



Minneapolis Chapter
MN-ND-SD Division
2005 - 2006

MINNEAPOLIS MATTERS

Minneapolis Chapter Newsletter

www.iaap-minneapolis.org



May/June 2006
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Penguin Tales

By Lila Kalish CAP, President

Hello fellow Administrative Professionals!

We had an exciting meeting in June. I recognized Acco/Swingline as a Bronze sponsor of IAAP, and thanked representatives Jill Gerloff and Cindi Kern for demonstrating the staplers and other Swingline products. Did you know they have staplers with staple removers built in? There were a lot of "oohs and "ahhhs." This truly was an informative and fun session.

Thank you to Brenda Shaw CPS/CAP for leading the strategic planning session. Brenda will be reporting the results in another article in this newsletter.

It's time for me to bid farewell to you as your President of the Minneapolis Chapter for 2005-2006. I want to thank each of you for being a member of the Minneapolis Chapter and for investing in your professional career. I appreciate each of the executive board members and thank you for attending the Board meetings and participating in the business of our chapter. I also appreciate the committee chairs and everyone who participated in a committee this year.

I'm excited about turning over the gavel to Brenda Shaw CPS/CAP. You have elected an awesome board, and committees are already planning for the "RACE." It's energizing and rewarding to work with other administrative professionals and to mentor new members. There will be lots of incentives this year and I encourage you to frequently check out our Website for information: www.iaap-minneapolis.org.

I'm looking forward to being your Immediate Past President and greeting you at our next meeting in September. Have an awesome summer!

COMMITTEE CONTACTS**AUDITING**

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BYLAWS AND STANDING RULES

Open

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Lila Kalish CAP

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2006-07 BOARD OFFICERS AND DIRECTORS

The following members were installed at the June 1, 2006 Minneapolis Chapter meeting for the 2006-07 Board Officers and Directors positions.

President:	Brenda Shaw CPS/CAP
Vice President:	Gretchen Stormoen CPS/CAP
Treasurer:	Cullyn Richter
Assistant Treasurer:	Mary Ellen Tieche
Director:	Diane Carlson
Director:	Connie Hill

The positions of President-Elect and Secretary remain open.

Nominating Committee Members
 Mary Ellen Tieche
 Wendy Peek
 Diane Carlson
 Cathy Veith Bruno

Strategic Planning Board Meeting - Thursday, June 22
 2006-2007 board officers are required to attend,
 committee chairs are encouraged to attend,
 and all members are welcome to attend.
 5:45 p.m., DoubleTree Park Place

COMMUNICATIONS COMMITTEE

Are you looking for a way to use your "*Lois Lane*" talents? Whether your interests are: the chapter newsletter - layout/graphics, news articles, distribution; handle Employment Opportunities; work with the chapter Web site; have fun - there is a place for you on this committee. Contact Diane Carlson at diane.carlson@target.com or 612-696-3446 to join the "chapter news crew."

EDUCATION COMMITTEE

Did you ever want to choose the topic of the educational portion of our meetings or decide who will be our speaker, sponsor, or vendor? Well, now's your chance to make an impact! The Education Committee is looking for additional members to share the *fun* and help shape the direction of an exciting new year for the Minneapolis Chapter. Contact Bernadette Stanley at bstanley@berkleyrisk.com - 612-766-3256 or Ronda Wubbena at ronda_wubbena@hilton.com - 952-582-5314 to join our crew!

UPCOMING DATES

Tuesday, June 20

11:37 a.m.
Lunch Bunch
M & S Grill
50 S. 6th St.

Thursday, June 22

5:45 p.m.
Strategic Planning
Board Meeting
DoubleTree Hotel

Tuesday, July 18

11:37 a.m.
Lunch Bunch
Brother's
50 S. 6th St.

Thursday, July 27

5:45 p.m.
Board Meeting
DoubleTree Hotel

August 7-10, 2006

IAAP International Convention and
Education Forum
Reno Hilton – Reno, NV

Tuesday, August 15

11:37 a.m.
Lunch Bunch
Rock Bottom
(outside - weather permitting)
800 LaSalle Ave.

Thursday, August 24

(one week early)
5:45 p.m.
Board Meeting
DoubleTree Hotel

Thursday, Sept. 7

5:30 p.m.
Chapter Meeting
DoubleTree Hotel

November 2006 Examination

CPS holders, are you interested in the CAP designation? **The deadline to submit an application for the November 3 exam is August 15.** As an active CPS holder, candidates need only take Part 4 of the CAP exam and are not required to submit verification of experience and education. The application packet is available at www.iaap-hq.org/Cert/CertAppPacket.pdf.

For the complete examination outline, bibliography of recommended study materials, sample questions, and tips on review see the Certification Review Guide www.iaap-hq.org/Cert/examrewv.pdf.

Fees for taking Part 4 of the CAP exam are \$110 for IAAP members or \$135 for non-members. Eligible retake candidates will be mailed a registration form in July. The retake fee for IAAP members is \$50 or \$75 for nonmembers.



By Brenda Shaw CPS/CAP, President Elect

Welcome to an exciting year for the Minneapolis Chapter – IAAP. At the June meeting I shared a PowerPoint presentation of many things to come this year. The theme I chose for 2006-2007 is RACE. The RACE begins July 1 and our RACE even has a name: the Minneapolis-Hawaii IAAP 500!

Every RACE has its challenges. I challenged our chapter members to:

Rev-Up Your Enthusiasm

- Recharge Our Energy
- Renew Our Commitment
- Recreate Our Passion
- Revitalize Our Chapter

Advance the Profession

- Adapt Our Recruiting Efforts
- Achieve Positive Membership Growth
- Accelerate Succession Planning
- Attend Educational Forums

Challenge our Commitment

- Create Opportunities to Serve
- Collaborate with Team Members
- Champion Team Successes
- Celebrate Our Contributions

Energize Each other

- Express Support to Team Members
- Encourage Everybody to Participate
- Enjoy the Excitement
- Enhance Espirit de Corps

In the near future, I hope to have the PowerPoint presentations and the live recording on the Website in the members section so you can all see and hear the presentation.

Headquarters (HQ) has begun a strategic planning initiative. You will be hearing more about this in the future. In line with HQ's plan to find new ways to connect with members and keep them informed, I thought this would be a new way to put our chapter on the technological cutting edge. My PowerPoint will be the "Guinea pig" to see if we can make it work.

2005-2006 MEETING SPONSORS:



The Minneapolis Chapter recognizes ProStaff for assisting with distribution of the monthly Chapter newsletters.

Visit Us

Minneapolis Chapter
www.iaap-minneapolis.org

IAAP International
www.iaap-hq.org

MN-ND-SD Division
www.iaap-mnndsd-division.org

Then, the education committee chaired by Bernadette Stanley and Rhonda Wubben will be looking into the possibility of having other speakers on the Website following our meetings. Think of it as our own Chapter Web cast albeit after the fact!

Let's take a moment to look at these challenges more closely. This month, I would like us to consider **Rev-Up Your Enthusiasm**.

Despite the challenges of decreased membership and the potential perception that we no longer have any "cause to fight for," I believe it is important to focus on the benefits and advantages of IAAP." As a profession, we have moved past the title "secretary" to "administrative assistant." We have seen our salaries improve along the way. So, where do we go from here? I believe that our "causes" may certainly be less apparent now, and we all know that we must deal with working more hours and additional time constraints than ever before. Perhaps we need to use some introspective techniques to refine our "cause." We have a unique opportunity in our organization to improve our professional development and network with others of the same "persuasion."

That was the beginning of the RACE idea. I believe that as a Chapter we need to find ways to **Recharge Our Energy, Renew Our Commitment, and Recreate Our Passion** if we are to **Revitalize Our Chapter**. If we fail in this challenge, we fail the Chapter and all those women who came before us and gave so much. I believe our "cause" is the Minneapolis Chapter and taking advantage of the opportunities membership provides: networking and education. One meeting at a time, one member at a time, we can grow in our professionalism, and through networking, we can **Rev-Up** our own enthusiasm for professional growth. Those who came before us have passed the legacy to us, and it is our challenge to continue the RACE.

The RACE works like this: I have divided the current membership into 4 randomly selected teams (I picked them from a bowl) of 16 members each. The proportion of active to less active is roughly 1:3. The teams will compete against each other for CASH and other prizes to be determined by the Board of Directors after the budget meeting in August. In addition, the **individual** with the highest total points has one choice of three prizes: (1) a week in Hawaii with me, (2) a weekend at the DoubleTree Park Place Hotel, OR (3) a gift certificate.

Stay tuned for ways to win points and prizes.

MINNEAPOLIS-HAWAII IAAP 500 TEAMS***Blue Team**

Eskeli, Evelyn
Felbert, Kathy
Gernander, Rachel
Godding, Susan
Josephson, Ingrid
Kalish, Lila CAP
Kirchner, Audrey
Kruger, Leisha
Laukkonen, Theresa CPS
Lindfors, Loanne
McKinney Marcia
Nelson, Mary G.
Peek, Wendy
Peterson, Pamela CPS/CAP
Sieleni, Leslie
Thomas, Teresa

Red Team

Basgall, Kristin
Bittner, Lavonne
Bryan, Jason
Craig, Michelle
Curran, Catherine
Ebner, Jane
Johnson, Laura
Kyle, Blanche
Meskan, Adeline CPS
Mylenek, Ellen CPS/CAP
Nelson, Judith CPS/CAP
Rein, Jennifer
Robertson, Linda
Schliemann, Jody
Stanley, Bernadette
Werness, Phyllis CPS

White Team

Bauer, Michelle
Carlson, Diane
Eells, Marilyn CPS
Hill, Connie
Jackson, Carol
Jereczek, Ruth CPS
Johnson, Randi CPS
Konecny, Dawn
Lupkes, Jaimie
Melting-Nelson, Margo
Mulcahy, Patricia
Neitzel-Waitkus, Debi CPS
Olson, Cindy CPS
Ritter, Mary
Sharp, Grace Ann
Veith-Bruno, Catherine

Yellow Team

Anderson, Cullynn
Bjork, Margaret CPS
Borchert, Jill
Chwialkowski, Becky CPS
DeMars, Nancy CPS
Gasser, Judy
Grech, Nancy
Lemmer, Sherry
Nelson, Suzanne
Peterson, Sharon
Stormoen, Gretchen CPS/CAP
Shaw, Brenda CPS/CAP
Thompson, Pamela
Tieche, Mary Ellen
Tischler, Katherine
Yang, Ka

* Teams were randomly drawn from names placed in bowls. There were a number of names not included because it is expected they will be transferring to another chapter or not renewing their membership. The list will be revised and adjusted as necessary as new members join, transfer, or do not renew. Teams are to independently decide who will be the Driver, Substitute/Asst. Driver, and "Pit Crew." How you go about determining these positions is entirely up to the team members. Report positions to Brenda Shaw as soon as they are chosen. Results of the brainstorming session determining how points may be earned to advance your car are in a separate portion of the newsletter.

**POINT OPTIONS
TO ADVANCE CARS IN THE
MINNEAPOLIS - HAWAII IAAP 500 RACE
(as brainstormed at the June Chapter Meeting)**

Point Activity	Value
Turbo Charger	20
1. Get a financial sponsor of \$250 or more for your car or a program	20
2. Sponsor three new Chapter members	20
Blue Ribbon Points (1st Place)	10
1. Sponsor a new Chapter member	10
2. Attend International Convention	10
3. Be a Board member or committee chair	10
4. Attend ALL Chapter meetings (Sept – May)	10
5. Bring a guest to five meetings	10
6. Do public speaking to a group, business, employer regarding IAAP – Minneapolis Chapter	10
Red Ribbon Points (2nd Place)	5
1. Renew membership before May 1, 2007	5
2. Attend a division meeting	5
3. Mentor a new member	5
4. Create, lead, and complete a Chapter fundraiser/ways & means project	5
5. Be a non chairperson committee member	5
6. Be a team driver/assistant driver	5
7. Get an inactive member to increase their activity level as determined by your team driver and the Membership Committee Chairperson	5
8. Staff the IAAP booth at an event	5
9. Develop an e-pal relationship with a member of the Hawaii Chapter (sister chapter). Share what you have learned at our May banquet	5
White Ribbon Points (3rd Place)	3
1. Bring a guest to a meeting	3
2. Arrange for a vendor at a meeting	3
3. Write a newsletter article	3
4. Visit another Chapter's meeting and bring back an idea to share with the Minneapolis Chapter	3
5. Attend a Board meeting (non board members only)	3
6. Develop a team cheer	3
7. Serve on a team pit crew	3
8. Donate a prize that raises/valued over \$25 for a fundraiser	3
9. Go on a job interview	3
10. Develop and carry out a "Best Cookies" baking contest as a ways & means	3
Yellow Ribbon Points (4th Place)	1
1. Attend a chapter meeting	1
2. Contribute to decoration of your team car	1
3. Make an RTF contribution of \$5	1
4. Provide transportation to a meeting attendee (.5 each way for a member on the permanent reservation list; 1 pt. each way for a guest or member not on the permanent list)	1
5. Bring a previous member to a meeting	1
6. Introduce yourself to a meeting <i>visitor</i> and follow up with a call/e-mail. CC: your team driver.	1
7. Model in a fashion show	1
8. Participate in a fundraiser for a non profit charitable organization (non IAAP)	1
9. Wear something Hawaiian to the May luau banquet	<u>1</u>

Take a look at the points listed above. Is there some way you can volunteer to help your team advance your car along in the race? Your team Driver needs to be kept up-to-date on your points, so please report your points every time you earn them. The final point tally will be taken at the May meeting and the winners announced before the banquet is completed.

Remember the prizes:

Winning Team: Cash (amount to be determined pending Board approval)
Winning Driver: Prize to be announced
Winning Asst. Driver: Prize to be announced
Highest point individual on winning team: Prize to be announced

Highest overall PERSON with the most points has the option of:

1. A week in Hawaii to attend the Hawaii Chapter's installation of officers (a portion of the air fare will be determined by the Board of Directors) or
2. Weekend stay at the newly remodeled DoubleTree Hotel (a cash allowance to be determined by the Board of Directors) or
3. Gift card in a denomination to be determined by the Board of Directors.

RACE Rules

1. A random drawing following the June meeting will determine team members.
2. Team members will earn points for their team as determined by June meeting brainstorming results. Points must be verifiable and reported to the team Driver.
3. Race results will be determined following the start of the Annual Meeting/Banquet in May 2007.
4. Prizes awarded to winning team(s)/members will be determined by the Board of Directors.
5. Each RACEing team will consist of a "Driver," "Substitute Driver," "Pit Crew" and team members. The Driver, Substitute Driver and Pit Crew will determine any prize distribution won by their team.
6. Duties of team members include the following:
 - a. Driver:
 - (1) Motivate team members to accumulate as many points as possible to advance the team car around the race track to win the RACE.
 - (2) Motivational methods are at the discretion and creativity of the Driver.
 - (3) Shall maintain an accurate/verifiable record of all "points" attained by team members and report team total at each meeting.
 - (4) Driver is responsible for notifying the President of the point total before the monthly meeting.
 - b. Substitute Driver:
 - (1) Work closely with the Driver in all activities so the Substitute Driver can accept duties of the Driver as necessary.
 - (2) Assist the Driver in all team motivational activities and point recordings.
 - c. Pit Crew:
 - (1) The size of the pit crew is to be determined by the Driver and Substitute Driver.
 - (2) The Pit Crew shall be responsible for all contacts with team members as directed by the Driver and Substitute Driver to motivate team members to earn points to win the RACE.

RACEing TEAM

	Member Name	Pts.	Pts.	Pts.	Pts.	Pts.	Pts.	Pts.	Pts.	Pts.	Tot.
1.	J. Doe	3									
2.	S. Smith	5									
3.											
4.											
5.											
6.											
7.											
8.											
9.											
10.											
11.											
12.											
13.											
14.											
15.											
16.											
17.											
18.											
19.											
20.											
21.											
22.											
23.											
24.											

Driver: _____	Substitute Driver: _____
Pit Crew: _____	Pit Crew: _____
Pit Crew: _____	Pit Crew: _____
Pit Crew: _____	Pit Crew: _____

2006 Minnesota-North Dakota-South Dakota Division
Annual Meeting Report
May 19-21, 2006

By Lila Kalish CAP, Minneapolis Chapter President & Delegate

It was my pleasure to represent the Minneapolis Chapter at the 2006 MN-ND-SD Division Annual meeting hosted by the South Suburban Chapter at the Ramada Mall of America in Bloomington, Minnesota.

Attendance: 117 (14 were first timer attendees)

Registration results: 4 division officers
18 Chapter delegates
1 Member-at-Large

Eligible to vote: 22

Each chapter president was asked to submit a year-end report and to share our accomplishments. (My report is attached.) During the business meeting on Saturday, each president was invited to the podium to verbally highlight specific projects or programs that worked well for the chapter. The experience of talking in front of the whole assembly is exhilarating. We learn so much from each other.

Division Bylaws and Standing Rules:

All proposed bylaw changes were carried with a few minor grammatical changes.

Standing Rules amendment to delete Section D was carried. Proposed amendment to Section F.

Professional Development Fund was tabled to the 2006 Fall Conference.

Procedures Amendments:

8. Scholarship -- wording changed to: Funds to support two (2) \$500 scholarships shall come from the Division general fund. Carried.

9. Division Attendance Incentive Award: carried as submitted.

(See Division website for complete Bylaws and details.)

Membership: Headquarters' goal for 2005-2006 for our Division is to increase by a net of 50 members. We have reached that goal!

2007 MN-ND-SD Division Annual Meeting: May 18-20, 2007, Doublewood Inn, Fargo, ND. Host: Red River Chapter – Rockin' & Rollin' for 50 years. Friday night is Red River's 50th Anniversary celebration.

International Convention and Education Forum, July 26-29, 2009: Convention co-chair Nita Nurmi, CPS/CAP. Brenda Shaw CPS/CAP and I volunteered the Minneapolis Chapter to assist with the Evening of Welcome. We will need up to 10 volunteers to help with set-up, taking tickets, and welcoming attendees.

Election of Division Officers 2006-2007:

Lisa Hogan, CPS, President

Nita Nurmi, CPS/CAP, President-Elect

Kristi Rotvold CPS/CAP, Secretary

Joan Gatzmeyer CPS/CAP, Treasurer

Banquet and Awards Ceremony Saturday Evening: President Valerie King CPS recognized and presented awards to all Division officers and committee chairs, and chapter presidents for their contributions this year and for working together as a TEAM.

President King also installed the above Division officers for 2006-2007.

Spring Professional Conference: Sunday morning we were welcomed by our newly installed Division Board. President Lisa Hogan CPS presented her theme: SPIRIT.

Her goals for 2006-2007:

1. New chapter builder; Sioux Falls and Fairbault
2. Strengthen ties with students
3. Retention and recruitment

Division Fall Conference: October 13-15, 2006, Madden's Resort on Gull Lake. Speaker for the weekend is Kate Larsen, PPC, Winning LifeStyles, Inc.

Educational Topics:

Gender Differences and Leadership Development, facilitated by Sara Rand, Adjunct Professor, Department of Business Administration, The College of St. Catherine.

We all know there are differences between boys and girls, but translating the rules of how we play to how we behave as adults was a revelation to me. Boys learn to relate through conflict, competition and childhood games. They learn how to loose, drop it, and move on. The culture is one of hierarchy. Girls play more one-on-one, "playing" relationship games, and look for win-win outcomes. For instance, "I want to play house". There is no defined goal and the culture is dead-even. These early skills translate to Process Focus vs. Goal Focus in our adult life. Following discussion on how men and women lead differently, we transitioned to understanding our leadership strengths, identifying our individual personality styles and how to leverage our leadership strengths.

Phenomenal Women of Substance (PWS), presented by Teresa Dambowy CPS, CFM. This inspirational message during the Certification Luncheon focused on a poem by Maya Angelou, "Phenomenal Woman." Members who have earned the Certified Professional Secretary or Certified Administrative Professional rating were recognized during the Certification Luncheon.

Grace Under Pressure, *Techniques for Maintaining Your Cool When Things Get Really Hot*, created and presented by Susan Fenner PhD, with help on graphic design from Carol Smasal. Susan is the Manager of Education and Professional Development for the International Association of Administrative Professionals. We rated our personal reactions to pressure and stress from perspectives of physical reactions, cognitive, motivation, emotions, and behavior patterns and habits. Knowing what triggers our reactions allows us to respond in a more graceful manner. We had the opportunity to do some role playing and to practice techniques for building resilience. **Tips:**

- When you're upset, put pressure on your pen and that's where your stress will go.
- You don't need to respond immediately to a situation. Take a deep breath and say "Let me get back to you."

Thank you for this opportunity to represent the Minneapolis Chapter. If you would like more information on any of the above items, please contact me.

Respectfully submitted, Lila Kalish CAP

Minneapolis Chapter

MN-ND-SD Division Annual Meeting Report 2006

Submitted by: Lila Kalish CAP, Minneapolis Chapter President

Theme: TEAM Excellence; Teamwork ~ Education ~ Action ~ Mentoring

Goals for 2005-2006:

1. “Talk up” IAAP to promote our professional organization and keep the momentum going from last year.
Achieved. Customized a table top display unit to promote IAAP. The display has been used at five chapter meetings, two Skyway events and four division public relations opportunities. It works well as a static information booth and draws attention to IAAP.
2. Sponsor a new chapter.
Achieved. This was a personal goal. The Minneapolis Chapter recommended that the Division assist with the development of the Skyway Chapter under the direction of the Division Chapter Builder Committee. I firmly believe that the visibility of the Skyway Chapter and the joint promotional opportunities to “talk up” IAAP will be beneficial to all of the Metro Chapters and our International organization. I’m proud of the accomplishments of Fe Mahler, Laura McMahon CPS, and their charter members.
3. Care for our “nest” – through orientation, mentoring, education and certification.
Semi-Achieved. We had an orientation committee welcome new members and guests. We have room to grow our mentoring activities and keeping in touch with our members. We are in the process of upgrading our website and improving communication. The Educational programs were fabulous. (List of speakers and their contact information is on the back of this page.) Certification was a focus and we supported a Downtown Certification Study Group at Colliers Turley Martin Tucker.
4. Have fun!
Achieved. The Hospitality Committee always made sure we had fun drawings, name cards, name tags and/or table favors or centerpieces at each of our meeting. I opened most of the Chapter meetings with each person standing to introduce themselves and responding to a question. For example, “What is your favorite software?” or “What is your strongest attribute?” or “How long have you been a member?” It’s been a great ice breaker and I tie the introduction question into the program or a discussion topic that we will have later in the business meeting. This has been a good icebreaker and helps facilitate table conversation over dinner.

Biggest Challenges:

- Having a number of committee chairs vacant and trying to do too many of the tasks myself.
- Increasing work demands on all administrative professionals, which makes it more difficult for them to take on additional commitments outside of their job/career.

Successes:

- Excellent partner relationship with the DoubleTree Park Place Hotel, our meeting location.
- Being enthusiastic and keeping a positive attitude in the membership as we adjust to a number of changes.
- Vice President Laura McMahon CPS lead the Bylaws and Standing Rules Committee to successfully reduce the number of standing committees.
- Minneapolis Chapter website is more flexible and we added a “Members Only” section.

It’s been a pleasure representing the Minneapolis Chapter and being a part of the Division TEAM. The more we work together and share the challenges we face in our careers, the more valuable the resources of our professional organization will be to individuals and their employers.

2005-2006 Educational Programs

“TLC – Teamwork, Listening and Communication”

Gabrielle Hamen-Kieffer, You Have the Power (www.thrivorship.com)

“When Punctuation Goes Bad, Grammar Ain’t Happy”

Ken Kalish, M.A., University of Phoenix

“The Self-defeating Habits of Otherwise Brilliant People”

Anna Maravelas, M.A., TheraRising (www.therarising.com)

“Mentors, Moments and Miracles”

Janie Jasin, CSP, Creativity ‘No Limits’, Inc. (www.janiespeaks.com)

“Office of the Future: 2020”

Rick Baker, Division Director (www.officeteam.com)

IPO and Growing a Company with Teamwork

Sally Smith, President and CEO, Buffalo Wild Wings (www.buffalowildwings.com)

“Computer Myths”

James P. Rivord

“Illuminating the Spirit”

Audra M. Bohannon, Novations/J. Howard & Associates (www.essence.com)