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April 2002

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A Message from the President

The world stands aside to let anyone pass who knows where he is going.

David Starr Jordan

Oftentimes I know exactly where I'm going, but knowing just how to get there is the difficult challenge. Do you know how to get where you're going?

Frequently, I'm lost. Place me behind the driver's wheel of a car with someplace new to locate, and I'm bound to get off track somewhere, somehow. In fact, it's a running commentary on travels I've had with one of my close friends the past several years. However, regardless of how lost or off track we've gone, as long as our destination is in mind and our patience persists, we've always made it. Preparing and setting off early on our journey usually helps too, of course.

We're all probably familiar with the phrase that the shortest distance between two points is a straight line. However, just how many of us can travel as the crow flies? And would this be the best, most enjoyable journey?

Until we can fly, we have hills and mountains to climb, rivers to cross, snakes and animals to challenge us, and rain and weather to delay us. But we also have the moon and stars to guide us, the sun to brighten our way, birds to sing alongside our path, and trees to shade and protect us during our moments of rest.

Enjoy your journey. Make time for the Twin Cities FLMI Society as part of your itinerary! We're always glad to see you and share your companionship.

Speaking of your itinerary, I'm truly excited for this year's FLMI spring seminar. We have an afternoon of outstanding speakers scheduled for Tuesday, May 14, 2002, beginning with Gareth Hiebert, Laurie Kimball, Suzanne Ketcham, Andy Massaro, Judy Southwick, and concluding with the human energizer and flirtmaster, Jill Spiegel. Biographical information and outline for each of the seminar presenters can be found within this newsletter.

You are an achiever and a financial services industry professional. You've journeyed extensively to earn your lustrous FLMI designation and we want to help ensure your continued professional success. You've also established a distinguished path for others to follow. Come join us and share our success. See you soon!

Sincerely,

Michael L Orr, CLU, ChFC, FALU, FLMI/M, FLHC, ACS, AIAA, AIRC, ARA, AAPA
President, Twin Cities FLMI Society

SPRING SEMINAR – MAY 14, 2002
ZUHRAH SHRINE CENTER & MANSION
2540 PARK AVENUE SOUTH, MINNEAPOLIS
612/871-3555
Cost: \$38/members
\$48/non-members

Agenda:

11:00 – 11:45 Registration

11:45 – 12:30 Lunch

Deli Buffet: Assortment of fresh sliced Deli Meats and cheeses
Assorted bread
Tomato, onion, pickles, condiments
Potato salad
Potato chips
Fresh fruit

12:30 – 1:15 Opening Keynote Speaker:
Gareth Hiebert

1:15 – 2:00 Breakout Opportunities – **Session A**

2:00 – 2:15 Afternoon break

2:15 – 3:00 Breakout Opportunities – **Session B**

3:00 – 4:00 Closing Keynote Speaker:
Jill Spiegel

Contact person and registration deadline:

Please register no later than Wednesday, May 8. Registrations should be mailed to: Teresa Teske, FLMI/M, ACS, AIAA, ARP, Minnesota Life, 400 North Robert Street, St. Paul, MN 55101. Or you can call Terri at 651-665-3880. Make checks payable to FLMI Society of the Twin Cities.

May 14 Spring Seminar Speakers

Opening Keynote

Gareth Hiebert: “Oliver’s Towns”

In 1939, 18-year-old Gareth Hiebert left his hometown of New Ulm, Minnesota, to attend journalism school while covering the University of Minnesota for the St. Paul Pioneer Press. He graduated in 1943, just in time to be called to duty in the Army, where he survived the Battle of the Bulge. In 1946, he re-joined the St. Paul Pioneer Press as a feature writer and assistant city editor.

In 1954, the St. Paul Dispatch introduced Mr. Hiebert’s new column called “Oliver Towne” (a pun on All Over Town). For 34 years, “Oliver Towne” wrote about the drama of the city, its charm, its people, its places and things. He captured the color, the life of the city and never wavered from that theme. His friends were mayors, bankers, and street people. They belonged to the generation of the 1950s, the 1960s, the 1970s.

Mr. Hiebert last spoke to our group in May 2000, when he recounted excerpts from his published book, “City on Seven Hills. Now, back by popular demand, he’ll speak to our group about his most recently published book, “Oliver’s Towns,” his accounts of his travels abroad.

Breakout Opportunities – Session A

A1 Suzanne Ketcham: “Resume and Cover Letter Preparation”

Ms. Ketcham is a Human Resources Specialist at Hartford Life. She has worked in the Human Resources field for over ten years. She has held consultant and management roles in Human Resources and has also taught recruitment/ interviewing skills to adult learners at St. Cloud Technical College.

A2 Laurie Kimball: “Learning Styles. See, Say, or Do: Which One Are You?”

Are there some people you seem to hit it off with right way, while with others your communication seems to miss the mark? Learning styles are the primary factor that affect how we process information, store memories, and communicate. Determine your learning style. Learn ways to communicate effectively with everyone.

Ms. Kimball has Master's Degree in Counseling and is a Registered Nurse. She has been a psychiatric nurse and an individual therapist. She is the author of "The Depression Toolkit: Practical Ways To Get Through The Day." Laurie is an active Toastmaster and enjoys time with her family. Ms. Kimball will offer enrichment opportunities on two different topics:

A3 Kaki Stein: “I’d Never Want To Be Caught Dead There”

I’m sure it’s happened. You’ve presented a summary, proposal, or new idea before your business partners or an outside group? Or a hands sweating, heart pounding, head-throbbing presentation? It can indeed be downright scary in front of a number of unfamiliar faces gathered together. Opinion polls have revealed that for a majority of Americans, the fear of public speaking is a fear ranked higher than death!

Come share an enlightening presentation provided by Kaki Steen, a Toastmasters Division leader in the western Twin Cities area. She’ll excite and entertain you as she reveals some proven techniques to get rid of your public speaking fears. You won’t want to miss this energetic presentation. Bring a friend and sign up for this breakout session; you’ll have absolutely nothing to lose but your fears!

Complementing Kaki Steen, Andy Massaro of Minnesota Life will present a humorous story of the origins of man’s communication skills and its development through history.

Andy Massaro joined Minnesota Life in 1985 and is currently the Manager of Data Management. He has been a FLMI since 1988. He has also earned his ACS designation. He joined Toastmasters in November of 1998 and completed his CTM designation in September of 2000. Andy won the 2001 Fall Tall Tales Competition in Thunder Bay, Ontario with his Tall Tale entitled "The Third Greatest Generation".

May 14 Spring Seminar Speakers (continued)

Breakout Opportunities – Session B

- B1 Suzanne Ketcham: “Resume and Cover Letter Preparation”**
(See *Session A1* above.)
- B2 Laurie Kimball: “Improve Your Concentration”**
Do you have some days that are productive and some days that you are so distracted that nothing gets done? Did you know that there are 6 environmental factors that affect concentration? Determine which factors are your preference and learn to adjust your environment to improve your concentration. (See *Session A2* above for more information about Ms. Kimball.)
- B3 Kaki Stein: “I’d Never Want To Be Caught Dead There” (with Andy Massaro)**
(See *Session A3* above.)

Closing Keynote

Jill Spiegel: “Flirting for Success”

Jump on board as Jill Spiegel takes you on a hilarious, high energy ride while inspiring you to be your best! Laugh with Jill as she re-enacts her own exciting story and shares the invaluable fundamentals which have helped millions. Find out which stars played a part in Jill's success! Celebrate yourself and everyone around you with Jill's engaging exercises that build self-confidence and make people feel incredible!

Looking for success, meaning, joy?! According to Jill Spiegel, all you need to do is flirt! As seen in People Magazine, The New York Times, and so much more, Jill Spiegel has changed the face of motivation and revolutionized flirting! “When you flirt with someone or something, you find a magical connection. Flirting makes people feel incredible and inspired!” says Spiegel, a self-described flirtologist and author of *Flirting for Success* and *Flirting with Spirituality*.

With her natural knack for building rapport, Jill began her career breaking sales records selling knives and cutlery door-to-door. Promoted to district manager, she then taught her sales forces her special brand of flirting, motivating them to increase their sales by 200%. In 1990, Spiegel founded Goal Getters, a motivational firm, where she spreads her flirting message to Fortune 500 companies, organizations, community centers, and schools across the country.

Combining spontaneity, comedy, and inspiration, Jill is a captivating, award-winning speaker and media favorite. She has appeared on hundreds of radio and television shows internationally, including Oprah, Politically Incorrect, England’s This Morning, Canada’s Fox FM, and Today, where she performed her special coaching as The Modern Day Cyrano for a top-rated flirting series. She also hosted her own flirting series on American Online, was the spokesperson for L’eggs “Singles” media campaign, and has written articles for Career Woman Magazine and more.

She explains, “Life is about celebrating and following your spirit.”

Board opportunities!

Have you ever wondered about what the FLMI Society board does? Do you need a great way to connect with others? One way you can do so is by being a participant. We have current openings for volunteers to assist with the Education committee and Volunteer committees. Pull a friend or co-worker to join you. It's a great way to get involved and be where it's happening. We'd be glad to tell you more about the opportunity and any time commitment. Feel free to contact any board member to inquire and find out more.

Community

Would you be surprised to hear that, even in our affluent Twin City suburban communities, men can be found living under bridges, in their cars, and by the wayside? And at the same time, women and children are struggling to pay their monthly bills, find a safe shelter to live in, and to ensure their survival?

Of our most basic needs for food and shelter. Oftentimes we take our own positive situation for granted.

Our May 14 seminar will feature a brief presentation by Paul Barks from Trinity Episcopal Church of Anoka. Paul will share with us his hands-on experience with Family Table, a volunteer organization of churches and worship centers within the Twin Cities that assist in meeting basic food needs within the community.

The Board members of the Twin Cities FLMI Society have made a commitment to help support Family Table. We'd like you to hear about Paul's experience and to see if there is a need within your own community for Family Table. Let's envision ourselves helping and encouraging Family Table's mission for success through our Twin Cities FLMI membership.

Hurray! St. Paul Saints Tickets Again!

We have 100 reserved adult tickets for Sunday, June 23, at 1:05 p.m. Cost is \$8 each. It is Saints cap giveaway day – “Cover Your Dome!” Ticket sales will begin at the Spring Seminar on May 14. Or, you may contact Terry Teske at 651-665-3880, or teresa.teske@minnesotamutual.com. We’ll see you at the game!

And while we’re on the topic of the Saints tickets, we’d like to share the following experiences with you.

Waiting for Saints Tickets – What an Experience!

WE’RE NUMBER 8!!!

For the third year in a row, Terry Teske, our beloved Member-at-Large, has gone to the St. Paul Saints parking lot in the hopes of getting a great number so she can purchase tickets for the FLMI Society of the Twin Cities. Here is her story:

My first year doing this, I found out that numbers were distributed on a first-come, first-served basis. It was extremely important to be one of the first 100 in line, in order to be guaranteed a good number. That year, however, the Saints switched to a lottery. Still, if you were one of the first in line, chances were good that you might receive a great number. It’s amazing how fast the tickets sell.

I arrived at 3:00 a.m., the first Saturday in April. There were already 25 people in line, sleeping in 20 degree blustery weather. I thought I had dressed for the weather, but I was frozen after six long hours out in that awful cold. That year, I got a number in the 20s.

Last year, I had a partner: Barb Prinz, our Society past president. We were smarter than the year before, and wore a few more layers of clothing. The winds were horrendous. Once again, after six hours in that wind, we were frozen. I got a number in the 300s. Not good. Not good at all. Barb, however, got the number that we were hoping for.

This year, I was joined by Krishna Wells-Roger. We were third in line. We were hoping at least one of us would get a great number. This year, I wore my snowmobile suit and wrapped myself in a blanket . . . and still froze my toes off. Krishna got her number first and was not happy. Then, they put my lottery bracelet on my arm. We’re number 8!!!

Each year is a new experience. I can’t wait for next year’s lottery.

February 2002 Dinner Meeting – Learning to Manage Stress Resulting From Change

If you missed our February dinner meeting, you missed hearing Mr. David Brueshoff of the Working Family Resource Center address the topic of managing stress resulting from change. Mr. Brueshoff, M.S., Counseling and Psychology, is a professor of parent education at various Twin Cities universities, and has experience in job counseling and working with families during crisis and change.

During his presentation titled Change, It's Not Just in Your Pockets . . . Managing Life's Stresses, Mr. Brueshoff started by introducing the concept of *social toxicity*, which he described as an accumulation of life's stresses (e.g., multi-tasking, doing too much with too little, downsizing). He explained that *social toxicity* is like pollution. Often we aren't aware that it's there . . . but if we could look down from above (as from an airplane), we can see that it permeates everything. *Social toxicity* can seriously affect behavior, such as in the recent incidents of "road rage" that we all hear about.

Since people are basically creatures of habit, we are not designed for the change that we now experience every day. However, change is as normal as the changes in nature, and living means to change. Turning to a workshop format, Mr. Brueshoff then encouraged attendees to complete a Reaction-to-Change Inventory, as an aid in understanding our own reaction to change.

We then looked at three different types of change, all of which cause stress:

- Radical change -- which shakes us mentally, physically, or emotionally – such as a job loss, death in the family, serious illness, or other trauma.
- Adaptive change – more gradual (we may adjust without actually realizing it).
- Initiated change – a change that we desire.

We learned that, as we move through the change process, we'll experience three distinct stages:

1. Ending – the discontinuation of whatever it is we've known in the past.
2. Transition – characterized by disorientation and confusion.
3. New beginning – reorientation, when new skills and attitudes begin to emerge.

Change has no power or meaning until we say that it does. And stress is cumulative. The key to handling stress resulting from change is to find ways to take control, so that we'll understand and be better able to adapt. One way to take some control is to establish SMART goals: Specific, Measurable, Attainable, Realistic, and Time-limited.

Mr. Brueshoff then closed the presentation by offering other tips for coping with change, including taking care of ourselves, sharing our stress, knowing our limits, making time for fun, and creating a quiet scene (either real or imaginary) where we can escape for a brief getaway.

Job Posting Warehouse

Company & Contact Information	Specific Openings
Aid Association for Lutherans/Lutheran Brotherhood www.luthbro.com	
Allianz Life www.allianzlife.com	
American Express www.americanexpress.com\careers	
Catholic Aid Association www.catholicaid.com	
Clark/Bardes Consulting – The Healthcare Group www.clarkbardes.com/hg	
Fortis www.fortiscareers.com 651-738-4141	
Fortis Health 763-577-5050	
Hartford Life www.thehartford.com 763-417-7887	
Health Partners www.healthpartners.com	
ING/ReliaStar 612-342-3594	
Minnesota Life www.minnesotamutual.com 651-665-7934	
MSI www.msi-insurance.com 651-639-5550	
Prudential 763-557-4245	

For more information, call or write the Job Posting Warehouse committee chair, Bob Coleman (Allianz 763-765-2818, Bob.Coleman@Allianzlife.com). If your company has personnel needs, please encourage your Human Resource Manager to contact us about publishing openings in our newsletter. It works! We also encourage any comments or ideas about how we can improve this service.

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