



International Association of  
Administrative Professionals®

# Professional Images

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

Volume X, Issue 1

July 2007

## 2007—2008 Crow River Chapter Officers

### President

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### President-Elect

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### Secretary

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Chartered—October 1997

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

*Hope you are having a great summer  
and enjoying the hot sunny weather!*

*There are no chapter meetings in July and August, but  
there is a lot of planning going on to make our  
10th anniversary year a huge success!*

## Job Opportunities

### **Administrative Assistant supporting CEO & VP, Finance**

Sparboe Farms, Wayzata Location

**Contact:** Nita Nurmi, CPS/CAP

Sparboe Companies

PO Box 961, Litchfield, MN 55355

320-593-9639

### **Administrative Assistant to support multiple programs & staff**

Southwest Initiative Foundation, Hutchinson

**Specific duties:** General word processing, mailings, data entry and report preparation, event scheduling and coordination, record keeping, schedule management, and file maintenance.

**Requirements:** Two years post-secondary education and three to five years experience in computer use and office administration. Proficiency in Microsoft Excel and Access a must. A financial services background, including familiarity with loan servicing is beneficial. The successful candidate will demonstrate excellent organizational skills with strong attention to detail. Must be able to prioritize multiple tasks and work well with people. For more information visit [www.swifoundation.org](http://www.swifoundation.org).

**Application deadline Wednesday, August 1st.**

To apply, please email a cover letter, resume, and salary history to Nancy Kaping at [nancyk@swifoundation.org](mailto:nancyk@swifoundation.org).

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

**2007—2008**  
**Crow River Chapter**  
**Committee Chairs**

**Audit**

**Lottie Kottke**

lottiek@hutch.k12.mn.us

**Bylaws/Standing Rules**

**Karen Ostlund**

karen@schantzen.com

**CPS Service**

**Nita Nurmi**

Nita.nurmi@sparboe.com

**Education/Publicity**

**Membership**

**Betty Nielsen to coordinate**

bettyn@hutch.k12.mn.us

**Ways & Means**

**Membership**

**Spring Seminar**

**Open**

**Historian**

**Maxine Kenning**

mkenning@hutchtel.net

**Membership**

**Nancy Kaping**

nancyk@swifoundation.org

**Website**

**Peggy Reding**

bethumc@hutchtel.net

# President's Message



**"10 Years and Still  
Going Strong"**

Here we are at the beginning of our 10th year as an IAAP Chapter. With the installation of our new Board of Directors, We have been given the great light to go.

MN-ND-SD Division President Nita Nurmi, CPS/CAP met with the incoming presidents at the annual meeting in Fargo. She challenged each of us to work our themes around a street sign or to use a street sign. When I was helping to coordinate my 10-year class reunion a couple of years ago (ha ha) my mother gave me the Precious Moments figurine: "10 Years And Still Going Strong." The figurine is a girl sitting in a race car racing down the road. With this year marking our 10th anniversary it just all seemed to tie in together. So after contacting the Precious Moments Chapel and corresponding with Sam Butcher's daughter, Deb Smoots, I was given permission to use the figurine in our publications.

### **With that being said, our journey traveling through the Crow River Chapter's 10th year begins.**

We have two members who recently hit a crossroads when they were faced with being laid off from their jobs. This is a very difficult time for them and we hope that they will let us assist them in any way that we can. Meanwhile, we have another member cruising along awaiting the birth of her first baby. She still has several miles to go until October and we will be anxious to hear her good news.

Each of us will find ourselves on the same road as we meet for our monthly chapter meetings. Then we will go out and take different paths until we get together again. Where will the upcoming year take us?

I would like to challenge each of you to STOP, take a few minutes to think about the road you are traveling down both professionally and personally and answer the following questions:

- Are you going the *wrong way* on a *one way*?
- Did you slow down for that *bump* in the road, or just *speed* right through?
- Do you feel like you are at a *Dead End*?
- What is the *speed limit* on your road?
- Do you *turn* the same direction as the people around you or are you off in another direction?
- Are you taking a *detour*?
- Are you at a *wayside rest*?
- Or, are you just cruising along?

One of the awesome things about the Crow River Chapter members is that each of us is at a different path in our life's journey. As we draw in each of our differences, we grow stronger both personally and professionally. And you are all important to the success of this chapter.

Shirley Viesselman  
Crow River Chapter President

## *MN-ND-SD Division News*

2007-2008  
New  
Division  
Theme



*You must ~*

- *See the possibility in the dream*
- *Freely use the power in the dream*
- *Use obstacles as stepping stones*
- *Find usefulness in adversity*
- *Harvest energy and direction from the process of making the dream come true*

***Become one with your dream***

*A dream is a vision of a  
wonderful possibility,  
painted on the canvas  
of imagination.*

*To make a dream come true,  
you must believe  
in it with heart and soul.*

### **Goals for 2007—2008**

- Goal #1**—Increase MN-ND-SD  
Division membership by 8%
- Goal #2**—Add at least 1 new  
Professional chapter
- Goal #3**—Add at least 1 new Student  
chapter
- Goal #4**—Provide tools to assist  
membership in achievement  
of individual “Dreams”

### **Mark Your Calendar**

MN-ND-SD Division Fall Education Conference  
October 5-7, 2007  
Crowne Plaza North, Brooklyn Park, MN

On Thursday, October 4th, the Twin Cities Chapters  
are conducting a marketing blitz, pulling in  
International staff/officers to make presentations  
to large corporations in the area.

Thursday evening, the entire Division membership  
will be invited to an area-wide chapter meeting  
at the Crowne Plaza North.

**Division Website**

**[www.iaap-mnndsd-division.org](http://www.iaap-mnndsd-division.org)**

## Essential Qualities for Administrative Excellence

Submitted by OfficeTeam

Nancy Brown, administration team leader and executive assistant for Manulife Financial of Kitchener, Ontario, was recently honored as the 2006 OfficeTeam *Administrative Excellence Award* winner. The award is presented annually to an administrative professional who demonstrates continued commitment to leadership, education, and operational efficiency, and who makes meaningful contributions to his or her employer. Co-sponsors include the International association of Administrative Professionals, targeted Learning Corporations, *Working Mother* magazine and Microsoft Learning.

Among her many achievements, Nancy created proposals for senior management recommending a new vendor and additional training resources that ultimately saved her department money. She also developed a network of administrative assistants to share information and resources at peak workload times.

Nancy has shown extraordinary leadership and the ability to make a positive difference at her organization. For those who aspire to a similar level of professional excellence, following are qualities to cultivate:

- **Be a leader.** The most successful administrative professionals are always ready to assume responsibilities that fall outside of their job descriptions. Whether it's researching alternative vendors or coordinating a project of significant scope and complexity, don't wait for your boss to come to you.
- **Educate yourself.** Pursue relevant educational and training sessions offered by your employer or a local college or university. By increasing your knowledge in areas that align with your company's operations, you can be an even greater asset.
- **Be technologically savvy.** It's imperative to have a strong working knowledge of computer software applications such as Microsoft Office, database programs, and increasingly, graphic design and desktop publishing software.

- **Improve your soft skills.** The support staff role requires you to continually interact with employees from all areas of your organization, as well as outside business contacts. As a result you must be an effective communicator and have strong listening and team-building skills.

OfficeTeam is the world's leading staffing service specializing in highly skilled administrative and office support professionals. The company has more than 300 locations worldwide, and offers online job search services at [www.officeteam.com](http://www.officeteam.com).

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### *New Member Profile*

Heather Botzet—Heather lives in Hutchinson and in the past worked at Wells Fargo Bank for five years as a teller and temporary administrative assistant. She works for Gary Havemeier Accounting as an administrative assistant with added accounting duties, mainly during the tax season. Recently she started her own business called Absolute Assistance which offers office support and personal assistance. She is familiar with Microsoft Word, Excel, PowerPoint, and Publisher. She has worked with Microsoft Access, but feels the need for a refresher. Heather is also familiar with Quickbooks, Unilink, and ProSystems tax software and she looks forward to working with Microsoft Project. Heather is a member of NALS and the Chamber of Commerce and recently volunteered as a driver for the Meals on Wheels program. In her spare time, she enjoys motorcycle riding, sewing, traveling, and skating. Through her membership with IAAP, Heather hopes to meet and connect with people in this related field to share ideas, continue to learn, and to keep up to date with procedures.

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### *New Meeting Format*

Beginning with our September chapter meeting, we will have a new format:

5:30 pm—Networking

5:45 pm—Dinner & Business Meeting

6:30 pm—Program

7:30 pm—Continue Business Meeting if needed or Adjourned



**August Birthdays**

Nancy Kaping—August 2nd

Dawn Hartwig—August 12th

Dorothy Ryan-Anderson—August 20th

May you have a great celebration  
on your special day!

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**Member News and Summer Plans**

*I was born and raised in the Upper Peninsula of Michigan and go home every summer to visit my family. My parents are in their 90's and although they still live in their home, they don't have much opportunity to get out and about so this year my husband and I decided we would take them on little day trips to places they enjoyed visiting when they were younger. We all had a great time and mom and dad shared lots of memories about their earlier years together.*

~ Betty Nielsen

*I have a job starting on Monday, July 16th at Mount Olivet Rolling Acres as Development Coordinator. There is a 50-minute drive back and forth so my time will be very limited in the future.*

~ Mary Berger

*Taking a 10-day Alaskan tour.*

~ Sharon Krueger

*Kane and I don't have any big summer vacation plans, however we have been doing a lot of driving. We spent a long weekend down in Pella, Iowa for his cousin's wedding. It is a very quaint little Dutch town, a fun place to visit. We were up in Wahpeton, North Dakota, for a Stevne conference related to my Norwegian heritage. Many weekends are spent on Spirit Lake in Aitkin, Minnesota, where my parents live. On the 4th of July, Kane was determined to go knee boarding...he was quite sore for a week!!! I think we are too old for that!!! Have a great summer!*

~ Shirley Viesselman

*Well, in case you haven't heard, the Kaping's have had more than their share of undesirable circumstances. We had a house fire on May 23rd so up until June 30th, we were living at our local Super 8 (which I would recommend to anyone—it's clean, quiet, and reasonable). In June, Reed was diagnosed with prostate cancer and had surgery in July. We would like to take a week in the end of August for a vacation but that will depend if he requires additional treatment. Otherwise it's unpacking, organizing, and decorating!*

~ Nancy Kaping

*I am still job searching. I start each morning with a one-hour walk, spend about half my day on job search activities, and the remainder of the day is getting some house projects done. We go to the car races on Thursday evenings and camping to Lake Marion with Lisa on Friday night—Sunday morning (Paul joins us Friday night and he races Saturday night). I am also helping my mom with her house.*

~ Marilyn Schreiner

*We don't have any big vacation plans this summer. I took a week at the beginning of July to relax and spend some time with family. My sister and her family were home (at my parent's house in Fairmont, Minnesota) from New York, so it was fun to spend some time with them. With the warm weather we have been having, we have been out motorcycling around town quite a bit. We also enjoy sitting outside with a campfire. I know it makes no sense when it is 90 degrees out, but we do it anyway. \*smile\**

~ Dawn Hartwig

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**Upcoming Events**

- July 23 ..... Board Dinner Meeting
- July 29-Aug 1 ..... IAAP Convention in Tampa, FL
- August 15 ..... Committee Budget Requests Due
- August 15 ..... Program Budget Requests Due
- August 15 ..... Programs Due
- August 16 ..... Crow River Chapter Lunch
- August 20 ..... 2007-2008 Board of Directors Meeting
- August 20 ..... Professional Images Emailed
- September 4 ..... Crow River Chapter Meeting
- October 2 ..... Crow River Chapter Meeting
- October 5-7 ..... MN-ND-SD Division Fall Conference
- November 6 ..... Crow River Chapter Meeting

## **The Lunch Bunch**

On Thursday, July 19th, four Crow River Chapter members met for lunch at Subway North! The sandwiches were tasty... the conversation was good... and we talked a little bit about chapter issues. One of the program teams has their speaker confirmed! We talked about increasing our membership and how to entice the interest of other office professionals. In addition, we just caught up on what was going on in each other's lives. I'd call it a success!!!

Next lunch get together will be Thursday, August 16th, 11:30 am at Subway North. Hope to see YOU there!!!

## **Monthly Program Teams**

**September**—Donna Baysinger & Betty Nielsen

**October**—Board of Directors

**November**—Linda Eggersgluess, Nita Nurmi, CPS/  
CAP, & Kim Stork

**December**—Mary Berger, Heather Botzet, & Nancy  
Kaping

**January**—Dawn Hartwig, Maxine Kenning, &  
Dorothy Ryan-Anderson

**February**—Jessica Eastling & Karen Ostlund

**March**—Lottie Kottke, Sharon Krueger, & Sharon  
Maus

**April**—Patrice Davis, Linell Loncorich, & Peggy  
Reding

**May**—Phyllis Cripps & Vicki Kachelmeier

## **Reminders ~**

- Submit the name and topic of your program to Betty Nielsen by **August 15th**.
- Submit your program budget request to Betty Nielsen by **August 15th**.
- Provide speaker profile and program information to Dawn Hartwig for the newsletter by the 15th of the month prior to your meeting
- Email Hutchinson Leader with meeting information for publication.
- Contact IAAP for certification points for monthly program.
- Introduce your speaker at our chapter meeting.

- Present speaker with a little gift for speaking
- Submit a summary of the program to Dawn Hartwig by the 15th of the month following your program
- Provide and solicit a ways and means door prize for the monthly meeting.

## **Add cheap 'fun' to the office**

Inject some fun into your office with these low-cost tools:

### **Under \$15:**

- Put out a big bowl of M&Ms for co-workers to share. Buy them from [www.mymms.com](http://www.mymms.com) and you can customize the color and printing.
- Show that you have a sense of humor by supplementing regular office supplies with clever ones. Example: A package of sticky notes from [KnockKnock.biz](http://KnockKnock.biz) costs just \$3.95. The workplace-oriented stickies come with humorous headers such as "Humbly submitted for your approval" and "Help."
- Give out toys to help a group break the ice or encourage creative thoughts among meeting attendees. Ideas: Play-Doh, Nerf balls, or Silly Putty.

### **Pennies:**

- Collect loose change in an empty water bottle with a "Chuck Your Change" sign on it. Once you've accumulated enough, send out a poll asking office mates what they'd like to use the money toward (i.e. ice cream social vs. catered lunch).

### **Free:**

- Hold a wastepaper basketball tournament, paper airplane contest, or baby-photo guessing contest. Award the winner with a paper-clip crown.

***Take the time to smile and laugh at work today.  
Everyone will feel better and be more productive.***

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