



St. Cloud Quarry Chapter, IAAP

April 2008 Newsletter



Monthly Education Forum & Business Meeting



"Culturally Competent Service"

Presented by: Michael Monroe Kiefer MS, Powermind Training

Monday, April 14th, 5:30 – 8:00 p.m.

Kelly Inn, St. Cloud

Customer service is not a "department" but an attitude that must flow through-out the organization. This seminar will raise our awareness of how culturally competent attitudes affect service delivery. What you will learn: elements of a good relationship; universal customer expectations; listening techniques; tips for dealing with angry customers; and much more!

Meal: Beef or Chicken Stir Fry (choose one) Cost is \$20 for members; \$30 for nonmembers. **RSVP by noon on Wednesday, April 9th** to Sue Tomczik via e-mail at susan.tomczik@awin.com or phone 320-252-9608.

Please let Sue know your meal choice when you contact her. (See program brochure for further registration information.) Contact Lori Oldenburg 320-258-5139 or Joyce Rife 320-255-3236 with any questions.

Diplomatic Discussions: Talking Politics at Work

--Submitted by OfficeTeam

The political winds have changed when it comes to discussing the legislative landscape at the office. Previously deemed a troublesome topic to talk about, politics is now considered a safe subject by more than two-thirds of workers polled by OfficeTeam. Sixty-seven percent of employees surveyed said engaging in political debate on the job is acceptable; an additional 14 percent actually invite these conversations.

With election headlines at the forefront of every news source, talking politics at work may be unavoidable. Here are some pointers to remember during these discussions:

- **Be cautious.** Although political banter is acceptable, make sure you tread carefully to avoid offending someone. In addition, be careful of making assumptions about what people think. They may surprise you.
- **Always keep your cool.** Political conversations that become heated disrupt productivity and can harm professional relationships. It is better to skirt topics that excite emotions than permanently damage your reputation.
- **Excuse yourself if necessary.** Don't feel pressured into sharing your political views. If a topic becomes too sensitive, politely excuse yourself by saying with a smile, "Sorry, I'm staying out of this one."
- **Don't go overboard.** Avoid decorating your cubicle with too much political paraphernalia, such as posters of your favorite candidate. If you do wish to put your political views on display, do so tactfully. Also keep in mind that your company may have policies against public support of political causes at work.

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With the presidential election drawing near, it's only natural to discuss politics at the office. But be careful to prevent discussions of the election from becoming divisive. As with any sensitive issue, being diplomatic is key.

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.

Mission Statement:

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

Message from the President...

Happy Spring...well at least it feels like spring in between the winter storm watches! Oh well, this is Minnesota and we know that eventually it will warm up.

If you missed our March meeting, Leanne Miller did a nice job of giving us an overview of wills, estate planning, etc. Judging by the questions asked of Leanne, I think most everyone found it very enlightening. I would like to give a special thank you to Amanda Bruno for helping set up the computer and projector for Leanne's presentation and to Bev Radaich for providing the decorative centerpieces which she donated to our raffle drawing.

There are many educational opportunities available to us over the next few months. There are CPS and CAP mock exams where you can test your knowledge before taking the actual exam, as well as new study programs being set up...and don't forget Andi and Pat are willing to set up a study program right here for our members and anyone else interested. In April many of the chapters are holding Administrative Professional Week conferences and seminars. Of course, we will be having a special meeting on April 14 with Michael Kiefer presenting to us on "Culturally Competent Service." If you didn't get to hear him last year at our April meeting, you missed an excellent presentation, so plan on attending this year. Mr. Kiefer's presentation will be followed by a short meeting to approve our bylaw amendments.

I hope many of you will plan to attend the MN-ND-SD Division Annual Meeting May 16-18 in Minneapolis. The educational opportunities are good and the networking possibilities are endless! We should all be receiving more information from our Division leaders very soon.

On June 21 (tentative date) our Division leaders are again planning a leadership training opportunity here in St. Cloud. This is very worthwhile for all our members, but especially if you are going to be in any kind of leadership role, i.e. board member, committee chair, etc. Several of us attended last year and found it very helpful.

Speaking of leadership roles...I hope you will all consider accepting a position on our Board of Directors or one of our many committees. If you have any questions about any of the positions, please feel free to ask any of the Board members and/or committee chairs. This is your opportunity to help steer the direction of our chapter in the upcoming year. I personally have found being on the Board and serving on committees to be a very growing and rewarding opportunity.

Division dues are waived for anyone joining IAAP during the month of April, so I encourage all of you to bring a friend, a co-worker and your boss to our April meeting. We have a great speaker and this is a great time for new members to join and save a little money in the process. I hope to see all of you on April 14. Wouldn't it be wonderful if we had to request a larger room???

--Joyce Rife, President

320-255-3236 (work)

320-968-6054 (home)

320-828-1297 (cell)

jerife@resourcetraining.com (work)

jacrife@peoplepc.com (home—not checked as often)



HAPPY BIRTHDAY!

Happy Birthday to those members celebrating their special day in April!

2 Amanda Bruno
3 Jeanne Terres
6 Rachael Heily

25 Natalie Ethen
27 Linda Mastey

Upcoming Events

| | |
|-------------|--|
| April 20-26 | Administrative Professionals Week © |
| May 16-18 | 2008 Division Annual Meeting Marriott Minneapolis West, St. Louis Park |
| July 27-30 | International Convention and Education Forum, New Orleans, LA |

No Show Policy

REMINDER: For all regular monthly meetings, that you RSVP as “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 susan.tomczick@awin.com or phone 320-252-9608.

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.

Online Resources

International: www.iaap-hq.org
Division: www.iaap-mnndsd-division.org
Chapter: www.iaap-stcloudquarry.org

International Convention and Education Forum Sites

| | |
|------|-----------------|
| 2008 | New Orleans, LA |
| 2009 | Minneapolis, MN |
| 2010 | Boston, MA |
| 2011 | Quebec, Ottawa |
| 2012 | Grapevine, TX |
| 2013 | Anaheim, CA |

Committee Member List:

Audit

Co-Chairs: Florann Grettum and Kathie Lewandowski

Bosses' Day Luncheon

Chair: Karen Heimenz – Not held this year.

CPS/CAP Liaison

Co-Chairs: Andi Towner and Pat Zwack

December Social:

Co-Chairs: Leah Posterick and Kris Kowalzek

Hospitality

Co-Chairs: Bev Radaich and Sue Tomczik

Membership

Chair: Marlene Winters

Newsletter

Chair: Kris Kowalzek

Nominating

Chair: _____

Open House/Impact Meeting

Board of Directors

Photographer

Chair: Lisa Schmitz

Programs and Education

Co-Chairs: Amanda Bruno and Lori Oldenburg

Sunshine

Chair: Joanne Weisz

Bylaws

Co-Chairs: Andi Towner and Pat Zwack

Website Liaison

Chair: Lori Oldenburg

Shop 'Til You Drop

Co-Chairs: Leah Posterick and Bev Radaich
Members: Lori Oldenburg and Marlene Winters

Cub Foods Receipts

Chair: Kathi Wilke

Public Relations

Chair: Marlene Winters

Agenda

Monday, April 14, 2008

Kelly Inn, St. Cloud

- 5:00-5:30 p.m. **Set-Up/Registration/Social**
- 5:30-6:00 p.m. **Welcome/Introductions/Dinner**
- 6:00-7:30 p.m. **Program/Educational Forum**
Guest Speaker: Michael Monroe Kiefer MS, Powermind Training
Topic: "Culturally Competent Service"
- 7:30-7:35 p.m. **Five-minute Break**
- 7:35-8:00 p.m. **Business Meeting**
1. Call to Order
 2. Secretary's Report
 3. Treasurer's Report
 4. Chapter Bylaws and Standing Rules Proposed Amendments
- Announcements/Good of the Association**
- 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

**St. Cloud Quarry Chapter, IAAP
Meeting Minutes – March 10, 2008**

Present: Bev Radaich, Joanne Weisz, Joyce Rife, Karen Hiemenz, Kathy Lewandowski CPS, Marlene Winters, Pat Zwack CPS/CAP, Rachel Heily, Susan Tomczik, Amanda Bruno, Florann Grettum CPS, Karen Heid, Kathi Wilke, Joyce Schmidt, Sharon Maus, Renae Nordmann, Laura Kunkel, Linda Mastey, Lori Oldenburg, Peggy Sullivan, Sandy Benoit.

President Joyce Rife called the March business meeting to order.

Approval of Minutes (November 12, 2007)

Motion made and seconded to accept the minutes. Motion passed.

Treasurer's Report

We received our bill on the Web page (the first 3 years were free) and Lori Oldenburg thought the price seemed higher than quoted so she will check on this and get back to Joanne. The February treasurer's report was accepted and will be filed for audit.

Committee Updates/Reports

- **Review of Bylaws** – Pat Zwack CPS/CAP and Andi Towner CPS updated the bylaws. Pat led us through the bylaws to explain the changes that they recommend, most of the changes were just housekeeping. We did discuss in length the position of Vice President and took a vote, which was passed by the majority to eliminate the Vice President position as of the end of this term. In the future the President-Elect will take on the duties that the Vice President position held. It was brought to the attention of the board that we might take a look at changing the President & President-Elect terms from one year to a two-year term. After much discussion everyone felt that it would be difficult to get anyone to commit to a four-year term. We took a vote and the majority was to leave the terms as is. Pat also mentioned adding electronic meetings to the bylaws. Pat and Andi will bring the new bylaws to the April meeting for approval.

President's Report

We need people to serve on the nominations committee, please talk with Marlene if you have any questions as she did it last year. We need to help Andi get her board in line for next year. All members please think about running for an office.

Joyce will be placing an order for the Administration week pins so please let her know if you would like one.

Herberger's Fundraiser - \$40.00 has been turned in so far with more money coming in.

Good of the Order:

Cub Food receipts: please remember to turn your Cub Food receipts into Kathi Wilke.

Kathi Wilke would like to thank the sunshine committee for the card she received – it really brightened her day.

Thanks to Bev Radaich for donating the cute Easter basket centerpieces and for bringing the candy.

Raffle drawing

Adjournment

Respectfully submitted by,

Sue Tomczik, Secretary