

Professional Images

Crow River Chapter of International Association of
Administrative Professionals, Chartered October 1997



The monthly publication for the Crow River Chapter of IAAP

September 2009

2009-2010 Board

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GREETINGS FROM YOUR CHAPTER PRESIDENT...

Hello Everyone! This is my favorite time of the year, Autumn. I love the colors and the feel of the changing of the seasons. We have a few exciting activities coming soon so please stay tuned for information on those.

The MN-ND-Division Fall Conference is coming up on October 9-11 with some interesting events offered, which I understand a few of our chapter members will be attending. Let's be sure to share our experiences from the conference when we get back with everyone.

A wonderful job is taking place with the planning of the 3rd Annual Shop 'Til You Drop Event by Julie Craig and Kate Peterson. Please watch for ways to volunteer and to help make this event successful. The planning committee is asking that all chapter members bring a baked good or candy for the bake sale that will also be happening during the Shop 'Til You Drop event. Proceeds will be donated to a local charity that we will vote on at our October 6th meeting.



I look forward to seeing everyone at the next chapter meeting!

Enjoy the changing colors,

Patti

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Celebrations

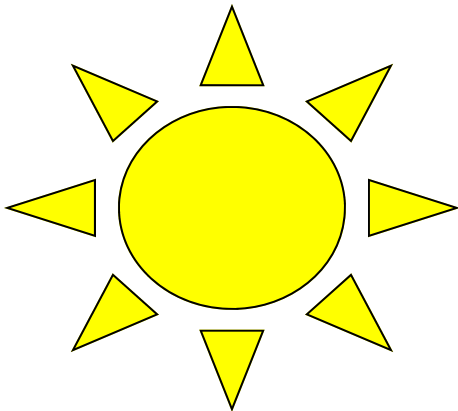


Birthdays

August 2— Nancy
September 14— Peggy

IAAP Anniversaries

August 2007—Patti
September 1998—Nita



Sunshine Committee

The Sunshine Committee is up and running! The Sunshine Committee sends out good cheer, best wishes, or sympathy to our members on behalf of the Crow River Chapter.

Patti Rutledge is the contact for the Sunshine Committee. If you know of any events that are happening within our chapter, a phone call is preferred to Patti at 587-2423.

Member News

Nicole Glesener has started her treatment. You can follow her journey on her website: www.nicoleglesener.com. You can also send cards to this address:

Nicole Glesener
Argyle House
920 Delaware St SE, Apt 1005
Minneapolis, MN 55414

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Recap on September's Educational Program

Matt Juhl was our speaker for September. He spoke on the four different types of generations and how to co-exist with them at work.

The Veteran Generation is hard working and believe in law and order in the workplace. Things to keep in mind as you work with this generation: use personal touches, provide traditional rewards, such as plaques, and say 'please and thank you'.

The Baby Boomer Generation is the generation of 'free love' and personal gratification. Things to keep in mind as you work with this generation: let them know that their experience will be valued, provide them with development opportunities and reward their work ethic and long hours.

The Generation X'ers are the generation that thinks globally, is into technology, and has a firm hold on common sense. Things to keep in mind as you work with this generation: keep training material brief, provide opportunities for fund, and ask for their ideas and input.

The Generation Y'ers are the generation that values ongoing learning, personal contact, and achievement. Things to keep in mind as you work with this generation: provide education, allow them to be part of the decision making process, and show or outline what they can do to achieve the next milestone in their career.

Looking Forward to October's Educational Program

Our October educational program will go over the Pathways to Excellence Programs. Our presenters will be our own Patti Rutledge and Jessica Eastling. The IAAP Pathways to Excellence Recognition Program is designed to raise your value as a career-minded administrative professional by becoming a Member of Excellence, a Chapter of Excellence or a Division of Excellence. This presentation will go over the some of the history of the program, the criteria for becoming a Member of Excellence, and how the Crow River Chapter can become a "Chapter of Excellence!"

RSVP to Patti at rutfamily@mchsi.com by October 5 or by phone at 587-2423

Meal and Program: \$10 (Taco Soup and Salad)

Program Only: \$5

Special guest in attendance: Joan Gatzmeyer, President of the MN-ND-SD Division!

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MN-ND-SD Division Fall Education Conference: Commitment to Change

The Division Fall Education Conference provides multiple sessions and activities to increase your ability to effectively deal with change in your professional, personal and IAAP environments, as well as a scenic setting designed to recharge your power of commitment.

Workshop Summaries:

Friday: “Change Management: Working in the Rain” Presented by Dr. Diane Hinds.

Dr. Hinds will inform you about the change process; why change can be so difficult; characteristics and traits that make dealing with change easier; behaviors and attitudes that makes change more manageable; and how to enhance your ability to handle change.

Saturday: “Deep Survival: Achieving Success in an Ever-Changing Landscape”

Led by Jerritt Johnston and based on the book *Deep Survival: Who Lives, Who Dies, and Why* by Laurence Gonzales, applies the lessons of wilderness survival stories to meeting personal and professional challenges successfully; it helps explain why we do what we do in stressful situations and how we can balance our emotion and logic to navigate these situations.

Sunday: “The Lazy Leader Transforms America—One Volunteer at a Time!” Presented by Cynthia D’Amour. Ms. D’Amour will teach you skills to make a significant change in your volunteer success! Do you believe your chapter can make a difference in your community? You will learn how-to strategies to change “I don’t have time” into “I can’t wait to volunteer!” and build a happy, thriving team of volunteers to move the IAAP mission forward.

Details on Fall Education Conference

When/Where: October 9-11 at Riverwood Inn and Conference Center, Ostego, MN

Registration Costs: \$105/IAAP Member and \$80/Student Member

Accommodations: Riverwood Inn and Conference Center Special IAAP rate \$99/night

Registration Due Date: September 30 to Brenda Jindra, Division Treasurer

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NETWORK SMART

Here are six tips that can help you step up your networking efforts:

Pay it forward — Networking is all about give and take. Being the first one to give is a smart move. Select one person in your circle who is in a career transition. Offer your assistance to this person without being asked.

Avoid the cookie-cutter approach — Most of us know and enjoy being with people who are like us - those who have similar educational backgrounds, career paths, years of experience and outside interests. Seek out one person who doesn't fit that mold and include him or her in your networking circle.

Pick up the phone — E-mail makes it easy for people to keep in touch, request help and send thanks. But don't forget the personal touch. Call one of your contacts and invite him or her to lunch or an industry event. Networking can be more fun and provide better results when you make face-to-face contact a priority.

Add dates to your calendar — If it's tough to remember to contact people in your network, schedule it in your calendar. Make a goal to reach out to several people each month, even if it's just to say hello and check in. Remember, birthday and holiday cards are a great way to stay in touch as well.

Don't neglect the people you know — Even if you're just starting your career or transitioning to a new field, don't feel you need to build a new network from scratch. Your existing contacts - including friends and family — can be great resources.

Carve out the right amount of time — You may not have a lot of time to offer each person who requests help. But be careful about refusing a request altogether, unless you know you have absolutely no information that fits the request. You may be able to assist with part of a project or provide the name of another contact who may be better suited to help. Always be honest in terms of what you can and can't offer.

Shop 'Til You Drop Update

The 3rd Annual Shop 'Til You Drop Event will be held on **Saturday, November 7th at the Hutchinson Mall**. The event will start at 10:00 a.m. and will run until 6:00 p.m. Chairpersons Julie Craig and Kate Peterson are looking for volunteers to help out at the event. More information on volunteer positions will be available at the October 6th chapter meeting and in the October issue of Professional Images.

This is the first time the event is being held at the Hutchinson Mall and we are hoping for a great turn out with the Ladies Passport to Hutchinson event also stopping by the Mall that day!



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Getting Started on the IAAP Web Community: Part I

“How to set up your user name and edit your profile”

The IAAP Web Community is divided into four main areas:

- Networking
- Professional Resource
- eGroups
- IAAPedia

Background Information about the new community:

This latest version of the IAAP web community (**found at <http://community.iaap-hq.org>**) is built on a different philosophy than previous versions of the community. In the past, we've organized our site as a larger site (international) that hosts lots of other independent sites (chapters & divisions). IAAP members are able to go to the sites, read or download information and take it away to use on their own.

This new community is built on a different principle: the most important part of this community isn't pages and files, but people and those connections between people. Those connections happen over a vast network made up of all IAAP members, and they happen through lots of ways: through discussions in eGroups, blog posts, private messages, discussions attached to documents in the professional resource library, and lots of other ways.

Each chapter & division website that will be a part of the community has the same tools available to it that the international website has; in fact, each site that's a part of the network is just a different way to get to the same network. It's an exciting change, and one that supports the community building part of our mission statement in a whole new way.

So with these changes in mind, let's jump right in. We'll go through each main section one at a time, once we get logged in.

Logging In:

1. First, open a web browser and head to **<http://community.iaap-hq.org>**.
2. Once the page loads, click “login” at the top of the page on the right.
3. You'll be asked for a username and password, and this is the first difference in this version of the web
4. If you're not sure of your password, click the link that says “*Forgot your password?*” you'll receive an e-mail at the address IAAP Headquarters has on file to change it to something that's easier to remember. If you're not sure of your username, that's one thing you'll have to contact someone at IAAP to help with. Email Ben McClanahan (**bmacclanahan@iaap-hq.org**) for help, or call IAAP Headquarters to speak with him directly.

What if I've never registered for the 'old IAAP web community?'

1. Click “Need a Login?”
2. Enter your Member ID Number (this is on your membership card)
3. Enter in your first and last name
4. Click Submit

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(IAAP Web Community, continued from Page 6)

Once you're logged in, you'll be taken back to the front page of the IAAP web community, and now it's time to start! The main navigation in the web community is based on tabs. You'll see the main row of tabs near the center of your screen:

- Home—takes you back to the screen you are on now
- About the Community—more information about the IAAP web community
- Network
- Chapters and Divisions—links to chapter and division websites within the community
- Professional Resources
- IAAPedia
- eGroups

Network

Most of the communication you'll do on the IAAP web community lives in the Network tab.

Here's where you'll find your profile (similar to a LinkedIn or Facebook profile), your own blog and the sitewide communications tool.

When you click the Network tab, the first thing you'll see appear is your own profile. You can change your profile in a number of ways; just click the appropriate spot to do so:

- You can change your profile picture by clicking edit picture. Pictures should be no larger than 600 pixels on their largest dimension (either height or width).
- Your main contact information is pulled directly from the IAAP member database. The information here is the company for which you work, your geographic location (like City/State) and the offices, committees and groups to which you belong. You can edit this information by clicking edit contact information. Keep in mind that this will change your information with IAAP, not just in this web community.
- Your Bio is a freeform field that you can edit any way you choose by clicking edit.
- Your Certifications can be changed by clicking Enter Certifications. You might wonder why IAAP doesn't simply pull Certification information from your member record. The answer is this: While we do know who holds the CPS and/or CAP rating, we also know that lots of our members have certifications we don't track. As a result, we've left this field free for you to edit.
- Under Interests, you can choose some of the more popular interests from a list or enter your own. If any two people have the same interest in the system, that interest is immediately added to your networks, described more below.
- You can also edit your Education Details on this screen, as well as your Job History.

Moving down the left hand side of the screen, you'll see:

- My Blogs: This section is where anyone who visits your profile can see your most recent blog posting.
- Under Groups and Networks, notice that each group listed is a clickable link. Why? To make it easier to communicate with people with whom you already share a connection. Clicking the group name brings up a list of people who are also a member of that group. Clicking each individual name will let you message that person or add them to your profile as a contact.
- Under My Contacts, you'll see a count of how many contacts you've currently got in your contacts list. Contacts are people you've defined as "I know this person and they're a part of my IAAP network."
- Under Groups, there are a few different fields. First, you'll see Chapter, which lists your chapter name. Under Committees, you'll see any committees of which you're a part. (Please remember that we only list international level committees here) If you're registered to attend any events, you'll also see that information appear here.
- Under Networks, you'll see a list of all the interest groups you've identified earlier in your profile.

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Now let's look at the menus that appear only in the network section. First, the top menu:

- Profile and home do essentially the same thing: they each take you back to the "home" of the networking section: your profile.
- My Contacts brings up a list of the people you've designated as your contacts within the IAAP network. Want to add a contact? Click the green plus sign next to "add contact(s)." From this screen, you can also message any of your contacts and sort your contacts by name, rating, organization, city, state or country.
- Inbox brings up a screen where you can see all your one-to-one communications in one place. You have an inbox, which holds all the incoming messages in the system, Sent items, where you can read all the messages you've sent. Need to find a message fast? Every section of your message center is searchable... so you can quickly find the message in which Joyce told you all about Excel, for example.
- Requests--where you'll see where people have requested to add you as a contact (you've got to approve each new request)
- Invitations--where you'll receive any invitations to join new groups that are formed in the system.

Next you'll see Blogs. This is an important part of the system... it's the fastest way to communicate with lots of people at once. This section, like "inbox," has its own submenu. Moving from left to right:

- My Blog shows you all the blog entries you've made.
- My Contacts brings up all the blog entries of people on your contact list.
- Most Recent shows all the most recent blog posts of any blogs throughout the system you've got access to.
- Top Rated shows all the blog entries rated highest throughout the system,
- Most Read shows the most popular, by readership, blogs throughout the system, and
- UnPublished shows any blog entries you've started but not published yet.
- Start a new blog entry by clicking the green plus sign next to "New Blog."

See the October issue of *Professional Images* for: blogs, e-groups and professional resources!

Fundraising Update

Our chapter will be participating in an Avon Fundraiser in October! Order forms, catalogs, and instructions will be at the October 6th meeting. We are encouraging members to strive for \$100 in orders; the top seller will be awarded a special prize! Orders and money should be turned in before Friday, October 23rd and the products will be delivered at the November 3rd meeting.

Avon makes great Christmas gifts!



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October 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

10/6 Chapter Meeting 5:30 p.m.

10/27 Board Meeting 11:30 a.m. at
Sonora's.

Division Fall Conference 10/9-10/11

10/20 Items for newsletter due to
Jessica Eastling

10/31 Happy Halloween!

November 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

11/3 Chapter Meeting 5:30 p.m.
"Financial Questions Answered"

11/24 Board Meeting (Time and Place
TBD)

11/6-11/7 CPS/CAP Exams-
Hennepin Medical Center, Mpls.

11/7 Shop 'Til You Drop –Hutchinson Mall
10:00-6:00

11/20 Items for newsletter due to



11/26 Happy Thanksgiving!