



MINNEAPOLIS MATTERS

Minneapolis Chapter Newsletter

www.iaap-minneapolis.org



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President's Message

Advance the Profession is the second theme of RACE.

In my last message, I addressed the challenges of adapting our recruiting efforts and achieving positive membership growth. The remaining two challenges are accelerate succession planning and attend educational forums. I would like to comment on these two challenges.

Interestingly enough, not one brainstorming group at the June meeting chose this challenge to tackle. This challenge is easy to put on the back burner because we often look at membership and membership retention as either more important or more immediate since both directly impact our bottom line. It is also a somewhat competitive and, at the very least, a public demonstration of chapter success. Nonetheless, I believe this challenge is one that the Board of Directors will need to tackle in the near future. Have you considered that this challenge also impacts membership and membership retention?

We already know that IAAP members have different attitudes towards professional growth and development than nonmembers. Isn't that why we are here? I believe that establishing some form of leadership succession planning will provide opportunities to challenge and strongly encourage Board officers, in particular, to take the next step as leaders of the chapter. I realize that not everyone has a desire to be president someday. However, remember the analogy of the geese? The geese behind move up to take the place of the lead goose when the goose tires. By taking turns, the whole flock gets to where it wants to be. Is this not what teamwork and sharing is all about?

Of course, it is not as simple as it sounds. Leadership succession planning involves lots of mentoring, trusting, risk taking, challenges, and supporting each other. We have already begun to establish procedures manuals at all Board positions which can be very beneficial to each officer position. Mentoring future officers would be most important as well. My personal preference would be to have officers move up much like they do at the international level. I think it is important that we realize our officers are learning just like everyone else. As members, we need to allow them room to grow (and make mistakes). We need to support and encourage them when they need it.

Being a President (for example) doesn't have to be as scary as it sounds when you have a great support system behind you. I believe our chapter has one of the best support systems!

The second challenge is attending educational forums. This is an easy one. Our Education Committee is planning GREAT forums for us. They continue to find sponsors and keep the costs down. This will continue to set our chapter apart from other chapters and will help to establish a "chapter identity."



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Newsletter Deadlines

September 11
 October 9
 November 6
 December 11
 January 8
 February 5
 March 5
 April 9
 May 7
 June 11
 July 9

Together, we are well on the way to meeting the challenges I put forth in June. The RACE is on, and we are looking at an exciting year. Plan to join us for an educational forum or the October VENDOR SHOW. The vendor show promises to be a good one. Take advantage of the networking opportunity and bring others from your office that might be interested in the vendors.

See you!

Brenda Shaw CPS, CAP, M.S. Ed.
 2006-2007 President Elect

Educational Forum – September 7, 2006

National Concierge Association

Speaker: Sara-ann Kasner, President

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, September 1 via email at ljohnson@quadion.com (preferred) or 952-924-1411.

ATTENTION ALL MEMBERS – we need your input for the October 5 Open House/Vendor Show

We are asking every member to provide a minimum of 5 names of administrative coworkers/friends that you'd like invited to the Open house/Vendor Show on October 5. Please provide their name, company, address, email and telephone number. Please send this information to Connie Hill at chill@mpr.org before August 31. Thank you.

Board Position Duties – President-Elect

- Assist the President in all ways.
- Assume the duties and powers of the presidency in the absence of the President.
- Coordinate the process of updating the Chapter's Long Range Plan annually among the Board and Chapter membership, and shall report on this at the Annual Meeting. A copy of the Long Range Plan will be published in the Network, and provided to new members upon joining.
- Represent the Chapter on the Metro Lakes Council.

Board Meeting Schedule

Board meetings begin at 5:45 p.m. and are held at the DoubleTree Hotel.

August 24
September 28
October 26
November 30
December – no meeting
January 25
February 22
March 29
April 26
May 31
June 28

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

Upcoming Dates

Thursday, August 24
5:45 p.m.
Board Meeting
DoubleTree Hotel

Thursday, Sept. 7
5:30 p.m.
Chapter Meeting
DoubleTree Hotel

Tuesday, Sept. 19
11:37 a.m.
Lunch Bunch
Location Zelo

Thursday, Sept. 28
5:45 p.m.
Board Meeting
DoubleTree Hotel

Thursday, October 5
5:30 p.m. Chapter

Education and Membership Committees

Exciting Announcement . . . the Education and Membership Committees are pleased to announce that they are partnering to host an Open House/Vendor Show at the Thursday, October 5, 2006, Minneapolis Chapter meeting at the DoubleTree Park Place Hotel.

We are offering Minneapolis Chapter members who have side businesses the first opportunity to participate as vendors. We are allowing only one vendor per category, so if you're one of three members selling the same thing, you'll be chosen on a first-come-first-served basis. The \$25.00 vendor fee for a 2½' x 5' table will be waived for Minneapolis Chapter members, however you will be required to provide a door prize and/or items for 100 goodie bags.

We are limiting our vendors to 35 participants, so contact Bernadette Stanley at 612-766-3256 or bstanley@berkleyrisk.com to sign up and be a part of what's sure to be a great event.

We have an exciting, energizing evening in store for us with surprises galore, so spread the word! More information will follow in the near future. In the meantime, enjoy your summer!

IAAP MN-ND-SD Division Meeting

The next MN-ND-SD Division meeting will be held on Friday, October 15 through Sunday, October 17 at Madden's on Gull Lake in Brainerd, Minnesota.

DEADLINE for making resort reservations is: Friday, September 8, 2006.

Please use one of the four methods of making these reservations.

Phone: 800-642-5363

Fax: 218-829-7698

Mail: Madden's on Gull Lake, 11266 Pine Beach Peninsula, Brainerd, MN 56401

Internet: www.maddens.com, Group ID 1456, Password 1954

For all four methods, please identify yourself as being with the IAAP MN-ND-SD Division. Attached at the end of the newsletter is a copy of the form with details to assist you in making your resort reservation(s).

1. This is only the resort/room reservation. A brochure will be sent out which will include the registration fee and details of the conference.
2. The resort fee is per person, meaning if you bring spouses and/or children, you will be paying the same fee for each one of them as you would for yourself. This is because they will be occupying a bed, taking advantage of the meal package, and have use of some of the amenities, which is included in the "weekend" package at the resort. If you bring small children, you may be able to negotiate a fee based on Madden's children package.
3. Be sure to identify the person(s) you want to "room" with when calling in the reservation.

Have a SPIRIT filled weekend!

Meeting & Open
House/Vendor Show
DoubleTree Hotel

October 13-15

MN-ND-SD Division Fall
Conference, Madden's on
Gull Lake, Brainerd, MN

October 15-18

Certification Seminar,
Marriott Rancho Las
Palmas Resort & Spa,
Palm Springs, CA

Tuesday, October 19

11:37 a.m. Lunch Bunch
Location TBD

**2006-2007 Meeting
Sponsors**

PRO STAFF®
talent
that works™

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

Visit us

Minneapolis Chapter
www.iaap-minneapolis.org

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

IAAP International
www.iaap-hq.org

CHALLENGE!

TO: ALL CHAPTERS IN THE MN-ND-SD DIVISION

Could 700 members collect 1,000 ink cartridges by October 15? That's the challenge the Sakakawea Chapter is putting out there. If you're not recycling your empty ink cartridges, why not bring them to Brainerd in October. Wanted: HP 27, 28, 56, 57, 58, 78, 94, 95, 96, all Lexmark, and any laser HP Q Series. Char has been sending hers to us for years, and for that we thank you, Char. We appreciate it very much. So before you toss that ink cartridge in the garbage, just remember that Sakakawea wants them. Thank you fellow IAAP members for taking up this challenge! Let's load Claudette's van to the brim!

Janis Winfrey, Beulah, ND 58523
701-873-2642

Do You Like Entertainment?

The Yellow Team has a wonderful project to help with ways you can be entertained as well as raising funds for the Minneapolis Chapter.

At the September meeting we will have **Entertainment** coupon books on sale for \$30. \$6 of the cost will be donated to our chapter – what a great way to **SAVE** on things you like to do or buy and make a **DONATION** all with one purchase!

Look for the table/display when you arrive at the September 7 chapter meeting. There will also be information available to share with friends so they can place an order online and our chapter will receive that credit also. We hope that each member will be able to sell at least 4 books.

So plan your list for gift giving – and don't forget one or two for yourself so you can keep one at home and one at the office.

The Yellow Team –
Mary Ellen Tieche, Driver
Judy Gasser, Assistant Driver



**MADDEN'S RESERVATION REQUEST
DEADLINE: September 8, 2006**

IAAP MN-ND-SD Division

Check In time: 4:30 PM

Check out time: 11:00 AM

Arrival: Friday, October 13, 2006 for Dinner

Departure: Sunday, October 15, 2006 after Breakfast

YOUR TWO NIGHT FIVE MEAL TOTAL PACKAGE RATES ARE:

DELUXE UNITS

_____ \$287.55 per adult DOUBLE (2 adults)

_____ \$372.75 per adult SINGLE (1 adult)

PREMIUM UNITS

_____ \$362.10 per adult DOUBLE (2 adults)

_____ \$447.10 per adult SINGLE (1 adult)

These package rates include, lodging, meals, use of meeting rooms, golf on Madden's Pine Beach East, Pine Beach West & Social 9 courses (carts are an addition cost), tennis, croquet, non-motorized boats, use of most resort facilities, service charge (in lieu of tipping) 6.5% & Minnesota sales tax

THE CLASSIC, MADDEN'S CHAMPIONSHIP GOLF COURSE, IS OFFERED AT A SPECIAL CONFERENCE RATE.

ROOMS: We will strive to honor your 1st choice, however, rooms will be assigned by a first come, first served basis. If we are unable to honor your 1st choice, you will be assigned the next choice and charged accordingly. Reservation and housing requests can not be accepted or honored without payment. Any reservation requests received after September 8, 2006 will be accepted on a space available basis only.

RATES & ROOMMATES: All rates are per person, the double rate requires two adults sharing a room. For your safety and security, Madden's will not assign roommates. If the 2nd occupant is not indicated, we will assign a single room with a single occupancy rate.

I or WE PREFER A _____ NON-SMOKING ROOM _____ SMOKING ROOM _____ EITHER _____ ACCESSIBLE

OCCUPANT 1-Single occupancy____ or sharing room?____ **WITH OCCUPANT 2**- Registering now____ or separately?____

Name Mr/Ms _____

Name Mr/Ms _____

Address _____

Address _____

City _____ State _____ Zip _____

City _____ State _____ Zip _____

Daytime phone _____

Daytime phone _____

Email conf. _____

Email conf. _____

Credit card number VISA MASTER DISCOVER AM EXPRESS

Credit card number VISA MASTER DISCOVER AM EXPRESS

Exp _____

Exp _____

Amount to be debited (full package payment) \$ _____

Amount to be debited (full package payment) \$ _____

PAYMENT INFORMATION: The full package payment is required at time of reservation request. When a credit card is used for a reservation request, it must be valid and will be debited the required amount when the reservation is processed. We accept VISA, MASTERCARD, DISCOVER or AMERICAN EXPRESS for payment. A credit card will be required at check-in by all guests. Personal checks are also welcome, please make checks payable to MADDEN'S ON GULL LAKE. VOUCHERS AND PURCHASE ORDERS ARE NOT ACCEPTED FOR PAYMENT.

CANCELLATION POLICY: You are responsible for your entire stay, early departures or reservation reductions are not refundable. Package payments are refundable only if cancelled by September 8, 2006. A \$25.00 cancellation/handling charge will be deducted. Any cancellations made after September 8, 2006 will not receive a refund.

MAIL THIS FORM TO: MADDEN'S ON GULL LAKE-11266 Pine Beach Peninsula, Brainerd, MN 56401

Call Reservations at 800-642-5363 or FAX to 218-829-7698. A Credit card is required for payment on all phone and fax requests.

Reservation made by _____ Phone _____ Date _____