

2011-2012



North Star News & Notes

Inside this issue:

Members Spotlight	2
Committee Reports	3
Making the Leap...	4
A Note of Thanks	5
Self Cares for the New Year	5
Coincidence or Reason: Believe in What You Want	6
Division Mentoring	7
R & E Foundation	8
Education Forum and Annual Meeting	8
The Trust	8
Future Events	9

President's Message

By Heather Kolstad, CAP

At the start of another year, I like to re-evaluate my goals, personally and professionally. I list them out on a whiteboard in our home office so it can be a reminder of what I am working toward. After I achieve the goals, I don't just wipe them away, I list them under the word accomplished because I like to remind myself that I achieved it. One of my goals over the past year was to be president of our chapter because I wanted to somewhat uncomfortably push myself out of my comfort zone so I had the opportunity to grow. As president, there are lots of things to keep on

top of and it can seem scary at times, but I will tell you I can feel myself growing and experiencing while leading our chapter this year. I like to live with the philosophy of trying new things and doing lots of things while I am here as life isn't a dress rehearsal and as many of you know, I keep a busy schedule and I wouldn't have it any other way.

So as you may be re-evaluating your goals, I encourage you to make the leap this year and make yourself uncomfortable and push yourself out of your comfort zone, even if it is just a bit, trust me – you'll be glad you did.



*Let's learn, let's network
and let's have some fun!*

heather.kolstad@gmail.com

Special Points of Interest

- Introduce yourself to our new members!
- Consider getting more involved with committees!
- Sponsorship is a great way for your company to advertise!
- Don't forget to bring in your Box Tops for Education to the next meeting!

Atta-Admin Awards

Congratulations to the award recipients!



- **Ericka Larson** for her new position at Graco.
- **Tabitha Johnson** for all her contributions and her continued support to the chapter.
- **Marlene Grams** for achieving the CAP rating designation.
- **Heather Kolstad** for achieving the CAP rating designation.

If you would like to nominate a fellow chapter member, email President Kolstad at heather.kolstad@gmail.com

All nominations welcome!

Member Spotlight

In each issue of the IAAP® North Star News & Notes we would like to highlight our outstanding chapter members.

Member Since:

Joined the Twin Cities West Chapter in July 2005

What made you decide to join IAAP®?

A co-worker told me about it and I knew I wanted to join right away because I was thrilled to learn there was this type of organization for my career!

What do you like most about your membership?

I like everything about it. The educational programs are great because I love to continue to stay up to speed. The networking is fantastic - it led me to find two new positions and just being with like minded individuals is motivating to me and of course making life long friends!!



What has been your most memorable or favorite event/gathering/activity with IAAP® to date?

The first IAAP event I ever attended was a summer social boat cruise on Lake Minnetonka. The Division Conferences also come to mind - packed weekends of education, friends and fun!

What is your favorite aspect as an administrative professional?

I love being the liaison. I am supporting VIP's and everyone wants or needs to see my executives and as their Executive Assistant I am the first person they check in with and the first person that gets access to them before anybody else does.

Heather Kolstad, CAP

Company: Meristem

Position: Executive Assistant

“Admins rule because we keep things going, we get things done and we’re like traffic cops helping everyone get to where they’re going.”

Member Spotlight

Member Since:

Joined the A N Palmer Chapter in Cedar Rapids, Iowa in 2006. Then the Rochester Chapter in 2007 and now the North Star Chapter.

What made you decide to join IAAP®?

At the time I joined in 2006, I was part of a real estate firm. All members were apart of an organization besides me. I researched associations and found IAAP to be the best choice. Moving to Rochester allowed me the opportunity to get more involved and experience IAAP in a new way. I’ve been hooked ever since.



And the networking. Having the opportunity to network with a variety of administrative professionals throughout the division has been a real joy. I also enjoy the professional development offered through continuing education and chapter leadership.

What has been your most memorable or favorite event/gathering/activity with IAAP® to date? .

There are a lot of memories I’ve made. The first I can think of is the first division meeting I attended. It was in 2008 when I was with the Rochester Chapter. My allergies were very intense, but I didn’t let them stop me from having a good time! The second was when North Star chartered last year.

Dusty Klesner

Fun fact: My career spans education, real estate, and the medical industry.

“Admins rule because we are the heart of every business operation.”

What do you like most about your membership?

The friends I’ve made.

Committee Reports

The business portion of each chapter meeting often consists of committee highlights. Due to time constraints, the chairman of each committee are unable to provide additional information. In an effort to offer points of interest and continue to share committee activities, each chairman is asked to submit a short report of committee activities.



Certification

Missy Zabilka, CAP-OM

missy73pearson@hotmail.com

Remember to update your certification designations from CPS to CAP or from CPS/CAP to CAP-OM. Examples of areas that may need updating are: resumes, LinkedIn, business cards, company websites, name tags, etc. The IAAP corporate sponsor, Office Team, recently released its 2012 Salary Guide (<http://www.officeteam.com/SalaryCenter>) and it appears admins should expect 3 to 4 percent raises across the board. You can tack on another 6 percent for CAPs! Also, just a reminder that Wednesday, February 15, 2012, is the registration deadline for the May 2012 certification exam. Please let us know if you are registering so we can cheer you on and answer any questions that may come up during the process.

Community Involvement

Marlene Grams, CAP

mar_rouillard@yahoo.com

As a reminder, North Star Chapter is

participating in the

Box Tops for Education initiative



sponsored by many

household goods. Avery, the popular label manufacturer, has now joined forces with the program. Every Box Top donated is worth 10¢ and will be donated to a local school. You can turn your Box Tops in to chapter Treasurer Marlene Grams at any chapter meeting.

Book Sale: At the February chapter meeting we will be collecting any unused books for a chapter fundraiser. Members and guests will have the opportunity to purchase the books with all funds donated to the chapter. Any books not purchased will then be donated to either CAER or YMCA in Elk River. All books are welcomed and can be brought to the meeting.

Membership

Joan Gatzmeyer, CAP-OM

joan_gatzmeyer@yahoo.com

During the December chapter meeting,

we welcomed Victoria Kalinowski as a new member of North Star Chapter and recognized Pam Johnson for transferring her membership from the Skyway Chapter. We also want to acknowledge membership anniversaries:

- Marlene Grams, CAP, 7 years
- Ericka Larson, CAP, 3 years

North Star Chapter is proud to now have permanent member name badges; the attractive silver badges have a magnetic back to avoid damage to clothing, and are available at the member's cost of \$9; contact Joan to place your order.

Public Relations, Tabitha Johnson

Tabitha@executivevirtualassistant.com

We have a presence on Facebook! A fan page has been created. If you have an account, find us and "Like" our page. (www.facebook.com/IAAPNorthStar)

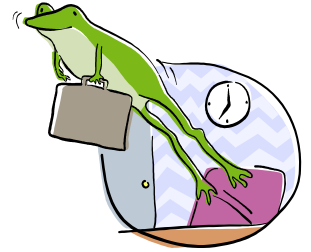
Committee involvement is a great first step to getting more involved with IAAP®. Contact a committee chair to see how you can assist as we strive for excellence!

Sponsors Needed!

In order to continue publishing newsletters on a regular basis, company sponsorship is desired. We have a variety of advertising options that range from a quarter to a full page advertisement. Design assistance is offered free of charge! This publication offers an effective avenue for any company wanting to reach over 120 administrative professionals and their companies.

Do you know of a company that may be interested in advertising with us?

Making the Leap to Remarkable



A review of what we have accomplished thus far.

As we say good-bye to 2011, we want to take some time to reflect on our accomplishments during our first year as an official chapter of IAAP®.

NOVEMBER Quest of Strengths! The most recent spring Division meeting brought forth a keynote speaker who discussed the importance of identifying one’s strengths to be the most effective administrative professional. With this in mind, the chapter welcomed Jean Juelich, instructor at Anoka Technical College, who presented concepts from the best selling-book Strengths Finder 2.0. This Gallup Organization publication has been integrated into everyday life at Anoka Tech campus. Meeting participants enjoyed hearing the information Jean shared and learned how to cultivate our individual strengths into everyday successes.



Chapter Members: (LR) Marlene Grams, Karen Albu, Joan Gatzmeyer, Julia Tollgaard, and Missy Zabilka



Those who learn together, grow together and ultimately lay the foundation for lasting friendships.

DECEMBER Making the Leap! Coach, Masterminds and Mentors, Sherry Newman visited our chapter to help us say farewell to 2011 and look towards the new year with motivation. Your Vision, Your Goals, Your Way, in 2012 was an enjoyable program where members brought forth their own stories that helped facilitate wonderful discussion.



President Kolstad installs new members Victoria Kalinowski and Pam Johnson



A Note of Thanks...

To all of the Members of the North Star Chapter:

I want to thank all of you for your wonderful donations to Ready for Success at your October 11th chapter meeting. It was great to see the overwhelming response and for all of the wonderful donations. I want to share with you one of the thank you notes that was received from a client when I was volunteering there this past Friday:

“To all Ready for Success Staff and Volunteers:

I want to thank you all so much for taking your time to make me feel so special today. Everything you did for me was such an amazing gift!! The clothing was SPECTACULAR and your time and attention and pampering really created a very special and memorable occasion for me. Thank You!”

I thought you would like to know that all of our clients are very appreciative of what we do for them and I wish that you could see the wonderful smiles on their faces and the hugs that we receive when they leave. It is such a rewarding experience.

Thanks again for doing this clothing drive for Ready for Success. I really appreciated being contacted on behalf of Ready for Success.

Best regards,

Char Wilkinson, CAP, Member
SouthWest Metro Chapter, IAAP



***“The best way to find yourself is to lose yourself in the service of others.”
-Mahatma Gandhi***

Self Cares for the New Year

Submitted By: *Dusty Klesner*

The first half of this year’s IAAP year has come to a close. As we say goodbye to 2011, many proclaim New Year’s resolutions for which I think it is safe to say most are unable to commit to their proclamation.

This year, I would like to make a challenge. Rather than establishing unrealistic goals for 2012, let's focus on our own well-being. The holidays are now over, we have survived the sweets, the sometimes stressful family interactions, and now it is time to focus on ourselves.



Is your Self Care being nurtured?

Suggestions for self care include:

- Exercise and physical activity is a classic. This may include a gym membership, a simple walk or run around your neighborhood, or yoga and pilates.
- Taking time out of your day and lose yourself by reading a book.
- Baking and cooking are good ways to relieve stress and also offer a nice reward when finished. But be careful you don’t over indulge with sweets.

Regardless of activity, make the commitment to yourself.

.....
*Live Well • Be Well
Wishing you Success in the New Year!*

Coincidence or Reason

Submitted By: Dusty Klesner

It seems any given day I am amazed by actions that transpire. Was that a coincidence? Or was there a reason for “that” to happen? Generally I tend to believe everything happens for a reason. I may not always understand the reason behind “it” but maybe sometime the reason will become clear. This is one of those times. Upon finishing the Self Cares for the New Year article on page five, a close friend of mine published a new blog post. With his permission, I share his post with you in hopes you are able to pull motivation to take the helm of whatever goals are still lingering. To take the step forward to achieve what you want out of this life.

Believe in What it is You Want

Authored By: Alon Bar

Each of us has an idea of how we think that our lives are going to go. You know how it goes; you set these ideas up, you can see them, you hold them in your mind. Then, your thoughts and actions follow and create the world that you live in. You move forward, expecting your life to go according to those ideas. Sometimes it does. But sometimes the results do not represent how you thought it is going to go. Still, **instead of changing the world you live in, you go back to your base**, and try the same way again and again. Each time you get the same results. Each time expectations lead to disappointments. It's inevitable. Yet, you do this, because it is comfortable to you. It's easier to rehash, to hold onto old ideas, to walk in the path you have already laid, than to shake it up a little bit.

When someone or something disappoints you, it has to do with your expectations, not their actions. When you experience disappointment, that is when you need to start thinking about the world in different ways. You need to release the idea (or hope or yearning) of how you wished, assumed, hoped or thought it was supposed to go, see how it is actually going, and what needs to be changed. Disappointment is a sign that you must shake up your life a little bit in order to get to where you want to go. You must release the structures that you have placed around the way you are living. You must change them in order to achieve what it is you want.

The first thing you need to understand is what do you want? What is your goal? Then, it is time for you to figure out what parts of your day, your thoughts, and your actions are not supporting that goal. There is no need to think you are doing everything right all the time. That's exhausting. Know what you want and when you make that decision, know that it comes from your heart, and stay with it. Let it become the rock that you stand on, and do not let anyone push you off that rock. Not yourself. Not life. Not family. Not society. Not bills. Not lack. Not anything. You stand on that rock strong, because you know your goal. The results will come.

Focus on the goal. Do not judge the journey, it might not go exactly as expected. Not judging the journey also means that you're not judging yourself, and the way that you live your life. The structures that you have set up, the way that you function within your life, can change... should change... will change... Do not be afraid of this. It will happen quickly, or gradually, but it will happen because things will need to be different. You need not focus on how they will be different. Just know that they will. When you find yourself compromising on your goal, constricting who you truly are to fit into the world that you have previously created around you, this is when you have a problem. This is when you have an issue. That is fear and it paralyzes you. It kills your soul. The compromising is mistrusting that the future holds happiness for you.

Trust is a very important element. Trust. When you truly trust that what you are doing is going to lead you down the right path, then you don't have to think about it at all. It's like knowing the Sun will rise tomorrow in the East. You don't think about it, you just know it will happen. Though technically it doesn't. Think about it, is there really east or west, or day or night, or today or tomorrow, apart from those created in your mind. Yet, you live by these ideas just because these are ideas that support your current concept of the world. Thankfully Newton, Einstein, and others, didn't constrain themselves to those points of view. All it takes is one human who's willing to shake it up a little to change the world for all.

Let it become the rock that you stand on, and do not let anyone push you off that rock.

Continued on page 7...

Believe in What it is You Want

Authored By: Alon Bar

Need something to fear? Here's a scary thought: for all we know, we live on a crackling crust of a supper heated gas speck, floating through an ever-expanding dark and cold void. Life as we know it might end at any moment without warning. Nothing guarantees that your next breath, your next heartbeat won't be your last. So the question is, will you keep holding on to the ideas that have created your current world and are constraining your life, or will you be able to change your point of view, and transform the world you live in to fit your true self, to fit your place of happiness? When you know what you truly want the end results to be, your journey will take you there. You must know what is truly what you want. Focus on that. Let the other things (no matter how mundane or monumental they seem) fall to the side, and focus on what you know you want now. Know that you will achieve it. Know that it is already yours.

Be adamant. Don't be afraid to change your daily routine to accommodate what it is you want to achieve. Remember, your daily routine is a mental routine. It is not what you

Don't be afraid to change your daily routine to accommodate what it is you want to achieve.

physically do; it is what you do with your mind. Especially those things your mind does "automatically" without much attention. Your goal needs to be specific because it is part of you. It should be the very skin on your body. It needs to be on the tip of your tongue, the tip of your thoughts. It needs to exist within you. It is a desire, a yearning.

You have much more power than what you give yourself credit for. Understand your goals. Stand by them. You know what you want is going to happen. You do not need to figure out how or why. You just know. When the time is right for you, you have the power to make things happen quickly.

When you know you can move forward, don't choose to keep on the path of resistance. Don't stay on the path of slow. Don't allow your mind to constantly put up barriers, doubt and fear, and make it impossible for something to happen quickly. Be ready, so when opportunity presents itself, you will make the jump. Believe in what you want. Be it. There are no answers. You are the answer. You have always been the answer. Don't hide behind your fears or blame it on everyone else.

Division Mentoring

Submitted By: Division Mentoring Committee

I bet we can all think of at least one person who we looked up to in our lives; someone who we went to for advice, guidance or just to talk. I'm sure you can think of at least one person – what did they do for you? There is a name for these types of people in our lives – they are called mentors.

The dictionary defines a mentor as an experienced adviser and supporter: somebody, usually older and more experienced, who advises and guides a younger, less experienced person. A mentor can also be called a trainer: a senior or experienced person in a company or organization who gives guidance and training. Does a mentor really have to be someone older? Can a younger person provide guidance to someone older? Being a mentor to someone or being the mentee knows no bounds.

The MN-ND-SD Division Mentoring Program is the perfect opportunity to connect with your fellow administrative personnel on a variety of levels. Maybe you're a new member and want a mentor in your chapter to learn more about the organization? Maybe there is a special skill you have always wanted to learn but just needed the right person to teach it to you?

The goal of the program is to ensure each of our members is provided with the resources they need to enhance the success of their career. A mentor cannot be a mentor without a mentee. Maybe you have a wealth of knowledge on a certain topic that you just can't wait to share with your fellow IAAP members. We are here to help. Visit www.iaap-mnndsddivision.org/mnndsddivision/mentoring for more information or e-mail mentoringpair@iaap-mnndsddivision.org to sign up.



Research & Educational Foundation

R&E Offering New Scholarship

The Research and Educational Foundation wants to help you grow your career!

We're going to do that with the R&E's new [2012 EFAM Scholarship Program](#). The program helps cover the cost of attendance for temporarily unemployed admins or those who have never been to EFAM before. It's part of the foundation's commitment to helping admins reach and maintain their professional edge. Scholarship applications will be accepted starting **Oct. 1, 2011 through Jan. 31, 2012**.



Visit the [updated R&E Web page](#) to learn more about the EFAM scholarships, the foundation and how to help the R&E reach its goals. The page includes an FAQ about the R&E, PowerPoint presentation and script, scholarship information and donation forms. It's the go-to source for the R&E.

Please join the R&E as we advance the careers of administrative professionals.

Education Forum and Annual Meeting

Authored By: Joan Gatzmeyer, CAP-OM

IAAP's Education Forum and Annual Meeting (EFAM) is a prestigious event that draws an average of 1,500 highly-focused administrative professionals from around the globe. EFAM offers members the opportunity to play a part in determining their association's future, as well as educational workshops to build your skills, the Office Expo tradeshow that highlights current and new office innovations, and networking opportunities.

Registration information for the July 22–25, 2012, EFAM is anticipated to be available by early April, but you can reserve your room now at Gaylord Texan Hotel and Convention Center in Grapevine, Texas, located about 10 minutes from Dallas/Fort Worth International Airport. The entire resort is indoors and climate controlled, and the hotel is within easy walking distance from the resort's convention center.

To find out more, visit <http://www.iaap-hq.org/events/conferences/efam>; and also check out the report from Joan Gatzmeyer, CAP-OM, North Star Chapter's delegate to 2011 EFAM, to read about her first-hand experience; <http://www.iaapnorthstar.org/happenings.aspx>



How many times have I said, I wish I knew then what I know now. Why didn't I plan better? I can retire next year, but where would I live? I have a 401K but due to the economic downturn, I am not sure I have enough to live on. I don't have a pension. It's funny. The people I have supported during my administrative career have the means to support themselves during retirement. What am I going to do...work forever?

If this sounds like you, there is help available. The Housing Subsidy for Admins in Need (HSAN) Program of the Retirement Trust Foundation is here for you. HSAN provides financial assistance toward housing costs for any retired administrative professional living in a retirement community and meeting the housing assistance criteria. The next deadline is November 15th. Go to www.iaap-rtf.org for more information.

THE RTF STANDS READY TO HELP ADMINS IN NEED!

We're on the Web!

www.iaap-hq.org

www.iaapnorthstar.org

[www.facebook.com\IAAPNorthStar](http://www.facebook.com/IAAPNorthStar)

IAAP® is the largest not-for-profit member organization for those working in the administrative profession.



International Association of
Administrative Professionals®

North Star Chapter

The IAAP® International Mission

Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development.

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If you have an idea for a newsletter article, or want to help with this publication, feel free to contact Heather anytime.

All ideas encouraged and welcomed!

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Future Events

Additional information on these events will be sent via email.

January

10 Kick off 2012 with Office 2010



Chapter Meeting, Rockwoods Grill, Otsego, MN

February

14 A Day in the Life of an Identity Thief



Chapter Meeting, Rockwoods Grill, Otsego, MN

**Note: spouses are invited for this meeting.*

March

13 Influencing without Authority



Chapter Meeting, Rockwoods Grill, Otsego, MN