



# Minneapolis Matters

## Directory

### 2003-2004

*Growing to Greatness: The  
Leader Within*

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## President's Corner

Fall has come calling. Leaves are beginning to turn, we had our first frost, and I lost several of my flowering hanging baskets. I don't miss those pesky air borne critters, nor the heat and humidity. There were a couple nights I thought about turning the furnace on, but changed my mind .... Just added more blankets!



As I mentioned last month, I did attend the 'last' Northwest District Conference. It was a pleasant drive to Des Moines, IA, and Lila Kalish CAP was great company. Also, the educational sessions were very good. It was a great opportunity for networking and visiting with many friends from other states and chapters. The open house networking opportunity was a grand time. Most importantly, it's always nice to chat with our International Officers, and hear about IAAP business and future plans.

You missed one of the best educational forums that the Minneapolis Chapter has hosted, when you missed the October meeting. Many of us in attendance will never be the same. Miss Verna took us to the limit and never let us fall back. Her presentation, as well as her information, was pertinent to all in the business world. She brought a supply of her newest book, and it sold out quickly.

We also have a brand new Education Committee! The Co-Chairs are Fe Mahler and Kristin Basgall. They have been joined by committee members, Paula Krumholtz, Susan Godding, and Carol Ann Jackson. The educational programs have been finalized for the year. Four of the programs have sponsors. They have also contacted IAAP HQ, to pursue recertification points for these educational programs. The educational programs will be posted to our website soon, so check them out! The Committee is also actively seeking sponsors for the remaining programs, so if your employer/business is interested in sponsoring a meeting, contact one these enthusiastic committee members!

Look for information on the November 6<sup>th</sup> Educational Forum elsewhere in the Newsletter. The committee has made arrangements for a timely and informative presentation. I look forward to seeing you there.

*(continued on page 3)*



## What's Happening?

**MN-ND-SD Division  
Fall Conference**  
10/17-19, 2003

Sioux Falls, SD

### BOARD MEETING SCHEDULE

Unless otherwise indicated, all Board meetings will be held at PPT Vision and begin at 6:00 p.m.

10/30/2003 — October  
11/20/2003 — November  
12/18/2003 — December  
01/29/2004 — January  
02/26/2004 — February  
03/25/2004 — March  
04/29/2003 — April  
05/27/2003 — May  
06/24/2003 — June

Board members are required to attend, any committee chairs are encouraged to attend and any members are welcome to attend.

### Committee Contacts

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



## Upcoming Educational Forum

### Minneapolis Chapter November Educational Forum

11/06/2003

November Speaker: Nikki Fuchs

Topic: Food Safety Guidelines for Office and Event Catering

Nikki Fuchs is the Manager of Classroom Training at Buffalo Wild Wings. She teaches leadership and development courses at all levels of the organization. Nikki is a certified instructor of Franklin-Covey Focus courses and ServSafe courses for the National Restaurant Association Educational Foundation. In addition, she is a member of the Council for Hotel and Restaurant Trainers. Nikki lived in Cuernavaca, Mexico and also has a degree to teach high school Spanish.

Food Safety Guidelines for Office and Event Catering is a hands-on, competition based course. It will provide a brief overview of must know food safety information necessary to protect our participants and ourselves from food borne illnesses. The Doubletree Park Place Hotel

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

**Registration: \$27** (includes program and dinner)  
Contact: **Laura Johnson** [ljohnson@quadion.com](mailto:ljohnson@quadion.com)

952-927-1411  
952-927-2143 (fax)

**By NOON on Oct. 31, 2003.**

If you want to be on the permanent list, call or e-mail  
Laura Johnson

#### Menu

Stuffed Pork Chop with a  
Natural Demi Glace,  
Chef's choice of  
vegetable and potato,  
Pecan pie

★ Things You'd Love to Say  
Out Loud At Work ★

1. I don't know what your problem is, but I'll bet it's hard to pronounce.
2. How about never? Is never good for you?
3. I see you've set aside this special time to humiliate yourself in public.
4. I'm really easy to get along with once people learn to see it my way.
5. I'm out of my mind, but feel free to leave a message.
6. I'll try being nicer if you'll try being smarter.
7. I don't work here. I'm a consultant.
8. It sounds like English, but I can't understand a word you're saying.
9. The fact that no one understands you doesn't mean you're an artist.
10. Any connection between your reality and mine is purely coincidental.

## riddles

1. Do you know why orange juice is so smart?
2. Which moves faster: heat or cold?
3. Who can shave 25 times a day and still have a beard?
4. Why is it so easy to weigh fish?
5. What kind of room has no windows or doors?
6. What kind of nut has no shell?

(Answers: page 5)



## In The Spotlight

### Welcome to Sandy Juenke

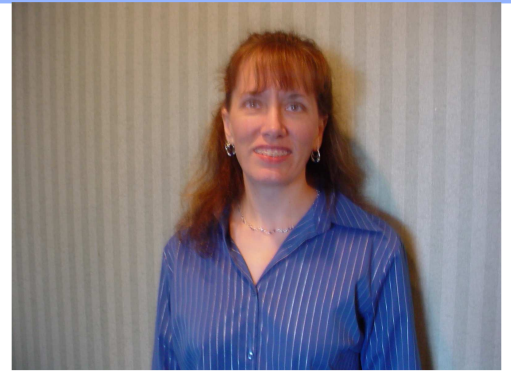
Sandy Juenke recently joined the Minneapolis Chapter of IAAP. She has been employed by Deloitte & Touche for almost a year.

Sandy, her husband (Mike), and three children (Elliott 18, Christina 13, and Kaelyn 8) live in Rogers. Sandy has lived in Voorheesville, NY, Kila, MT, Lampertheim, Germany and Lawton, OK.

Sandy's favorite book is the Bible, her favorite trip has been visiting her parents in Yuma, AZ, her favorite movie is "Steel Magnolias," and her favorite television show is "Everybody Loves Raymond." Sandy's hobbies include reading and gardening.

Sandy hopes her association with IAAP will increase her knowledge, allow her to perform better at work, and become CPS/CAP certified.

Please introduce yourself to Sandy when you see her at upcoming meetings.



### President's Corner *(continued from page 1)*

I will be traveling to Sioux Falls, SD, 10/17-19, as the Chapter Delegate, for the MN-ND-SD Division Fall Conference. There will be educational presentations, as well as excellent networking opportunities. The Division officers opted to hold the meeting in Sioux Falls in the hopes of attracting local attendees to the seminars. Their goal is to start a new IAAP Chapter in that area.

Until next time, enjoy these fall days and evenings. Sit back. Relax. Save up your energy for the upcoming holiday season.

**Mary Beth**

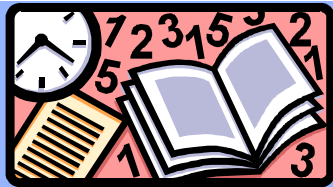


## 10 Lessons of Life *(continued)*



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

**3 Don't let your life just happen. Live it.** Every important decision is a calculated risk. So take the calculated risk. Live your life. Make it happen. You will have fewer regrets at the end.



### Lexophile's Corner

Each sentence below conceals a world capital, spelled out in consecutive letters. Answers on page 5.

1. Captain Nemo scowled.
2. It was doorman I lacked.
3. We gave the rosebud a pesticide.
4. Lt. Columbo got all mixed up.

"A vacation should be just long enough for the boss to miss you, and not long enough for him to discover how well he can get along without you."

*Unknown*



## What Do You Know?



### Managing Multiple Projects

(Michael Singer Dobson, 2000 IAAP Convention)

There is a difference between work and a project. Skilled project managers are today's hottest career ticket and a key to success. Today's administrative professional is normally juggling multiple projects. The activities of the administrative day can be grouped into regular duties or maintenance, meetings and appointments, crisis management and problem solving, and project time.

Project management can be demystified by following core skills. Start by asking yourself two questions:

- (1) What are your projects?
- (2) Approximately how long would it take to complete each one of them assuming you could ignore everything else?

Michael Singer Dobson suggests Four Steps to Project Success: (1) Establish a Project Control System; (2) Prioritize your projects; (3) Determine available time and resources; and (4) Calendar your projects and DO them.

When you are establishing your "Project Control System" you need to take into account the following items:

- Who is going to do each project (if not you)?
- How long will each project take (work time and calendar time)?
- How much will the project cost (resources and dollars)?
- What are the deliverables and outcomes?
- What is the relative priority of this project?

At this point, it is important to determine between real and phony deadlines.

In setting priorities, Mr. Dobson suggests placing your tasks into four quadrants: Q1 contains the tasks that are important and urgent. These are those **crisis** items. Q2 contains the items that are important but not urgent. The items in this quadrant provide an opportunity to be proactive and alleviate crises later. Q3 contains items that are not important but urgent. These are the items that produce stress. Q4 items are not only not important, they are not urgent. These are the trivial items that can be put off until time permits.

Motivation describes the reason people choose the behavior they do. We are not able to control other people's behavior. To the extent that we can anticipate the behavior of other team members and proactively approach Q2 tasks, we can establish "barriers" to keep projects from moving to "crisis" projects. One reason procrastinators tend to unconsciously push projects from Q2 to Q1 (**crisis**) is that although they like the outcome, they don't like the work!

*(continued on page 5)*

Answers (riddles): 1. It concentrates; 2. Heat, everybody can catch a cold; 3. A barber; 4. Because they have their own scales; 5. Mushroom; 6. A doughnut.

Answers (Lexophile's Corner):

1. Moscow, Russia; 2. Manila, Philippines; 3. Budapest, Hungary; 4. Bogota, Colombia;



### NEWSLETTER PUBLISHING DEADLINES

**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.

(Multiple Projects continued from page 4)

Mr. Dobson suggests assigning a ranking of Success Priority to a **To Do List**. First assign a numerical value to importance (1 most important, 2 medium important, 3 relatively important). Then, assign a number for urgency (1 today or sooner!, 2 within a week or two, 3 flexible). When you multiply the rankings, you get a Success Priority. The lowest number has the highest priority; the largest number has the lowest priority. **To keep ahead of the crises, work only off the prioritized list.**

(continued next month)



### INTERNET TIPS (and interesting sites)

Whether you need today's business news, a current stock quote, or the name of a "Seinfeld" character, CEOExpress has the answer. The next time you need to research a fact, check out [www.ceoexpress.com](http://www.ceoexpress.com).

Keep in touch with friends and classmates at [www.classmates.com](http://www.classmates.com).

For Web "techie," here is a good site for codes: [ww.code4u.com/](http://ww.code4u.com/)

Are you getting too much SPAM? It may be your own fault. Visit [www.nycva.com/boost412003\\_spam.htm](http://www.nycva.com/boost412003_spam.htm) and check it out.

Another site with useful facts about the world as well as fun and entertaining facts is Nation Master. Like who is the most taxed? It's not the US! It's the Vatican and after that it's Falkland Islands. They are taxed about \$22,312.10 per person compared to the US, which is only \$6,515.49 per person. [www.nationmaster.com](http://www.nationmaster.com)

For those that need to hold teleconferences for free, check out [www.freeconference.com/](http://www.freeconference.com/) The only cost is your long distance charges.

Here is a nifty site where you can do a search on any public company. It produces some informative results: [www.StockMarketYellowPages.com](http://www.StockMarketYellowPages.com)



**FROM  
THE  
ARCHIVES**  
(and other historical tidbits)

**Year: 1980s**

The skills most in demand were word processing proficiency, data processing knowledge, and managing both paper and electronic files. The growth of a global business environment fueled demand for foreign language skills. Secretarial job titles began to give way to “administrative assistant” and other alternative designations.

Office technology innovations included local area networks (LAN). Integrated computer hardware systems revolutionized the office environment; non-impact printers provided higher-quality document reproduction; and more sophisticated software application packages were developed for microcomputers.

The Association changed its name to Professional Secretaries International (1981). The Continuing Education Unit (CEU) was first awarded through PSI. A building fund committee was established for the purchase of a headquarters.

*(Continued on page 7)*



**CPS®/CAP™**  
**Review**  
**Courses**  
**2003-2004**



## **RECERTIFICATION**

Recertification for CPS holders has been mandated since 1988. CAP recertification became effective in June 2001. Individuals not recertifying are taking the chance of losing their certification. Chapters can assist certified members by having its educational programs pre-approved for recertification points. To be eligible for recertification points, the program must be at least one hour in length, and the topic must fall within the examination outline categories. The complete recertification brochure and category listing can be ordered from Headquarters, or downloaded from the Web ([www.iaap-hq.org](http://www.iaap-hq.org)) under Professional Certification – Forms.

CPS and CAP holders are required to recertify to demonstrate the updating of skills and knowledge on an ongoing basis. CPS and CAP holders should prepare a plan to accumulate the 90 required points within a consecutive five-year period (used to be 120). The process is not difficult and most certified individuals are completing much of the work and need only document it. In fact, these individuals have already made a commitment to continuing education and are making every effort to keep pace with changes in the workplace. This is the concept of recertification.

Certification Seminars and the International Convention are great ways to earn a large number of recertification points at one time. Mark your calendars now for these upcoming events:

June 6-9, 2004 — Certification Seminar  
Loews Ventana Canyon Resort  
Tucson, AZ

August 1-4, 2004 — International Convention  
Marriott  
Washington, D.C.

October 16-19, 2005 — Certification Seminar  
Hyatt Regency Chesapeake Bay  
Cambridge, MD

### **SOME OF LIFE'S LITTLE WISDOMS:**

\*The early bird still has to eat worms. \* I signed up for an exercise class and was told to wear loose fitting clothing. If I HAD any loose fitting clothing, I wouldn't have signed up in the first place!

“Secretaries bring to their jobs in the public and private sectors invaluable training and skills, providing a sense of organization and cohesiveness to their offices. Their resourcefulness is legend, and they facilitate the work of our fast-paced, technological society ...I commend their dedicated service and spirit of commitment to their work.”

—U.S. President Ronald Reagan, April 1982

In the early 1980s, business attire took on a new formal look. After John Malloy published *Dress for Success*, professional office support staff added navy blue, black, and gray suits to their career wardrobes. Nightly television news reported daily developments in the Iran-Contra Affair. When Fawn Hall, secretary to Lt. Col. Oliver North, was called to testify in congressional hearings, it sparked debate about secretarial ethics, workplace confidentiality, and personal accountability. At the request of her boss, Hall shredded National Security Council files. On her own, she shredded additional documents and smuggled papers out of the White House. Office support staff questioned what they would have done in a similar position. Secretaries no longer “simply” typed correspondence; they were expected to make important decisions on management and protection of information.

The CPS exam was changed to six parts being tested objectively in multiple-choice and true/false format. It was recognized that achievement of the CPS rating is both a validation of current skills and a commitment to lifelong learning.



## 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: Z = A



Q X Y E X T O T B B E O X M X L L B L L Z

O G O N B O X N B Z E

*Answer to September Cryptogram: True greatness is the ability to serve. The capacity to lead not by the exercise of power, but by love.*



## Thinking Five Years Ahead

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



### Plan for Skills Enhancement

Keeping your skills current is critical. Although you may not know exactly what the future holds — and what skills will be most important in your career — you can build elements into your plan that allow for skills enhancement and continuing education. Consider these tips:

- **Stay abreast of technology trends:** The specific systems you rely on today — everything from software applications to Internet search engines — will not necessarily be the ones you use tomorrow. Therefore you must be flexible enough and willing to continually learn new technologies. Be open to change. Offer to learn new systems first and then train others — you’ll reinforce your new knowledge while highlighting your leadership skills and initiative. In the future, companies will continue to depend on support staff for their strong technical expertise. According to an OfficeTeam survey of 150 executives with the largest companies in the United States, the areas in which administrative assistants will assume more responsibility in an entry-level capacity by 2005 include Internet research (cited by 81 percent of respondents), desktop publishing (71 percent), help desk or computer training and assistance (55 percent), and web page development (31 percent).
- **Evaluate and enhance your PEOPLE Skills:** OfficeTeam’s Office of the Future: 2005™ research study found that interpersonal abilities will become more critical than ever in building career success in the years ahead. In our survey of 1,400 chief information officers in the United States, 77 percent of respondents said that increased technology use will make it more important for employees to be able to communicate effectively and articulately. OfficeTeam has identified six critical PEOPLE Skills — expertise in **P**roblem-solving, **E**thics, **O**pen-mindedness, **P**ersuasiveness, **L**eadership and **E**ducational interests. To evaluate your abilities and make plans for enhancements, take the PEOPLE Skills Index™ at [www.officeteam.com](http://www.officeteam.com).

*(Continued on page 8)*

*(Thinking Five Years Ahead continued from page 7)*

- **Seek new learning opportunities:** Formal coursework is a great way to build your skills. But also keep an eye out for additional options that surround you every day. Read newspapers, industry publications and online resources regularly, taking special note of business and technology trends. Observe successful people in your firm: How do they solve problems? How do they present ideas and gain support and consensus from others?

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