



International Association of
Administrative Professionals®

Professional Images

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

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April, 2007

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Chartered, October, 1997

www.iaap-crowriver.org



May Chapter Meeting: Program: Ergonomics & Safety at Work

Speaker: Marie Petsinger

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

2007 Minnesota~North Dakota~ South Dakota Division Annual Meeting

May 18 – 20, 2007
Doublewood Inn
1333—13th Ave S
Fargo, North Dakota

Red River Chapter
Rockin' & Rollin' for 50 Years

Have you registered yet for the MN-ND-SD Division Annual Meeting? What are you waiting for? There is going to be a lot of education, some business, and a whole lot of networking. Friday evening we will help the Red River Chapter Celebrate 50 years. Not to mention that our very own Nita Nurmi, CPS/CAP will be installed as the next Division President.

**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:



April is an exciting time - not only because of the change in seasons, but in my office we're finally done with income tax preparation! Oh yes, it's exciting for our profession, as well. We celebrate Administrative Professionals Day and Administrative Professionals Week. Remember that the Division is waiving their dues during this month. This is a great time to recruit new members. Let's help them to understand the benefits of a membership and give them information on how it benefits employers. All you have to do is think about what attracted each of you to IAAP and share what you have already experienced and continue to experience.

At the April Chapter meeting, members voted to send the Delegate "uninstructed" to the Annual Division Meeting. This means that the Delegate will vote on amendments or any other issues that come up however she feels is in the best interests of the Chapter and the organization. As part of the Division business that will be conducted at the Annual meeting, we will be voting on a new slate of officers. Nita Nurmi, CPS/CAP, President-Elect, will automatically succeed to the position of Division President. At this time there are five members planning to attend this conference.

Don't forget to register for our APW event "The Shape of Your Future" scheduled for Thursday, April 26th at the Best Western/Victorian Inn.

By now you have received the April issue of OfficePro and the documents for the International Convention being held in Tampa, Florida on July 29th through August 1st. Consider meeting one on one with your supervisor(s) to discuss professional development and support by assisting with the financing of your attendance (even to cover a portion). Not only is the business session an experience, but the seminars available are very educational and will be information you can bring back to share with co-workers in the office. Information is also available on the IAAP website (www.iaap-hq.org) and you may register online.

April is National Poetry Month and this poem was written by Edward Everett Hale, one of the patriots in the early years of our country:

*I'm only one, but I am one.
I can't do everything, but I can do something.
And I won't refuse to do the something that I can do
just because I can't do everything.*

April is a great month! See you on the 26th☺

Karen Ostlund, Crow River Chapter President

Fact Sheet: Administrative Professionals 2007

A Large and Growing Profession ...

- More than **4,126,000** administrative assistants and secretaries, along with **1,482,000** supervisors of office and administrative support workers, were employed in the United States in 2004 (U.S. Department of Labor).
- A total of **476,000** administrative professionals are employed in Canada, including 365,670 secretaries, 26,390 executive assistants and 84,140 clerical supervisors (Statistics Canada).
- Millions more administrative professionals work in offices around the globe.
- More than **255,000** administrative assistant and secretarial positions will be added in the U.S. between 2004 and 2014, representing growth of 6.2%. More than **438,000** office supervisor positions will be added. (U.S. Department of Labor)

A Hub of Information and Communication in the Office ...

Responsible for an expanding range of business functions:

- Purchase office equipment and supplies
- Plan meetings and special events
- Participate on project teams
- Work closely with vendors and suppliers
- Create presentations
- Interview, orient and supervise other staff
- Desktop publishing
- Coordinate direct mailings
- Maintain multiple schedules and calendars
- Handle correspondence (with voice mail, e-mail, and regular postal mail)
- Maintain computer files, directories and databases

Management and technology skills needed:

- Outstanding interpersonal communication skills
- Project management knowledge
- Mastery of integrated office software applications
- Top-notch organizational abilities
- Advanced knowledge of document preparation, storage, and retrieval, with emphasis on electronic record keeping
- Exemplary customer service skills

Job Titles Reflect Wide Range of Duties ...

Most common job titles reported by members of the International Association of Administrative Professionals (IAAP) in a 2005 survey were:

- Administrative Assistant, 30%
- Executive Assistant, 18%
- Executive Secretary, 6%
- Office Manager or Supervisor, 5%
- Secretary, 5%
- More than one fourth (26%) of those surveyed reported a **wide range of other titles** including such terms as coordinator, administrator, specialist or associate, denoting specialized business types or functions such as legal, accounting, medical, human resources, and many others.

Salaries Are Rising ...

- Average annual earnings of U.S. executive secretaries and administrative assistants were \$37,350 in 2005 (U.S. Dept. of Labor).
- A 2005 survey of IAAP members showed that 45% of members earn more than \$40,000 per year in base salary, compared to 33% in 2002 and 8% in 1997.

Administrative Professionals Week (April 22-28, 2007)

- Administrative Professionals Week and Administrative Professionals Day (Wednesday, April 25, 2007) call attention to the important workplace role of administrative professionals. Observed since 1952,.. Administrative Professionals Week is originated and solely sponsored by the International Association of Administrative Professionals (IAAP).
- IAAP recommends that employers observe Administrative Professionals Week by providing education and training to administrative staff through seminars, continuing education and self-study materials.
- The 2007 Administrative Professionals Week theme is "**Shaping the Future.**"

IAAP is the world's leading association for administrative professionals, with nearly 600 chapters and more than 40,000 members and affiliates worldwide.

Happy Administrative Professionals Day!!

**IAAP Helps Administrative
Professionals Advance Their
Careers**
**Association Offers Training,
Information, Networking,
Certification**

Administrative professionals can develop their personal and professional skills and advance their careers through membership in the International Association of Administrative Professionals (IAAP). IAAP is the world's leading association for administrative assistants, secretaries, office managers and other administrative support staff, with approximately 40,000 members and affiliates in 25 countries worldwide.

IAAP members gain the latest information on key skills most in demand, productivity tips, and best practices in the administrative field. The IAAP slogan, "Turning Jobs into Careers," indicates the association's commitment to assisting members in developing as valued professionals in their companies and organizations. In addition, members can develop personal leadership skills by becoming involved in local IAAP chapters and regional divisions.

Benefits of IAAP membership include:

- **Seminars and Conferences.** IAAP and its regional divisions and local chapters host a variety of seminars, workshops and conferences featuring internationally recognized speakers. Topics range from workplace trends and technology, to leadership skills and career planning. IAAP's largest training event is the annual International Convention and Education Forum, to be held July 29 to August 1, 2007 in Tampa, Florida.
- **Personal and Professional Development Resources.** IAAP offers a variety of books and other educational resources on all facets of office administration. IAAP's *Complete Office Handbook* is considered to be the definitive reference guide for today's electronic office. In addition, online training programs and courses are available on the IAAP Web site.
- **OfficePro[®] Magazine.** Published eight-times per year, each issue of IAAP's award-winning magazine gives readers a wealth of tips and advice on office administration and career development.

- **Local and International Networking.** From local chapter meetings to online information sharing with administrative professionals around the world, IAAP members build valuable personal connections and gain knowledge about best practices. IAAP members can be found in most large corporations, small businesses, government agencies, schools and many other types of organizations.
- **Professional Certification.** IAAP enables administrative professionals to demonstrate their advanced knowledge and proficiency through two certifications, the **Certified Administrative Professional (CAP)** and **Certified Professional Secretary (CPS)** ratings. More than 62,000 individuals have attained certification from IAAP.
- **Research.** IAAP monitors current trends and practices in the administrative profession, and is a clearinghouse for information and the latest research findings.
- **Administrative Professionals Week.** IAAP is the sole official sponsor of Administrative Professionals Week, conducted annually since 1952. IAAP and its chapters join in this observance recognizing the important contributions of administrative professionals worldwide.

IAAP was founded in 1942 and the association's headquarters is located in Kansas City, Missouri. For further information on IAAP professional development programs and member services, call (816) 891-6600 or e-mail prcommunications@iaap-hq.org or visit IAAP's Web site, www.iaap-hq.org.

Reminder...

June Annual Meeting will be here before you know it.... and, you're not going to want to miss it!!! Who will be our "Awesome" member of the year in June and receive the \$50 certificate to a beauty shop/spa of their choice. The drawing will include all the tickets entered for the entire year.

(and remember... you must be present to win)

Don't say you don't have enough time. You have exactly the same number of hours per day that were given to Helen Keller, Pasteur, Mother Teresa, and Albert Einstein.

IAAP Member Anniversary



In April, we have one IAAP membership anniversary!!!

Peggy Reding – 8 years

Congratulations Peggy!!

You Are Awesome! April Winner

Our “Awesome” member and winner of \$10 in Hutch Bucks is Kim Stork. Her winning slip was for her attendance at the April meeting.

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

Attended April Mtg

Patrice Davis
Jessica Eastling
Dawn Hartwig
Nancy Kaping
Vicki Kachelmeier
Maxine Kenning
Lottie Kottke
Sharon Krueger
Betty Nielsen
Nita Nurmi CPS/CAP
Karen Ostlund
Peggy Reding
Marilyn Schreiner
Kim Stork
Shirley Viesselman

Donate Door Prize

Maxine Kenning

Donate Seminar Prizes

Maxine Kenning
Nita Nurmi CPS/CAP
Peggy Reding
Marilyn Schreiner

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

April 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 we had two prizes.....

*The lucky winners were
Vicki Kachelmeier & Dawn Hartwig!!!*

April Chapter Meeting

Swingline...an official sponsor of IAAP

Jill Gerloff and Cyndi Kern, Swingline/ACCO Brands representatives, lead an informative 30 minute “Try Me” Session – which was part education, demonstration and motivation.

We were able to try these products for ourselves. They had a unique game for us with several people winning some nice products. We were each given a product to take with us. It was an informative as well as fun program which was enjoyed by all who attended.

If you have questions, both Jill & Cyndi said to contact them and they would be happy to help you out.

Jill Gerloff
800.222.6462 x5196

jillg.acco@earthlink.net

Cyndi Kern

800.222.6462 x5459

kernrc@msn.com

~Marilyn Schreiner

May Birthdays



*Jessica Eastling
May 28th*

Happy Birthday Jessica!

Member News

Mary Berger had some major surgery. She is back at work now and needs to take it easy. We wish her well with her recovery.

We are excited for Jessica Eastling and her husband as they await the birth of their first child in September.

Special Thank You

Special thanks to Kim Stork for all her extra efforts with our monthly meals and reservations. At our April meeting, the brownies were fantastic and the fresh fruit was really a treat.

Things I Wish I'd Known

Author Unknown

- Any and all compliments can be handled by saying, "Why thank you!" It helps if you have a Southern accent.
- Never give yourself a haircut after three margaritas.
- Never continue to date anyone who is rude to the waiter or doesn't like cats and dogs.
- The five most essential words for a healthy, long-lasting relationship are, "I apologize," and "You are right."
- Everyone seems normal until you get to know them.
- When you make a mistake, make amends immediately. It's easier to eat crow while it's still warm.
- The best advice my mother gave me was, "Go! You might meet somebody!"
- Pick your battles. Will this matter one year from now? One month? One day? Don't sweat the small stuff.
- Never pass up an opportunity to use the bathroom. It may be your last chance for a long time.
- Never underestimate the kindness of your fellow man. Most people are better than you think.
- Work is necessary; but it's not the most important thing.
- Be nice to your friends. You never know when you are going to need them to visit you in the nursing home.

~submitted by Maxine Kenning

Spring Seminar Update

As was discussed at the April Chapter meeting, things are coming together for our 9th annual spring seminar. Flyers and brochures have been completed and are being distributed. We made the front page of the shopper!!! Registrations are coming in. Decorations are being assembled as well as folder materials being gathered. When everyone works together it all runs so smoothly.

Registration begins the day of the seminar at 8 a.m. The members are encouraged to come between 7:30 and 7:45 a.m. to assist in setup. We'll want members to greet people as they arrive. Make them feel welcome, help them find a seat and direct them to the buffet, etc.

Thanks in advance to all the Crow River Chapter members that have worked so hard to pull this all together.... one more time!!!

You are all AWESOME!!!

Membership Committee

The membership committee has been working hard to put together a Crow River Chapter Report Cards for new members. With the idea that after someone has been a member for approximately six months, they would complete a report card to give feedback to see if the Chapter is meeting their expectations.

In addition, they are working on an exit survey for those members that choose to discontinue their membership.

It was recommended by the Chapter that we all complete a report card at this time; which we did at the April membership meeting. For those members that were not in attendance, they were mailed the report card to complete, along with a self-addressed envelope to be returned by April 26, 2007. This information is important to the success of our chapter.

After all.... This is "YOUR" chapter.

Ways and Means

Music in the Park

We have officially thrown our name in the hat as a potential organization serving pie at Music in the Park. Attendance at this event depends on the date and weather. If we are offered the opportunity, it is our choice to accept or decline.

MN Renaissance Festival

Nancy Kaping has been in contact with Castle Kitchens, the food and beverage division of the MN Renaissance Festival. They offer non-profits the opportunity to operate a food booth as a fundraiser. They provide everything for us to manage and operate one of their food or beverage booths. Depending on the food booth a group can make 4% - 17% of the gross earnings of that booth. Booths required anywhere from one to 10 people. They would prefer a seven week commitment but will consider a two or three week commitment. Bonnie, my contact, has a smoothie booth (10% of \$22,000

est. gross earnings or a potential of \$314 per weekend) that they are looking to fill the last three weeks of the Renaissance Festival (Sept. 15/16, 22/23, and 29/30). Please note that Sept 14 & 15 is the Hutchinson Arts & Crafts weekend. If we feel we cannot commit to more than a week or two, they really make an effort to work with non-profits. There is the option of "worse case scenario" where they would hire us to work \$6.15/hr for the day.

Upon further inquiry, Bonnie made sure I was aware of the following items which were included in the packet she sent. If we don't have enough volunteers **WE** get charged \$7.00 per hour for Castle Kitchens to provide workers. We also need insurance which can be purchased through the Festival's agent. The charge is \$50 for processing and \$120 for the insurance. It sounds like it's a flat rate regardless of how many weekends we work.

Other Ideas

I have not made any contact with the Target Center, Xcel Center or Metrodome regarding their fundraising opportunities.

If you have any ideas please pass them on. We do have the suggestion of a garage sale.

~Submitted by Nancy Kaping

MN-ND-SD Division **Professional Development** **Fund (PDF)**

The MN-ND-SD Division Professional Development Fund (PDF) was established about six years ago as a way to raise money to help pay for the educational speakers at the Division Fall Conference and Annual Meetings. The division board was looking for a way to help defray expenses for these events and keep the registration fees down for the division members. There is a division committee that looks for ways to raise funds for the PDF Fund. At the upcoming annual meeting there will be a silent auction. Currently the committee is looking for donations for the silent auction.

It is amazing how much you can accomplish when it doesn't matter who gets the credit.

~Unknown

June Annual Meeting

The June annual meeting is only a couple months away. Committee chairs and board members will need to be getting their annual reports written and forwarded to Karen so she has time to get them assembled before the meeting.

The meeting location will be changed to Northwoods Park Shelter and we'll get broasted chicken from the Hutch Café. It will be a nice casual atmosphere to mull over the past year and present new ideas for the upcoming year.

It is important that each member plan to attend this meeting. We will need a quorum for voting. We will be electing officers for the upcoming year as well as installing them.

IAAP Leadership Bootcamp

The MN-ND-SD Division will be holding a bootcamp in St. Cloud on Saturday, June 23rd. It will be a great opportunity for members of our chapter in any leadership role. There will be a fee and the chapter will pick that up for any member that attends. Be sure to put that on your calendars.

Upcoming Events

April 25.....Administrative Professionals Day
April 26.....9th Annual Spring Seminar
May 1.....Crow River Chapter Meeting
May 8.....Chapter Board Meeting
May 15.....Deadline for Newsletter Articles
May 18-20....MN-ND-SD Division Annual Meeting
May 21.....Professional Images Emailed
June 5.....Crow River Chapter Annual Meeting
June 23....IAAP Leadership Bootcamp in St. Cloud

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

www.iaap-mnndsd-division.org



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

When: Tuesday, May 1, 2007

Where: Hutchinson Technology Incorporated
Development Center, Room 7309
40 West Highland Park Drive NE
Hutchinson, Minnesota

Time: Networking 5:30 p.m.
Dinner 6:00 p.m.
Program 6:30 p.m.
Business Meeting 7:30 p.m.

Menu Selections:

- Selection #1: Specialty Box Lunch Salad:
Chef Salad w/fresh fruit, cookie and beverage
Cost: \$8.75
- Selection #2: Gourmet Box Lunch:
Southwest Chicken Wrap, side salad, fresh fruit, cookie and beverage
Cost: \$8.75
- Selection #3: ½ Sandwich & Bowl Soup
Chips, cookie and beverage
Cost: \$7.75

RSVP by NOON on Friday, April 27th if you are attending or not, indicate which selection you would like from above and also **what type of beverage: water or pop to Kim Stork at 587-1959 or email kimberly.stork@hti.htch.com**

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

Speaker: Marie Petsinger Topics: Ergonomics and Safety at Work

In 1990, Marie graduated from the University of North Dakota with a Bachelors of Science – Nursing degree. She initially worked at various hospitals and clinics, eventually specializing in the field of occupational health and safety which included places of employment such as TRW and Intel.

Marie has over 12 years of Occupational Nursing experience and 8 years experience as a COHN-S (Certified Occupational Health Nurse Specialist) through the American Association of Occupational Health Nurses. In addition, Marie is the State Treasurer for the Minnesota Association of Occupational Health Nurses.

Marie joined Hutchinson Technology Inc in 1998 as an Occupational Health Specialist, offering consulting services to various departments throughout the company in regards to disability, workers' compensation, ADA, FMLA and general health related issues.

**Program Description**

- ☞ ABCs of Workstation Setup
- ☞ Stretching Program and Mini Breaks at Your Desk
- ☞ Soft Tissue Injury Prevention for the Office Worker
- ☞ First Aid Recommendations for Musculoskeletal Discomfort