



St. Cloud Quarry Chapter IAAP

December 2006

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YOU AND A GUEST ARE INVITED TO AN EVENING OF "HOLIDAY TRADITIONS"

Monday, December 11, 2006, 5:30-7:30 p.m.
Living Waters Lutheran Church – 1911 4th Ave N, Sauk Rapids

5:30 p.m. Dinner at Living Waters Lutheran Church (catered by Mexican Village)
6:15 p.m. Caroling at Good Shepard Apartments in Sauk Rapids
7:00 p.m. Cocoa, apple cider, cookies and gift exchange
7:30 p.m. Hop in your sleigh and ride back to your home!

Please bring a non-perishable food item for the area food shelf and a \$5.00 or less non-gender gift for a gift exchange.

Cost is \$10 per person. **RSVP by Monday, December 4th** to:
Pat Zwack at pzwack@msn.com or phone 320-492-7016; or
Andi Towner btandi@chartermi.net or phone 320-249-1462.

INTERNATIONAL DIRECTOR, NORTHWEST DISTRICT

Northwest District Director, Teresa Bennett CPS, has asked that we provide her contact information in our monthly newsletter to let members know that she is available for any questions, comments or concerns. Teresa's preferred e-mail and phone numbers are: teresa.bennett@hp.com and 208-396-4843. Teresa stated, "I try very hard to respond quickly. I may not have all the answers, but I am happy to find the answer for you."

Teresa Bennett CPS

International Director, Northwest District
Executive Assistant to Rich Raimondi
Hewlett Packard Company
Boise, Idaho



MEMBERSHIP NEWS

HAPPY ANNIVERSARY!

- Pat Zwack, 17 years

NEW MEMBERS – WELCOME!

- Joanne Brisse, Resource Training & Solutions
- Laura Kunkle, Regent Communications
- Bernadette Hansmann, Student Minnesota School of Business
- Karen Heid, Coborns
- Stephanie Hensel, St. Cloud Technical College
- Rachael Heily, Student Member, St. Cloud Technical College

KEEP THE SPIRIT AND LET'S KEEP THIS CHAPTER GROWING!

Mission Statement:

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

FROM THE PRESIDENT...

Happy Holidays...It is really hard to believe that December is already here and it will be 2007 in about a month. The weather was really nice over Thanksgiving and hopefully all of you had a chance to enjoy it.

I want to start by thanking Cindy for coming to our meeting in November and showing us some great food from Homemade Gourmet. I purchased a bunch of items from her for Christmas presents. I made the pumpkin pie cheesecake for Thanksgiving dinner and, wow, was that a big hit. I barely got a taste of it. If anyone needs anything from Cindy before the January meeting just call her at 253-0690 and she will be happy to take care of you for the holiday season. If you are having a New Years Party, some of the dips would be great for that.

A big "thanks" to Kelly Walz for the awesome presentation on interpersonal communications. It was really interesting to see how much people stereotype others when in certain situations. I had remembered an instance when my husband and I went to a store to purchase furniture and I was not dressed very well that day. I had been working in the house and had sweats on, no makeup, and did not "look" like we were going to "spend" money in this store. The sales clerks were not very willing to help us out and wanted to help the other people in the store who were looking like they were going to spend more than us. We took our business somewhere else. The January meeting will continue on the communications theme.

The December social was planned by Andi Towner and Pat Zwack. They have a great evening planned for us at the Good Shepard Apartments in Sauk Rapids. If you want to participate in the gift exchange, please bring a non-gender gift (\$5.00 limit) to the party. Please RSVP to Andi Towner at btandi@chartermi.net or Pat Zwack at pzwack@msn.com by December 4, 2006.

In November we looked at interpersonal communications, and in January we will look at how people treat you as they perceive you to be. That perception has a lot to do with "what you look like and how you present yourself," says Joyce Nelson Shellhart. Joyce's new book, *DRESS TO IMPRESS: A COMMON SENSE APPROACH TO DRESSING FOR THE WORKPLACE*, helps women of any age make sure the perceptions people have of them are positive ones! We are so honored to have Joyce here with us. She has worked with many other IAAP chapters and we are happy she has agreed to come here to St. Cloud with her presentation. You can check out her website at www.dressingforwork.com.

I look forward to seeing all of you at the social on December 11th. For those of you who will not be attending, have a very, Merry Christmas and a Happy New Year! Keep it safe this holiday season.

Thanks for your continued support,

--Lori Oldenburg, President

Future International Convention Sites:

- **2008** – Hilton Riverside, New Orleans, LA
July 27-30, 2008
- **2009** – Minneapolis Convention Center,
Minneapolis, MN
July 26-29, 2009
- **2010** – Hynes Convention Center,
Boston, MA
July 18-21, 2010
- **2011** – Montreal Palais de Congress Convention
Center, Montreal, Quebec
July 24-27, 2011



Say 'Please!'

-- Submitted by OfficeTeam

Your mother wasn't too far off when she explained to you the importance of showing respect and being polite. In today's fast-paced work environment, it's not unusual for people to overlook workplace etiquette and protocol; however, a little courtesy goes a long way in paving the road toward a successful career.

People have long memories when it comes to how you interact with them. The niceties you extend now will be remembered and could increase the likelihood that contacts will want to work with you in the future. Following are some courtesy "checkpoints" to help you put your best foot forward at work:

- **Value others' time.** Never assume a coworker is less busy than you are. Show respect by sticking to project deadlines, returning messages promptly and arriving on time to meetings.
- **Clean up after yourself.** Don't inconvenience others by leaving last week's leftovers in the office refrigerator or paper jammed in the copier.
- **Be courteous.** Remember to say "please" and "thank you," even in brief e-mail messages. If you sense a problem or have bad news to deliver, don't play phone tag — meet in person instead.
- **Respect boundaries.** Be sensitive to your coworkers' need for privacy. Knock before entering anyone's workspace and ask whether it's a good time to talk before launching into a discussion.
- **Give credit where credit is due.** Always let your manager or team members know when you've received help on a project and be sure to praise your colleagues on a job well done.

Most people enjoy working with a polished and polite professional, and those who display courtesy are often looked to first when new opportunities arise. Improving your workplace manners is key to earning the respect of your peers and a prominent position within your organization.

Office Team is the world's leading staffing service specializing in the placement of 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.

DATES TO REMEMBER...

- **Monthly Meeting and Education Forum – Dress to Impress**
Kelly Inn, St. Cloud
January 8, 2007
- **Administrative Professional's Week**
April 22-28, 2007
- **MN-ND-SD Annual Meeting**
Doublewood Inn, Fargo, ND
May 18-20, 2007
- **IAAP International Convention**
Tampa Convention Center, Tampa, FL
July 29-August 1, 2007
- **IAAP Certification Seminar**
Marriott Rancho Las Palmas Resort & Spa, Palm Springs, CA
October 15-18, 2007



10 TIPS FOR COPING WITH HOLIDAY STRESS

-- Excerpts from MayoClinic.com, *Tools for Healthier Lives*

For some people, the holidays bring unwelcome guests—stress and depression. And it's no wonder. In an effort to pull off a perfect Hallmark holiday, you might find yourself facing a dizzying array of demands – work, parties, shopping, baking, cleaning, caring for elderly parents or kids on school break. When stress is at its peak, it's hard to stop and regroup. Try these tips:

- **Acknowledge your feelings.** If a loved one has recently died or you aren't near your loved ones, realize that it's normal to feel sadness or grief. You can't force yourself to be happy just because it's the holiday season.
- **Be realistic.** As families change and grow, traditions often change as well. Hold on to those you can and want to. But understand in some cases that may no longer be possible.
- **Set differences aside.** Try to accept family members and friends as they are, even if they do not live up to all your expectations. Set aside grievances until a more appropriate time for discussion.
- **Stick to a budget.** Before you go shopping, decide how much money you can afford to spend on gifts and other items. Then be sure to stick to your budget. If you don't, you could feel anxious and tense for months afterward as you struggle to pay the bills. Don't try to buy happiness with an avalanche of gifts. Donate to charity in someone's name, give homemade gifts or start a family gift exchange.
- **Plan ahead.** Set aside specific days for shopping, baking, visiting friends and other activities. Plan your menus and then make one big food-shopping trip.
- **Learn to say no.** Believe it or not, people will understand if you can't do certain projects or activities. If you say yes only to what you really want to do, you'll avoid feeling resentful and overwhelmed.
- **Don't abandon healthy habits.** Don't let the holidays become a dietary free-for-all. Some indulgence is OK, but overindulgence only adds to your stress and guilt. Have a healthy snack before holiday parties so that you don't go overboard on sweets, cheese or drinks. Continue to get plenty of sleep and schedule time for physical activity.
- **Take a breather.** Make some time for yourself. Spending just 15 minutes alone, without distractions, may refresh you enough to handle everything you need to.
- **Rethink resolutions.** Resolutions can set you up for failure if they are unrealistic. Don't resolve to change your whole life to make up for past excess. Instead, try to return to basic, healthy lifestyle routines. Set smaller, more specific goals with a reasonable time frame. Choose only those resolutions that help you feel valuable and provide more than only fleeting moments of happiness.
- **Forget about perfection.** Holiday TV specials are filled with happy endings. But in real life, people don't usually resolve problems within an hour or two. Something always comes up. You may get stuck late at the office and miss your daughter's school play, your sister may dredge up an old argument, you may forget to put nuts in the cake, and your mother may criticize how you and your partner are raising the kids. All in the same day! Expect and accept imperfections.

Remember, one key to minimizing holiday stress and depression is knowing that the holidays can trigger stress and depression. Accept that things aren't always going to go as planned. Then take active steps to manage stress during the holidays. You may actually enjoy the holidays this year more than you thought you could.



2006 – 2007 St. Cloud Quarry Chapter Programs

September 11, 2006	Business Solutions for Greater Productivity Gil Castaneda, Avery Dennison Location: Kelly Inn, St. Cloud
October 9, 2006	St. Cloud Quarry Open House Lisa Hogan, President of the MN-ND-SD Division of IAAP Location: Kelly Inn, St. Cloud
November 13, 2006	Interpersonal Communications Kelly Walz, St. Cloud Times Location: Kelly Inn, St. Cloud
December 11, 2006	Holiday Social Location: Living Waters Lutheran Church, Sauk Rapids
January 8, 2007	Dress to Impress Joyce Nelson Shellhart Location: Kelly Inn, St. Cloud
February 12, 2007	Personal Safety John Justin, Crime Prevention Specialist, St. Cloud Police Department Location: Kelly Inn, St. Cloud
March 12, 2007	Eating on the Run – Healthy Choices for Busy People Diane Giambruno, CentraCare Health Systems Location: Kelly Inn, St. Cloud
April 9, 2007	People-Reading Advanced Michael Monroe Kiefer, M.S. Location: Kelly Inn, St. Cloud
May 14, 2007	To Be Announced Location: Kelly Inn, St. Cloud
June 11, 2007	St. Cloud Quarry Chapter Awards Program/Officer Installation Martha Roth, Resource Training & Solutions Location: Kelly Inn, St. Cloud