

Professional Images

The monthly newsletter of the Crow River Chapter of the International Association of Administrative Professionals

Chartered in October 1997

April 2010

IAAP Mission: Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development.

IAAP Vision: Inspire and equip all administrative professionals to attain excellence.

IAAP Purpose: Provide information, education, and training, and to set standards of excellence recognized by the business community on a global perspective.

IAAP is the world's leading association for administrative professionals, with 600 chapters and more than 40,000 members and affiliates worldwide. The education and networking resources provided by IAAP allow members to stay current and maximize their productivity.



**International Association of
Administrative Professionals®**

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Welcome to April!

The 2009-2010 year of IAAP for our chapter has seemed to fly by! Can you believe it's already April? This is a time of change and transition for our chapter. With a shift in chapter leadership and a lower number of active members, we need to pull together and remember why we became members of IAAP. It's time to reignite the passion we all had and to stir up the passion within our newest members. What are the benefits to your professional career by being active in your chapter?

- ✓ If you're a new administrative professional, there's great opportunity to network, share, and learn from the professionals who have been there and know first hand what it takes to be an effective administrative professional.
- ✓ If you are an experienced administrative professional, IAAP is a great place to share your experiences by being a program speaker or holding a workshop on the job or at an IAAP meeting. It's also a great way to practice these skills in front of your peers. Be a mentor (or a good role model) for others less experienced than you.
- ✓ Receive specialized training that you can use at work, gain skills you can apply immediately in your workplace and build skills that will get you noticed by management and possibly get you promoted.
- ✓ Explore new ways to get the job done (without having to spend your company's money or put yourself on the firing line).

Professionally, my membership in IAAP has brought me much more than a new network of colleagues. It has:

- ✓ Helped me learn how to be a team player
- ✓ Taught me that my job just isn't a job, it's MY career and I am the only one in charge of it
- ✓ Given me new opportunities that I might not have otherwise taken advantage of

I am looking forward to serving as your chapter president for the rest of this year and 2010-2011. But I can't do it alone; a successful chapter needs all of its members to work together to support our chapter's mission statement: *"To be on the leading edge of advanced technology for the changing office environment; to provide programs for professional growth, leadership development, continuing education, and certification."* ; and also to spread the word about the best kept secret in the administrative field—IAAP. Please join us at the rest of the chapter meetings this year. In June we will start planning for 2010-2011 and beyond. *"A pessimist sees the difficult in every opportunity; an optimist sees the opportunity in every difficulty."* Let's be positive and bring some excitement back to our chapter!

See you in a few weeks,

Jessica Eastling CPS
Chapter President



Celebrations and Member News

Happy Birthday!

April 19th—Julie



IAAP Anniversaries in April
1999—Peggy

The Sunshine Committee sends out best wishes or expressions of sympathy to our members. To have an event or occasion be listed on this page of the newsletter, please email Jenni Dieball at dieballjen@ridgewater.edu



Grammar Tips: Keep it Simple

Turn business-speak into plain English by keeping your writing simple and to the point. Examples include:

Instead of	Use
Activate	Begin
Advise	Tell
Along the lines of	Like
Cancel out	Cancel
Demonstrate	Show
Enclosed herein	Enclosed
For the purpose of	For
In order to	To
In the course of	During
In the event of	If
In the near future	Soon
It has been brought to our attention	We have learned
This point in time	Now

Have you heard about...

Have you heard about...

Free Administrative Professionals Week webinar *IAAP and Adecco teaming up*

We are very excited to offer IAAP members a free webinar to celebrate Administrative Professionals Day. Adecco and IAAP are joining forces to bring you an hour-long webinar that will qualify for one recertification points. This is not intended to be for group learning but for the individual admin.

Here are the details:

Title: Tips and Tricks to Improve Communication and Productivity: Microsoft Office Suite and Beyond!

Date: Administrative Professionals Day, April 21

Time: 3 p.m. ET (2 p.m. CT)

Presenter: Rich Thompson, Vice President of Training and Development for Adecco

Keep watching the IAAP Web Community for the link to register.

Free Weekly Podcasts

IAAP has teamed up with *The Office Professional Newsletter* to bring free weekly podcasts to members. Visit the homepage of the IAAP Web Community and there you'll find the link to the podcasts. You must be logged in to access them.

Some of the upcoming topics include training on career management, teamwork, and professional development. We are excited about this new member benefit and thank *The Office Professional* for working with IAAP.

It's time to start thinking about joining the Chapter Board of Directors for the 2010-2011 year. Please contact Immediate Past President, Nancy Kaping (nancyk@swifoundation.org), if you are interested in running for a board position. Open positions include: President-Elect, Vice-President, Treasurer, and Secretary. We also have many committees that will need volunteers.

What You'll Gain by Taking a Leadership Role

IAAP continually needs new leaders to step up and take charge of the present and future of the profession and association.

Here's how you'll benefit personally by taking a leadership role in your chapter or division...

- ▶ Meet new people – both inside IAAP and outside the association
- ▶ Gain self-confidence.
- ▶ Get recognition from your peers for your accomplishments.
- ▶ Learn to measure and take acceptable risks.
- ▶ Learn how to sell your ideas to others.
- ▶ Master the art of working as a part of the team.
- ▶ Discover the secret of getting people to work with you.
- ▶ Improve your public speaking skills (as they say...get the butterflies to fly in formation).
- ▶ Gain respect.
- ▶ Open doors to new opportunities.
- ▶ Interact with people who are in the same stage (life/career) as you.
- ▶ Give back what you got from your association with IAAP

Here's how you'll benefit professionally...

- ▶ Get specialized training that you can use at work.
- ▶ Gain skills you can apply immediately in your workplace.
- ▶ Lose your tunnel vision and learn how an organization is run from the top down.
- ▶ Create a skills portfolio to document your proven abilities.
- ▶ Learn from leaders who work in other companies and see how they do it better, faster, cheaper.
- ▶ Develop a professional network outside your company.
- ▶ Get access to the movers and shakers in your community.
- ▶ Experiment with new career directions by volunteering in IAAP.
- ▶ Demonstrate your commitment to life-long learning (it looks good on your resume too).
- ▶ Take advantage of inexpensive, quality training.
- ▶ Get recognition from outside your company and show your company what you're capable of doing (they may not think of you as a leader).
- ▶ Learn to think of things (happening in your company) like a leader would; mentally move outside your assigned position on the organizational chart.
- ▶ Develop your full potential; don't let others decide how far you can go.
- ▶ Continue your education without having to return to college and have it be immediately useful in your workplace.

Area APW Event: Brainerd Chapter

Cliffjumper

Michael Foley is the founder of Clarity Central, a consulting firm based in Minneapolis specializing in communications skills and interpersonal effectiveness. His stories and humor have been at the core of his success as a keynote speaker, corporate trainer and coach.

Lessons on the Way Down!

In this very engaging and humorous talk, Michael will discuss the keys to differentiating one's self in the marketplace: be credible, accountable, mindful, and do more than expected. The number one obstacle to achieving all that you desire in work and life is...YOU! The good news is YOU also hold the keys to your success. So the question is, "What are you willing to do about it?"

In these very fearful and uncertain times it is critical that we each stay focused on the positive daily activities that will take us to where we want to go. For those that want to soar high and far, they must realize that this does not happen by accident, but rather, through deliberate and intelligent effort. In this very useful session you will learn to:

- Take a hard look at the reality of a situation and choose your actions wisely.
- Tap into your passion, creativity, and unique talents.
- Take complete responsibility for your life and career.
- Embrace all challenging situations, circumstances, and people as an ongoing professional practice.
- Maximize your productivity by working with a clear and focused mind.
- Don't take yourself too seriously and be willing to laugh at yourself.

Registration Information

RSVP by April 14, 2010

\$30 IAAP Members (must RSVP by April 9)

\$60 Non - Members

\$50 Early Bird Registration for Non-Members
(if postmarked by April 9)

Cost includes Continental Breakfast and Lunch

Questions?

Contact Angie Mass at
218-454-3065 • amass@riverstonepc.net
or Visit us online at
www.iaap.brainerd.com

Make checks payable to
Brainerd Chapter IAAP and mail to:

Angie Mass, Treasurer
Brainerd Chapter IAAP
13359 Isle Drive, Suite 2
Baxter, MN 56425
218-454-3065
amass@riverstonepc.net

Area APW Event: North Suburban Chapter

Professional & Personal Development Expo

Wednesday, April 14, 2010

Embassy Suites-Minneapolis-Brooklyn Center
6300 Earle Brown Drive, Brooklyn Center, MN

5:30-7:00 PM Vendor & Education Expo

7:15-8:15 PM One Hour Training

Cost: \$30/person

What attendees can experience

- Short (15 minute) education modules
- Interactive vendor presentations
- Products to purchase
- Light buffet
- Cash bar
- Prizes (must be present to win)
- Networking
- Community giving
- One hour training

Make Checks Payable to: **IAAP-NSC** and send to: Cher Bakken
1419 Roosevelt Street
Anoka, MN 55303

Who should attend?

Business professionals

Early registration: April 2, 2010

All paid registrations received by April 2, 2010 will be included in a drawing for a hotel stay.

Ticket information

Event tickets will be emailed to registrants or available at the door. All attendees are requested to bring ID for verification at the door.

Quick Tip

Organize (and shorten) e-mail messages for readers by starting each message with a greeting using no more than eight words. For example, "That was an interesting meeting yesterday." Then, use the "ABC method to divide your e-mail into three distinct sections: Action (stating your purpose), Background (presenting your key points, and Close (clarifying your next steps).

RSVP Information

Join us at our next chapter meeting on Tuesday, April 6

Dinner/Networking: 5:30-6:00

Educational Program “Business Etiquette”: 6:00-7:00

During a recent survey, many Americans stated the lack of respect and courtesy is a serious national problem. Are you part of the problem - or - part of the solution? Learn what experts say about making proper business introductions (even if you've forgotten someone's name), tips for small talk, handshake etiquette, navigating the office donations and social gathering at work, and other office etiquette tips. Come prepared to share some of your office pet peeves and we will work towards an effective resolution. Let's strive to become part of the solution... not the problem!

Business Meeting: 7:00

Meal and Program: \$10

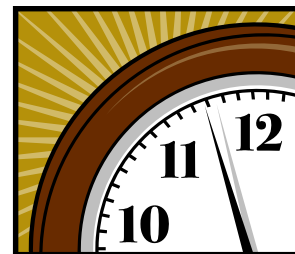
Program Only \$5

RSVP by 5:00 on Friday, March 26 to Jessica Eastling at jessicae@swifoundation.org or 234-0905

Guests are always welcome!

One Minutes Strategies

- ▶ Sound more credible by controlling your breathing, particularly when you get nervous or excited. Practice breathing from the diaphragm, not the chest. It helps to lower your pitch and to project your voice more easily.
- ▶ Asking for someone's time? Signal that you plan to keep it brief. Set up the appointment for a time such as 9:20 a.m. or 1:45 p.m. The irregular time communicates that you don't plan to take longer than 10 or 15 minutes.
- ▶ Exude a strong professional image by having a one-line sentence that tells who you are and what you do rather than watering down your role by saying, “I support...,” or “I work at...” Practice the line and get comfortable with it.
- ▶ Speak more powerfully by avoiding intensifiers—very, really, truly, basically, essentially, and fundamentally. These words add little to content and can weaken your message.
- ▶ Interrupt tasks at natural breaking points whenever possible. Finish writing a sentence before answering the phone. Stop at the end of a chapter, section, or paragraph to minimize the “mental re-warm up” period.
- ▶



Upcoming Events

March

3/26 Deadline to RSVP to Jessica (jessicae@swifoundation.org or 234-0905) for 4/6 Chapter Meeting

3/26 Return division surveys to Jessica

3/30 Board Meeting 5:15

April

4/6 Chapter Meeting at SWIF starting at 5:30 "Business Etiquette"

4/15 Division Incentive Drawing Deadline

4/21 Administrative Professionals Day

4/21 Items for newsletter due to Jessica Eastling by 5:00

4/27 Board Meeting 5:15

4/30 Deadline to RSVP to Jessica (jessicae@swifoundation.org or 234-0905) for 5/4 Chapter Meeting

May

5/4 Chapter Meeting at SWIF starting at 5:30 "Are You Computer Savvy?"

5/7/-5/8 Certification Exam

5/21-5/23 Division Annual Meeting, Bloomington, MN

5/25 Deadline to RSVP to Jessica (jessicae@swifoundation.org or 234-0905) for 6/1 Chapter Meeting. This is our annual meeting, closed to guests.

5/28 Submissions for Division Newsletter Due

June

6/1 Annual Meeting and planning for 2010-2011 year (closed to guests) starting at 5:30 at SWIF