



MINNEAPOLIS MATTERS

City of Lakes Chapter Newsletter

www.iaap-minneapolis.org



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President's Message

Aloha!

Everyone probably has their favorite for everything. One of my favorite magazines for years has been *Guideposts*. I was reading a back issue recently and came across an article titled "Questions That Will Change Your Life" by John Miller. He is a corporate consultant out of Denver. He says that the key to success is personal responsibility.

His first question is: *How can I be a good leader?*

Personal responsibility begins with me. That is why it is personal. He promotes the idea to tear down the walls between job descriptions and overcome the "It's not my job" attitude. Good leaders are people who set a good example. They lead by doing, not just telling.

Your Board of Directors and committee chairs have done an excellent job this year leading this chapter. Thank you for supporting them and me during this exciting year.

His second question is: *What can I do to make a difference?*

Although most of us want our lives to count for something, none of us have the answers to all the problems. But, we do have the power to, as Mother Teresa used to say, "Do small things with great love." [I actually had the privilege of meeting her years ago. She was AWESOME!] Keep in mind that being willing to do the small things can often lead to big results.

Each of us may be only one, but we can make a difference in our chapter. This year I asked each of you to step up and earn JUST ONE point for your team. I want to let all of you who have stepped forward to earn one (or more) point(s) for your team how much I appreciate your efforts to increase the SPIRIT in our chapter. Mahalo nui loa! There is still time to earn JUST ONE!

His third question is: *How can I help others to achieve their goals?*

By encouraging others instead of being negative, we can ensure another's success.

Each and every member of your Board of Directors, the committee chairs, and the membership has been so supportive of the theme this year and has supported me as president. Without them and all of you, my year would not have been near as much fun or as successful. Mahalo nui loa!

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His fourth question is: *How can I do my best?*

Nobody is a finished project. Together each of us can teach the other and no matter who we are, there is always room for improvement.

Like every president that has come before me, it is easy to get fired up in the beginning. It is a little more difficult to sustain the momentum over the long term. This whole presidential challenge is really about beginning a journey. One thing that is so wonderful about our chapter is that they allow you to grow as you progress on your journey. Nobody expects the president to be it all, do it all, or never make mistakes. I believe they just want someone with vision, enthusiasm, and openness: Vision to see where we need to be in the distance and some idea of how we might get there; enough enthusiasm and belief in the process to motivate others; openness to the ideas and contributions of others and to perhaps fail if necessary.

His fifth question is: *How can I change me?*

The most important step in embracing the concept of personal responsibility is the willingness to change how you think. And, thinking about others first is the ultimate act of personal responsibility. Most of us are more willing to change others than to change ourselves. He paraphrases the Serenity Prayer: "God, grant me the serenity to accept the people I cannot change, the courage to change the one I can, and the wisdom to know...it's me."

This term as your president, I wanted to do things differently than I did the last time. I wanted to be a better leader, and I wanted to micromanage less. The second time around is much easier! I also want you to know that it is much less intimidating than you might otherwise think. The key, I believe, is having a great Board of Directors and fantastic committee chairs. Without them it could be a more difficult journey.

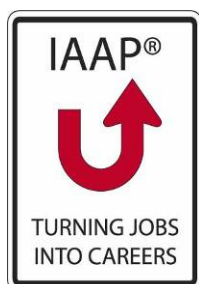
I want to thank the members of the Board of Directors who were so very patient with me, who offered their suggestions and criticisms in a professional manner, and who have accepted their responsibility well this year. I want to thank the committee chairs for catching the SPIRIT and working so hard to make this a good year for all of us. I want to give a special Mahalo to the four team drivers who put forth such a diligent effort to make this team competition such fun. No matter which team wins, you are all winners in my RACE! Mahalo nui loa!

Brenda K. Shaw CPS, CAP, M.S.Ed.

2006-2007 President

Minneapolis City of Lakes Chapter

P.S. I know this has been a long article. Thanks for letting me take the time to share these thoughts with you. Come celebrate with us in May.



Newsletter Deadlines

May 7
 June 11
 July 9

Board Meeting Schedule

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

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

Tuesday, April 17
 11:37 a.m. Lunch Bunch
 Location – DiNapoli



*Administrative Professionals Day
 April 25, 2007*

Thursday, April 26
 Board Meeting

Thursday, May 3
 Annual Chapter Meeting

Tuesday, May 15
 11:37 a.m. Lunch Bunch
 Location – Dakota

Annual Meeting

Thursday, May 3, 2007



Sponsored by **TARGET**

The DoubleTree Park Place Hotel
 1500 Park Place Blvd. (Hwy. 394 & Xenia/Park Place), Courtyard Area
 5:30 p.m. Registration, 6 p.m. Dinner, 6:45 p.m. Educational Program
Registration: \$27 (includes program and dinner)

To register, **contact Laura Johnson by 10 a.m. on Monday, April 16** via email at ljohnson@quadion.com (preferred) or 952-924-1411.

The Mousetrap

A mouse looked through the crack in the wall to see the farmer and his wife open a package. What food might this contain?" The mouse wondered - he was devastated to discover it was a mousetrap.

Retreating to the farmyard, the mouse proclaimed the warning: "There is a mousetrap in the house! There is a mousetrap in the house!" The chicken clucked and scratched, raised her head and said, "Mr. Mouse, I can tell this is a grave concern to you, but it is of no consequence to me. I cannot be bothered by it."

The mouse turned to the pig and told him, "There is a mousetrap in the house! There is a mousetrap in the house!" The pig sympathized, but said, I am so very sorry, Mr. Mouse, but there is nothing I can do about it but pray. Be assured you are in my prayers."

The mouse turned to the cow and said "There is a mousetrap in the house! There is a mousetrap in the house!" The cow said, "Wow, Mr. Mouse. I'm sorry for you, but it's no skin off my nose."

So, the mouse returned to the house, head down and dejected, to face the farmer's mousetrap alone. That very night a sound was heard throughout the house -- like the sound of a mousetrap catching its prey. The farmer's wife rushed to see what was caught. In the darkness, she did not see it was a venomous snake whose tail the trap had caught.

The snake bit the farmer's wife. The farmer rushed her to the hospital, and she returned home with a fever. Everyone knows you treat a fever with fresh chicken soup, so the farmer took his hatchet to the farmyard for the soup's main ingredient.

But his wife's sickness continued, so friends and neighbors came to sit with her around the clock. To feed them, the farmer butchered the pig. The farmer's wife did not get well; she died.

May 18-20

MN-ND-SD Division
Annual Meeting, Fargo

Thursday, May 31

Board Meeting

Thursday, June 7

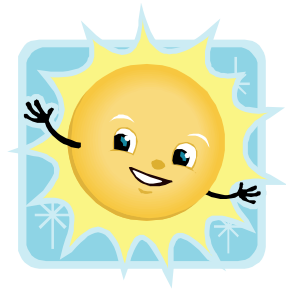
Chapter Meeting
Grace Under Pressure

Tuesday, June 19

11:37 a.m. Lunch Bunch
Location – TBD

Thursday, June 28

Board Meeting



Sunshine Committee

We Celebrate You!

Birthdays

Charlain Berg – April 2
Loanne Lindfors – April 28

Anniversaries

Mary Ritter – 3 years
Ka Yang – 2 years
Kathy Felbert – 1 year
Marcia McKinney – 1 year

So many people came for her funeral, the farmer had the cow slaughtered to provide enough meat for all of them. The mouse looked upon it all from his crack in the wall with great sadness.

So, the next time you hear someone is facing a problem and think it doesn't concern you, remember -- when one of us is threatened, we are all at risk. We are all involved in this journey called life. We must keep an eye out for one another and make an extra effort to encourage one another.

Each of us is a vital thread in another person's tapestry or an essential piece to the puzzle of our chapter. I just wanted you to know how important your membership is to us. Remember, if you ever have any concerns, that your Directors represent you, the membership, on the Board of Directors!

Brenda K. Shaw CPS, CAP, M.S.Ed.
2006-2007 President
Minneapolis City of Lakes Chapter

Leadership Reflections

The last Friday in March, author Bill George was in the IDS Crystal Court autographing his newly published book *True North*. I had heard about this new leadership book on the radio and was anxiously waiting for it to arrive in the bookstores. How lucky was it that I could get it at a discount AND get an autographed copy? That was the high point of my otherwise stressful day.

Of course, I won't be able to begin reading it until I get back from Hawaii. Between now and then, my free time is sure to be consumed with end-of-the-IAAP-year preparations and Hawaii arrangements. But then, this kind of stress is much more fun than the stress from work. In any event, I was recently telling my very good friend about this book and how anxious I was to read it. One thing led to another, and we started talking about leadership styles.

The two of us came to the conclusion that perhaps my strongest leadership trait was that I can easily come up with a vision, articulate it, and then somehow find the enthusiasm to motivate others to get on board.

It is somewhat funny, because just about every one of my closest friends would tell you that "love me, love my projects" fits me to a tee. I bet this doesn't surprise you either. What amazes me is that they still like me even after I keep getting them involved in one project after another. Once in awhile, I have enough good sense to give them a rest to recreate themselves for my next project. Aren't friends wonderful? What would we do without them?

The reality is that it is my friends that motivate me. They shake me up like a bottle of soda pop, then someone "POPS" the top and the rest is history. None of us can put the fizz back in the bottle, so we have to "go with the flow." I would only shake the bottle so much, but when we pass it around and we all shake it, watch out!

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So maybe what they realize is that they helped start the fizzing, so that's why they always come along for the ride. In the RACE analogy, it is like putting the pedal to the metal just as the green flag is dropped! You have no choice but to go.

Whatever the reason, the ride this year has been an amazing one for me. It is about 3:30 am on a Sunday morning as I write this article. I woke up with these thoughts running through my head and wanted to get them down before I forgot them. You all should know by now that without my friends reminding me, I can't keep track of it all. I didn't dare call anyone at 3:30 am on a Sunday morning. Even my friends have their limits!

Our conversation went on to consider other kinds of leadership, particularly our chapter leadership and, most specifically, the president. That discussion precipitated these reflections. As I think back to the presidential leaders I have been exposed to over the 14+ years I have been a member of this chapter, they have all been a unique part of the puzzle of our chapter, they have each brought their unique contributions to our chapter identity, and often, their unique contribution was what our chapter needed at the time. Some have been visionaries. Some have been enthusiastic. Some have been instruments of change. Some have been healers. Some have been more formal. Some have been quiet and restful. [Even RACE cars need pit stops along the way!] Some have been reluctant. [Have you read the book *Even Eagles Need a Push?*] Some have been meticulous. Some have been challenging. Some have ruled with authority. Some have been emotional. I could go on, but I think you get the idea. Each of us is unique. Each of us brought something different to our leadership role. One thing is certain about each of us: **We have each learned something along the way, and each of us has gained because of the experience!**

Oh, I know that some struggled more than others in the learning process. But, the wonderful part is that none of us traveled the journey alone. Each president has a Board of Directors to help carry the load, help teach you the ropes, and pick you up when you fall [or have a flat tire]. Your committee chairs are so very important to a successful year. The Board and committee chairs are your pit crew. You are never alone.

Why am I writing this article? We began a new lap in our chapter RACE this year with our name change. The reality is that we require a President for the next lap, or IAAP Bylaws require that we must dissolve the chapter! It is my sincere prayer that someone reading this message will listen to the voice inside of her (at this moment we have no "hims" that are qualified), that someone will take over the driver's seat, and that someone will bring her unique talents to the ever-changing kaleidoscope that is the Minneapolis *City of Lakes* Chapter. Those that have gone before us have left a great legacy. I do not want that legacy or the RACE to end with me.

Treasure Report

I will be reconciling the books for the end of the year and would like to encourage all committees to submit their expenses for reimbursement, and, of course, if you have monies for a fund raiser, please turn it in. Also, I will be sending out invoices for unpaid dinner reservations, if you have any questions regarding an invoice you receive, please feel free to call me. Thank you, Cullynn Richter

Meet New Member - Johann Zweifel

Welcome to Johann Zweifel who recently joined the City of the Lakes Chapter. He is employed by HealthPartners. Johann was born and raised in Janesville, Wisconsin. He has spent the last 12 years living in Minneapolis, and currently resides in the Tangletown neighborhood. He is a fan of Independent Music and has worked over a dozen years in the past at record stores, including Extreme Noise, Oar Folkjokeopus, & Treehouse Records. The last book he enjoyed was SuperFoods Rx. He is currently planning travel to Switzerland. On a nice day he enjoys a ride on his Honda Metropolitan scooter. He is an Eagle Scout.



Are You Really Listening?

by Mary Ritter, Minneapolis City of Lakes Chapter

Listening is only second to breathing in a list of our prevalent activities each day. During the recent PEC, in March, Janice Marie Johnson shared the following barriers to effective listening: fidgeting, rolling eyes, checking your watch/cell phone, pre-conceived notions and filters, interruptions, tuning out (because you already think you know the script) and thinking about what your response will be. The keys to effective listening include: active, in the place listening; paraphrasing; encouraging the speaker by leaning in towards them and asking questions.

Ms. Johnson shared the following effective communicator tips:

Talk

Speak for only yourself, not others

Describe other's behaviors without making judgments

Make sure your message is receptive/appropriate

ask for feedback

repeat your message more than once

seek eye contact when you want to be listened to

make sure your non-verbal cues match your spoken word

be specific, be clear and be concrete when you are making a suggestion

Speak clearly and not too quickly

You can be an effective receiver by following these tips:

stop talking

paraphrase accurately without making value judgments

clarify & clarify & clarify until the message is clear to both sender and receiver

look like you want to hear – remove the distractions

I think the one barrier that most of the PEC attendees recognized as one we do often, is formulating our response in our mind, when the communicator has not even finished speaking. This does not lead to authentic listening because we can't listen when we're thinking about something else. As Ms. Johnson said, "we need our heart, mind and ears to truly listen."



MINNESOTA NICE

Following is a list of items donated so far for the Minnesota Nice box (our version of Mahalo) to give to the Hawaii Chapter when I and the contest winner go in June:

Minnesota blueberry preserves

Minnesota Moose Mints

Felt-covered journal (Mara-Mi)

Note pad books (Mara-Mi)

Ceramic snowflakes

Magnetic frame

Mouse key chain (Mara-Mi)

Autographed CD by MN composer/artist Brian Johnson

Ladyslipper T-shirt

Schwebel, Goetz & Sieben sweatshirt(s)/T-shirt(s)

Cappuccino Classics (Land O'Lakes)

Scrapbook paper (Mara-Mi)

Minnesota recipe card book

Minnesota 2007 calendar

Note cards (Mara-Mi)

Leatherette journal (Mara-Mi)

Crocheted nose warmers

Madden's luggage tag

Coffee mug (Schwebel, Goetz & Sieben)

Recipe book –blank (Mara-Mi)

Palm Tree Christmas cards (Mara-Mi)

Hand-carved/hand-painted Wooden fish (Judge Brad Behr) a/k/a walleywalleyolelenalutefiski

Cook book\ (Schwebel, Goetz & Sieben)

Photo album (Mara-Mi)

Bookmark (Hallmark)

Minnesota mosquito clip

Minnesota decorative emery board

Crocheted snowflakes

Leather journal (Mara-Mi)

Thank you cards (Mara-Mi)

Minnesota key chains

Lions Tap bumper sticker

Measuring spoon ornament (Mara-Mi)

Spirit pom pom

More will be added as provided.

2007 IAAP Professional Education Conference

by Mary Ritter, Minneapolis City of Lakes Chapter



I attended the annual Professional Education Conference, March 5-7, in LaJolla, California. The overall topic was "Skills for the Global Workplace." It was an intensive two and one-half day conference with over 400 IAAP members in attendance.

Monday morning Tamara Payne-Alex presented "Cultural Competent: How May I Help You." Ms. Payne-Alex shared that culture is very complex and part of the reason is that it involves expected behaviors based on what we know about another culture. Cultural competency includes awareness and competency. Awareness equals knowledge, not necessarily understanding and competency is the ability to apply our knowledge along with a constantly evolving process of adaptation and refinement. She shared this quote from Jamake Highwater, "culture, not space is the greatest distance between two people."

Monday afternoon Janice Marie Johnson spoke on "Authentic Listening." She told us that hearing is not listening! We need our heart, mind and ears to truly listen. She shared several effective communicator and receiver tips to increase our listening ability.

Tuesday morning began with a fun and extremely interesting look at Office 2007 with Gini Courter & Annette Marquis. They showed us the changes in each program. Office 2007 is the biggest change since Windows 3.1 was replaced by Windows 95. Ease in creation is the biggest advantage of 2007, plus lots of flexibility working between versions, and "live preview" which was my favorite change. The session left everyone pumped up and ready for Office 2007, and the consensus was "we want it now." However, the majority of us agreed it would be a while (possibly a long while) before we saw it in our offices, but we can dream!!

Tuesday afternoon, Helio Fred Garcia presented, "Communicating with Impact." Mr. Garcia said, if pronouns were scrubbed from communications, communication would improve dramatically. We need to remember to say only what it takes to get our audience to know what we want them to know. Effective communication requires: intentionality, focus on desired outcome, clarity, brevity, simplicity and repetition, repetition, repetition.

Our last session on Wednesday morning, was "Skills in Leading Effective Teams" presented by Rafael Gonzales. Mr. Gonzales outlined what makes a great team and the various stages of a team, along with offering ways to handle team members who dominate, are angry, passive or non-compliant. The most enlightening portion of his presentation was the diversity team building exercise.

In this exercise, six individuals were given signs to wear (that they could not see). They said: leader, angry, laugh at me, ignore, not smart, and expert. Then they were given a problem to solve and told to interact with each other according to the signs each were wearing. After the initial exercise, still without knowing what their sign said, the participants were asked to verbalize their feelings about how they were treated during the meeting. After that, they were allowed to read their signs. The signs certainly set the dynamics at the table and brought home the point that we need to: be open minded; treat everyone equally; go into the meetings with no expectations, and test assumptions you have.

In addition to the knowledge I gained, I had the opportunity to meet and visit with members from several states and countries. I hope to see them again next year in Charleston, South Carolina. If you have the opportunity to attend the annual PEC, it is well worth the time and money spent. If any of you are interested, I put together a synopsis of my notes from the PEC, which includes more about Office 2007 and I would be happy to share them with you.

Nominating Committee Report

The following members were presented as candidates for your 2007-2008 Board Officers and Directors positions. Each candidate meets the qualifications as outlined in the City of Lakes Chapter Bylaws Article III, Section 2*. Each candidate has accepted their nomination.

| | |
|----------------------|----------------------|
| President: | Wendy Peek |
| President-Elect: | <i>Open Position</i> |
| Vice President: | Bernadette Stanley |
| Secretary: | Loanne Lindfors |
| Treasurer: | Cullyn Richter |
| Assistant Treasurer: | <i>Open Position</i> |
| Director: | LaVonne Bittner |
| Director: | Sherry Lemmer |

Qualifications for the above candidates will be distributed via email to the membership prior to elections at the Annual Meeting on May 3, 2007.

Thank you to Wendy Peek for stepping up and accepting a nomination from the floor to be President for the 2007-2008 year.

We are still looking for candidates for President-Elect and Assistant Treasurer. By virtue of her office, current President Brenda Shaw CPS/CAP will be the Immediate Past President.

Your Nominating Committee,
Lila Kalish CAP, chairperson, kalish@comcast.net
Blanche Kyle
Wendy Peek
Sharon Peterson

*Bylaws, Article III, Section 2. Qualifications:

- A. A candidate for any office shall have been a Chapter officer, or have been a Chairman of a Standing Committee or Special Committee, for at least one year.
- B. The President-Elect must also have served at least one full year as a Chapter officer.