

International Association of
Administrative Professionals®

Professional Images

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

Volume X, Issue 9

March 2008

April Chapter Meeting

2007—2008 Crow River Chapter Officers

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Chartered—October 1997

www.iaap-crowriver.org

Program Gardening Tips



Speaker
Marian Filk
Master Gardener

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

*Success in life has nothing to
do with what you gain in life
or accomplish for yourself.
It's what you do for others.*

Danny Thomas

Comedian/Humanitarian/Creator of
St. Jude's Children's Research Hospital
(1914 - 1991)

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

**2007—2008
Crow River Chapter
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President's Message



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

Happy Easter...And Happy Spring (I think)!! Isn't this weather incredible?

If you missed our March chapter meeting, you really missed a fantastic program. You know if I would have had Mary and Kathy as instructors back in high school, I would have been much better at grammar and I would have enjoyed learning. They are two energetic women who obviously love what they do. They had a great presentation and answered a lot of our questions.

I want to say a special thank you to both Lottie Kottke and Sharon Krueger for organizing our March program. You did a great job ladies!! Also, thank you to Sharon for her donation for the door prize. They were beautiful hand-stitched dish towels.

There are many opportunities available to each of you through IAAP over the next few months. Many chapters are holding Administrative Professional conferences that we have been invited to attend. In May, I hope you are making plans to attend the MN-ND-SD Division Annual Meeting. It is an event you will not be disappointed in attending. There are CPS and CAP mock exams where you can test your knowledge before taking the leap and sitting for the actual exam. New study programs are being set up. Which of these opportunities will you take advantage of?

In the next couple of months you'll be asked to serve on the 2008-2009 Crow River Board of Directors. This is a great opportunity for each of you to help in steering the direction of our chapter in the upcoming year. I would challenge each of you to seriously consider being a part of the board.

Now we look forward to our next stop in April as we learn from Master Gardener, Marian Filk. I hope to see each of you there.

Shirley



1. I used to ride unicycle until I started having knee problems.
2. I met and dated my husband for two months before we got married.
3. I played cards for many years with three other boys on the school bus every day on the way to/from high school
4. I used to be a girl scout. One year our troop went to a boy scout camp and got “mooned”!!
5. My sisters and I spent one summer (a long, LONG time ago) peeling pulp for my dad and we were paid 5 cents per stick.
6. I started working at 18. I installed telephones and climbed telephone poles.
7. I originally went to school to be a medical technologist; however, the science courses soon convinced me that I should choose another area!
8. I had a snowmobile accident in second grade and was never “supposed” to be able to walk again.
9. I took accordion lessons when I was young—and piano lessons
10. Played fast-pitch softball in college and played summer league slow-pitch for many years. Only position not played - first base.
11. I am 100% German.
12. As a very young person, pre-teen through my early twenties, I raised & trained purebred collies, quarter horses, and Arabians.
13. I backpacked across the Scandinavian countries and Europe with a friend and my sister the summer of 1977.
14. I can (still) do the splits....even at my ole age.
15. I have seen the Spongebob Squarepants movie five times. I saw it once with my friend’s kids and the other four times I saw it on my own free will.
16. I would really like to volunteer on a children’s oncology ward of a hospital.
17. I went to California when I was 5 for a month-long vacation to see my uncle.
18. Had to have wedding pictures re-taken because the developer lost the film.
19. I was FHA (Future Homemakers of America) president.

How well do you know the other members of the Crow River Chapter?

See if you can match up the items on the left to the members below.

_____ *Donna Baysinger*

_____ *Beth Butcher*

_____ *Phyllis Cripps*

_____ *Patrice Davis*

_____ *Jessica Eastling*

_____ *Dawn Hartwig*

_____ *Vicki Kachelmeier*

_____ *Nancy Kaping*

_____ *Maxine Kenning*

_____ *Lottie Kottke*

_____ *Sharon Krueger*

_____ *Nicole Latour*

_____ *Linell Loncorich*

_____ *Betty Nielsen*

_____ *Nita Nurmi*

_____ *Karen Ostlund*

_____ *Peggy Reding*

_____ *Patti Rutledge*

_____ *Shirley Viesselman*

(Answers on page 5)

It's No Rumor - Vicious Gossip is a Problem

By Jane Boucher

Shakespeare said it best: "Beware, friends of gossip. It is the big-mouthed monster that mocks the juicy news it feeds on."

Lies, rumors, and office gossip have always been an entrenched part of the workplace. But when the gossip mill begins to grind people up and ruin their reputations, there is both cause for concern and a real need for management to step in. When left to fester, vicious gossip can not only cause deep personal pain but also lead to turnover, conflict, and lawsuits.

While there is no way to completely escape cruel rumors in the workplace, there are some guidelines to follow to combat it. Visualize the offending person or persons as lonely and with low self-esteem. They also feel self-doubt and powerless. Management's attitudes and policies set the tone on information disbursement. When employees know what's going on within their organizations regarding company directives, promotions, and potential actions, they're less inclined to speculate. It's important to build a culture that is supportive. Institute support systems, including counseling for those who instigate or are the target of gossip. Let workers know management will not tolerate vicious gossip. Management should be direct but tactful. Deal with rumors immediately and confront chronic offenders. A method that works very effectively at squelching gossip is group discussion. People in the group discussion communicate how they feel about destructive and non-productive talk.

All the planning and preparation in the world cannot prevent gossip. Gossip is often some people's social interaction and can be a part of our nature. A certain amount of small talk is healthy and helps people connect with fellow co-workers. It humanizes the workplace and helps people bond. It is management's responsibility to set appropriate boundaries for gossip and to create an environment of mutual respect.

It's No Rumor - Vicious Gossip is a Problem

- Keep employees informed.
- Let workers know that vicious gossip is not acceptable.
- Confront chronic offenders.
- Build a culture that's supportive.
- Deal with rumors immediately.

The English Language - How Well Do We Know It" ***Common Errors/Usage Changes***

Mary Gruis and Kathy Steffen, English instructors from Ridgewater College, provided our March program. They are both very passionate about their subject and made it fun as we took a test and had our questions answered on various subjects from grammar to filing to letter writing.

Mary gruis has earned her MA and lives in Atwater with her husband and young son. Kathy Steffen has earned her doctorate and lives in Watkins. She has a daughter at the University of Minnesota.

Attendees

Beth	Lottie	Nancy	Peggy	Shirley
Karen	Maxine	Patrice	Sharon	

AWESOME February Member - Sharon

Door prize winners - Nancy won embroidered kitchen towels





April Birthdays

Patti - 2nd

Betty - 6th

May you have a great celebration
on your special day!

Member News

Betty is spending a month in Florida at her brother's condo. Enjoy the warmth for all of us Betty.

We send our sympathy to Patti and her family on the recent losses of her father and mother-in-law. Our thoughts are with you.

**How well do you know the other
members of the Crow River
Chapter answers!**

1. Maxine Kenning
2. Betty Nielsen
3. Donna Baysinger
4. Shirley Viesselman
5. Karen Ostlund
6. Sharon Krueger
7. Linnell Loncorich
8. Beth Butcher
9. Lottie Kottke
10. Peggy Reding
11. Vicki Kachelmeier
12. Phyllis Cripps
13. Patrice Davis
14. Patti Rutledge
15. Jessica Eastling
16. Dawn Hartwig
17. Nicole Latour
18. Nita Nurmi
19. Nancy Kaping

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.

April Member Anniversaries

Peggy Reding

Congratulations!

Mark Your Calendars

The **2008 MN-ND-SD Division Annual Meeting** will be May 16—May 18, 2008 at the Marriott Minneapolis West hotel in St. Louis Park, hosted by the Twin Cities West Chapter.

This promises to be a great networking and fun event. Mark your calendars now and plan to attend. You won't be disappointed!

Upcoming Events

- April 1.....Crow River Chapter Meeting
- April 21.....Crow River Chapter Board Meeting
- May 6.....Crow River Chapter Meeting
- May 19.....Crow River Chapter Board Meeting
- May 16-18 2008 MN-ND-SD Division
Annual Meeting
- June 3.....Crow River Chapter Meeting

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Over the next few newsletters we will take a look at a publication that OfficeTeam has put together on the future workplace.

Office of the Future: 2020

The Evolution of the Workplace and the Skills Needed to Succeed

A LOOK BACK, A LOOK AHEAD

In 1999, OfficeTeam embarked on an ambitious project called Office of the Future: 2005 to identify major trends and technologies shaping the administrative profession. How well did we predict the future? Following are several key findings from that research:

- Employees will use multifunctional, wireless technology to do their jobs from virtually anywhere. Computers will be faster and exponentially more powerful, while becoming lighter, smaller, more functional, and less expensive.
- Business should expect major advances in areas such as wireless connectivity, voice-recognition, real-time video conference, mobile telephone, and digital communication devices.
- “Smart” phones will combine the best features of mobile phones with those of handheld computers. They’ll store thousands of phone numbers, retrieve voice mail and e-mail, and access the Internet.
- An increasingly mobile workforce will depend on administrative assistants to act as “ground control,” ensuring the smooth flow of information among diverse groups.
- Administrative professionals will take on activities such as Internet research, desktop publishing, help-desk and computer training, and web page development.

Much of that vision of the future has become a reality. Now it’s time to gaze even further ahead in Office of the Future: 2020. This booklet - the result of extensive research as well as interviews with leading futurists and trend waters - is a window to the future workplace. It provides information on the skills and talents needed to succeed in the coming years, as well as upcoming trends in the administrative field and how you can prepare for them.

We hope you find this useful. For additional information, including a quiz to help you assess the skills most essential to career success, please visit www.officeofthefuture2020.com

SUMMARY OF RESEARCH FINDINGS

The future office will be increasingly mobile and flexible as companies swiftly assemble the resources necessary to meet changing business needs. Core teams will manage employees working from diverse locations - from home offices to temporary business spaces to cafes. A premium will be placed on staff members who possess a combination of technical and interpersonal skills, and can adapt quickly to change. Professionals who are able to create new products and services and identify more efficient ways to work will be among the most marketable as innovation continues to drive business. Following are key findings indicating how the workplace is expected to evolve in the coming years:

THE ‘INSTANT OFFICE’

- Emerging technologies will allow a company’s staff to work off-site with greater ease. Geographic location will matter less as businesses shift human and material resources around the globe in response to market opportunities.
- Companies will depend increasingly on temporary, instant “plug and play” offices that can be established wherever needed - in commercial spaces that are fully wired and readily adaptable to the needs of business tenants, for example.

Cont....

Office of the Future: 2020 cont.



- The concept of going to work will be redefined as employees use portable, wireless tools to communicate from any location. For businesses, investment in technology will be offset by substantial savings on traditional overhead expenses such as leases, property taxes, and facilities maintenance.
- Ubiquitous wireless connectivity will permit people to easily collaborate with their colleagues. Advanced electronic communication devices will eliminate traditional time, distance, and language barriers, facilitating communication and preventing lags in production.
- Virtual interaction will replace face-to-face meetings in some cases. Technology will allow workers from remote locations to “gather” in realistic virtual offices. For example, some futurists believe that meetings may involve professionals looking at 3-D holographic images of one another while simultaneously viewing documents on their desktops, laptops, or wall screens. Interaction with clients also might be virtual in some instances. Virtual-reality technology could save companies millions of dollars in travel-related expenses.

A WISER, MORE FLEXIBLE WORKFORCE

- More than 100 million people are expected to telecommute to work by the year 2015. Although some telecommuters will be based at home, the majority may walk or drive a short distance to the nearest wired office center. In fact, 87 percent of executives polled by OfficeTeam predict there will be increased telecommuting in the coming decade.
- By 2020 there will be a 60 percent increase in the number of Americans 65 years of age or older; by contrast, the 18-to-44-year-old population will likely increase by just 4 percent during this time frame. Given these shifting demographics, it is anticipated that many people will postpone retirement, choosing to stay active in the workplace due to demand for their services and a desire for additional financial security.
- The number of full-time, “permanent” employees is predicted to decline as the ranks of contract workers increase. Companies may assemble work groups based on talent, experience and industry expertise - similar to the way sports teams are configured. Like professional athletes, most workers will not spend their entire careers, or even large portions of them, with a single “team” or company but may have many employers throughout their lifetimes.
- While technology will make employees more flexible, it may not mean that people will work fewer hours. Forty-two percent of executives surveyed by OfficeTeam said they believe employees will put in more time as the office during the next 10 to 15 years; only 9 percent anticipated spending fewer hours on the job. Likewise, 86 percent of respondents said employees will be expected to stay more connected with the office while on vacation.
- A new type of business organization - the “hybrid” - will emerge. Hybrid organizations will be interdisciplinary and drew talent from academia, science, business, and government. Such companies will be able to quickly research and develop intellectual property that can be commercialized. The movement toward interdisciplinary research already can be seen in programs such as Stanford University’s BIO-X, which aims to advance medical and biological science by facilitating collaboration with fields such as computer science, physics, and chemistry.
- As companies rely on interdisciplinary areas such as biotechnology to develop innovative goods and services, they will actively seek employees with expertise in multiple fields. They also will support staff cross-training efforts.
- To remain marketable in the office of the future and enhance their value to businesses, workers will have to make education a lifelong priority, continually upgrading their skills.



Cont....

CONVERGING CAPABILITIES

Initiative and discipline - Managers will depend on staff working without on-site supervision to be self-directed and exercise good judgment. To maintain high standards of efficiency and productivity, companies will develop proven best practices that can be communicated to new staff.

Cognitive abilities - To achieve success, workers will need to be able to think and process information both analytically and creatively. Mastery of verbal skills and technical aptitude will be weighed equally with intuition.

Emotional intelligence - The concept of “emotional intelligence” will grow in prominence. This phrase refers to those skills and abilities that enable people to interact well with those around them, respond to others’ needs and priorities, and adapt to a rapidly changing business environment. The most successful workers will be able to accept change and reposition themselves to find opportunities amid uncertainty.

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Fostering connectivity - In a decentralized workplace, there is a risk that employees will become disconnected from the standards and culture of the company. Administrative professionals will play a significant role in keeping members of an organization connected. Their broad understanding of the wider scope of the business and familiarity with key players within a firm will become a valued resource. They will serve as a natural source of company information and policy guidance for employees and contract workers.

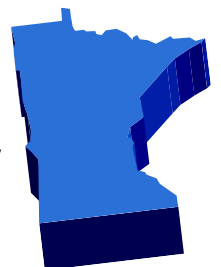
Key skills - The most important skills and abilities for administrative professionals can be summed up with the acronym ACTION. This stands for Analysis, Collaboration, Technical aptitude, Intuition, Ongoing education, and Negotiation.

[In the May newsletter we will continue the Office of the Future: 2020 talking about Top Technology Tools and Administrative Entrepreneurs: The Evolving Profession.](#)

Some Fun Facts about Minnesota



- Private Milburn Henke of Hutchinson was the first enlisted man to land with the first American Expeditionary Force in Europe in WWII on January 26, 1942.
- The Mall of America in Bloomington is the size of 78 football fields—9.5 million square feet.
- Minneapolis is home to the oldest continuously running theater (Old Log Theater) and the largest dinner theater (Chanhassan Dinner Theater) in the country.
- Minneapolis’ famed skyway system connecting 52 blocks (nearly five miles) of downtown makes it possible to live, eat, work, and shop without going outside.
- Minnesota has 90,000 miles of shoreline, more than California, Florida, and Hawaii combined.
- The stapler was invented in Spring Valley.
- Other Minnesota inventions: Masking and Scotch tape, Wheaties cereal, Bisquick, HMOs, the bundt pan, Aveda beauty products, and Green Giant vegetables
- The nation’s first Better Business Bureau was founded in Minneapolis in 1912.
- In 1919, a Minneapolis factory turned out the nation’s first armored cars.





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

When: Tuesday, April 1, 2008

Cost: Members - \$10

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

Non-Members - \$15

Students/First-time Guests - \$10

Time: 5:30 pm—Dinner & Networking
6:00 pm—Program
7:00 pm—Business meeting

Menu Selections:

OPTION 1:

Soup & Club sandwich, fruit medley & beverage

OPTION 2:

Soup & Chef salad, cookie & beverage—please indicate dressing choice

OPTION 3:

Turkey sandwich, chips, whole fruit, cookie & beverage

Please note: If you do not submit a beverage choice, water will be ordered for you.

Please RSVP by NOON on Friday, March 28, 2008, to Vicki Kachelmeier via phone at (W) 320-587-1808 or (H) 320-237-4607 or by email at Vicki.Kachelmeier@hti.htch.com. Please indicate meal and beverage choice.

Reminder: No shows will be billed.

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**PROGRAM: 6:00 pm**

**Speaker:** Marian Filk **Topic:** Gardening Tips

Marian Filk, Master Gardener, will be focusing on container gardening with tips on soil, types of pots, recommended plant varieties and how to keep your container gardens looking good all summer. Hands-on training will show you how to make your own starter pots, and then to plant the pot with either a vegetable or a flower suitable for a patio pot.

Because of her love of plants, trees, and all things growing, she decided to apply for a spot on the 1991 roster for the Master Gardener Core Course, and was accepted. Her internship year only emphasized how broad the field of Horticulture is, and the need to continue to learn. As an intern, she was advised to pick an area that was of special interest and to learn all she could about that subject. She taught classes and presented programs for Community Education, Woman's Clubs, 4-H Clubs, and special interest groups, as well as helped many individuals with garden problems on a variety of topics. All of these show the love of gardening. She never came away from a class or a program without feeling she had learned something new. Because of her recent retirement, she will be able to spend more time in her own gardens and can hardly wait!