

# MNRV Chapter Chatter



March 2008

Volume 2, Issue 6

## Upcoming Events:

- March 6, 2008  
MNRV Chapter Meeting  
Mystic Lake Casino Hotel
- March 27, 2008  
MNRV Board Meeting  
at Seagate
- March 28, 2008  
18th Annual Conference for Future & Current Administrative Professionals
- April 3, 2008  
MNRV Chapter Meeting  
Mystic Lake Casino Hotel

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## Success Zone Notes

### A Note from our President:

It is soon to be Spring. I know we are all looking forward to that. This weekend we will need to "spring" ahead in our time and get one less hour of sleep. Spring is a time to clean up, renew, refresh, take a deep breath. I hope that you will all take one day to do something special for yourselves in the month of March, just you. You can always call me up and to grab a cup of coffee if you want!

I am thankful the winter will be soon over. It has been a difficult season this year. There has been a lot of illness and other things happening. It is so good to get into a new season, a new day. I honestly can say that it is so good to wake up each day and say "Today is a new day, yesterday is gone and I look forward to the future!" Whoo hoo!!!!

Don't forget your dreams, I hope you have made some small and some large. Please remember to send in the Division form for each dream you have accomplished this year. At the Annual Meeting in May there will be a chance to win \$50.

Have a "lamby" month and come out like a "lion".

## ~Spotlight Member~

### Leah Etterman

I am currently employed at Best Buy Corporate Headquarters in the Finance department. The seven different areas I support consist of roughly 120 people. Even though I report to one person, I consider myself to have many bosses. It really keeps me on my toes and gives me a variety of work.

Before coming to work at Best Buy, I worked for several months at a small CPA firm in Bloomington and three years at Robert Half International. RHI is where I met my boyfriend, Joel, of more than three years.

Moose Lake, Minnesota is where I grew up; most have only heard of it because of Katie Poirier's abduction. To give you an idea of small town, my graduating class was 52. I like the small town feel and I believe that is why I chose Prior Lake to live. I received my Bachelor's degree at Winona State University; I majored in Administrative Information Systems. I also passed the CPS exam in May 2007.

I am a middle child of three girls. When growing up, we always heard the phrase, "Which one are you?" My sisters and I looked very similar growing up and still do today; it doesn't help that we are only a few years difference in age.



**A NOTE FROM THE EDITOR:** As you can see, the March Newsletter is a little late this month. My home has been a revolving door of Flu's and Cold's for the last month. Hope you have managed to avoid it! Here's to the end of Cold & Flu season, and a return of warmer weather!

# Member's Zone

## MN River Valley Chapter Meeting

### Greeter Schedule

<u>Month</u>	<u>Greeter</u>
Apr 3	Pat Farrell
May 1	Karen Runnels
Jun 5	Jennifer Fuller

### ~MN River Valley Board Members~

#### Linda Solmes, President

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#### Kathy Ferrier, Secretary

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#### Nancy Yeske, Treasurer

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### CPS/CAP examination review—Office Administration

1. Which one of the following types of records would be classified as a vital record?
- A) A report stored on a computer disk
  - B) Copyright for a software program
  - C) Tax records for the previous year
  - D) Customer request for product information
2. The series of steps from the time the record is created until final disposition is called the:
- A) Document preparation
  - B) Utilization of records in business activities
  - C) Records cycle
  - D) Records transfer from active to inactive storage
3. Individual business records are classified according to the
- A) Steps in the record cycle
  - B) Form of the record
  - C) Method used for creating the record
  - D) Use of the record

Answers on page 5

### ~ Upcoming Events ~

#### Administrative Professionals Week

April 20-26, 2008

#### CPS/CAP Exam

May 2-3, 2008

#### 2008 MN-ND-SD Division Annual Meeting

Friday, May 16 thru Sunday May 18

#### MN River Valley Chapter Installation of Officers, Awards Banquet, and Strategic Planning Meeting

Mystic Lake Casino Hotel

June 5, 2008

#### International Convention and Educational Forum

Hilton Riverside

New Orleans, Louisiana

July 27-30, 2008



### March Birthdays

3/2 Annette Wermerskirchen

3/3 Joanne Barfknecht

3/9 Linda Parker

3/13 Linda Solmes

3/20 Nancy Yeske

### IAAP March Anniversaries

Therese Simmons—I year

Kathy Ferrier—I year





## 2008 Hiring Outlook Looks Promising

The employment market for administrative professionals is likely to remain positive in 2008 as businesses rely on skilled support staff to help maximize productivity, achieve cost efficiency and assist internal employees. This is leading to increased career opportunities for administrative professionals, especially those with advanced skills and experience. In fact, finding strong candidates remains a challenge for most organizations, leading to starting salary increases for many support positions.

According to the *Office Team 2008 Salary Guide*, the following positions will see some of the largest gains in compensation:

- \* Human resources assistants will see average starting salaries of \$27,250 to \$37,500, a 5.3 percent increase over 2007.
- \* Senior executive assistants can expect base compensation to rise 3.7 percent, to the range of \$40,500 to \$56,750.
- \* Receptionists will see salaries in the range of \$21,250 to \$28,000, an increase of 3.1 percent.
- \* Base compensation for customer service/call center representatives will increase 3 percent, to the range of \$22,000 to \$30,000.
- \* Data entry specialists can expect starting salaries between \$21,500 to \$26,750, an increase of 2.7 percent over 2007.

To take full advantage of the opportunities available in today's job market, all administrative professionals, regardless of position, must build key skills and experience. Factors hiring managers are closely evaluating include:

**Administrative experience.** Hiring managers look for applicants with three or more years of experience in the administrative field because they believe these professionals can make immediate contributions.

**Industry background.** Administrative professionals with industry-specific experience are highly sought because they require less training and often have shorter learning curves.

**Interpersonal skills.** Administrative professionals interact with many groups, both internal and external. As a result, companies look for candidates who present a professional image and communicate well with others. Hiring managers consider organizational, communication and teamwork/collaboration abilities most important.

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

*To order a free copy of the Office Team 2008 Salary Guide, please call 800-804-8367 or visit [www.officeteam.com](http://www.officeteam.com)*

"When you look at the world in a narrow way, how narrow it seems! When you look at it in a mean way, how mean it is! When you look at it selfishly, how selfish it is! But when you look at it in a broad, generous, friendly spirit, what wonderful people you find in it."  
- - Horace Rutledge

We are what we do repeatedly.  
Excellence, therefore,  
Is not an act, but a habit.  
- Aristotle

Newsletter Article  
Deadline:

Please contact Kathy Ferrier at [ferrierk@mchsi.com](mailto:ferrierk@mchsi.com) with your newsletter ideas & articles. The deadline for the April issue is March 21.



## Key Factors for Success—Part 2

Joan Burge believes there are 4 key factors to being successful.

### Attitude, Skill, Teamwork, and Strategy

This month's focus is on 6 Key Skill Factors for Success:

#### Key # 1: Be Persuasive

##### Action Steps:

- Consider the buyer's viewpoint
- State the benefits of a desired outcome
- Offer options

#### Key #2: Listen Effectively

##### Action Steps:

- Listen to understand the other person's point of view
- Ignore external distractions
- Tune out personal prejudice

#### Key #3: Add Value

##### Action Steps:

- Be willing to challenge systems and processes that don't work
- Look for ways to save time
- Create a plan and commit to producing results not just fulfilling a request

#### Key #4: Establish Priorities

##### Action Steps:

- Complete the most important items today
- To effectively prioritize, you have to understand the scope of the assignment
- Adjust priorities throughout the day by weighing the importance of the task

#### Key # 5: Follow-up and Follow-through

##### Action Steps:

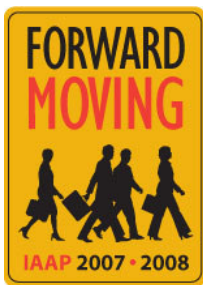
- Set up some type of follow-up system and stick with it!
- Ensure closure on every project and activity
- Provide good customer service by providing what you said you would

#### Key # 6: Be a Problem Solver

##### Action Steps:

- Anticipate possible problems by keeping your ears and eyes open
- Own the problem
- Use your creativity to problem solve

*Joan Burge is one of North America's foremost authorities on workplace excellence and administrative effectiveness, and the CEO and founder of Office Dynamics – a premier training and development provider since 1990. Her programs and "Star Performance" philosophy have been embraced and endorsed by some of the world's leading businesses and organizations. Learn more at OfficeDynamics.com, or call 800-STAR-139.*



#### ~ ON THE WEB ~

IAAP Headquarters [www.iaap-hp.org](http://www.iaap-hp.org)

MN-ND-SD Division website [www.iaap-mnndsd-division.org](http://www.iaap-mnndsd-division.org)

MN River Valley website [www.iaap-mnrivervalley.org](http://www.iaap-mnrivervalley.org)



Answers:

1)B 2)C 3) D

# IAAP "Bakeless" Bake Sale...a service project benefitting



## Organizational "Pedigree"

- Founded 1989
- Incorporated as a nonprofit 501c(3) organization
- Receives 100% of funding through programming and donations. CSHS does not receive government funding.
- Serves Carver, Scott and Hennepin counties.
- Is foster-home-based; all staff work out of their homes; CSHS is a 99% volunteer organization.
- Currently places around 350 animals a year into adoptive homes.

## Organizational Values

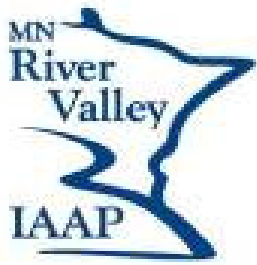
- Carver-Scott Humane Society is a "low-kill" organization, and does NOT euthanize based on the supply and demand of pet overpopulation. Rather, CSHS works with participating vets and only euthanize animals deemed "unadoptable" due to severe health issues or unremediable behavior problems, such as aggression or biting.
- CSHS provides medical help to all injured or sick animals who are expected to fully recover and be adoptable.



**Please . . .** donate the amount that you would expect to spend if you were to bake a cake, pie, or cookies for a bake sale...or the amount you would anticipate spending if you purchased these items at a bake sale.



**Donations will be accepted at the April and May 2008 IAAP monthly meetings.**



## March 2008

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
						1
2	3	4	5	6 MNRV Chapter Meeting	7	8
9 Daylight Savings Time Begins	10	11	12	13	14	15
16	17 St. Patrick's Day	18	19	20 Spring Equinox	21 Deadline for newsletter submission	22
23 Easter	24 Register for April Chapter meeting	25	26	27 MNRV Board Meeting	28 18th Annual Conference for Admin. Profs.	29
30	31					

**April**

**What's coming in April?**

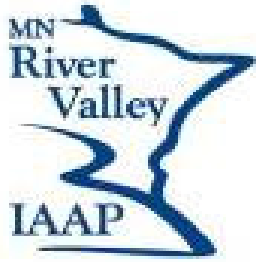
**April 3, 2008**

**Chapter Meeting**

**Admin. Professional's Appreciation**

**Women's Health**

**Presented by Fairview Hospitals & Clinics**



## April 2008

		1 April Fool's Day	2	3 MNRV chapter meeting	4	5
6	7	8	9	10	11	12
13	14	15 Tax Day	16	17	18	19
20	21	22	23 Administrative Professionals Day	24 Board Meeting	25 Newsletter Deadline	26
27	28	29	30			



**May 1, 2008**  
**Annual Meeting and Election of Officers**  
 Mystic Lake Casino Hotel  
 2400 Mystic Lake Blvd.  
 Prior Lake, MN  
 5:30 pm Registration  
 6:00 pm Dinner  
 ~Pre-register at [www.iaap-mnrivervalley.org](http://www.iaap-mnrivervalley.org)~