



# NFCPM Gazette



April 2011

## Hoppin' Along with the Chapter President...

By Sabrina Hartley

Things are really startin' to hop. Sure, that could read as a reference to the lovely spring weather of late, Easter, which is right around the corner, or the initial pandemonium of the 2011 legislative session, but, in this case, I'm specifically talking about the North Florida Chapter of Certified Public Managers. We've got a whole bunch of great stuff going on and in the making. Hopefully, we can entice you to be a part of some, if not all, of it. The year is barely underway and we've already had some great programs that prompted really good member discussions, both with Jane Marks' stress management presentation and Dottie Gough's conflict management discussion. That's just the tip of the iceberg when it comes to the great events, topics, and presentations we've got planned for 2011. We're currently gearing up to host our first summer symposium, the public employee appreciation meeting in May, an after-hours networking mixer event in June, the Level VIII Tallahassee graduation in August, and a whole lot more interactive pres-

entations and discussions, including 'Measuring Success' at the April chapter meeting. The program committee recently met to ensure that we have quality meetings planned for the rest of the year, and I'm confident that you'll be pleased with the results. We've taken care of business in that the chapter's annual goals and objectives were updated and submitted to the FSCPM well ahead of the deadline and the chapter's by-laws have been updated to ensure that our operations are in-line with FSCPM operations.

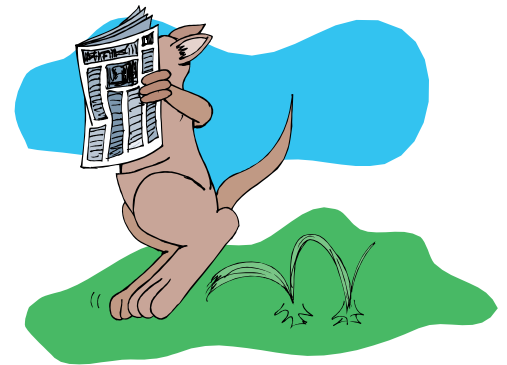
In case you haven't already heard, we're going to use the summer symposium to test-drive some new CPM program curriculum ideas. We're still in the very early planning stages, so details are a little scant, but we envision a win-win event that will serve both our members and the CPM program as we all continue to evolve in these rapidly changing times. Who better to provide feedback and help grow the CPM program than dedicated, active graduates? If you're interested in making the symposium happen or have ideas or input about how to ensure its success, please let us know. We could use you and we certainly will.

We're working hard to keep things hoppin' for the May employee appreciation meeting. We're reaching out to a variety of public servants, inviting them to share their perspective and appreciation of public employees and to remind us that there is nobility in public service. It's a busy time, but we're persistent and determined to have an amazing presentation panel. I hope you'll be at the May meeting to soak up some much-needed appreciation. Like last year, we're planning for several member giveaways at the meeting and, if nothing else, it's our on-going goal to demonstrate as often and in as many ways as possible that we appreciate you and your on-going commitment to CPM principals.

If you were at last month's meeting, you know that several of us are in the process of conducting 'fieldwork' to identify the perfect location for an NFCPM after-hours networking mixer. Can you believe the dedication and lengths that chapter volunteers will go to, all to ensure a quality experience for you, our member? It's a daunting task but one that wine drinkers, er, board members, are willing to perform. The plan is to use the June chapter meet-

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### Upcoming This Year...

- Public Service Recognition
- After-Hours Networking Mixer
- Summer Symposium
- Level VIII Graduation
- More Great, Engaging Chapter Meetings!



## ... Hoppin' Along with the Chapter President (continued)



*“Could you possibly ask for more in an alumni organization? If so, we want to hear about it. We also want to see your face at meetings and get you involved in the great stuff we’re planning and doing.”*

ing to focus on networking skills and then host an after-hours networking mixer later that month that will allow members to put their skills to work (or practice). Again, the event details have yet to be hammered out, but we expect it to be great. If you have a location that the tireless volunteers should check out, please let us know; especially if it has great happy hour and/or food prices. (We’re a thrifty volunteer bunch.) Likewise, if you have tips for a mixer success or want to be part of the planning, we love new ideas, new faces, and help making great chapter things happen.

With all this chapter stuff going on, can you believe that Level VIII graduation is again right around the corner? I know what you’re thinking – it’s even harder to believe that students are still attending and graduating from the CPM program in these tough times. I say that’s a clear testament to a quality program that it endures when ‘training’ is quickly exiting the workplace vernacular. The chapter has hosted some great gradua-

tions in conjunction with the CPM program staff and continues to strengthen the relationship between the two bodies to better serve us all, year-round. I know that this year’s Tallahassee Level VIII graduation, true to form, will be a smashing success. Kim VelDink, former treasurer, is our Level VIII graduation coordinator again this year and, with her help, I venture to say, we’re developing a well-oiled machine for producing quality graduation events. If you think you might have some availability on July 26, 27, or 28, please let us know so we can put you to work welcoming a whole new class of CPM’s. As fast as we can crank them out, you can bet we’ll be needing them.

Whew, with all this going on you have to know that you belong to a quality organization that sincerely seeks to serve you, its members, right? But wait, that’s not all, we’ve got a slew of ‘internal’ stuff going on as well. We’ve recently appointed two representatives to the state’s continuing education committee; we have an amazing, kick-butt newslet-

ter; we’ve got a Facebook page that is active, alive, and up-to-date; and, we’ve got a host of volunteer opportunities that make us look good and help us feel good – everything from helping at community events like Springtime Tallahassee to sending stuffed animals to overseas troops.

Could you possibly ask for more in an alumni organization? If so, we want to hear about it. We also want to see your face at meetings and get you involved in the great stuff we’re planning and doing. I hope you’ll find something that encourages you to get involved and become a part of something bigger. If you’ve been sitting on the sidelines, consider stepping-up to participate in making one or more of these events great. While we’re doing them for you, our esteemed member, they’re guaranteed to be a lot better if they’re done with you. I look forward to seeing you at the April meeting and all of the other great events in the works for 2011. Dang, things are really hoppin’.

## Upcoming Meeting Topics and Presenters...

### April Meeting

In celebration of the tax season, our next CPM meeting will focus on numbers. Maybe not numbers associated with the IRS or your bank account – but numbers just the same. If you have struggled with questions about how performance measures can really help you; the pitfalls we fall into with measures; and choosing

the measures that will help you to ensure better productivity and service. You won’t want to miss the April meeting. CPM’er Pam King will be giving us insight into the how to’s and why’s of documenting success through



numbers – a.k.a. Measuring Performance. The presentation will include both small and large group involvement.

About our April Presenter: Pamela King received her Bachelors of Science degree from Florida State University. She is a 1999 graduate of the CPM program. Pam has 20 plus years of progressive administrative and management experience in small business, public administration and not-for-profit organizations.



### May Meeting

As public servants we all look forward to actually being appreciated in May (along with Mothers)

ers). In honor of Public Servant Appreciation Week we have invited a number of elected officials to the May CPM meeting to share with us their perception of public service. This panel discussion will be moderated by none other than our own Chapter President Sabrina Hartley.

# Community Services Upcoming Events

◆ **Saturday, April 2, 7am**  
**Springtime Tallahassee:** We will need volunteers for the morning run. The 1 mile race begins at 7:45 AM. The 10K and 5K begin at 8:10 AM.

◆ **Friday, April 15, 7:00 - 8:30am**  
**WFSU Spring Radio Pledge Drive:** NFCPM will help answer pledge calls at the WFSU facilities. Instructions are provided and really easy. Come join us!

◆ **Saturday, April 16, 7:00 - 10:30 am**  
**Palace Saloon Race:** Assist with the 5K Race. Half of the proceeds benefit the American Cancer Society.

◆ **Saturday, April 30, 9am - 12pm**  
**March of Dimes Walk:** Special Olympics will receive donations from Comcast Cares for every volunteer that shows up to hand out water, etc.

◆ **Monday, May 2, 5-7pm**  
**Florida History Fair Open House:** Come join us in directing people or serving snacks

For Further information, please contact Sherry Valdez @ 414-4249; email [sherry.valdes@dot.state.fl.us](mailto:sherry.valdes@dot.state.fl.us) and Paula Kiger @ [opuswsk@aol.com](mailto:opuswsk@aol.com)

Thanks, and let's do good work together in our community!



## People Skills Killer: Questions that Don't Ask

Written on Feb 15th, 2011 by Kate Nasser, "The People-Skills Coach" who specializes in Customer Relations & Teamwork Training

**Leadership, teamwork, sales, and customer relations hinge on great people skills and communication.** Most business owners and corporate leaders agree that it is the great questions that develop rapport, build understanding, and unearth solutions and ideas. True — except questions that don't ask.

**Statements that masquerade as questions — that don't ask but rather tell — are a true people skills killer.**



Statements that Masquerade as Questions Don't Ask

**Replace Questions That Tell with Those That Ask**

1. **Don't you think ... ?** At best this question sounds like you don't want to hear opinions and at worst comes across as passive aggressive or accusatory. This is a **people skills killer**. The simplest change to "what do you think" and understanding and rapport will soar.

2. **Why don't you ...?** Generally what follows is a statement of what you want the other person to do. It also puts the other person on the defensive. This is a **people skills killer**. People will respect you more when you state your ideas as a suggestion. "Here's one idea ... what do you think?"

3. **Wouldn't it be better ...?** This question is actually a statement "I think it would be better..." posed as a question. Although not as damaging as *don't you think*, it still risks insulting the other person. A **people skills killer**. Better to state your opinion and ask for opinions or combine the two with **What if ...?** The latter doesn't insult and invites other ideas.

4. **Could you help me ...?** Although it sounds harmless, it shrinks away from the true question "Will you help me ...? Show others you honor their choices by affording a true option to say yes/no.

Statements that masquerade as questions are **people skills killers**. They confuse, accuse, manipulate, and sometimes insult.

True questions honor others — even in disagreement. They communicate respect, openness, and a commitment to collaboration. Leadership, teamwork, sales, and customer relations gather momentum and dimension with true questions. I think it's well worth it.

### What do you think?

Kate's Website is: <http://katenasser.com>

She can be found on Twitter here: @katenasser

She can be found on LinkedIn here: <http://www.linkedin.com/in/katenasser>

*"True questions honor others — even in disagreement. They communicate respect, openness, and a commitment to collaboration."*



# What You Missed If You Weren't at the Conflict Management Presentation on March 8

by Dottie Gough

Why do conflicts arise? What are conditions that lead to conflicts? Are the effects of conflict always negative? How can you build teamwork and cooperation and minimize the possibility of conflict? These were some of the questions addressed at this interactive session coordinated by Dottie Gough. Interspersed through the general discussion on managing conflict was a discussion of situational examples of workplace conflicts provided by members.

## Conflicts arise because people are different so they:

- ◆ See things differently and want different things
- ◆ Have different thinking styles, which prompts them to disagree
- ◆ Are predisposed to disagree
- ◆ Have different personalities, status, ideological and philosophical differences
- ◆ Have different goals and different approaches

## There are a number of conditions that lead to conflict situations such as:

- ◆ Ambiguous jurisdictions
- ◆ Unmet needs and wants
- ◆ Communication barriers
- ◆ Difference in perceptions
- ◆ Competition for limited resources
- ◆ Lack of cooperation
- ◆ Unresolved prior conflicts



**Most people believe that the effects of conflict are negative, but as pointed out in the presentation, there are both positive and constructive effects and negative effects of conflict**

## Positive and Constructive Effects

- ◆ Clears up important problems or issues
- ◆ Brings about solutions to problems
- ◆ Gets everyone involved in solving issues
- ◆ Causes real communication
- ◆ Releases emotion, anxiety and stress in a positive way
- ◆ Helps people learn more about each other and cooperate
- ◆ Develops understanding and skills

## Negative Effects

- ◆ Takes attention away from other activities
- ◆ Damages the spirit of the team or an individual
- ◆ Divides people and groups and makes cooperation difficult
- ◆ Makes people or group focus on their differences
- ◆ Leads to harmful behavior, like fighting or name-calling
- ◆ Paralyzes decision-making

**Also discussed during the session were the styles and/or strategies of conflict management. These include:**

- ◆ Collaborating - talking through the conflict to help find creative ways to solve problems where everyone is satisfied in the end - it's a win-win conflict management style
- ◆ Compromising - meeting halfway to do what is best for the group and each person can still get part of what he or she wants - middle of the road orientation
- ◆ Accommodating - Pleasing others by playing down how

important the issue or conflict is in order to protect relationships - plays down differences while looking for common ground

- ◆ Competing or Dominating - using all one's power to win the conflict when there is a great disparity of expertise - use this style sparingly
- ◆ Avoiding - Leaving or putting off discussions - don't rock the boat style

**The session closed with a discussion on how to build teamwork and cooperation (...and so minimize the possibility of conflict). Some tips include:**

- ◆ Share information by keeping people in the group up-to-date with current issues
- ◆ Express positive expectations about each other
- ◆ Empower each other - publicly crediting colleagues who have performed well and encouraging each other to achieve results
- ◆ Team build by promoting good morale and protecting the group's reputation with outsiders
- ◆ Resolve potential conflict by bringing differences of opinion into the open and facilitating resolution of conflicts



*“Resolve potential conflict by bringing differences of opinion into the open and facilitating resolution of conflicts.”*



# 2011 North Florida Chapter Meeting Schedule and Topics

Date	Title or Topic	Speaker(s)	Location	Presentation Overview	Coordinator
04/12	Measuring Success	Pamela King	Amtrak	Pam King will provide insight in methodologies for measuring success, types of measures, and how to use measures for improvements.	
05/10	Public Service Recognition	Sabrina Hartley Andrew Gilliam Gil Ziffer Nick Maddox <i>Other Invitees Pending</i>	Amtrak	We will celebrate the success and generosity of public servants.	Pam King
06/14	Networking	Kaye Kendrick	Amtrak	"How to" of Networking...Kaye Kendrick will be providing us insight into the tricks to using networking opportunities to help promote your skills and connections for increased success.	Amy Carraway
06/16	CPM Mixer	N/A	101?	Putting networking skills to work	Travis Knight & Pam King
07/12	TBA	TBA	Amtrak		Amy
08/09	Celebrating CPM Recognition	Invitees pending response	Amtrak	Open forum to discuss the role of Certified Public Managers in improving the success of government.	Pam King
09/13	Clear Communication	Olivia Jones	Amtrak	Olivia will be providing techniques that will assist in communicating with others – either one on one or to a group.	Sabrina Hartley
10/11	TBD	Angie Whitaker	Amtrak	TBD	Dottie Gough
11/08	When Spell Check Doesn't Cut It	Paula Kriger	Amtrak	CPMer Paula Kriger will be providing tips on how to prevent embarrassing grammatical errors.	Pamela King
12/13 TBD	Holiday Celebration	Chapter	Amtrak		NFCPM Board



## North Florida Society of Certified Public Managers

### Mission Statement

To foster and maintain high professional and ethical standards in the practice of public management, and to further the professional growth of the Society's members.



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Or on the web... [www.fscpm.org/north/](http://www.fscpm.org/north/)

### Chapter Officers

Sabrina Hartley, *President*

Pamela King, *Vice Pres.*

Travis Knight, *Treasurer*

Anna Bethea, *Secretary*

Dottie Gough, *Lifetime Mbr*

### Committee Chairs

Paula Kiger, *Co-Chair*, Community Service

Sherry Valdez, *Co-Chair*, Community Service

Amy Carraway, *Chair*, Communication

Cheryl Graham, *Chair*, Fund Raising

Pamela King, *Chair*, Program

Kim Vel Dink, *Chair*, Level VIII Graduation

Dottie Gough, *Chair*, Chapter Effectiveness

Phil Barnett, *Chapter Photographer*