



# Northwest District News

## Innovation Advances Administrative Professionals

Northwest District, IAAP®  
Update #4  
June 2005

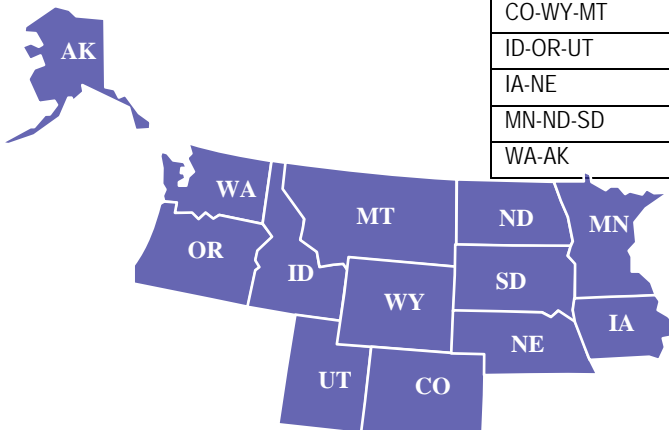
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### International President, Jo A. Peay says:

"Congratulations to Lynda Boulay and the Northwest District Division Presidents on being number one association-wide in membership!! Each Division has a net gain. Awesome. This is certainly an indication of strong leadership by our Division Presidents. It is hard to put into words the pride I feel when reviewing the April Scoreboard. ... Way to go!"

Throughout this year of Innovation Advances Administrative Professionals you have supported and shared your talents with five individuals who have given generously of their time and energy helping our District to succeed. In this special edition of the Northwest News you will read about these five extraordinary individuals and why they decided to take on a leadership role within the Northwest District. As you read, think about your future in our association and, hopefully, you too will accept the challenge of Division leadership.

Each Division President was requested to write why she decided to become a Division President and any other tidbits she wanted to share. This is also my opportunity to thank **Nancy C. Harris CPS/CAP**, Colorado-Wyoming-Montana Division; **Teresa G. Bennett CPS**, Idaho-Oregon-Utah Division; **Rhonda J. Oswald CPS/CAP**, Iowa-Nebraska Division; **Debi Cain-Rivord CPS/CAP**, Minnesota-North Dakota-South Dakota Division; and **Linda Sellner CPS/CAP**, Washington-Alaska Division for making the District what it is today and for giving me the opportunity to be a member of this family. Thank you.  
Lynda B. Boulay CPS/CAP, NW District Director

Membership	July 1, 2004	May 31, 2005	% Change +/-
CO-WY-MT	322	377	+17.08%
ID-OR-UT	299	331	+10.70%
IA-NE	458	524	+14.41%
MN-ND-SD	606	622	+ 2.64%
WA-AK	621	649	+ 4.51%
Chapters	July 1, 2004	May 31, 2005	% Change +/-
CO-WY-MT	13	13	+0
ID-OR-UT	14	15	+1
IA-NE	14	15	+1
MN-ND-SD	18	19	+1
WA-AK	16	17	+1

## **Your Division Presidents - Leadership In Action**



**Rhonda Ostwald CPS/CAP, President  
Iowa-Nebraska Division, IAAP**

My career at Pharmacists Mutual began in 1978, in the steno pool and in 1989 moved to be Executive Administrative Assistant to Kirk Hayes who suggested in 1999 that I get “letters” behind my name. Hence I found IAAP on the internet and have valued my association with this professional organization ever since. In 2001 I was elected Board Secretary for our Board of Directors and now serve under President Ed Berg and COO Jon Grether.

I joined IAAP in March 1999 as a member of the Fort Dodge Chapter. I attained my CPS in November, 1999, recertified in July 2003, and attained my CAP in May 2004. Offices and committees served on are: Division President-Elect, Division Secretary for two years, chapter Secretary, newsletter co-editor and bylaws committee.

After serving as Division Secretary for two years, I was going to step down and let someone else lead, maybe come back when life wasn't so busy. But Paula Poli CPS asked me to continue up the ladder. Without her taking the time to ask, I probably would not have stayed. Serving four years on the Board has truly been a learning experience for me and has opened doors of opportunity besides many friendships that have formed. Leadership skills learned are not often gained in workplace settings. Each division president is unique and may operate in a different way from their predecessor, but they share one common facet—the passion for IAAP and improving the members they serve. Never be afraid to step forward to serve in a leadership capacity with IAAP—there's always someone supporting you, you won't be alone.

My husband, Barry, is supportive of my efforts for IAAP—it helped to have him and my daughter at my installation last June. I have two children – Erica is completing a music therapy internship in New Jersey and Kyle serves in the Air Force at Kusan AFB in South Korea. In my spare time I enjoy golf, walking, traveling and cooking (will have more time for reading later this summer).



**Linda Sellner CPS/CAP, President  
Washington-Alaska Division, IAAP**

Executive Assistant to the President of Corporate Express Alaska. IAAP Billikin Chapter Member since 1993, earning the Certified Professional Secretary Rating in 1992 (re-certifying in 1997 and 2001) and the Certified Administrative Professionals Rating in 2001 (re-certifying in 2005). I have served the Chapter as chairman of almost all committees, Secretary, Vice President and President. I have served the WA-AK Division in the capacity of Chairman of the Bylaws and Standing Rules Committee (2 years) as well as the Retirement Trust Foundation, Vice President, President-Elect and President. In the community, I serve as a committee member on the United Way-Anchorage Citywide Day of Caring Steering Committee, the University of Alaska-Anchorage Office of Management and Technology Advisory Board and the election committee of Chugach Electric Association.



**International Association of  
Administrative Professionals®**

## ***Your Division Presidents - Leadership In Action***



### **Teresa Bennett CPS, President Idaho-Oregon-Utah Division, IAAP**

Teresa Bennett has been a member of IAAP since 1994. She has served as Boise Chapter's Treasurer-elect, Treasurer, President-elect and President, and served on or chaired several of Boise Chapter's committees. She has also served as the Idaho-Oregon-Utah Division Treasurer, Vice President, President Elect and is now serving as President.

When asked, "Why did you decide to run for Division President?", Teresa replied; "I ran for the office of Division President because I wanted to continue giving back to IAAP. I had previously served as Division Treasurer and Division Vice President. Both experiences broadened my horizons and gave me the opportunity to grow. I saw a need in the Idaho-Oregon-Utah Division for continued leadership. I learned so much from past presidents that I felt I, too, could make a difference.

This year has been the most rewarding year of my IAAP membership so far. I have learned so much and overcome so many fears. The most worthwhile benefit is having the opportunity to meet with the members and get to know them better. I don't know if I've made a difference in our Division, but there is a difference in me! I feel I'm the one who has benefited the most from this experience."

Teresa has 20 years administrative professional experience. She was employed at Micron Technology for 10 years where she was an Office Assistant in the Safety Department, and a Legal Secretary in the Legal Department. She has been in her current position of Executive Assistant with Hewlett-Packard for the last six years. It is because of the IAAP network that she is working her dream job at HP. It is Teresa's belief that the education offered through IAAP can enhance the skills of any administrative professional, and help them reach administrative excellence.

Teresa enjoys reading, movies and spending time with family and friends. Her biggest secret pleasure is TV reality shows. She is hopelessly addicted to most of them. When the day comes that IAAP doesn't take so much of her time, she wants to get back to crafting and learn how to quilt. But for now, IAAP is also a hobby that she loves.

She has been married to her sweetheart, Mike, for 24 years and they have three wonderful children. Teresa was born in Pocatello, Idaho, but now considers Boise her home. She and her family have lived in Boise for 17 years.



### **Nancy Harris CPS/CAP, President Colorado-Wyoming-Montana Division, IAAP**

Being a member of IAAP has encouraged me to develop skills, networks, contacts and, most of all, life-long friendships. It has given me the confidence, help others achieve success, get better at mentoring and be prideful in my performance. It has given me self-esteem and a sense of accomplishment. It has been my support system through personal and work related stress. And, above all else, it's given me a chance to have a lot of fun with a wonderful group of peers!

I see IAAP as an arena where you can challenge yourself and others, where you can give something back. I realize that some of the most valuable training I will ever get is from others and some of the best we have in us can only be invested in the future of our profession if we continue to belong to a professional organization like IAAP.

Division Leadership? Step up at the chapter level, volunteer to chair a committee, run for the board. Watch, listen, learn, read, network! Attend seminars and local IAAP events, division meetings, International Convention. It can be scary, but then growth is always scary - remember how you felt the first time you tried to ride a bike? Practice made it easier. And, so it is with becoming an officer/leader. Jump in, the water's fine! The enthusiasm, professionalism, and networking opportunities are contagious and you will never regret making the decision.

## ***Your Division Presidents - Leadership In Action***



### **Debi Cain-Rivord CPS/CAP, President Minnesota-N. Dakota-S. Dakota Division, IAAP**

Hello and greetings from the MN-ND-SD Division!  
My path to becoming an admin, and consequently a Division president, was a bit of a journey. I call it the "what-do-I-want-to-be-when-I-grow-up tour" because I worked a variety of jobs before settling into my career in the administrative area. Like many, I started at McDonalds! From there, I became a baker at a small bakery and started my own business doing children's birthday parties in people's homes. During this time, I obtained my Associate Degree in math and computers and moved away from my hometown. When I arrived in Minneapolis, I didn't know where to start. Everything was so different and kind of scary!

I started as a cook at a deli/restaurant and moved up to manager. When I got tired of the "food biz", I joined a home health care company as a house-cleaner, then moved on to filing, data entry, billing, and Medicare reimbursement. I found I didn't care for the routine of government accounting. I left the company and took a job as a temporary receptionist. This led to permanent receptionist, secretary, and executive assistant. I earned my CPS and CAP ratings and started my own virtual assistance business.

IAAP was an incredible help to me during my administrative journey. I joined in 1997 and became chair of the Programs Team in 1998, later moving through the chapter officer positions. The networking and education I received at the chapter level helped me to take on more challenges as an employee. Each step gave me more confidence and I became president of the TwinCities West Chapter in 2001.

I was unexpectedly nominated from the floor for the position of Division President-Elect. I have to be honest and say I didn't put a lot of deep thought into becoming a Division President! I had been thinking about becoming a division officer "some day" so the nomination pushed me into stepping up and accepting the challenge. I am now the president for the MN-ND-SD Division, made up of 19 chapters, and it has truly been a wonderful experience!

The things I've learned during my term are patience, patience...and patience! Dealing with the unexpected, and with every different personality type, can be a challenge...but it has proved to be an incredibly FUN challenge. This experience has taught me to try and see things from every angle and to try and lead by example.

I've also learned that I need to keep focused on specific goals and try to curb my tendency to take on more than I can handle in a 24-hour day!  
Another skill I've gained...kicking and screaming the entire way...is public speaking. I can honestly say that I truly dreaded public speaking before joining IAAP. If I had to give a speech at school, I did my best to be home "sick" that day. Each step of my IAAP journey has helped to combat that fear...from giving short committee reports to running chapter and division meetings. Running those meetings wasn't so bad because I knew many of the people I was speaking to. They'd become my friends, which definitely took the pressure off.

This year, however, brought about a new type of public speaking...speaking to people I didn't know!  
Thanks to Mary Ellen Tieche, President of the Minneapolis Chapter, I have begun giving IAAP informational presentations to local companies and at other events. And my own chapter put up with me as I gave my very first seminar (as did two other chapters). I have now given 15 presentations of some sort, including a live radio interview during APW.

I definitely haven't done this on my own! My fellow division officers have been incredibly helpful, as have all the chapter presidents and members of my entire chapter. I am still working to visit every chapter in our division and can't even begin to tell you how much fun I've had being a "member of every chapter". Every single chapter I've visited has given me at least one new idea and I hope I've been able to share some new ideas with each chapter as well.

I hope my story shows how involvement in IAAP can have a huge impact on your life. The friends I've made and the skills I've acquired would not be possible without IAAP. I've found that the more I put into IAAP, the more I receive...on both a professional and personal basis. I feel like one of the 600 Musketeers!!

If you are interested in becoming more involved in IAAP—or have any questions I can help answer—please don't hesitate to contact me. My email address is [DebiCain@Rivord.org](mailto:DebiCain@Rivord.org) and if I haven't already met you, I would love to do so!

**2004-2005  
Association Calendar**

**International Events**

International Convention & Education Forum  
Denver, CO  
July 17-20, 2005

IAAP Certification Seminar, Cambridge, MD  
October 16-19, 2005

**FUTURE IAAP CONVENTION & EDUCATION  
FORUM LOCATIONS**

- ❖ 2005 – Denver, Colorado
- ❖ 2006 – New Orleans, Louisiana
- ❖ 2007 – Tampa, Florida
- ❖ 2008 – Reno, Nevada
- ❖ 2009 – Minneapolis, Minnesota
- ❖ 2010 – Boston, Massachusetts



***2005 International Convention &  
Education Forum  
Denver, CO – July 17-20, 2005***

The 2005 IAAP Convention and Education Forum will be held July 17-20 at the Adam's Mark Hotel in Denver, Colorado. Over 1000 Administrative Professionals worldwide have already made the decision to attend. Join the excitement by registering now. Great workshops, seminars, tours and other fun activities are all a part of this outstanding association experience.

***IAAP Certification Seminar –  
Creating Calm Out Of Chaos  
Certification Holders & Approved Candidates***

The 2005 Certification Seminar will be held October 16-19 at the Hyatt Regency Chesapeake Bay, Cambridge, MD. Sessions will address topics such as diversity, project management and de-cluttering your life. Key-note speaker, Commander Scott Waddle will close the seminar addressing Integrity.

Preliminary details and registration information can be found on the IAAP web site in the "Events & Conferences" section. Registration will open June 1.

***Northwest District, IAAP  
2004-2005 Year-In-Review***

**New Northwest District Chapters**

August 2004: Yakima Valley Chapter, Yakima WA

November 2004: Valley Chapter, Salem, OR

January 2005: HP Boise, Boise, ID

January 2005: Southwest Metro Chapter, Bloomington, MN

April 2005: Two Rivers Chapter, Valley, NE

May 2005: HP Northern Colorado Chapter, Ft. Collins, CO

**New Northwest District Student Chapters**

September 2004: Northeast Community College, IA-NE Division

November 2004: Bellevue Community College, WA-AK Division

**2004-2005  
Division Themes**

**Colorado-Wyoming-Montana**

"Back to Basics ... Communication, Education, Recognition"

**Idaho-Oregon-Utah**

"Imagine the Possibilities"

**Iowa-Nebraska**

"A Bridge to Our Future"

**Minnesota-North Dakota-South Dakota**

"Renew the Excitement"

**Washington-Alaska**

"Innovative Success Leading with an Attitude"

*See All Of You In Denver!*