

International Association of
Administrative Professionals®

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Professional Images

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

September 2007

2007—2008 Crow River Chapter Officers

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October marks the 10-Year Anniversary of the Crow River Chapter!!!



Celebration

*Tuesday, October 2, 2007
Ridgewater College-Rm 141
(North Side of Campus)
5:30 p.m.*

Program

*Are You Ready To Be Part Of The
Workplace Of The Future -
Because It Is Already Here*

Speaker

*Terri Steinhoff CPS/CAP
Executive Assistant to the President and
Board of Directors of Vision Loss Resources*

*Terri was instrumental in starting
the Crow River Chapter!*

A night to network, laugh, eat, and have FUN!

~ More information on Page 3 ~

Chartered—October 1997

www.iaap-crowriver.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 CPS/CAP

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

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Membership

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Website

Peggy Reding

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Newsletter

Dawn Hartwig

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Recognition

Patti Rutledge

pattir@swifoundation.org

**President's
Message**



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

Our travels took a stop on September 4th as we met for our first meeting of the year. We had a fabulous turn out. It was great to have so many students join us for the evening. Although our business meeting got a little long, we were able to make it through a lot of things that we needed to take care of.

I would like to thank our September team, Donna Baysinger and Betty Nielsen, on their efforts in organizing a fantastic program, raffle, as well as all the little details. Your efforts are very much appreciated. We look forward to our monthly stops for the programs that our other chapter teammates have set up.

It is also important that we thank Dawn Hartwig for taking on the job of editor of our monthly newsletter, and to both Lottie Kottke and Maxine Kenning for taking care of the chapter's annual audit. You are awesome ladies and your efforts are very much appreciated!!

The MN-ND-SD Division Fall Conference is just around the corner, October 5-7. Will your journey lead you to the conference at the Crowne Plaza Minneapolis North? It is going to be a great educational opportunity as well as a fantastic way to get to know and make friends and connections while networking with other members in our Division. I would encourage you to send in your registrations right away if you haven't done so already.

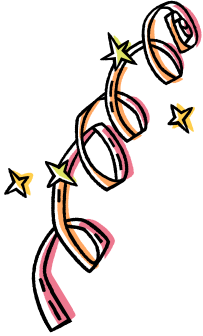
The Crow River Chapter Board has been running their engines hard as they have worked to prepare for the 2007-2008 year and our October 10-Year Anniversary Celebration. It will be a whole lot of fun. We have invited past members and guests for a reunion. We have also invited individuals who have supported our chapter by attending our spring seminars as well as friends of chapter members. We want the evening to be a special celebration!! We are especially excited to welcome to our meeting Terri Steinhoff CPS/CAP, as she was instrumental in organizing our IAAP chapter here in Hutchinson.

So mark your calendars for a refueling at Ridgewater College on Tuesday, October 2nd.

Shirley Viesselman
Crow River Chapter President

*Some people succeed
because they are destined to,
but most people succeed
because they are determined to.*

Crow River Chapter Celebrates 10 Years!!!



Do you want to renew old friendships with past members and office professionals that you have met at past spring seminars, meet new office professionals, laugh, eat, and attend a great networking opportunity?

Then join us on October 2nd at Ridgewater College for our 10-Year Anniversary Celebration!



Program

“Are You Ready To Be Part Of The Workplace Of The Future—Because It Is Already Here!”

Workplace and workforce changes are happening so quickly that it is becoming more and more difficult to keep up. Age differences, ethnic heritage differences, language differences, younger managers supervising older employees. How do we cope? This presentation will give ideas you can use in the office right away to help you substitute adaptability for frustration.

Speaker

Terri Steinhoff CPS/CAP, Executive Assistant to the President and Board of Directors of Vision Loss Resources since 1988. Terri attained the Certified Professional Secretary (CPS) rating in 1981, and recertified in 1993, 1998, and 2001. She attained the Certified Administrative Professional (CAP) rating in 2001. She has served as the IAAP International Treasurer and Director, Northwest District, 1996-1997 MN-ND Division President, and 1990-1991 President of the Minneapolis Chapter. Terri received the award of Outstanding Division President in 1997. She was the 1994-1995 Chairman of the IAAP International Bylaws and Standing Rules Committee. She was the coordinator of the Metro Lakes Council in 1992-1993. She attained the Registered Parliamentarian rating in 1991 from the National Association of Parliamentarians. She now conducts classes and workshops on parliamentary procedure and is a past member of the Minnesota State Association and National Association of Parliamentarians. Terri is a member of the Advisory Board for Office Staff Programs of the Employer Education Service at the University of Minnesota, the National Notary Association, Mothers Against Drunk Driving (MADD), and is a public speaker for the Minneapolis and St. Paul United Way. Terry has approximately 40 years of experience in the secretarial/administrative profession, including 15 years with the Federal government in Washington, DC.

RSVP

Please RSVP to Sharon Krueger at sharon.krueger@hti.htch.com no later than noon on Wednesday, September 26th.

Cost

There will be no cost for this gathering. No shows will be billed \$5.00

There will be no business meeting - only fun and celebration!

We look forward to seeing YOU there!

Why IAAP?

What's In It For My Boss?

These are just a few examples of what is to be gained from associating with a professional organization.

- Members receive leadership training and experience that builds their confidence and team-work skills.
- Your exposure to professional outside your company will help you determine the best way to accomplish a task or receive advice—so you don't have to keep reinventing the wheel. For example, your boss has a business trip in France. You turn to your IAAP friends to learn what he needs to make his travel arrangements and network to find a local administrative assistant who may be willing to help him if he needs any support during his trip.
- IAAP members receive tools and knowledge necessary to become more effective contributors to their employers.
- By reading IAAP publications and attending IAAP educational events, members stay on top of their profession.
- Workers experience professionalism first-hand and aspire to greater professional heights.
- IAAP provides a pool of candidates to fill available positions.
- Opens communication between management and administration, producing better work relationships.
- Raises admins to a professional level that serves all corporate team members well.
- The new feelings of self-worth and competence empower admins to tackle more (and more difficult) challenges instead of waiting for assignments...it helps managers get more done with confidence that it is being done right.

What's In It For You?

So what will you gain from your involvement with IAAP? Well, here are some of the benefits available to you:

- Awareness that it isn't "just a job" - it is a career and you're in control of it and responsible for it.
- A 2005 survey of IAAP members showed that 45% of our members earn more than \$40,000 per year in base salary.

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- Education—Check out our program listing! It's fantastic!! But you gain much more than great programs when you join the Crow River Chapter.
- Job networking—We post jobs in our monthly newsletter.
- Personal and professional development resources—Get discounts on books and self-study courses. Did you know that through IAAP you can get discounts on online training courses and you can complete your Associates Degree through online classes?
- OfficePRO magazine—published eight times a year, contains a wealth of information on new technologies, career development, productivity tips, office product review and other "news you can use."
- Seminars and conferences—IAAP hosts a variety of seminars from workplace trends and technology, to leadership skills and career planning. IAAP's largest training event is the annual International Convention and Education Forum held in August. Other training opportunities include Professional Enrichment Conference, Certification Seminar, MN-ND-SD Division Fall Conference and Annual Meeting.
- Professional certification—IAAP offers the Certified Professional Secretary (CPS) rating and the Certified Administrative Professional (CAP) program. Topic areas for IAAP certification programs include economics, accounting, business law, office technology and administration, communications, and organizational planning. What boss wouldn't want an admin with knowledge of those areas?
- Leadership opportunities through participation in chapter activities (from public speaking, to project management, to strategic planning, to event planning—skills you might not learn on the job or through training provided to admins by employers.)
- Information on the latest trends and research for the profession, such as reviews of new computer software releases, previews of new responsibilities admins may be assuming, benchmarking details from other companies, best practices, and more.

Bottom line: Your involvement in IAAP supports the concept of excellence and continuous improvement—it is more than just "talk."



October Birthdays

Donna Baysinger—15th

Nita Nurmi—24th

Karen Ostlund—28th

May you have a great celebration
on your special day!

Member News

I want to inform you that I will no longer be in IAAP. I have moved to the St. Cloud area and I commute with my husband to work. I am not in town at the time of the meetings. Last year we spent the year building our house so I missed out on the meetings. I really enjoyed meeting everyone and will miss the informative meetings. I hope you have a great year. Thank you.

~ Sharon Maus

Please keep my sister in your thoughts. She isn't doing very well and is in hospice. It is very hard to see someone close to you in pain.

~ Maxine Kenning

Thank you all for the cute little outfit that was in the paint can for my upcoming baby. Lloyd and I really appreciate it.

~ Jessica Eastling

AVON Fundraiser

The Crow River Chapter needs to raise money for the great things we do throughout the year. Avon will be our first "big" fundraiser. You will receive a campaign 23 book as well as order forms at our October meeting. All orders and money will need to be turned in to Shirley by Friday, October 26th. They will be ready for pickup at our November meeting. Shirley challenges each member of our chapter to sell at least \$100. A special gift will be awarded to the top seller.

This is a great time for a fundraiser as the holidays are upon us and the new Christmas items are just coming out, so spread the word and SELL, SELL, SELL!!!

Job Opportunity

CotterWeb Enterprises
1210 Northland Drive, Suite 155
Mendota Heights, MN 55120

FT Executive and Office Administrator

Reports to CEO and COO

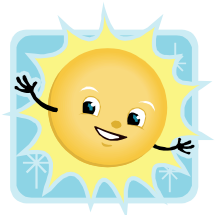
Responsibilities include: Executive Administration (reports, communications, strategic planning meetings, etc.), Client Administration for Account Management & Sales Team; and Office Management.

Requirements: Excellent skills with Microsoft Word, Outlook, Excel, and PowerPoint; excellent verbal and written communication skills.

Competitive Salary based on experience and fully paid benefits for employee.

Send resume to Jenny Taschner, Human Resources-
jtaschner@cotterweb.net

***What Does the Sunshine
Committee Do?***



The main purpose of the Sunshine Committee is to spread cheer and to remind the members that there is always someone thinking of them and wishing them well. The Sunshine Committee sends out cards for all occasions to our members.

If you know of someone in our chapter who is sick, needs a day brightener, having a baby, death in the family, being recognized for a special occasion at work, new job, or job promotion, please contact Shirley via email at shirley.iaap@yahoo.com and the Sunshine Committee will send them a card on behalf of Crow River IAAP.

Upcoming Events

- September 20 Professional Images Emailed
- September 20 Chapter Lunch at Subway North
- October 2..... Crow River Chapter Meeting
- October 5-7 MN-ND-SD Division Fall Conference
- October 15.....Deadline for Newsletter Articles
- October 17..... Crow River Chapter Board Meeting
- October 20..... Professional Images Emailed
- November 6..... Crow River Chapter Meeting
- November 15.....Deadline for Newsletter Articles
- November 19..... Crow River Chapter Board Meeting
- December 4 Crow River Chapter Meeting

National Boss Day, October 16 - U.S. Bosses Get B+ In Performance."

So, you have a boss from hell? Well, you're in the minority, according to a national survey conducted by the School of Business at The College of William & Mary. As a whole, the United States gives its boss a "B-plus," according to survey results.

Traditionally celebrated on October 16, National Boss Day falls on a Sunday this year, so many workplaces will celebrate the day on Friday, October 14, or Monday October 17. National Boss Day was launched in 1958 by Patricia Bays Haroski, an Illinois secretary and employee at State Farm Insurance Company, who registered it with the U.S. Chamber of Commerce. She chose the date because it was her father's birthday—and her father also happened to be her boss.

The School of Business at The College of William & Mary in Williamsburg, Virginia, surveyed 1,054 full-time male and female workers of all ages, educational backgrounds, and experience levels across the nation last week. The survey found that, as a whole, workers rated their bosses either the highest or next-to-highest on six competencies the business school research has shown to be the greatest indicators of career success, according to more than 100 senior executives. Those competencies are: being flexible, communicating with impact, solving problems, demonstrating integrity, building relationships, and focusing on results.

William & Mary's School of Business has developed a two-year "Leadership Advantage" program for its fulltime MBA students in which executives volunteer one-on-one to coach business students to help them develop these so-called "soft" leadership skills. "Through the Leadership Advantage program, we are enhancing our students' abilities to manage their own development and also improve how they perform these critical skills," said Lynne Walker, program director. "They will become more effective bosses."

Survey participants, who responded via email, were asked to rank their bosses from one to five for each of the competencies, with one (or "F") being the lowest and five (or "A") being the highest. Of the six competencies, only one scored an "A," that for "demonstrating integrity" - perhaps a comforting outcome in the post-Enron/Sarbanes-Oxley era. For all other competencies, "B" was the most frequently selected response. "Survey respondents are apparently telling us that while they respect their bosses, they are measuring them against higher standards on the other critical competencies," said Karen Locke, PhD., the W. Brooks George Associate Professor in the School of Business at The College of William & Mary. Locke has published two books and numerous academic articles in organizational behavior theory.

The survey also asked participants, if they could work for someone else, would they? Only 33 percent said "yes," while 42 percent said "no," and 25 percent said "not sure." Most participants said they did not think they could do their bosses' jobs better than their bosses do. Fifty-two percent said they could not, 25 percent said they could, and 22 percent were undecided. However, men (33.3 percent) were much more likely to say "yes" than women (21.1 percent). Even more so, participants said they would not like to have their bosses' jobs. Only 21 percent would like them, while 66 percent gave a resounding "no," to the question, and 13 percent were undecided. Men (32 percent) were more than twice as likely to say "yes" than women (15.3 percent).

By region, Mid-Atlantic workers expressed the most discontent. They were the only participants to say that they would, as a whole, choose to work for other bosses (41.4 percent said, "yes," vs. 34.3 percent, "no," and 24.3 percent, "not sure"). Mid-Atlantic respondents were the least divided about whether they could or could not do their bosses' jobs as well as their bosses (only 17.1 percent more said they could not in the Mid-Atlantic, for example, vs. 36.3 percent in the West). Regardless, and somewhat surprisingly, the Mid-Atlantic had the fewest percentage of workers that would like to have their bosses' job (18.3 percent vs. a high of 25 percent in the Southwest).

In spite of the advances made by women in the workplace, it is still a nation of male bosses. Sixty-one percent of the participants had male bosses and 39 percent had female bosses. When asked if men or women make better bosses, 75 percent said that gender isn't relevant. Participants apparently felt they are being treated pretty fairly. Sixty-nine percent said their bosses do not demand more of them than their bosses demand of themselves, and 68 percent said their bosses show appreciation for the work they do.

When it comes down to money-vs.-relationships on the job, participants went for the money. When asked if they would choose a 10-percent raise or a better relationship with their bosses, 85 percent went for the raise. Men and women chose the raise in nearly equal percentages. The survey results have a margin of error of 5 percent and a confidence level of 99 percent.

September Chapter Meeting

At the September chapter meeting, Josh Karg, Loan Manager from Novation Credit Union presented chapter members with an informative program entitled "Understanding Your Credit Report and Credit Score." He shared several examples of how a satisfactory credit score can help people obtain loans faster, and how a "fairness" factor can enter into obtaining credit when lenders are focusing only on the facts related to a credit risk versus their personal feels or gender, race, religion, martial status, etc., relating to the person attempting to borrow money. He also explained what makes up our credit score, what actions will hurt our credit score, what doesn't affect our credit score, and how to improve our credit score.

Overall, Josh's comprehensive presentation helped us better understand the importance of a good credit score. He also shared a number of vendors that would be able to provide us with one free credit report each year, and offered to explain our scores if we would call Novation Credit Union and make an appointment to meet with him.

You Are Awesome Award Winner!

Our "Awesome" member and winner of \$10 in Hutch Bucks was Nita Nurmi CPS/CAP

Door Prize Winner

**Beth Butcher
Basket of assorted 3M products,
donated by Donna Baysinger**

Members in attendance:

Donna Baysinger	Phyllis Cripps
Patrice Davis	Jessica Eastling
Dawn Hartwig	Nancy Kaping
Maxine Kenning	Lottie Kottke
Sharon Krueger	Linell Loncorich
Betty Nielsen	Nita Nurmi CPS/CAP
Peggy Reding	Shirley Viesselman

Students in attendance:

Virginia Brazee	Beth Butcher
Nicole Latour	Debrah Davila
Amber Ebert	Leah Kohls
Heidi Holly	

Guest:

Deb Berggren—brought by Dawn Hartwig

The Crow River Chapter Board makes a stop at President Viesselman's home at 5 p.m. for a meeting on the third Monday of the month. They are open meetings and all chapter members are welcome to attend.

September/October Member Anniversaries

One Year

Jessica Eastling

Five Years

Lottie Kottke
Linda Eggersgluess

Nine Years

Nita Nurmi CPS/CAP



Ten Years

Maxine Kenning	Karen Ostlund
Shirley Viesselman	Linell Loncorich
Betty Nielsen	

Congratulations to ALL!!!

2007-08 Program Schedule

September 2007—Understanding Your Credit Score
Josh Karg, Novation Credit Union
October 2007—Forces Shaping the Workplace of
Tomorrow, Terri Steinhoff
November 2007—Succession Planning, Nita Nurmi
CPS/CAP, Sparboe Companies
December 2007—Holiday Gathering
January 2008—Doing A Bit To Keep You Fit, Scott
Scholl, Hutchinson Area Health Care
February 2008—Get Organized, Avery Dennison
March 2008—TBD
April 2008—Master Gardener, Marian Filk
May 2008—Effective Presentations, Hutchinson II
Toastmaster Club
June 2008—Annual Meeting

International Association of Administrative Professionals

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Five Common Interview Questions— and How to Answer Them

A hiring manager can often tell if you're the right fit for his or her organization just minutes after your first handshake. In a recent survey by our company, executives polled said it takes them only 10 minutes to form an opinion of a candidate during an employment interview, despite meeting with staff-level applicants for nearly an hour, on average.

With such a short time to interact with a hiring manager, how can you excite a positive response? In addition to demonstrating your enthusiasm and a professional demeanor, it depends largely on how you answer the interviewer's questions. Here are five questions that hiring managers typically ask at the beginning of an interview and tips for providing responses that leave a lasting impression:

1. Can you tell me a little about yourself? Concisely discuss your professional goals and interests as they relate to the job opportunity. Your answer should provide insight into why you are the right fit for the position and company.
2. What do you know about our firm? Research the business beforehand and be prepared to describe how your skill set and experience will help you contribute to the organization's success.
3. Why do you want to work here? Whether it's the company's values, history of success or reputation in the industry that attracted you, respond in a way that shows you understand the organization's priorities and business objectives.
4. Why are you looking to leave your current position? Keep your answer focused on the opportunity—for example, a chance to advance your career. Remain positive and avoid disparaging other employers.
5. What is your most significant professional accomplishment? Cite an achievement that demonstrates your abilities and shows you value results.

The fact that employers form opinions quickly places additional importance on the more subtle points of the interview, such as a firm handshake, strong eye contact and good posture. By following these steps, you'll leave the hiring manager little doubt that you are as excited about the opportunity as he or she is about finding the right person to fill the position.

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OfficeTeam is the world's leading staffing service specializing in the placement of 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

New Member Profile

Beth Butcher—Beth is a full-time student at Ridgewater College, studying to earn her A.A.S. degree in Healthcare Administrative Assistant. She plans to graduate in December 2008. Beth and her husband, Steve, live on a farm site south of Bird Island. Steve works for K & S Millwrights Inc. of Buffalo Lake. They do not have children, but they are in the process of becoming foster parents. When Beth is not studying, she enjoys organizing, gardening and canning, cooking, entertaining, sewing, 4-wheeling ATV, snowmobiling, learning, and working alongside her husband. She says she will try most things, once. Beth is also a member of the Ridgewater College Student Chapter IAAP and by joining the Crow River Chapter as well, she hopes to gain leadership, professionalism, pride, networking connections, friendships, encouragement from other professionals, and much more.

Division Dues Waived in October

October is the month to become a member of IAAP as the Division is waiving their dues, which is a savings of \$5-15.

Professional Member

Processing Fee \$15 + International Dues \$58 + Division Dues \$15 + Chapter Dues \$10 = Total \$98

Join in October for a total of \$83

Student Member

International Dues \$24 + Division Dues \$5 + Chapter Dues \$2.50 = Total \$31.50

Join in October for a total of \$26.50

Membership applications should be sent to Nancy Kaping no later than October 25th to assure the discounted rate.

