



MINNEAPOLIS MATTERS

IAAP - Minneapolis Chapter 2004 - 2005
CSI Communications Newsletter



April 2005

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ANNUAL BUSINESS MEETING MAY 5, 2005

ELECTION OF THE 2005-2006 BOARD OFFICERS AND STRATEGIC PLANNING



The DoubleTree Park Place Hotel

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

5:30 p.m. Registration; 6 p.m. Dinner; 6:45 p.m. Educational Forum

Registration: \$27 (includes program and dinner)

To register, contact Laura Johnson by noon on Friday, April 29 via email at ljohnson@quadion.com (preferred) or 952-927-1411. Email Laura if you want to be placed on the permanent list.

If you or your guest are unable to attend after you have registered, please cancel your reservation before 5 p.m. on Friday, April 29. After that time, your reservation has been guaranteed and you will be billed for the registration fee.

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ADMINISTRATIVE PROFESSIONAL WEEK (APW)

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CSI REPORT

by Mary Ellen Tieche, President



WOW - the April chapter meeting had something for everyone. The Hospitality Committee did a wonderful job planning the Baby Shower for the Crisis Nursery; it was fun to spend a little time doing the dice game, which had many people moving quickly around the room. Thanks to Bernadette Stanley CPS who planned this event. Diane Goodman brought her Creative Memories products for those who are into scrap booking. I think I have to consider learning more about that.

Lila Kalish CAP was at the Ways & Means table with Mary Kay products, and Mary Ritter was at the RTF table offering those great books, movies and cd's that were for sale. Mary also had tickets for the May drawing of a beautiful, handmade afghan that she will make for one lucky person. The remaining Mary Kay products will be donated to "Ready For Success" and I know their clients will be thrilled to have them.

Avery Dennison's representative Roger Ader was great. We enjoyed his presentation and appreciated the generous handouts that he had for everyone. He also had drawings for special items, including an Avery Personal Label Printer that had my name on it.



Some special guests attended our meeting. I am very excited to share the news that we have 14 new members from the Minneapolis office of Colliers Turley Martin Tucker, Commercial Real Estate Services. We welcomed several at the meeting including Vicky Clement, Vice President, Communications & Employee Development, who will represent Colliers associate membership. On behalf of the chapter, I welcome all of them as members of the Minneapolis Chapter.

Thanks to Debi Cain-Rivord, MN-ND-SD Division President, who attended and presided over the installation of our new members, Tracy TePoel and Kathy Tischler.

Lynnette VanVorst, former member of the Minneapolis Chapter was a guest also. We would love to see Lynnette rejoin. Melain Johnson, a previous member, will be rejoining our chapter and we welcome her back.

April 24-30 is Administrative Professionals Week. Kariann Hafner and her committee have coordinated partnerships to advertise our chapter. Stickers will be on D Brian's boxed lunches, flyers included with D'Amico invoices, and tent cards on tables at Park Cafes during this week.

Coming up.... the Minneapolis Chapter Annual Meeting on May 5 when we will elect the Board officers for 2005-2006. This is the opportunity for you to share ideas, comments, and suggestions for the long-range plans of the Minneapolis Chapter. Please plan to attend this very important meeting.

And ... do not forget to register and attend the MN-ND-SD Annual Division Meeting in St. Cloud, May 13-15.

Mary Ellen

CHAPTER CONNECTION

APRIL MEMBERSHIP ANNIVERSARIES

Angela Holton - 9 years
Mary Ritter - 1 year
Nancy Torell - 5 years

APRIL BIRTHDAYS

4/6 - Mary Granning Nelson
4/6 - Jody Schliemann
4/16 - Kristy Mattis
4/21 - Phyllis Werness
4/27 - Kitty Curran
4/28 - Suzanne Nelson

Judy Gasser's mother passed away on Good Friday.

Kristen Basgall had her tonsils out on April 5.

Gretchen Stormoen is having eye surgery on April 19.

WHAT'S HAPPENING

April 24-30

Administrative Professionals Week

April 27

Administrative Professionals Day

May 3

CAP Exam, Century College

May 4

CPS Exam, Century College

May 13-15

MN-ND-SD Division Annual Meeting
St. Cloud, MN

May 17, 11:37 a.m.

Downtown Mpls Lunch Bunch
Panera Bread, 8th Nicollet Mall

July 17-20

International Convention
Adam's Mark Hotel, Denver, CO

BOARD MEETING SCHEDULE

4/28/05 - April

5/26/05 - May (Joint)

6/30/05 - June

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

COMMUNICATION

Downtown Minneapolis Lunch Bunch

The Downtown Minneapolis Lunch Bunch meets the third Tuesday of the month. This gathering is open to everyone, not just members of the Minneapolis Chapter. Everyone is welcome - if you are interested in joining us at one of the Lunch Bunch gatherings, please contact Brenda Shaw CPS/CAP at bshaw@schwebel.com.

Employment Committee

Please inform Connie Hill, 2004-2005 Employment Chair, when you know of an employment opportunity in the Minneapolis/St. Paul area. Please include position description, requirements, salary, and contact name, telephone, etc. This information can be forwarded via email to: chill@mpr.org or you may contact Connie at 651-290-1550.

Crisis Nursery Baby Shower

The Hospitality/Friendship Committee hosted a baby shower for the Greater Minneapolis Crisis Nursery. Chapter members brought donated items to the April meeting - it was a success! This event enabled us to reach beyond our Chapter and into the community. Like most showers, we played the popular dice scramble. Members had fun rolling the dice to get 7, 11 or doubles and then grabbing a gift - the race was on to find the gift you had your eye on, only to have someone take from you a few minutes later. Many thanks to everyone who made a donation!



Support RTF

Take a chance ... or two or three to win a hand-made afghan. Here is a wonderful chance to support the Retirement Trust Foundation and become the winner of a hand-made afghan, in your choice of yarn and color. Mary Ritter has offered to donate a large, hand crocheted afghan for this drawing. Tickets will be \$1 each or six for \$5, and available at the May chapter meeting, with the drawing during the meeting. Mary will ask the winner to select yarn and color choices at the meeting and will deliver the afghan at the June chapter meeting. This would make a wonderful gift for an upcoming wedding, graduation, birthday, or for a favorite student heading off to a dorm room this fall. Look for yarn samples and a selection of patterns at the May meeting. Thank you to all who contributed \$19 towards the book sale and \$28 in the afghan drawing at the April meeting.

Northwest District News

The March 2005 Northwest District Newsletter is now available with a link on our web site at www.iaap-minneapolis.org.

Administrative Professional Update - Trade Newsletter

Mary Ellen Tieche, Minneapolis Chapter President, was recently interviewed by Lisa Romero, Editor of Administrative Professional Update. We had the opportunity to meet Lisa Romero at the International Convention last August. In the article, Mary Ellen recommends the web site www.officedynamicsltd.com to subscribe "Monday Motivators" which is a free weekly email for administrative professionals.

WORKPLACE DILEMMA

Provided by OfficeTeam

How well do you handle workplace dilemmas? The way in which you react to and manage even trivial events is often a reliable indicator of your behavior in situations that have a bigger impact on your career.

16 You are at a networking event and a potential client gives you his business card. What do you do first?

- A. Put it in your wallet or pocket.
- B. Thank him and ask about the best way to reach him.
- C. Take out one of your cards and give it to him.
- D. Write on the back of the card where you met him, as well as the date of the event, so you don't forget who he is.

15 Answer from last month

In a staff meeting, your manager asks you about the timeline for an upcoming project. You are unprepared to discuss it, as your work on the timeline is incomplete. What do you do?

- A. Not quite. This response may prompt your boss to ask, "Why is a separate meeting necessary when I just asked one question?"
- B. No. If you're not finished with the timeline, this is the wrong answer. What will you do when your manager says she'll walk with you back to your desk to take a look at your notes?
- C. **You've got it! This is the truth, and it's the right answer. Your giving a definitive due date will put your manager at ease.**
- D. No. This uncertainty will raise more questions with your boss. She will want to know when you expect it.

Are you keeping track of how many workplace dilemmas you get right?

1-C 5-B 9-B 13-B
2-B 6-A 10-B 14-B
3-D 7-A 11-C 15-C
4-B 8-D 12-C 16-

**NEW MEMBERS -
COLLIERS INTERNATIONAL**

Those of you who attended the April 7 meeting had the opportunity to meet several of our newest members. Fourteen associates from Colliers Turley Martin Tucker, including one renewing member, joined the Minneapolis Chapter this month. Colliers is an employee-owned, full-service commercial real estate solutions provider. The company specializes in commercial sales and leasing, consultation, property and facilities management, corporate real estate services and appraisal.



Vicky Clement, VP of Communications and Employee Development, describes why she and her colleagues chose membership in the IAAP: "We were trying to increase the skills of our administrative support professionals." In addition, she says, "We wanted a vehicle for networking and we wanted an organization that provided ongoing educational opportunities."

Colliers members identified a number of benefits in the IAAP program including the leadership opportunities and professional certification.

**The Minneapolis Chapter sends a big THANK YOU
to all our new and renewing members!**

**COMMITTEE FOCUS -
ADMINISTRATIVE PROFESSIONALS WEEK**

First of all, I would like to thank my committee members: Jilan McDonald from Skyway Event Services and Ann Costello-Junge from Ajilon Professional Staffing for their contributions towards the planning of Administrative Professionals Week (APW) 2005. They have taken time out of their busy schedules to brainstorm and plan this year's events. We are now down to the wire finalizing the materials that many of you will see throughout downtown Minneapolis the week of April 24th. Those who have partnered with us include D'Amico & Sons, D.Brian's and Park Café. Stop by one of their locations for coffee, lunch or a snack and thank them personally for their support. Ajilon Professional Staffing and Skyway Event Services have agreed to sponsor APW this year.

THE VALUE OF ADMINISTRATIVE ASSISTANTS

Five Cannibals are hired as engineers in a telecommunications company. During the welcoming ceremony the boss says, "You're all part of our team now. You can earn good money here; and you can go to the cafeteria for something to eat. So please don't trouble any of the other employees." The cannibals promised.

Four weeks later the boss returns and says, "You're all working very hard, and I'm very satisfied with all of you. However, one of our Administrative Assistants has disappeared. Do any of you know what happened to her?" The cannibals all shake their heads no. After the boss has left, the leader of the cannibals says to the others, "Which of you idiots ate the Administrative Assistant?"

A hand raises hesitantly, to which the leader of the cannibals replies, "You fool! For four weeks we've been eating Team Leaders, Supervisors and Project Managers and no one noticed anything, and YOU had to go and eat an Administrative Assistant!"

MISSION

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.

**2004-2005 MN-ND-SD
DIVISION THEME**

RENEW the
Excitement!

Reach
Explore
Network
Empower
Win!!

**NEWSLETTER ARTICLE
DEADLINES**

5/3/05 - May
5/31/05 - June

GREAT LINKS

www.avery.com
www.officedynamicsltd.com

VISIT US

www.iaap-minneapolis.org
www.iaap-mnndsd-division.org
www.iaap-hq.org

**2005-2006 MINNEAPOLIS CHAPTER
CANDIDATES FOR OFFICE**

President - Lila Kalish CAP
President-Elect - Open
Vice President - Laura McMahon
Secretary - Open
Treasurer - Blanche Kyle
Assistant Treasurer - Gretchen Stormoen CAP
Director - Connie Hill
Director - Ingrid Josephson

Candidates for office have all qualified to be nominees according to our Bylaws.

**ANNUAL DIVISION MEETING -
GOLD MEMORIES...SILVER LININGS**

The MN-ND-SD Annual Division Conference is being held on May 13-15 at the Holiday Inn, St. Cloud, Minnesota. You will be receiving your registration brochure in the mail. The Saint Cloud Quarry Chapter has been working diligently to get ready for you! Here are just some of the exciting weekend highlights you can expect: Friday Seminar - Mary Jo Paloranta presenting "The New World of Work Renewing the Purpose ... Igniting The Passion Within." Saturday Banquet - Back by popular demand The Half Steps a cappella: Paul Fedor, Charlie Opatz, Rich Witteman and Gary Zwack. Sunday Seminar - Lynda B. Boulay CPS/CAP, Northwest District Director, will present a seminar on building trust that was recently designed by the IAAP Headquarters staff.

VENDOR - PURSONA HOMETIQUE

Need a new look for spring? How about a new purse? Join us at the May meeting when Dianne Goodman, Pursona Hometique Consultant, will display a wonderful array of purses and jewelry. From fashionable to fun and funky, we have purses that you'll love to carry. Best yet, they are all at affordable prices and you can leave the meeting with your purchase. No need to wait for your new look! A portion of the sales that evening will be contributed to the RTF. For more information on Pursona Hometique or to host a Pursona show, contact Dianne Goodman at 952.891.1724 or goodmanresources@frontiernet.net.

REVOLUTINOIZING OUR VALUE IN THE WORKPLACE

Erin O'Hara Meyer's new book Administrative Excellence - Revolutionizing our Value in the Workplace is now available. Administrative Excellence is a unique book that speaks to the heart of corporate America-administrative support staff. Administrative assistants, secretaries, office managers and receptionists will learn what it takes to earn professional respect and gain a voice in today's workplace.

Publisher: Beaver's Pond Press - www.BeaversPondPress.com

Retail and credit card sales available at - www.BookHouseFulfillment.com
Toll free (800)901-3480, ext. 118

MAY 8 - MOTHER'S DAY

"By and large, mothers and housewives are the only workers who do not have regular time off. They are the great vacationless class."

~ Anne Morrow Lindbergh

HISTORY OF MOTHER'S DAY

Mother's Day originated in Ancient Greece as a day to celebrate Rhea, the mother of the gods. The modern form of Mother's Day can be traced back to the early 1900's. A woman by the name of Anna Jarvis organized a day dedicated to raising awareness by mothers and called the day "Mother's Work Day." When she passed away, her daughter, also named Anna, began a campaign to memorialize the work her mother began. The holiday spread throughout the states, and in 1914 President Wilson proclaimed the second Sunday of May to be a national holiday known as Mother's Day.

EMAIL ETIQUETTE

Emailreplies.com

17. Be careful with formatting.

Remember that when you use formatting in your emails, the sender might not be able to view formatting, or might see different fonts than you had intended. When using colors, use a color that is easy to read on the background.

18. Take care with rich text and HTML messages.

Be aware that when you send an email in rich text or HTML format, the sender might only be able to receive plain text emails. If this is the case, the recipient will receive your message as a .txt attachment. Most email clients however, including Microsoft Outlook, are able to receive HTML and rich text messages.

19. Do not forward chain letters.

Do not forward chain letters. We can safely say that all of them are hoaxes. Just delete the letters as soon as you receive them.

20. Do not request delivery and read receipts.

This will almost always annoy your recipient before he or she has even read your message. Besides, it usually does not work anyway since the recipient could have blocked that function, or his/her software might not support it, so what is the use of using it? If you want to know whether an email was received it is better to ask the recipient to let you know if it was received.

21. Do not ask to recall a message.

Biggest chances are that your message has already been delivered and read. A recall request would look very silly in that case wouldn't it? It is better just to send an email to say that you have made a mistake. This will look much more honest than trying to recall a message.

International Convention and Education Forum



It is appropriate the culmination of the Innovation Advances Administrative Professionals year is being held in "The Mile High City." Join me at IAAP's 2005 International Convention and Education Forum, July 17–20 in Denver, Colorado.

Attendance at IAAP's International Convention and Education Forum is a great venue for administrative professionals worldwide to gather for professional development opportunities. The International Convention and Education Forum is IAAP's largest networking and training event of the year. Nowhere will you find better opportunities to meet face-to-face with international colleagues, learn from the experts, advance your career to the next level, and take part in association business. Professional development is provided through keynote addresses, educational seminars and workshops. Educational tracks will be in place to help you better identify specific areas of interest. You will be able to choose from topics which will enable you to advance your career. At the Office Expo you will see the most innovative office products and "hottest" items on the market allowing you to work smarter not harder.

The Evening of Welcome, "Denim to Diamonds," will provide another "mile high" experience. You will be able to meet colleagues from around the world, renew acquaintances you have made throughout the years and have the opportunity to speak with the 2005–2006 candidates for IAAP's International Board of Directors. You will also want to kick up your heels to the country and western tunes being spun by the DJ.

This year's Evening of Entertainment, features two nationally known groups, "The Knudsen Brothers" and "Dueling Pianos." I have seen both groups and can assure they will entertain you and have you wanting to join in by singing and dancing.

The convention is being held at the Adam's Mark Hotel located in downtown Denver. Outside the Adam's Mark door is the 16th Street Mall where shopping and multi-cuisines await you.

Make plans to attend the 60th International Convention and Education Forum, July 17–20, 2005, in Denver, Colorado for a lasting "mile high" experience. See you in Denver!

A handwritten signature in black ink that reads "Jo A. Peay".

Jo A. Peay
International President



We cordially invite you to join OfficeTeam and IAAP for an Open House Breakfast in celebrating Administrative Professionals Week[®], April 24-30

Office of the Future: 2020 Reinventing the Workplace

Join us and take home your complimentary copy of *Office of the Future: 2020*, a comprehensive research study focused on the changing role of administrative professionals!

Come Join Us!

- Talk with the experts at OfficeTeam
- Discover emerging employment and technology trends
- Network with colleagues in the administrative profession
- Enjoy food and beverages

Date: Wednesday, April 27, 2005

Time: 7:00 to 9:00 am

Location: 601 Carlson Parkway, Suite 150
Minnetonka, MN 55305

RSVP BY: Wednesday, April 20, 2005

Telephone Number: (952) 473-0442

OfficeTeam is endorsed by the International Association of Administrative Professionals[®] and is a proud participant in Administrative Professionals Week[®] April 24-30, 2005.

OFFICETEAM[®]
Specialized Administrative Staffing[™]





IAAP BUILDING FUND SILENT AUCTION SPONSORED BY THE MINNESOTA-NORTH DAKOTA-SOUTH DAKOTA DIVISION, IAAP®

To help celebrate the **10th Anniversary** of IAAP’s Headquarters Building, we will be conducting a “Silent Auction” at the May Annual Division Meeting.

We are requesting that each chapter donate one or more items for the Silent Auction. You may donate as many items as you wish. If individual members would like to donate an item(s), that would be more than welcome. The auction will begin on Friday, May 13, and conclude on Saturday, May 14.

Please let us know by **May 1st** (using the form below) what items you or your chapter will be donating for the Silent Auction. You can bring the items with you to the Annual Meeting. Please be sure to indicate the minimum bids on all items.

We are looking forward to a very successful and “**fun**” Silent Auction and are counting on your participation. Let’s make this the best and most profitable “Silent Auction” ever!!

Charlotte Wilkinson CPS
Kathleen Lewandowski
MN-ND-SD Division Building Ambassador Team
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BUILDING FUND SILENT AUCTION MINNESOTA-NORTH DAKOTA-SOUTH DAKOTA DIVISION, IAAP®

Chapter/Individual Name: _____

Address: _____

Description of Item(s): _____

Estimated Value: _____ Minimum Bid: _____

Donor Signature: _____ Date: _____