part 1, Office Systems and Technology	Available
E-Learning Course for Part 2, Office Administration	Available
E-Learning Course for Part 3, Management	Available
E-Learning Course for Part 4, Advanced Organizational Management	TBD
Instructors Manual	TBD

IAAP Members:

Go to Members' Place then Chapter Tools and Resources for information on purchasing the

Prentice Hall review materials at a special member-only discount

Non-Members:

Click [here](#) to access the Prentice Hall bookstore.

Metcalf Educational Services ([view web site](#))

(materials for Parts 1-3 of the CPS and CAP exams and Part 4 of the CAP exam)

Computer Data CD-ROM	Available
Audio Cassette	Available
Audio CD-ROMs	Available
Flash Cards	Available
Instructor's Mock Exam (for instructors only)	Available

Metcalf Educational Services also continues to make available materials for those candidates who started the CPS[®] or CAP[®] programs May 2004 or before.

* Revised dates from Prentice-Hall 2/10/2005
Dates are provided by the publisher. IAAP is not responsible for these review materials being published by the dates given.

IAAP Research & Education Foundation

The International Association of Administrative Professionals Research and Educational (R&E) Foundation was established by Declaration of Trust in 1966. The Research and Educational Foundation was created both to advance knowledge of the administrative profession and to provide educational services to admins. The Research and Educational Foundation is committed to creating educational opportunities and providing research support to further the career development of administrative professionals.

To provide excellent service, administrative professionals must be aware of changing business trends, new skill requirements, and expanded roles and responsibilities being offered and assigned. The Research and Educational Foundation assists administrative professionals in getting and staying up to date to meet new demands in the workplace.

Monetary donations by individuals, chapters and corporate sponsors provide the critical funding necessary to advance the mission of the R&E Foundation. Contributions made to the Foundation are tax deductible by donors as provided by Section

170 of the Internal Revenue Code. Bequests, legacies, transfers, or other gifts for the Foundation's use are deductible for federal estate and gift-tax purposes under the provisions of Sections 2055, 2106 and 2522 of the Code. Since its inception, the R&E Foundation has raised nearly a quarter of a million dollars to further its purpose and goals.

Monetary donations to the Foundation will be used for the following programs:

- To subsidize costs related to Continuing Education Units (CEU) for targeted IAAP education programs
- On-going evaluation and college credit recommendations for IAAP's professional certification programs
- To provide content validity studies for IAAP's professional certification programs
- Support for specialized IAAP seminars and educational programs
- Support for collaborative online training and educational programs
- Coordination and funding for special benchmarking studies and other targeted research projects
- Funding of other studies and new initiatives relevant to the fulfillment of the R&E Foundation's mission

~taken from IAAP Headquarters website

New Member Installed

We were pleased to install a new member in the Crow River Chapter at our November meeting.

Jessica Eastling, SJF Material Handling

Welcome Jessica!!

IAAP Member Anniversaries



In November, we have 2 IAAP membership anniversaries!!!

Nancy Kaping – 2 year
Sharon Maus – 4 years

Congratulations
To Each of These Ladies!!

You Are Awesome! ***November Winner***

Our “Awesome” member and winner of \$10 in Hutch Bucks is Peggy Reding. Her winning slip was for attending November’s meeting...

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

<u>Attended Nov Mtg</u>	<u>Donate Door Prize</u>
Patrice Davis	Karen Ostlund
Jessica Eastling	
Nancy Kaping	<u>Comm Serv Day 10/21</u>
Maxine Kenning	Patrice Davis
Lottie Kottke	Maxine Kenning
Betty Nielsen	Nita Nurmi CPS/CAP
Nita Nurmi CPS/CAP	Karen Ostlund
Karen Ostlund	
Peggy Reding	<u>Attend Div Fall Conf</u>
Marilyn Schreiner	Nancy Kaping
Kim Stork	Nita Nurmi CPS/CAP
Shirley Viesselman	Karen Ostlund
	Shirley Viesselman

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

November Meeting Guests

Lisa Hogan, MN-ND-SD Division President
Becky Saar, Hutchinson Technology Incorporated

Thank you for joining us.
We would love to have you as a Crow River Chapter member.

November 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.

The lucky winner was Jessica Eastling!!!

December Birthday



Michele Krippner
December 22nd

Happy Birthday To You!

Member News

We want to continue to remember **Sharon Krueger** and her husband Kevin in our thoughts and prayers. Kevin is down at the University of Minnesota going through a stem cell transplant. You can check on Kevin's progress at <http://caringbridge.com> click on visit and in site name put in KevinGrack. No space.

Your Input Is Needed

The February Chapter meeting's program is **Microsoft Office Hints and Tips**. This will be a hands on program in a training room at HTI. The instructor would like to know areas we need help with (Word, Excel, Powerpoint, Publisher) and what things are we creating that we need more info on.

Please send me all your thoughts, suggestions, or comments so she can create her lesson for us and provide handouts. You can email me at marilyn.schreiner@hti.htch.com. Remember this program is to help you!!

~ Marilyn Schreiner, Program Committee

Program Ideas?

It is never too early to think about monthly chapter programs for next year. If you hear a speaker that you really enjoy or someone tells you about one, be sure to jot it down and forward the information to our Program Committee Chair, Marilyn Schreiner, so she can put it in her notes for future reference. Or if you think of a topic that would be helpful to your job, forward that information too. We'll see if we can find someone to cover the topic.

***There cannot be a crisis next week.
My schedule is already full.***
~Henry Kissinger

Leadership in the 21st Century

Excerpts from Lisa Hogan, CPS November Presentation

What is Leadership?

- Leaders are made, not born
- Skills are learned by doing what others have done before you
- Wisdom is a result of trial and error

Characteristics of a Leader

- Ability to elicit cooperation
- Inspiration – the highest form of leadership
- Persuasion – getting others to change their minds or take action they have not considered
- Influencing others to go above & beyond to achieve desired success of a goal
- Motivation – inspires others to work harder on a task than usual
- Ability to listen
- Ability to place the needs of others above your own

Skills of a Leader

- Decision Making
 - Analytical/data driven vs. intuition
- Direction Setting
 - Characteristics of a goal: specific, realistic, concise, descriptive, time periods, progress
- Arbitration & Mediation
- Facilitating
- Cheerleading

Upcoming Events

November 20.....Professional Images Emailed
December 5.....Crow River Chapter Meeting
December 12.....Chapter Board Meeting
December 15.....Deadline for Newsletter Articles
December 20.....Professional Images Emailed
January 2.....Crow River Chapter Meeting
April 26.....9th Annual Crow River Spring Seminar
May 18-20....MN-ND-SD Division Annual Meeting

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MN-ND-SD Division Website:
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International Association of
Administrative Professionals®

*You are Invited to the December Meeting
Of the Crow River Chapter of IAAP...
Come Join in the Fun!*

When: Tuesday, December 5, 2006

Where: Mariachi Fiesta Restaurant
101 Main Street South
Hutchinson, MN 55350

Time: Networking 5:30 p.m.
Place your Dinner order by 5:45 p.m.
Brief Meeting 5:45 p.m.
Program 6:30 p.m.

Menu: We will be ordering off the menu

**RSVP by NOON on Tuesday, November 28th if you are attending or not,
to Marilyn Schreiner at 587-1969 or email marilyn.schreiner@hti.htch.com.**

~~~~~ **PROGRAM: 6:30 p.m.** ~~~~~



Speaker: Cori Black  
Topic: Divine Design

Cori specializes in wedding and party decorating, jewelry, specialized jewelry, interior decorating and DVD creations.

We are excited to have Cori Black share with us how she got started with her own business, how it has expanded along the way. And, share with us the art of jewelry making.

For \$10.00 Cori will help you create a beautiful bracelet and matching earrings for yourself or a great gift for someone special.