



St. Cloud Quarry Chapter IAAP

February 2006 Newsletter

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Mission Statement:

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

MONTHLY EDUCATION FORUM & BUSINESS MEETING

“Customer Service: Keeping Customers for Life”

Martha Roth, Resource Training & Solutions

Monday, March 13th, 2006 5:30 – 7:30 p.m.

Resource Training & Solutions

4150 2nd Street South, Suite 550, St. Cloud

With greater competition, and use of the Internet, customers have many more choices when it comes to buying. What will make your organization stand out? Above and beyond, exceptional, customer service.

Meal: Hot Beef Sandwiches, Salad, Chips and Cookies.

Cost is \$10; \$5 for students. RSVP by **Wednesday, March 8th** to Sue Burnett-Pick at suebpick@gmail.com or call 320-251-2532.

****MARK YOUR CALENDAR****

“Memory Power” by Michael Monroe Kiefer M.S.
April 10, 2006 - Kelly Inn, St. Cloud

Celebrate Administrative Professionals Week early with this awesome seminar. Learn how to remember key data, names, and access great ideas. This session teaches over 20 practical tricks to help anyone develop super memory. Scientific research on using music, nutritional supplementation and how different foods effect memory are all covered. Michael Kiefer M.S. has a bachelor degree in Cell and Molecular Biology and Applied Psychology and a degree in Genetic Engineering. Michael has worked with other IAAP chapters and we are really pleased to have him coming to St. Cloud. If you would like more information on Michael Kiefer please visit his web site www.powermindtraining.com. This meeting will be held at the Kelly Inn. Dinner will be: Sauteed chicken breast with marsala sauce, oven browned red potato, fresh vegetable, and dinner salad. This is one seminar you won't want to miss.

Brochures will be coming soon!

Thank You! Thank You! Thank You!

A big “THANK YOU” to Resource Training & Solutions for being a host site for our March meeting

From the President-Elect..

Hello Everyone,

I would like to share what IAAP has done for me both professionally and personally. The first time I heard about IAAP was from an online class that my boss had me take called "Fundamentals of Administrative Assistants". In the book it talked about IAAP and how it got started. I never even knew IAAP existed in our town, until I met Marlene Winters. Marlene was hired at St. Cloud Refrigeration, which is also where I work. We began talking and getting to know each other when one day she said to me, "You should come to a meeting with me". It was September and they were having a really great speaker for their meeting. She really wanted me to attend, so she "dragged" me to a meeting; and I say "dragged" because I was just so busy. There was a lot going on at work and at home. My daughter was in high school, I was working overtime and my family needed me. I thought, there are plenty of other things to do. But who can resist Marlene's charm? Here I am two years later and I have never left. I joined IAAP that month and I have not missed a single chapter meeting yet. The welcome I received made a huge impression on me, everyone was so nice. The first year I was on the bosses luncheon committee, then Treasurer, and now President-Elect. I was shy at first but those of you who know me now know that is not so anymore. The main thing I would like to work on is my writing skills. And I am sure being President next year will help me get over that fear very quickly. I used to be really nervous about talking to people in a group, but my confidence level has grown since I joined IAAP. The friendships I have made, the experiences of the division meetings, and the speakers we have had have made a difference in my career and in myself personally. My boss made the comment to me during my last review that she feels IAAP is a great asset to me and she has noticed a positive difference in me since I joined IAAP. Take the time to think about what IAAP has done for you and how it has helped you. Also think about how your input can help this chapter. Fresh new ideas are what we are about. Administrative professionals need to keep on the cutting edge of knowledge. Our jobs are changing and becoming more challenging every day. Admins are getting more and more responsibility and we need to be trained and ready for whatever is given to us.

If you know someone who would benefit from IAAP, I encourage you to bring them to a meeting and see what we have to offer. Just a reminder that we need people for our 2006-2007 board. Please think about serving on the board next year. It will be a great experience.

--Lori Oldenburg, *President-Elect*

Benefits of IAAP Membership

Continuing Education – Earn Continuing Education Credit (CEUs) and/or CPS/CAP recertification points at Chapter, Division and International meetings and conferences.

Networking – Meet and exchange ideas with other office professionals.

Professional Growth – Enhance your career and develop self-confidence.

Leadership Development – Learn team-building and organizational skills as a committee member, committee chair, and/or chapter officer.

Technology Updates – Keep up to date on industry trends and technology advances.

Professional Publications – OfficePro® Magazine, Bits & Bytes Newsletter, District Newsletter, Division Newsletter and other Chapter newsletters.

Professional Certification – Certified Professional Secretary (CPS) and Certified Administrative Professional (CAP)



OPEN HOUSE

Lori Oldenburg and Marlene Winters will be hosting a Lia Sophia jewelry party on March 11th from 1:30 - 4:30 at Marlene's house in St. Cloud. Please call Lori (320-230-4437) or Marlene (320-259-5752) for directions. Lori will donate ½ of her profit to IAAP. Bring a friend, stop in for hors d'oeuvre and look at some very beautiful jewelry. You will not be disappointed with the quality and in turn it will help benefit the St. Cloud Quarry Chapter.

Business Bloopers—Article from OfficeTeam Website

Sitting in a dunk tank may be business as usual for a circus performer, but how about a corporate executive? Strange but true, some managers have made a splash – literally – in front of colleagues. In fact, in a recent survey, sitting in dunk tanks, performing in office skits and falling prey to clothing calamities were among survey respondents' most embarrassing moments at work.

The survey was developed by OfficeTeam, a leading staffing service specializing in the placement of highly skilled administrative professionals. It was conducted by an independent research firm and includes responses from 150 senior executives at the nation's 1,000 largest companies.

Executives were asked, "What was your most embarrassing moment at work?" Here are some of their responses:

- "I inadvertently sent a personal e-mail to an entire distribution list."
- "Another manager and I had a conflict in front of the president of the company."
- "A personal voice mail from my spouse went to someone else instead."
- "I pretended to throw water on a colleague only to discover my cup wasn't empty. Luckily, she had a good sense of humor."

"No professional is immune to the occasional work mishap," said Diane Domeyer, executive director of OfficeTeam. "Acknowledging an awkward situation, apologizing to the appropriate colleague, if necessary, and not dwelling on it are good ways to bounce back from even the most uncomfortable scenario."

Think performances are limited to the stage or screen? Consider the following:

- "For Employee Appreciation Week, executives perform a skit and I played Cher."
- "I sat in a dunk tank and was in my swimming trunks in front of employees."
- "My colleagues pressured me to sing my school song the day I started."
- "The marketing team did karaoke. We sang 'Bohemian Rhapsody.'"
- Hopefully, these executives rebounded from these memory lapses:
- "Calling the CEO by the wrong name"
- "Leaving the boss behind and going to a meeting without him"
- "Showing up for work on a Sunday thinking it was Monday"

Ever wonder what it would be like working with the Three Stooges? Here are a few possible scenarios:

- "I stumbled and fell on my face when I tripped over the carpet."
- "In a meeting, I spilled coffee all over myself."
- "While speaking at a business event, I fell off the stage."

Controlling their emotions and staying focused at work challenged these respondents:

- "I hugged the senior manager on my first day of work."
- "While interviewing a job candidate, I fell asleep."
- "I passed out in the front lobby after I cut my finger."

And these wardrobe malfunctions are sure to raise some eyebrows at the office:

- "Making a presentation with my zipper open"
- "Coming into work with two different shoes on"
- "Leaving the gym one morning only to discover I had left my business clothes at home"
- "Showing up at work wearing a gray jacket and blue pants"



"Everyone has embarrassing incidents at work – it shows we're all human," added Domeyer. "The best way to handle awkward moments is to gracefully move on, and, if possible, try to find the humor in the situation."

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.

Happy Anniversary!

At this time, we would like to recognize the following members for their commitment to professional excellence through membership in our Chapter:

March

Sue Tomczik – 2 years

Linda Mastey – 8 years

Marlene Winters – 7 years

Best wishes for continued success!

Website Updates

Reminder: Please update your information on our Chapter website at www.iaap-stcloudquarry.org. Go to the "Members" section and enter your member number. The password is "Quarry". In the future, we would like to recognize birthdays in our monthly newsletter and would pull the information from the members section on the website.

2005 – 2006 Chapter Committees

Audit – Florann Grettum and Kathie Lewandowski

Newsletter – Kris Kowalzek

Education – Joyce Rife and Lori Oldenburg

Ways & Means – Lori Oldenburg and Leah Posterick

December Social – Pat Zwack and Andi Towner

Sunshine Fund – Shirley Kelly

Bosses' Luncheon – Marlene Winters and Karen Hiemenz

September Open House – Andria Carlson and Sue Burnett-Pick

Membership – Marlene Winters, Karen Hiemenz and Lisa Schmitz

Photographer – Sunny Ithivongkham

St. Cloud Quarry Chapter Board Members 2005 - 2006

President – Leah Posterick

President-Elect – Lori Oldenburg

Vice President – Peggy Sullivan

Treasurer – Bev Radaich

Secretary – Sue Burnett-Pick

lposterick@ifound.org

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peggys@rasmussen.edu

bradaich@csbsju.edu

suebpick@gmail.com

Dates to Remember...

Administrative Professional Seminar

"Memory Power"

Location TBA

April 10, 2006

Administrative Professionals Week

April 23-29, 2006

CPS/CAP Exams

May 5-6, 2006

May Education Forum & Chapter Meeting

"Time Management – Balance Your Life Personally and Professionally"

St. Cloud Refrigeration, St. Cloud

May 8, 2006

MN-ND-SD Division Annual Spring Professional Conference

Thunderbird Hotel, Bloomington, MN

May 19-20, 2006

2006 IAAP International Conv.

Reno, NV

August 7-10, 2006



2005 – 2006 St. Cloud Quarry Chapter Programs

- September 12, 2005 **St. Cloud Quarry Chapter Open House**
Location: Kelly Inn, St. Cloud
- October 10, 2005 **Get a Better Job, Write a Better Resume**
Lori Glanz-Gambrino, Vice President Human Resources, St. Cloud Wireless Holdings
Location: Resource Training & Solutions, St. Cloud
- October 24, 2005 **Take Your Boss to Lunch – Bosses Day Luncheon**
John Justin, Crime Prevention Specialist, St. Cloud Police Dept.
Location: Kelly Inn, St. Cloud
- November 14, 2005 **Websites Made Easy/Microsoft Office 2004 Tips & Tricks**
James Rivord, Manager of Software Development, Regal CineMedia
Location: St. Cloud Refrigeration
- December 12, 2005 **Holiday Social**
- January 9, 2006 **Office of the Future 2020**
Sue Antolak, Branch Manager of St. Cloud OfficeTeam and Accountemps,
Divisions of Robert Half International, Inc.
Location: Resource Training & Solutions, St. Cloud
- February 13, 2006 **Interpersonal Communications**
Kelly Walz, Training Manager, St. Cloud Wireless Holdings
Location: St. Cloud Refrigeration
- March 13, 2006 **Customer Service: Keeping Customers for Life**
Martha Roth, Resource Training & Solutions
Location: Resource Training & Solutions, St. Cloud
- April 10, 2006 **Administrative Professional Seminar – Memory Power**
Michael Monroe Kiefer M.S.
Location: Kelly Inn, St. Cloud
- May 8, 2006 **Time Management – Balance Your Life Personally and Professionally**
Dr. Robert Cavanna, Executive Director, Resource Training & Solutions
Location: St. Cloud Refrigeration
- June 13, 2006 **St. Cloud Quarry Chapter Awards Program/Officer Installation**
Martha Roth, Resource Training & Solutions
Location: St. Cloud Refrigeration

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

AGENDA

Monday, March 13, 2006

Resource Training & Solutions, St. Cloud

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

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

5:50 - 6:55 p.m. **Program/Educational Forum**
Speaker: Martha Roth, Resource Training & Solutions
Topic: "Customer Service: Keeping Customers for Life"

6:55 p.m. **Five-minute break**

7:00 - 7:30 p.m. **Call to Order**
1. Approval of February Minutes
2. Treasurer's Report
3. Committee Reports/Updates

Unfinished Business:

New Business:
1. New Member Installation – Tina Yorek

Announcements - Good of the Association

Raffle Drawing

Adjournment



No Show Policy

REMINDER: For all regular monthly meetings, all "no shows" will be billed \$10, without exception, unless the cancellation is received prior to the RSVP deadline stated in the newsletter. You can, however, find a replacement to take your RSVP but need to notify the Secretary as soon as possible.

We know that life happens and sometimes members are not able to make it at the last minute. However, the Chapter is still responsible for the RSVP and needs to pay for the meal whether or not you are there.

