



# Professional Images

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

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Chartered, October, 1997

[www.iaap-crowriver.org](http://www.iaap-crowriver.org)

## July and August

During the months of July and August the Crow River Chapter...IAAP, will not meet the first Tuesday of the month. There will however be meetings of the Board of Directors as well as committee meetings to prepare for the upcoming year. Our monthly newsletter will continue to be emailed on the 20<sup>th</sup> of each month to keep you informed of happenings.

## About IAAP

- The International Association of Administrative Professionals (IAAP) is a not-for-profit professional association with approximately 40,000 members and affiliates and nearly 600 chapters worldwide.
- IAAP works in partnership with employers to promote **professional excellence**.

## IAAP Mission, Objectives, Purpose and Vision

- 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 Office Professionals!

**2006-2007**  
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## **President's Message**

*Pass the SPIRIT ON:*



Just a reminder for all chapter officers and committee chairs to make sure to have all files in order by the end of June. This is an important process as you pass the SPIRIT onto the 2007-2008 team leaders. If possible, spend time with the new leader to go over the contents of the files and to finish any business from the 2006/07 year. Offer to mentor for a month or two, which will help relieve anxieties of the new role or position.

Things I've learned....

I've learned that no matter what happens, or how bad it seems today, life does go on, and it will be better tomorrow.

I've learned that you can tell a lot about a person by the way he/she handles these three things: a rainy day, lost luggage, and tangled Christmas tree lights.

I've learned that regardless of your relationship with your parents, you'll miss them when they're gone from your life.

I've learned that life sometimes gives you a second chance.

I've learned that making a "living" is not the same thing as making a "life".

I've learned that you shouldn't go through life with a catcher's mitt on both hands. You need to be able to throw something back.

I've learned that if you pursue happiness, it will elude you. But if you focus on your family, your friends, the needs of others, your work and doing the very best you can, happiness will find you.

I've learned that whenever I decide something with an open heart, I usually make the right decision.

I've learned that even when I have pains, I don't have to be one.

I've learned that every day you should reach out and touch someone. People love that human touch – holding hands, a warm hug or just a friendly pat on the back.

I've learned that I still have a lot to learn!

It was a great year. I sincerely appreciated the work and dedication of all members this past year, from the Board members to the committee chairs and each member that volunteered and donated their time and resources. It is only through this combined effort that we are truly able to succeed. In turn, thank you for the gift certificate to the Village Shop. I can't think of a better way to promote "professional excellence" than to support the IAAP Professional Development Fund. Thank you for your kind donation of \$25 in my honor. It really leaves me speechless!

*Karen Ostlund, Crow River Chapter President*

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*"There are two types of people - those who come into a room and say "Well, here I am!" and those who come in and say "Ah, there you are!"*

*~Frederick L. Collins*

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## *Dawn & Nancy's Review of the MN-ND-SD Division Annual Meeting*

We attended the IAAP (International Association of Administrative Professionals) Annual Division Meeting in Fargo, ND, on May 18-20, 2007. This event was hosted by the Red River Chapter located in Fargo. There were 115 attendees representing 18 IAAP chapters throughout Minnesota, South Dakota, and North Dakota. The Division holds two meetings a year. Spring is their "business" meeting and Fall is their "education" meeting.

The Division meeting kicked off on Friday at 1:00 p.m. with Judy Siegle's presentation entitled, "Living Life without Limits" which was followed by an evening of celebration in honor of Red River's 50<sup>th</sup> IAAP anniversary.

Saturday's events started at 8:00 a.m. with the business meeting. You would think this would be a little on the boring side but, far from it. This meeting is conducted in a very professional manner and follows Robert's Rules of Order and an adopted Parliamentary guideline. Basic business topics were covered. Each chapter president/alternate presented on their chapter's activities for the past year (great ideas). The last item of the day was the election of the 2007-2008 officers. Our own chapter member Nita Nurmi CPS/CAP took her position as president. Saturday's luncheon speaker was Jodee Bock author of The 100% Factor: Living Your Capacity.

Sunday started with an optional church service at 7:15 followed by the conclusion of the conference. Division President Nurmi gave her address speech. She presented her theme "Catching the Dream" and her vision and goals for the year. As a last minute stand in President Nurmi presented a session on Chapter Development. The division meeting was adjourned at 11:30 a.m.

### **Personal comments:**

**Dawn** – For me, this was a great learning experience, new experience with parliamentary guidelines, and a wonderful networking opportunity. There was a great variety in the ages of the women that attended, yet it felt like you were talking with an old friend with each of them. They did everything possible to make sure everyone felt welcome and that the "first timers" had all of their questions answered and knew where everything was located. Being new to IAAP, I learned more about

what the organization does, how I can benefit from it, and how I can participate to contribute my skills in making our chapter successful. As a new year will be starting and committees forming, I plan to participate in a couple of them. I look forward to learning more about this great organization and getting more involved. I think it will help with my professional and personal growth.

**Nancy** – This is a group of awesome individuals. This is my second IAAP Division meeting/conference. What impresses me the most is the networking... it's like seeing your college friends twice a year! No one has any attitudes (I'm better than you, or my job is more important/better than yours). We are all equal. The "old timers" go out of their way to make you feel welcomed. They are such a group of positive individuals and proud to be a member of IAAP. It's a group that works hard but knows how to play hard after the work is done! I person can't help but be re-energized.

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## *Observations From Karen on the Division Meeting*

As usual the Division conference was great and I highly recommend all IAAP members to attend them. The business meeting is informative (not at all boring like I initially thought it would be), networking and camaraderie flow freely among members, and the creativity displayed by the hosting chapter is inspiring. I learn something new every time and I walk away truly amazed by at least one occurrence.

At the fall conference in Brainerd, Amber Wichmann ventured to Minnesota *on her own* to get information on starting a chapter in Sioux Falls. At this conference we had Ronnie and Miguel, two students of the Minneapolis Business School attend to get ideas on a student chapter.

**What is with this younger generation of workers!?** They are full of new ideas and are excited by possibilities. They don't have all the answers and aren't afraid to look for them. Ronnie and Miguel participated in the conference, networked, and even had a dollar dance at the dance following the awards banquet as a Ways and Means for their student chapter and made around \$69.00! They embody the qualities that IAAP make a priority to achieve in this world: innovation and creativity.

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## *Keep Your Admin Skills in Shape*



**Where to Get Them**  
by Therese Droste  
Monster Contributing  
Writer

Successful administrative professionals don't stay on top by accident; they work at it by constantly improving their skills.

"You must take classes and continue training, because software programs and other things are constantly changing," says Cynthia Lively, past president of the <http://www.iaap-hq.org/> International Association of Administrative Professionals (IAAP). Lively, who has 36 years of admin experience, is also the administrative assistant to the headmaster at the Eaglebrook School in Deerfield, Massachusetts.

Where do you find training programs? Start close to home.

"Community colleges are more attuned to what skills employers need in your area," says Lively. "The offerings are usually vast, from [Microsoft] Access classes to how to create Web pages." Community college courses can also be inexpensive, she notes.

Self-learners can follow Lively's lead. Two years ago, she took a six-week online advanced computer course offered through a community college. "I was busy. I wanted to do things at my own convenience and didn't want to have to go back out at night to attend a class," she says. Assignments that she received on Wednesdays and Fridays had to be finished by the following Wednesday. The assignment directions were 16 to 20 pages. "That may sound long, but compare reading those pages to sitting in a classroom for three hours a week, and it puts things into perspective," Lively says.

While Lively was comfortable taking an online course through a college, others are wary of what they may be paying for. To ease those worries, the [American Society for Training and Development](#) offers the E-learning Courseware Certification Program, which provides data on the quality of Web-based courses.

Other alternatives include computer-training companies and "self study materials such as the *Dummies* [series of] books," says Rick Stroud, communications manager for the IAAP. And don't overlook the obvious: "Software packages you buy come with tutorials. That's great if you're more of a self-learner, because the tutorials can walk you right through the lessons," Stroud says.

Stroud also suggests that administrative workers check out [Microsoft Office Specialist](#) (MOS) information. "Since some 98 percent of business offices use Microsoft Office products, we encourage MOS certification for administrative staff," he says.

Stick with reputable, well-known organizations or educational institutions. "Research, ask for references, talk to people who've taken courses at the company," says Stroud. "As a general rule, find someone who has been in business for a while." Prices for classes can jump all over the place. "But remember: Any money spent on training is an investment," he says. "The new skills will allow you to make a higher salary."

The IAAP recognizes that there are many avenues to take when trying to obtain training. The IAAP suggests that admins:

- Attend community college classes, or classes offered at business, vocational or technical schools.
- Talk to HR directors to find out what training opportunities are offered through your company.
- Subscribe to professional publications and personal computer magazines.
- Find self-tutorial programs. As training vehicles, self-tutorials are extremely attractive, especially for learning software.
- Join professional organizations to network and share ideas with other professionals.
- Join continuing-education mailing lists from local schools. Also check your newspaper for computer and other classes offered locally.

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~forwarded by Rick Stroud IAAP Communications Director

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*"A friend is someone who reaches  
for your hand and touches your heart"*  
~ author unknown

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## IAAP Core Values

- 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.

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## 2007-2008 Board of Directors

*President – Shirley Viesselman  
President-Elect – Nancy Kaping  
Vice President – Sharon Krueger  
Secretary – Patrice Davis  
Treasurer – Vicki Kachelmeier*

*Congratulations to each of you on your election and installation as our 2007-2008 Board of Directors.*

*We look forward to another great year!!*

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## Awesome Members!

*Our “Awesome” June member  
of the month and winner of  
\$10 in Hutch Bucks is:  
Betty Nielsen*

*And the winner of a \$50 gift  
certificate to the beauty shop/spa  
of their choice is:  
Shirley Viesselman  
(all the names for the entire year  
were included in the \$50 drawing)*

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

### Attended June Mtg

Heather Botzer  
Phyllis Cripps  
Patrice Davis  
Dawn Hartwig  
Nancy Kaping  
Vicki Kachelmeier  
Maxine Kenning  
Lottie Kottke  
Sharon Krueger  
Nita Nurmi CPS/CAP  
Karen Ostlund  
Peggy Reding  
Marilyn Schreiner  
Shirley Viesselman

### Brought A Guest

Nancy Kaping

### Attend Div Annual Mtg

Dawn Hartwig  
Nancy Kaping  
Nita Nurmi CPS/CAP  
Karen Ostlund  
Shirley Viesselman

### Attend Spring Seminar

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

### Newsltr Sem Response

Donna Baysinger  
Patrice Davis  
Dawn Hartwig  
Vicki Kachelmeier  
Nancy Kaping  
Maxine Kenning  
Betty Nielsen  
Nita Nurmi CPS/CAP  
Karen Ostlund  
Marilyn Schreiner

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

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## **June 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  
Dawn Hartwig & Maxine Kenning!!!*

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## **June Meeting Guest**

*Patty Rutledge, Southwest Initiative Foundation*

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

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## **2006-2007 Perfect Attendance**

Five of the Crow River Chapter members attended each of our monthly meetings in 2006-2007.

They were:

Patrice Davis	Marilyn Schreiner
Nancy Kaping	Shirley Viesselman
Lottie Kottke	

**Congratulations Ladies!!**

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## **Contribution Made in Honor of Karen Ostlund**

A donation of \$40.00 was made by the Crow River Chapter to the MN-ND-SD Division Professional Development Fund. \$25.00 of this donation was given in honor of Karen Ostlund's year as the Crow River Chapter President. The remaining funds were from the quarter's collected for not wearing your name badge for the last couple years as well as money from June's door prize.

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## **Congratulations Nita!!**

Congratulations to Nita Nurmi CPS/CAP on your recent installation as President of the MN-ND-SD Division.

*Good luck to you this coming year Nita!!  
We are very proud of you!*

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## **Member News**

**Nancy Kaping's** family had a house fire on Wednesday morning, May 23rd. A nightlight in their hallway started an electrical fire. The main thing is that nobody was hurt as they were all away at work and the good Lord got Reed home in time before it was a complete disaster.

**Sharon Krueger's** husband Kevin had his six-month check up at the beginning of June. Things remain the same as three months ago. This is a good thing. He is back to work. Kevin is still on the maintenance chemo of the steroid dexamethazone.

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## **MN-ND-SD Division Leadership Boot Camp Opportunity**

*Nancy Kaping & Shirley Viesselman  
will be attending*

*Saturday, June 23, 2007*

Around 70 IAAP members in the MN-ND-SD Division will be traveling to St. Cloud for a great opportunity to learn more about being a leader in IAAP – they will:

- Gain a better understanding of the IAAP structure, and how you fit in.
- Review what bylaws really are, and what they should and should not contain.
- Gain more knowledge about parliamentary procedure and how to use it to conduct effective and efficient business meetings.
- Learn how identifying specific personality traits in your members can help you build strong teams.
- Discuss the specific duties of the chapter president, president-elect, secretary, and treasurer.
- Have the opportunity to ask questions about challenges that may be facing you or your chapter.

Just like the real "Boot Camp" they'll receive much of the vital information they need to survive and thrive as a chapter leader in a compact six-hour format. They will be joining our 2005-06-07 division officers as they help us learn the basics, or refresh our knowledge and skills!

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## July Birthdays



*Marilyn Schreiner  
July 2nd*

*Patrice Davis  
July 24th*

*Happy Birthday To Each Of You!*

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## Note From James Rivord

*(our web site host)*

This year, the annual web site training class that I conduct for the newly incoming executive board and committee members will be held on Saturday, August 18. Refreshments and welcome will be from 9:00-9:30, with the training lasting from 9:30-11:30. This class will cover all of the administrative aspects of the web site, from entering and updating program information and member maintenance to site customization.

Who should attend? Chapter president (currently PE), chapter members, program and web site committees..

Who can attend? Any chapter member, but the class is really geared to the executive board and committee members.

This discussion will take place at a venue to be announced, but will be in the Minneapolis metro somewhere. Please RSVP by July 27, 2007 (right before going to Tampa). I will also be in Tampa this year if anyone has any questions, comments or concerns.

### Requests:

I know that International will be pushing hard for chapters to use the community web site that they have setup. There is even a session during International that I plan on attending (to scope out the competition). I ask you to consider the pros and cons of using the Community site vs. my system, and make the decision that best serves the needs of your chapter members.

All chapters will have renewal of services during the coming 2007-2008 year. I would appreciate a small confirmation stating that you plan to renew the use of my services for web hosting anytime before the renewal period. If I get a confirmation, I will renew your domain for another year and bill

you as I have done in the past. If you need confirmation on when that renewal will be coming (or how much) for budgeting purposes, please let me know. If you choose to use another provider, I will be glad to work with you to enable a smooth transition.

The second request is easier. I keep the primary contact(s) for each chapter that wish to receive messages about the web site. New features, down time, things like that. Generally, this is the web site committee chair, but can be multiple people. When you convene your new boards and committees in July, please let me know what person or persons should be the contact for your chapter.

I would also like to thank you all for trusting me to provide your service in the past and hopefully in the future.

Thanks, James Rivord [James@Rivord.org](mailto:James@Rivord.org)

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*Crow River Chapter Members, As we head into a new fiscal year, I want to thank you in advance for the role you will take this year in helping our chapter grow and flourish.*

*~Shirley, Incoming President*

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## Upcoming Events

June 20.....Professional Images Emailed  
June 23....IAAP Leadership Bootcamp in St. Cloud  
July 16.....2007-2008 Board of Directors Meeting  
July 20.....Professional Images Emailed  
July 29-Aug 1.....IAAP Convention in Tampa, FL  
August 20.....Professional Images Emailed  
August 20...2007-2008 Board of Directors Meeting  
September 4.....Crow River Chapter Meeting  
October 2.....Crow River Chapter Meeting  
October 5-7...MN-ND-SD Division Fall Conference

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