



St. Cloud Quarry Chapter IAAP

February 2005 Newsletter

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Mission Statement:

To provide office professionals with opportunities for educational, professional and personal growth.

Monthly Education Forum & Business Meeting

“Dealing With Difficult & Resilient People”

Monday, February 14, 2005

5:30 – 7:30 p.m.

Cellular 2000 Training Room, Waite Park

Dr. Bruce Miles, CEO, Great River Consulting Group, LLC, is a nationally known presenter and trainer in the areas of strategic planning, organizational conflict, and difficult employees.

Dr. Miles will share with us, diagnostic tools to manage & reduce conflict in organizations; how to set the stage for successfully working with difficult people; how to apply new strategies for working through difficult situations; how to keep other employees “safe” from difficult employees; and how to get all employees “on the same page.”

Meal: Chicken, Mashed Potatoes & Gravy, Coleslaw

RSVP by **Wednesday, February 9th** to Lisa Schmitz
e-mail Lisa at L.Schmitz@mahowald.net or call 320-257-2693

2004 – 2005 Remaining Program Schedule

March 14 – “Time Management – Balance Your Life Personally & Professionally”, Dr. Robert Cavanna, Executive Director, Resource Training & Solutions; Cellular 2000 Training Room, Waite Park

April 11 – “Computer Myths”, James Rivord, Regal CineMedia; Cellular 2000 Training Room, Waite Park

May 13-14 – “Silver Linings & Golden Memories”, MN-ND-SD Division Annual Meeting; Holiday Inn, St. Cloud

June 13 – “Garden In A Jar”, Master Gardener Nancy Bartlett; Cellular 2000 Training Room, Waite Park

Newsletter Article Submissions

The deadline to submit articles for the newsletter is the 20th of each month. Everyone is welcome to submit articles. Whether it be a handy computer tip or a great website...share it!

Membership Anniversaries

February

Diane Beck, CPS/CAP – 14 Years

Kris Kowalzek – 6 Years

Kathie Lewandowski – 40 Years

Anne Murray, CPS – 30 Years

Lisa Schmitz – 2 Years

From the President...

What a great meeting in January! Rosemary Windschitl, Certified Financial Planner with Piper Jaffray, did a fantastic job and we all learned a lot about the importance of financial planning for women.

Special **"THANKS"** to Leah Posterick for taking on the responsibility of PE for 2004-2005 and President in 2005-2006! Her leadership and experience will be an added bonus to the St. Cloud Quarry Chapter Board! We're also very fortunate to have Lori Oldenburg accept the 2005-2006 PE position. What a dynamic duo!

As I mentioned at the January meeting, I would like to see every member make an effort to invite a friend, co-worker or your manager to attend February's meeting. The guest speaker will be Dr. Bruce Miles whose topic will be "Dealing with Difficult and Resistant People." Dr. Miles is a national-level presenter and trainer in the areas of strategic planning, organizational conflict and difficult employees.

MEMBERSHIP—We started out the year with 46 members and as of today that number is at 49. I would like to see if we can get that number past 50. I guess I have an ulterior motive, and hopefully you do not see this as a selfish reason. Every year all Chapter Presidents have a chance to receive a Distinguished Chapter President watch from IAAP Headquarters. To achieve this goal the Chapter, depending on the number of present members, has to have a net increase in membership. St. Cloud Quarry Chapter has to have a net increase of 8 new members. It's a nice incentive, but that is not the main reason I would like to see membership grow. Increasing membership not only brings new and fresh ideas, different view points and enthusiasm, but also gives administrative professionals the information they need to change "just" a job into a career! IAAP/St. Cloud Quarry Chapter is the primary leader for all administrative professionals. We can not continue to look at IAAP as it was or use to be. Business owners today hire administrative professionals who can accept responsibilities and take on more of a leadership role. We need every resource available to keep ahead of the game. That is why IAAP and St. Cloud Quarry Chapter play such an important part in helping achieve those goals. Every month we offer the resources for education, advanced technology and networking! What more can you get for \$78.00 a year and an investment of 2 hours a month? You can't even attend a one time seminar for that price. All working women of today lead very complicated lives, balance many tasks and have more responsibilities than ever. IAAP can make a difference! Should we really keep this a secret?

MAY CONFERENCE—Pat Zwack CPS/CAP and Andi Towner CPS are doing an outstanding job for St. Cloud Quarry Chapter as chairs for the May conference here in St. Cloud. Please, chapter members - call, e-mail, contact Pat or Andi and/or any board member and put your name down to help in any capacity. This is a huge event for us and with the help of all members it will be an awesome success! We have so much talent in the membership and your help is needed.

--Marlene

Getting to Know You...President-Elect, Leah Posterick

Favorite flavor of ice cream: Anything with chocolate in it! (chocolate fudge, mint chocolate chip, double chocolate... I think you get the idea.)

Why I joined IAAP: Kris Kowalzek told me about it and I am always looking for ways to receive more education so this seemed like a perfect fit.

Favorite saying: If you don't like it, what are you going to do about it? (My kids hate it when I say that to them.)

Dream car: Chrysler 300M (You can tell I am "old" because I pick a nice comfortable car versus a sports car.)

Dream Vacation: This might sound nuts to some people but I would like to do more missions trips. We are trying to schedule the next one for Africa.

Favorite Animal: Cats – but don't tell my daughter because I pretend I don't like our two cats so that I don't get stuck feeding them.

Favorite Food: Chocolate, chocolate and chocolate! Then, of course, some more chocolate!

Favorite color: Blue

Favorite TV show: CSI

Person I would most like to meet: Oprah

Pet Peeve: If you are constantly complaining about your job, just quit! (I know that it is easier said than done but I really dislike negative talk in the workplace.)

Favorite movie: Rigoletto

Favorite book: "The Purpose Drive Life"

Favorite Season: Summer – I love the heat (I am always cold!)

What I like most about my job: It is always different every day and I think I have my supervisor trained. ☺

If money were no object: My husband and I would quit our jobs, move to a different country and do missions work.

Favorite food: Seafood

St. Cloud Quarry Chapter, IAAP
Monthly Educational Forum & Membership Meeting

AGENDA

Monday, February 14, 2005

Cellular 2000 Training Room, Waite Park

5:15 - 5:30 p.m. **Registration/Social**

5:30 - 5:50 p.m. **Welcome/Introductions/Dinner**

5:50 - 7:00 p.m. **Program/Educational Forum**
Speaker: Dr. Bruce Miles, CEO – Great River Consulting Group, LLC
Topic: “Dealing With Difficult & Resilient People”

7:00 p.m. **Five-minute break**

7:05 - 7:30 p.m. **Call to Order**
1. Approval of November & January Minutes
2. Treasurer's Report

Unfinished Business:
1. 2005 Spring Conference Update
 – Pat Zwack, CPS/CAP & Andi Towner, CPS

New Business:
1. Installation of new member: Ranette Holmseth
2. VIM (Very Important Member) Awards

Announcements - Good of the Association

Raffle Drawing

Adjournment

St Cloud Quarry Chapter IAAP Meeting Minutes – November 8, 2004

Members Present: Florann Grettum CPS, Kris Kowalzek, Karen Hiemenz, Jeanne Terres, Marlene Winters, Pat Zwack CPS/CAP, Peggy Sullivan, Sue Burnett-Pick, Lori Oldenburg, Kathie Wilke, Shirley Kelly, Lynn Stigsell, Grace Thielen, Marilyn Koltes, Leah Posterick, Joyce Rife, Kathy Lewandowski, Andria Torrey, Gloria Lenzen, Marie Eli, JoAnn Matheny, Bev Radaich, Melissa Linnemann, Mary Milam, Terri Heinen, Ranette Holmseth, Linda Mastey, Robin Nugent, Deb Pitzen, Sue Thielen, and Andi Towner CPS.

Guest Speaker: Doug Rivord, Graco, Inc. presented on “How to Think Outside the Box”.

President Marlene Winters called the meeting to order at 7:05 p.m.

First Order of Business:

The minutes from the October 11th meeting were approved with a motion from Joyce Rife and a second from Pat Zwack. The motion carried.

Treasurer’s Report:

Treasurer Lori Oldenburg briefly went through the budget reports from the previous months. IAAP took a loss of approximately \$230 from the Bosses Luncheon – didn’t figure in the gratuity and room fee before coming up with the amount to charge attendees. Most expenses come in September and October, with the Impact Meeting and Bosses Luncheon – a large amount of money was spent on postage – to get information sent out, which will be reimbursed by Office Team. With no other discussion or changes on the Treasurer’s Report, it will be filed for audit.

Unfinished Business:

October Bosses Day Luncheon: Treasurer Lori Oldenburg reported that there were 48 people who attended the luncheon. Lynn Houle, from the Initiative Foundation in Little Falls, was pronounced the winner of the 2004 Executive of the Year award. It was a great event!

Ways & Means: Vice President Jeanne Terres reported that \$350.00 was already collected for the granola bars. The total money spent was \$380.00 – so any money we bring in after that will be IAAP’s money. KEEP SELLING THOSE GRANOLA BARS – we will be selling these until they are gone. Candle orders and monies were collected tonight – orders will be brought to the December Holiday Social.

2005 Spring Conference Update: Pat Zwack, CPS/CAP stated that some members should have received e-mails asking them to be on committees for the upcoming 2005 Spring Conference in May. These committees will start to meet some time in January, 2005. If you want to participate on a committee, please contact Pat or Andi Towner CPS.

New Business:

Installation of New Member: Deb Pitzen, winner of the free membership at the September Impact Meeting, was installed by President Marlene Winters. Welcome to our chapter, Deb! Pam Reding and Sunny Ithivongkham will be installed at our next meeting.

Holiday Social: Mary Milam and Melissa Linnemann stated that this year’s holiday social will be on December 13th at 5:30 p.m. at Jimmy’s Pour House in Sauk Rapids – there will be a choice of up to four menu items. There will be a gift exchange (\$10) – if people bring a guest, the guest can also bring a gift. A box for the food shelf will be set up. Invitations will be e-mailed out soon.

Announcements – Good of the Association:

- Kris Kowalzek stated that Lynn Houle was just thrilled with the Executive of the Year award – they have had some publicity in the local papers in Little Falls and in the business section in the St. Cloud Times.
- President Winters stated that there are some pamphlets still available if members want to give them to co-workers, friends, etc. Ranette Holmseth is a new member and Andria Torrey is a new student member.

Raffle Drawing:

The following members won the donated door prizes: Snowman & Woman (donated by Treasurer Lori Oldenburg) – Gloria Lenzen; Holiday Dish Towels (donated by Florann Grettum) – JoAnn Matheny; Cheese Cake (donated by Leah Posterick) – Robin Nugent; Candle Stand (donated by Shirley Kelly) – Ranette Holmseth; With no further business, the meeting was adjourned at 7:30 p.m.

Recording Secretary,
Jeanne Terres Vice President 2004-2005

Mark Your Calendar

February Education Forum & Chapter Meeting

Cellular 2000 Training Room
"Dealing with Difficult & Resilient People"
February 14, 2005

Application Deadline for May CPS/CAP Exam

February 15, 2005

IAAP Professional Education Conference

Miami, FL
February 27-March 2, 2005

March Education Forum & Chapter Meeting

Cellular 2000 Training Room
"Time Management – Balance your Life Personally & Professionally"
March 14, 2005

Website Updates

Check out the St. Cloud Quarry Chapter website at www.geocities.com/ and give your feedback to Lori Oldenburg at the next Chapter meeting.

Communicating With Your Staff

--Submitted by OfficeTeam

We all know the importance of communication in the workplace. But were you aware that proper communication involves actions, not just words? Twenty-eight percent of workers polled in a recent survey by OfficeTeam said their bosses could communicate more effectively by standing up for staff when needed. Nipping office politics in the bud was cited by 24 percent of respondents as a way for managers to improve communication.

Most employees expect their managers to have solid communication skills to assign projects and keep the department running smoothly. However, subtler behaviors can also enhance the work experience. Communicating with staff — and on their behalf — plays a vital role in building job satisfaction. Managers who promote employees' viewpoints, support their staff and limit the impact of office politics show they value and respect their team members. In leading by example, they not only encourage staff to develop similar skills but also promote a more positive corporate culture.

Here are additional tips for better communication at the office:

Avoid fueling the rumor mill. Gossip exits in every office. But in workplaces where managers limit top-down communication, it can run rampant. Make sure your staff hear important news from you, otherwise they're likely to receive it from another, potentially incorrect, source.

Apply the same standards to everyone. As a manager, you must be consistent in the expectations you assign to each employee. Taking a hands-off approach with some team members or not monitoring their projects as closely can fuel speculation of favoritism and breed resentment.

Observe and listen during meetings. How do others speak to and about your staff? If your employees are being questioned unfairly or criticized, speak up in their defense.

Be accessible. Even though you're busy, your staff need to know they can approach you with questions and concerns when necessary. Don't let your e-mail and voice mail stack up without responses. If you can't address something immediately, let the sender know when you can.

Ask questions. Make sure issues and potential problems don't sneak up on you. One-on-one, impromptu discussions with your team members can give you an indication of issues brewing before they escalate.

OfficeTeam is the world's leading staffing service specializing in highly skilled administrative and office support professionals. The company has more than 300 locations worldwide, and offers online job search services at www.officeteam.com. For more information, call the St. Cloud office at (320) 240-0991.

Thank You! Thank You! Thank You!

A big THANK YOU goes out to Cellular 2000 for allowing us to use their meeting room and for providing beverages for our monthly meetings at no charge. Your generosity is greatly appreciated!

Technology Corner-What is Spam?

--Excerpts from the "Crabby Office Lady" column on Microsoft's website (www.microsoft.com)

No one I talked to is really sure what the letters in "spam" stand for:

- spam: Stupid Pointless Annoying Mail?
- spam: Stymieing Practice of Altering Minds?
- spam: Scrambled Pieces of Asinine Marketing?

Actually, it stands for nothing — it's just unsolicited e-mail that comes to your Inbox in droves. How it was named "spam" is debated in countless newsgroups and Web sites on that oracle of misinformation we call the Internet. In other words, no one is really sure.

How can I avoid spam?

While you can spend lots of your hard-earned cash on spam blockers, spam butchers, spam SWAT teams, spam sharpshooters, and spam spammers, you can also take a few steps yourself to reduce your daily spam rations. Ready? Let's get crackin'.

Method #1: Use Outlook to manage junk e-mailers

This filter basically scans messages before they get to your Inbox and annoy you. It decides whether a message is junk based on several factors, including the time of day it was sent and the content of the message. While the filter doesn't initially single out any particular sender or type of message, you can customize this filter to be your very good spam bodyguard.

Method #2: Avoid replying to the sender

When you reply and type REMOVE in the subject line, this is a great way to let spammers know that yes, your e-mail address is up, running, and being used right now. It's like waving a white flag that says, "I read unsolicited e-mail. Please send more." The best way to "opt out" of a spammer's mailing list is to pretend you never received the e-mail message. Put your hands over your ears and *sing*, "La-la-la-la...I can't HEAR you!" (No one likes to be ignored.)

Method #3: Alter your e-mail address when you post it

You might post your e-mail address sometimes to a newsgroup, chat room, or bulletin board. But you don't have to post it correctly. The funky term for this is "munging" your address. This means adding a character, number, or symbol (or two) that has to be taken out for your address to work (for example, "cr@bby@mi(rosft.com)"). It really throws those automatic "address harvesters" (yikes, what a term!) off balance.

Method #4: Don't give out your primary e-mail address

Create a "disposable" Web e-mail address (such as one from an MSN® Hotmail® account) that you can give when registering for free software or shareware, or even when ordering from a company online. In fact, Hotmail can help you avoid getting spam. I like to give my primary address to friends and family, and then I have another one I use when I'm ordering some new rhinestone glasses or hair coloring.

Method #5: Don't post your address on your Web page

Again, you can munge it or not post it there at all. Then those nasty spam weevils can't find you.

Method #6: Review Web sites' privacy policies

I know that you're an Internet expert and that you can blaze through those online forms at lightning speed. But slow down, Cha-Cha, and make sure that you're checking all the privacy options you need to check. Sometimes these are hard to find, but they're there. Some sites assume the right to share your information; responsible sites will give you a way to opt out.

An example: Let's say that you're in the process of purchasing a fabulous new pair of rhinestone glasses. You've filled out all the pertinent information: Size, style, shipping and billing info, and an e-mail address to receive the order confirmation. Now before you click the "place order" button, look around. Are there any check boxes or tiny form fields on that page that are checked to indicate that you're fine with this company selling or giving away your e-mail address to "responsible" parties?

Method #7: Don't list yourself in Internet directories

This is a tough one. If you're in the regular phone book, chances are you're in one of the big directories such as BigFoot, AnyWho, InfoSpace, Switchboard, and Yahoo!. Look yourself up, and there you'll be. There is probably a place to add your e-mail address (for free, can you believe it?), but my advice is: Don't.

Method #8: Do not forward chain e-mail

This is my favorite one, and I'm pretty sure I've lost some friends after telling them to cease and desist. Here's a good example:

On NPR's Morning Edition last week, Nina Tottenberg said that if the Supreme Court supports Congress, it is in effect the end of the National Public Radio (NPR), NEA & the Public Broadcasting System (PBS)...."

Sound familiar? This is a hoax. Don't forward it to friends. Your first clue is that Nina's last name is misspelled. Not familiar? You don't listen to public radio? OK, here is one for you: *My name is Bill Gates, and I need your help...*

It's a pretty good bet that if you don't know Bill Gates, he won't be sending you any sort of e-mail, because chances are he doesn't need your help. He's never even sent me e-mail. (I'm still waiting. I still have hope.)

Some others I've received concern needles in theater seats, free software from my boss, free cases of champagne, free trips to Disney World, a request for money for a little girl dying of a tropical disease, the Hawaiian good luck totem, caution using cell phones at gas stations, and my personal favorite: a virus warning about e-mail messages with "How to give a cat a colonic" in the subject line.