



# Minneapolis Matters

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### 2003-2004

*Growing to Greatness:  
The Leader Within*

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## President's Corner

### Convention – 2003

I Went — I Saw — I Learned — I Came Home — I Survived!

My drive to Albuquerque, NM (and back) was uneventful and smooth. It was an 'exciting' moment out there on the highway when the mileage on the Blazer switched to 90,000 miles. It was 'cool' watching all those zeros flip over! The 2003 Convention was everything it promised to be. I encourage you to visit the IAAP website and check out the reports and photos. My full delegate's report will be available at the September 4<sup>th</sup> Educational Forum.

Important information from convention includes:

Dues Increase (effective immediately):

Professional Member - \$53

Professional-Merited Member - \$24

Student Member - \$22

Associate Member - \$140

International President's Theme: "**Mission Possible**"

Sheila D. Brownfield CPS/CAP announced the theme, accompanied by the appropriate music (think 'mission impossible' ... if you're 'seasoned enough' to remember that).

Educational Forums for this coming year are 8/10ths completed. I'm very excited about the speakers and their messages for this coming year. The remaining programs are not quite completed, but will be finalized soon.

Our very own Erin O'Hara-Meyer is kicking off the 2003-2004 Minneapolis Chapter Educational Forums at the September 4<sup>th</sup> Meeting.

I look forward to seeing you in September! By then we'll have survived the Budget Meeting, the Minnesota State Fair, and going back to school. Summer will be officially over ... and, our IAAP year will be young!

**See you in September!**



## What's Happening?

### 8th Annual Administrative Professional Seminar "Stop for Success"

October 3, 2003  
8:00am-3:00pm

Century College West Campus.  
Century College, East Room 1311  
For more information contact Joan Peterson at 651-773-1743 or [j.peterson@century.mnscu.edu](mailto:j.peterson@century.mnscu.edu)

### 2003 Northwest District Conference — Sailing the Seas of Success (FINAL CONFERENCE)

September 26-28, 2003

West Des Moines Marriott  
West Des Moines, IA  
Registrations must be received by August 30 for early discount (\$109).  
Price after 08/30/2003 is \$129.

For more information contact:  
NWDC Registration Chair  
Sarah Bantz  
515-471-3700  
[sara.bantz@hawkeyesecurity-ins.com](mailto:sara.bantz@hawkeyesecurity-ins.com)

#### ★ Follow Up to July Telephone Article★

Recently we called a business phone number and heard the following: "If you are calling from a touch-tone phone, press one now. If you are calling from a rotary phone, hang up and call from a touch-tone phone."  
Andy and Ruth Brandes,

Heard on my cable-company's answering machine: "We realize you are still holding. Please do not hang up, as this will further delay your call."  
Edgar Nentwig

The above articles are from Reader's Digest



## Upcoming Educational Forum

### Minneapolis Chapter September Educational Forum

09/04/2003

September Speaker: Erin O'Hara-Meyer

Topic: Administrative Leadership: Building a Reputation for Excellence

Erin has over 20 years of hands-on administrative and human resource experience. She is well versed in the issues that continue to challenge today's administrative professionals. Through her years in corporate settings, Erin has gained experience in management, coaching, and career development for administrative professionals. She believes the growth potential for administrative staff is infinite when they are empowered, encouraged, and supported. During her career, Erin has led industry-awarded initiatives that have resulted in elevated performance for both the administrative professional and the organization. With her leadership abilities and years of experience, Erin motivates administrative professionals to achieve personal and professional excellence.

The Doubletree Park Place Hotel  
1500 Park Place Blvd.  
(Hwy 394 & Xenia/Park Place)

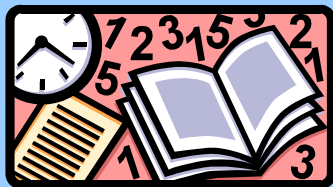
**Registration: \$27 (included program and dinner)**  
Contact: **Laura Johnson** [ljohnson@quadion.com](mailto:ljohnson@quadion.com)  
952-927-1411  
952-927-2143 (fax)

**By NOON on August 29, 2003.**

**EVERYONE MUST MAKE RESERVATIONS FOR THIS EDUCATIONAL FORUM. If you want to be on the permanent list, call or e-mail Laura Johnson**

## Committee Contacts

**Auditing:** Sherry Lemmer  
**Bylaws:** Gretchen Stormoen  
CAP  
**Certification:** Jodi Schlieman  
CPS  
**Communications:** Brenda  
Shaw CAP  
**Education: OPEN**  
**Employment:** Fe Mahler  
**Historian:** LaVonne Bittner  
**Membership:** Wendy Peek  
**Network:** LaVonne Bittner  
**Nominating:** Brenda Shaw  
CAP  
**Professional Development:**  
Wendy Peek  
**Reservations:** Laura Johnson  
**RTF: OPEN**



### Lexophile's Corner

New definitions to add to your vocabulary:

**Arbitrator:** A cook who leaves Arby's to work at McDonalds.

**Bernadette:** The act of torching your mortgage.

**Parasites:** What you see from the top of the Eiffel Tower.

**Primate:** Removing your spouse from in front of the TV.

**Subdued:** A guy who works on submarines.

Each morning sees some task begun,  
Each evening sees its close;  
Something attempted, something done,  
Has earned a night's repose.

LONGFELLOW,  
*The Village Blacksmith*



## What Do You Know?



**PowerPoint Tip.** Most of us know that you can print multiple slides per page with blank lines for notes that can be used as presentation handouts for presentations. Most of us also know that the speaker can print out one slide per page with speaker notes for the same presentation. But, many of us do *not* know that you can also print out multiple slides on a page WITH the speaker notes.

### Printing notes from PowerPoint presentation with more than one per page:

- In PowerPoint presentation, Select File.
- Send to Microsoft word.
- Make sure the dot by "Notes next to slide" is selected, then OK.
- This puts everything in a table in Word
- In **Word** you can select the third column and change the font to a serif for easier reading of the notes.
- Select the word "slide" and the number from the first cell.
- Select the first and second cell and merge them.
- Click on the picture of the slide and resize it to fit the cell.
- Depending upon the number of notes you have per slide, you should be able to get about three slides per page with the notes on the right.

The above "helpful hint" is courtesy of **Jeanne Lohman** from a recent PowerPoint class she attended. If you have a helpful hint you would like to share with our members from a class you attend or from your experience, please send it to [bshawCAP@mn.rr.com](mailto:bshawCAP@mn.rr.com). We are always looking for upcoming newsletter articles.



## INTERNET TIPS & Sites

You can obtain free maps and written directions at MapQuest ([www.mapquest.com](http://www.mapquest.com)), Yahoo ([www.yahoo.com](http://www.yahoo.com)) or Rand McNally ([www.randmcnally.com](http://www.randmcnally.com)). The U.S. Geological Survey (USGS) compiles the National Atlas at [www.nationalatlas.gov](http://www.nationalatlas.gov), which is regularly updated and contains interactive maps. USGS topographic maps can be viewed and downloaded (for a fee) from TopoZone ([www.topozone.com](http://www.topozone.com)) or MapTech ([www.maptech.com](http://www.maptech.com)).

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# 10 Lessons of Life



Jean L. Harris, M.D.  
1931-2001  
Mayor of Eden Prairie

**1. Life is a poker game.** You play the hand you're dealt and you play to win. This does not mean that you're always going to be successful or always make the right decision. You will stumble and you won't always make the right decision. The important thing is to learn from those experiences, which don't just turn out the way you hope or expect.

### Think You Know Everything? Think Again!

( A "jiffy" is an actual unit of time for 1/100<sup>th</sup> of a second.

( Al Capone's business card said he was a used furniture dealer.

( All 50 states are listed across the top of the Lincoln Memorial on the back of the \$5 bill.

( Almonds are a member of the peach family.

( Butterflies taste with their feet.

( If you are an average American, in your whole life, you will spend an average of six months waiting at red lights.

( It's impossible to sneeze with your eyes open.

### TRAVEL TIP

⇒When traveling with children and food, take along a damp washcloth in a ziplock bag.

⇒Clothing is easy to pack and has fewer wrinkles if you roll rather than fold it.

Continued from page 3 (Internet Tips)

Get support to quit smoking on line at [www.lungusa.org/tobacco](http://www.lungusa.org/tobacco) and [www.quitnet.org](http://www.quitnet.org).

If you use a Palm Pilot to keep organized, check out [www.palmgear.com](http://www.palmgear.com), which highlights applications written for the device. There is even a calendar of meetings for users.



## ANNOUNCEMENTS

*Nancy Grech had surgery at the end of July to remove a cancerous lump in her breast. Her cancer has been in remission for a number of years now, but a recent self-exam found a lump that did not show up on a mammogram. She will be undergoing chemotherapy and will be out of work at least until September. I am sure she would appreciate your thoughts, prayers and cards.*



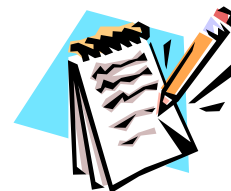
*Nancy Grech  
11548 Mississippi Drive N.  
Champlin, MN 55316-2507*

Nancy wants to stress to all of us how important it is to be sure to do regular self exams.



### CRYPTOGRAM

(Solve the puzzle below. Bring your answer to the next meeting. You will be entered in a drawing for a prize. Put your name on your entry!)  
CLUE: N = O



̄C̄Ȳ̄P̄ḠT̄ŌȲ̄ŌL̄'̄ ̄ŌN̄Ḡ ̄Ȳ̄V̄Ȳ̄ḠX̄ḠȲ̄N̄Ō'̄ ̄V̄X̄D̄  
̄R̄T̄ ̄ḠĒT̄ ̄V̄N̄P̄Ḡ ̄P̄Ȳ̄ŌŪT̄F̄T̄ ̄ĀN̄F̄V̄ ̄N̄Ā  
̄ĀC̄X̄ḠḠT̄F̄D̄

Dr. Joyce Brothers, *psychologist*

*Answer to July's cryptogram: Leadership does not always wear the harness of compromise.*

★ Message from: Arlene J. Bontrager (past RTF Trustee)★

Carrie was the Chairman for the Retirement Centers Trust from 1995-1998.

Carrie Pavlovsky passed away at 2:30 this morning. [Message received by BKS on 08/05/2003] Her husband, John; daughter, Cathy; son, Joe were with her. Cathy said she died very peacefully in her sleep. Carrie requested donations be made to the RCT(RTF).

### Dilbert's Rules of Order replaces Roberts Rules of Order

1. I can only please one person per day. Today is not your day. Tomorrow is not looking good either.
2. I love deadlines. I especially like the whooshing sound they make as they go flying by.
3. Tell me what you need, & I'll tell you how to get along without it.
4. Accept that some days you are the pigeon & some days the statue.
5. Needing someone is like needing a parachute. If he /she isn't there the first time, chances are you won't be needing him /her again.
6. I don't have an attitude problem; you have a perception problem.
7. Last night I lay in bed looking up at the stars in the sky, and I thought to myself, where the heck is the ceiling?
8. My reality check bounced.
9. On the keyboard of life, always keep one finger on the escape key.
10. I don't suffer from stress. I am a carrier.
11. You are slower than a herd of turtles stampeding through peanut butter.

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## FROM THE ARCHIVES (and other historical tidbits)

Year: 1960s.

Basic secretarial and clerical skills were still in demand. More mundane aspects of the job were made easier by increased office automation such as the IBM "Selectric" typewriter. Mainframe computers emerged for business applications. A popular fear was that the "electronic" office would eliminate the role of the secretary.

Opportunities increased for experienced secretaries to advance to office management and supervisory roles. Professional standards and ethics were taking center stage with our National Secretaries Association leading the way.

Our association celebrated its 20<sup>th</sup> birthday, the first member outside the U.S. (Canada) was elected to the Board of Directors, the Student Chapter Program was established and NSA developed the *Secretarial Study Guide*, which included chapters on office procedures, communications, economics, business law, accounting and office management.

John F. Kennedy was President of the United States.



CPS®/CAP<sup>CM</sup>  
NEWS  
2003-2004



### EXAMINATION PREPARATION

It is recommended that the *Certification Review Guide* be used to direct any course of study. This *Guide* includes the examination outlines, sample questions, bibliography of all recommended study materials, and suggestions for exam review. The *Certification Review Guide*, is available at no cost on the IAAP Web site under Professional Certification – Forms.

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(continued from page 5 – Dilbert

- 12. Do not meddle in the affairs of dragons, because you are crunchy & taste good with ketchup.
- 13. Everybody is somebody else's weirdo.
- 14. Never argue with an idiot. They drag you down to their level, then beat you with experience.
- 15. A pat on the back is only a few centimeters from a kick in the butt.
- 16. Don't be irreplaceable -- if you can't be replaced, you can't be promoted.
- 17. After any salary raise, you will have less money at the end of the month than you did before.
- 18. The more crap you put up with, the more crap you are going to get.
- 19. You can go anywhere you want if you look serious & carry a clipboard.
- 20. Eat one live toad the first thing in the morning & nothing worse will happen to you the rest of the day.
- 21. If it weren't for the last minute, nothing would get done.
- 22. When you don't know what to do, walk fast & look worried.
- 23. Following the rules will not get the job done.
- 24. When confronted by a difficult problem, you can solve it more easily by reducing it to the question, "How would the Lone Ranger handle this?"

**FAST FACT!**

**26%** of us admit to having eaten ice cream instead of a meal. For **10%** of us, that meal was breakfast.

*SOURCE: Harris Interactive printed in Readers digest*

References listed in the **Guide** are actual college texts used to write the examination questions. It is recommended that all candidates use the latest edition of at least one of the textbooks listed in each of the major areas tested.

Several review materials are also available from which to study. These are listed in the **Guide** under "References for Broad Overview." Each of these materials is intended for use as a review of materials previously learned. They should be used in conjunction with the bibliographic references listed in the **Guide**. Keep in mind that no one source is intended to provide all materials tested. Publishers of the review materials have been provided the new exam blueprint and anticipate having revised materials for the November 2004 exams available spring of 2004.

For those candidates with limited background in the areas tested, the Institute for Certification recommends 3-6 hours of course work at community college level or higher in the following areas: Business Law (Basic & Commercial), Accounting, and Economics (to assist in Part 1); Information Systems (to assist in Part 2); and Management (to assist in Part 3). For Part 4 of the CAP exam, 6-9 hours of upper division management courses are recommended; or, the equivalent in on-the-job management training courses.

**Century College Offers Review Courses**

The CPS Review is a series of courses designed to prepare you to take the Certified Professional Secretary® (CPS) and the Certified Administrative Professional<sup>CM</sup> (CAP) exam. The exams are administered in May and November. The CPS Review includes all components, except Organizational Planning. **All textbooks must be purchased separately and are available at the Century College bookstore, located on the WEST Campus. Additional textbooks may be selected.**

**For more information on the CPS/CAP Series, contact Joan Peterson at 651-773-1743 or j.Peterson@century.mnscu.edu**

**Overview and Orientation to the CPS/CAP Program and Study Skills Session (Judith Koza, Inst.):**

Gen an orientation and overview of the CPS/CAP program and what to anticipate during the nine-month program. The instructor will review basic study skills such as note taking, listening, textbook reading and test taking.

Sept. 6	
8:30 am-2:30pm	EAST Rm. 1311
Course 20043	\$95

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## NEWSLETTER PUBLISHING DEADLINES

**September:** 09/09/2003  
**October:** 10/07/2003  
**November:** 11/11/2003  
**December:** 12/09/2003  
**January:** 01/13/2004  
**February:** 02/10/2004  
**March:** 03/09/2004  
**April:** 04/06/2004  
**May:** 05/11/2004  
**June:** 06/08/2004

Articles for publication in our monthly newsletter are most welcome. If you have any items of interest, please submit to

[bshawCAP@mn.rr.com](mailto:bshawCAP@mn.rr.com)

by the deadlines above. Late submissions are **not** likely to be published until the following month.

### **Eat to Beat the Heat**

We've all been there. It's so hot out, you don't even want to eat. Get relief with these tips: Spicy foods that promote perspiration can help cool you off, while foods with a high water content help you stay hydrated, says nutritionist Janine Whiteson, author of *Get a Real Food Life*.

### **For Cooling Down**

- Jerk chicken, spicy salsa
- Thai food, curry
- Mexican food, chili
- Buffalo chicken wings

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**Human Resources, Organizations and Management (Judith Koza, Inst.):** Learn about staffing, compensation and benefits; employee safety and health, performance appraisal, training and development; labor relations, grievances, discipline counseling and employee separation; management principles, theories and functions; decision-making processes; production management and marketing management.

Required Textbook: *CPS Management, Fourth Edition*, approx. \$70.

### **18 hours/3 sessions**

09/13 – 27 (3 Saturdays)

8:30am-2:30pm

EAST Rm. 1311

**Course 20043-001530** \$195.00

**Behavioral Science in Business (Cheryl Newman, Inst.):** Learn about team dynamics, leadership, interpersonal communications and managing change.

Required Textbook: *CPS Management, Fourth Edition*, approx. \$70

### **18 hours/3 sessions**

10/04 – 25 (3 Saturdays)

8:30am-2:30am

EAST Rm 1311

**Course 20043-001531** \$195

## **IAAP International Convention: An “Old Timer’s” Perspective**

The 2003 IAAP International Convention and Education Forum held in Albuquerque, New Mexico, this July was my 21<sup>st</sup> consecutive convention. For those of you who have attended IAAP conventions before, you well understand the attraction and the unique-ness of each one. For those of you whom have yet to experience this marvel, be assured that as many things as stay the same each year, just that many convention activities change. Variety is the spice of life – and all that!

Apparently I have now reached the stage in my life where educational opportunities aren't quite as important as they used to be. So, while the seminars and workshops were abundant, seeing old IAAP friends, and making new ones, still ranks on the top of the list of reasons why I attend convention. There were so many differing events that afforded all of us the opportunity to network with members from all over the globe. Even standing in line waiting for an event turns out to be a great opportunity to get to know the people waiting with you. Members attended from New Prague to New Zealand, from South Carolina to South Africa, and from Boise to Bahrain. Talk about diversity!

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## For Hydration

- Watermelon, berries, cantaloupe, tomatoes
- Italian ices, sorbet
- Salmon, sole, catfish

## Well-Known Proverbs

Here are some well-known proverbs, but one letter (in **bold**) of each word in the proverb has been replaced. Your job is to identify the original phrase. For example, “**I** **s**witch is **d**ime raves **m**ine” is really “**A** stitch in time saves nine.”

1. **W**on't **b**udge I took my **i**ds covet.
2. **T**ake ham whole she pun whines.
3. Earls so red, earls no rose.
4. Ill word end so plan takes pack I pull toy.
5. **O** pool ant has honey ale boon panted.

Answers: (1) Don't judge a book by its cover. (2) Make hay while the sun shines. (3) Early to bed, early to rise. (4) All work and no play makes Jack a dull boy. (5) A fool and his money are soon parted.

(continued from page 7 — International Convention)

Convention has changed significantly over the years. There is now much more emphasis on education, far less time spent on association business, and attendance gets larger all the time. Just imagine what you could learn from almost 2,000 administrative professionals from the four corners of the world! The IAAP convention is just where that happens every single year.

Terri Steinhoff CAP



## Thinking Five Years Ahead

*“If you don't know where you're going, any road will take you there.”*



### Questions to Ask Yourself

---

Asking some basic questions can help bring your goals into sharper focus. For example, within five years:

- Do you want to continue working for your current company? If so, what will be your role?
- What salary do you want to earn?
- Do you want more decision-making authority? More influence with other people? In what ways?
- What type of boss would you like to have?
- Do you want more time for family and leisure activities? What type of schedule will you work (full-time, part-time, temporary/consulting)?
- What new skills will you be using? What training will you need to acquire them?
- Will you be working toward short-term results or long-term initiatives? For example, some people need immediate results to feel gratified, while others can stay focused on a project for several weeks.
- In what type of environment will you be most productive?
- Do you want to be working independently or on a team?

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**EXTRA!  
EXTRA!**

Location of 2009 IAAP convention announced at Albuquerque. IAAP 2009 international convention will be held in **MINNEAPOLIS!!!**



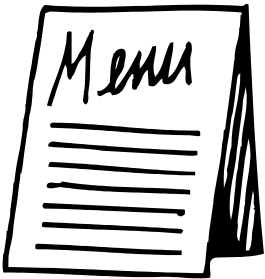
### **GRAMMAR TIDBIT**

In a clause beginning with if, never use *would have* in place of *had*. For example:

**INCORRECT:** If you *would have* informed us of the delay in your shipment, we could have made arrangements to order the components from another supplier.

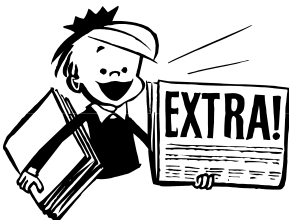
**CORRECT:** If you *had* informed us of the delay in your shipment, we could have made arrangements to order the components from another supplier.

*submitted by Mary Ellen Tieche*



### September Educational Forum:

- Salad with marinated tomato
- Chicken Marsala
- Potato
- Vegetable
- Cheesecake with Strawberries



Keep your eyes open for an e-mail to arrive soon regarding a potential vendor show. Your input will be appreciated.