



# St. Cloud Quarry Chapter IAAP

May 2007

## In this Issue:

- From the President 2
- Dates to Remember 2
- Making the Most of High Pressure Situations 3
- No Show Policy 3
- Agenda 4
- Stress Relief 5
- Program Listing 6

## Mission Statement:

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

## MONTHLY EDUCATION FORUM & BUSINESS MEETING

“Know Your Employee Rights”

Guest Speaker: Gary Gorman, MN Dept. of Human Rights

Monday, May 14, 2007, 5:30-7:30 p.m.

Kelly Inn, St. Cloud

Gary Gorman is a 28-year veteran of the Minnesota Department of Human Rights of which the last 23 years he has been an Investigations Supervisor. Mr. Gorman's Human Rights enforcement and investigative experience has been in the areas of employment, housing, and education discrimination as well as sub-specialties areas of age, sex and sexual harassment law enforcement.

Meal: Classic Box Lunch – ham sub sandwich, chips, fresh fruit, cookie and can of pop.

Cost is \$15 for members; \$20 for non-members; and \$10 for students. **RSVP by Wednesday, May 9<sup>th</sup>** to Lisa Schmitz via e-mail at [lisa@smamn.com](mailto:lisa@smamn.com) or phone 320-258-5585. Please remember our no show policy (see page 3). Note: If you have special dietary needs please e-mail me at [lorjay22@charter.net](mailto:lorjay22@charter.net) immediately and we will make special arrangements for you.

## Message from the President-Elect

I have been telling everyone to “think Spring” and apparently it is working! I hope you were all recognized on Administrative Professionals Day and treated as special as you truly are.

I will be conducting our May meeting...aren't you excited? I am. I am also really looking forward to serving as your President. Which reminds me—May is election month for IAAP. I really appreciate Marlene Winters, Joanne Weisz, Sue Tomczik and Rachel Heily for stepping up to the plate and volunteering to run for office. We will also be taking nominations from the floor that night. We are still in need of a President-Elect as well, so please give it some thought and consider running for this position on the board.

Remember we must have a quorum in order to vote for officers and vote for delegates to attend the MN-ND-SD Division Annual Meeting in Fargo, so please try to attend. We will also have some proposed Division bylaw changes to discuss prior to the annual meeting.

At our meeting we will be asking for members to sign up for one of our committees. I'm looking forward to being President; however, this chapter cannot be run alone, so I am asking for everyone's help and support. Amanda Bruno and Lori Oldenburg have signed up to work on the Program & Education Committee and are open to any suggestions you may have. If anyone has any specific requests or suggestions for our educational forums, please let us know.

Have you ever had any questions about your rights in the work place? Gary Gorman from the MN Dept. of Human Rights will be speaking to us on May 14 about employee rights and discrimination. Come prepared to ask questions and if you don't wish to voice them publicly, write them down and I will make sure that Mr. Gorman gets your questions. He will also be available after the presentation for one-on-one questions and answers.

Looking forward to seeing everyone in May!

--Joyce Rife, President -Elect

## FROM THE PRESIDENT...

Happy Spring!

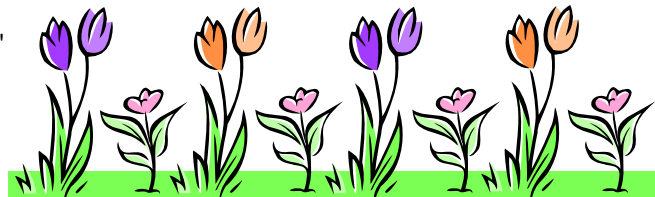
I can't express how much I enjoyed being your President this past year. I have learned so much, gained more confidence, and calmed some of my greatest fears. I hope that you have enjoyed and learned a lot as well. I want to thank all of you for your support and ideas, and I could not have done this without you. St. Cloud Quarry Chapter is the best and I'm looking forward to your continuing friendship and belonging to the chapter for a long time.

With the arrival of Spring come "new" beginnings. We look forward to cleaning out the flowerbeds, planting new seeds and tending a garden. Spring brings a fresh new look to all of our surroundings. This is how I would like to visualize St. Cloud Quarry Chapter. We must commit to bringing in new members and show the true strength and growth of this organization. Just like the spring flowers we have so much to share. We know the benefits of IAAP and the wealth of resources available to us as members. So look around your office, check out those co-workers and friends, share the benefits of becoming a member, and continue to get the word out. One of my goals this year was to increase membership. I am very grateful for the new members that joined this year, and sad about the ones we lost. Overall we increased membership by one member and I will be anxious to receive the final number in June 2007.

I hope to see a lot of you in Fargo for the MN-ND-SD Division meeting, May 18 - May 20. Hopefully you have already mailed in your registration forms and booked your room. Division has planned a very exciting weekend event and you will not be disappointed.

Again, "Thanks for allowing me to serve as your president."

--Lori Oldenburg, President



## 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)

## HAPPY ANNIVERSARY!

### May:

Natalie Ethen – 1 year

## HAPPY BIRTHDAY!

I do not have any record of birthdays for May. If I missed your birthday, please email me immediately.

--Lori

## DATES TO REMEMBER...

- **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

## Six Surefire Methods for Making the Most of High-Pressure Situations

--Submitted by OfficeTeam

While a certain amount of on-the-job pressure is unavoidable, an extra project, seasonal rush or general rise in workload can catch anyone off guard and add strain to a person's already-busy schedule. Too much stress can even lead to burnout.

In a survey by our company, nearly three-quarters (74 percent) of employees polled said they perform as well or better than normal in high-pressure situations. Here are some tips to ensure you make the most of a crunch time:

- **Take time out.** If you're under the gun, step back before you react so you can quickly assess the situation and come up with an action plan.
- **Collaborate.** Seek input from colleagues on the best course of action when you are confronted with a difficult or unknown situation.
- **Stick to the plan.** Direct your energy toward situations where you can affect the outcome and don't spend time worrying about what you cannot change.
- **Prioritize.** Focus your efforts on activities directly linked to your most immediate objectives. Lower priority tasks and those with deadlines farther out can be handled later.
- **Look to others.** If the pressure you're facing is the result of project overload, identify tasks that can be delegated to another member of the group.
- **Ramp up.** Use downtime in between busy periods to prepare for the next workload peak so you can work as efficiently as possible. Organize your files and determine what types of resources you might need

Pressure situations can bring out the best or worst in people, depending on their level of preparation. Whether you are trying to meet a tight deadline or faced with a sudden surge of work, demonstrating grace under fire helps you perform better and shows your value to the firm.

*OfficeTeam 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](http://www.officeteam.com).*

## NO SHOW POLICY

**REMINDER:** For all regular monthly meetings that you RSVP as a "yes", all "no shows" will be billed \$15, 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 at [lisa@smamn.com](mailto:lisa@smamn.com) or phone 320-258-5585.

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.

### 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



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

**AGENDA**

Monday, May 14, 2007

**Location: Kelly Inn, St. Cloud**

- 5:00 – 5:30 p.m.      **Set-Up/Registration/Social**
- 5:30 – 6:00 p.m.      **Welcome/Introductions/Dinner**
- 6:00 – 7:00 p.m.      **Program/Educational Forum**  
Speaker: Gary Gorman, MN Department of Human Rights  
Topic: “Know Your Employee Rights”
- 7:00 p.m. –            **Business Meeting**
1. Call to Order
  2. Approval of April Minutes
  3. April Treasurer’s Report
  4. Discuss Facility
  5. Committee Sign-up
  6. MN-ND-SD Division Annual Meeting in Fargo
    - Vote for Delegate(s)
    - Discuss Division Bylaw Changes
  7. Vote for Chapter Officers (**Must have a quorum!**)
- Team Awards**
- Topic/Tip of the Month\*\***
- Announcements/Good of the Association**
- Drawing**
- Adjournment**

\*\*Do you have something to share with the membership? Have you read something or found some information that might benefit another IAAP member? If you have something to share, please let me know and I will get you on the agenda.

Thanks!  
--Joyce



## CHOOSE YOUR RESPONSE FOR GREATER STRESS RELIEF

--Excerpts from MayoClinic.com – Tools for Healthier Living

Feel like you are lugging a backpack that's growing heavier by the minute? That's stress. And too much stress makes life a difficult hike.

What exactly is stress? It's what you experience when the level of stressors exceeds your ability to cope. To balance this equation, you need stress relief by changing the level of the stressors or increasing your ability to cope. Try using one of the four As: avoid, alter, accept or adapt.

### AVOID

- **Take control of your surroundings.** Is traffic insane? Leave early for work, or take the longer, less traveled route. Hate waiting in line at the corporate cafeteria? Pack your lunch and eat at your desk.
- **Avoid contact with someone who bothers you.** If you have a co-worker who causes your jaw to tense, put physical distance between you. Sit across the table at meetings or walk around his or her cubicle, even if it requires some weaving.
- **Say “no”.** You have a lot of responsibilities and demands on your time. At a certain point, you cross the line between charitable and foolish. Turn down the neighborhood sports league. Pass on coaching T-ball. Those around you will appreciate more time with a relaxed you.
- **Turn off the news.** Everyone knows it's the grisly happenings that get airtime. Opt instead to light a candle and read a relaxing book a few days a week.
- **Ditch part of your list.** Label your to-do list with As, Bs and Cs, according to importance. If it's a hectic day, scratch the Cs from your list.

### ALTER

- **Respectfully ask others to change their behavior and be willing to do the same.**
- **Communicate your feelings openly.** Remember to use “I” statements, as in “I feel frustrated by shorter deadlines and a heavier workload. Is there something we can do to balance things out?”
- **Manage your time better.** Organize your day so that like tasks are lumped together—group your phone calls, car errands and computer-related tasks.
- **State limits in advance.** Be proactive. Instead of stewing over a colleague's nonstop chatter, politely start the conversation with “I've got five minutes to cover this.”

### ACCEPT

- **Forgive.** It takes energy to be angry. Forgiving may take practice, but by doing so, you will free yourself from burning more negative energy. Why swim against the current when you could shrug and move on?
- **Smile.** It may improve your mood...even if you fake it.
- **Learn from your mistakes.** There is value in recognizing a “teachable moment”. You can't change the fact that procrastination hurt your performance, but you can register the regret to make sure you allot more time in the future.

### ADAPT

- **Adjust your standards.** Do you need to vacuum and dust twice a week? Could a box of macaroni and cheese replace homemade lasagna once in a while?
- **Reframe.** Try looking at your situation from a new reference point. Instead of feeling frustrated that you are home with a sick child, look at it as an opportunity to bond, relax and finish a load of laundry.
- **Create an assets column.** Imagine all of the things that bring you joy in life – vacation, children, pets. Then call on that list when you are stressed. It will put things in perspective and serve as a reminder of life's joys.
- **Look at the big picture.** Ask yourself, “Will this matter in a year? In five years?” The answer is usually no.



## 2006 – 2007 St. Cloud Quarry Chapter Programs

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