

North Florida
Chapter of the
Society of
Certified Public
Managers

NFCPM Gazette

March Musings from the President...

- Sabrina Hartley, Chapter President

Don't Forget...

- Reserve your space for the March Chapter Meeting by Friday, March 4 to NorthFloridaCPM@gmail.com
- Bring more beanie babies, webkinz, or trolls to the March meeting to donate to [Operation Gratitude](#)
- March Chapter Meeting is Tuesday, March 8
- Join in on other management and leadership learning opportunities like the [Tallahassee Leadership Book Club](#) or the [FSCPM Professional Development Resources Page](#)

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I received the 2011 CPM of the Year Award at the Florida Society Symposium in late January, not to mention a slew of other awards that left me very proud. How cool is that? After the surprise and excitement of the recognition, the vitriol of the times set in and I wondered, 'Does this make me the biggest loser?' After all, the current sentiment seems to be that public service employees are little more than lazy, rich leeches. (Though I venture to guess that not one of us knows anyone fitting that description.) After making a few jokes about somehow being the biggest loser, and not having them sit very well with my psyche, I realized that, one: self-deprecation is not my thing, and two: the current sentiment is just flat out wrong and I reject it. I hope you do too. As CPM of the Year, my name has been engraved on a rotating plaque dating back to the 1991 CPM of the Year. **This two-decades-long list led me to realize that, overall, Certified Public Managers persist and prevail.** Don't you think in the last twenty years public employees have faced some pretty difficult times? Yet, as we demonstrate day after day, we continue to show up and do an amazing job. That said, I don't care what the papers say, what politicians say, heck, what even far-leaning political movements say; **we are dedicated, trained professionals that the state needs, whether they fully realize it or not, and will - I predict - appreciate again.** As with most things in the public eye, the pendulum swings with time.

As CPMs with a proven track record of persistence, we will continue to prevail.

I had to call the city of Tallahassee the other day to address a small matter and, true to their reputation, got excellent personal customer service. Before hanging up, I made sure to specifically recognize the person as a public employee and thank him for his service and help. It was clear from his reaction that the compliment was much-needed and appreciated. Good. That was my intent. So, how about this: **until the pendulum swings back toward appreciation of all that we do with so little, let's thank each other. Seriously, if you have an opportunity to recognize public employees, do it!** Whether it's in your individual workplace or other agencies/offices that you come in contact with, we need to support one another and actively voice our rejection of the current wave of negative. We already know that **we're part of the solution and not the problem.** I predict that we'll outlast 'them' and we'll do it with innovative, creative management that 'they' will be impressed to witness.

Toward that end, there are some exciting things going on across the state regarding all that is CPM. **Ben Green is exploring the idea of changing the name of the entire program from 'Certified Public Managers' to 'Certified Professional Managers.'** Since the program trains managers in all capacities and types of environments, the current moniker isn't completely accurate. Besides, even if we leave public service, we take our CPM skills to the next job where it too benefits. **Our skills are universal to workplaces in general and not just those in the public sector.**

As committed life-long learners, **the FSCPM is ambitiously pursuing a continuing education program to provide even more value to CPMs.** I hope you took the opportunity to review and provide feedback about the current proposal for the CPMd continuing education program. I'm pleased to announce that **Deidra Jones and Valerie Carnett will represent the North Florida Chapter on the state's continuing education committee.** These fine CPMs will represent the chapter at meetings, are prepared to dig-in and help develop the CPMd program using the statewide feedback, and will keep the

(Continued on page 2)



Pull back the grim clouds—
keep touting our value by thanking others!

March Musings from the President...

(Continued from page 1)

NFCPM board and membership informed of evolving changes.

The communication committee has also proposed some excellent ideas that should go a long way toward welcoming and informing new members. The committee proposed **creating a "Chapter 101" guide** that would be attached to the "welcome to the chapter" letter. The intent is to give new members an overview of FSCPM and the chapter and how the whole thing works so they are comfortable the first time they walk in the door of a monthly meeting. The program committee is also doing some fantastic stuff. Rather than go into too many details about upcoming programs (see the [website](#) or [FB page](#)), let me just say that they've already scored **some pretty cool panel members for our May meeting wherein we Celebrate Public Employees!!!!** (See, we don't give up.)

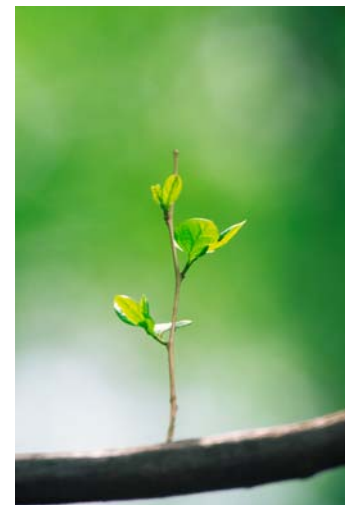
We're also exploring the idea of **hosting a late summer symposium for the North Florida area and have even pitched the idea to the CPM program that they could use the symposium as an opportunity to test-drive some proposed curriculum changes** with tried

and true CPM veterans. Stay tuned. We'll let you know how this develops.

Finally, we're really trying to focus on your feedback about wanting more networking opportunities. We're working on a **meeting presentation dedicated to networking** and its many facets followed, at a later date, by an **after-hours mixer** where members can bring their significant other and put their networking skills to use. Clearly, lots of details have to be worked out, but **we've got fantastic ideas that are in-line with our members' expressed needs and wants**. After all, that's what we're all about... meeting our members' needs.

Ultimately, as CPM's, we're all about being true to the skills that we worked so hard to acquire and exercise as often as our workplace will allow; regardless of the current negative noise. I hope you'll either **become or stay engaged in the chapter** and continue to provide feedback on what you need and how we're meeting those needs, and just in case nobody else tells you today... **YOU ROCK!!!!**

NEW HAPPENINGS



March Chapter Meeting

What: Dottie Gough will facilitate a **Training Session on Conflict Management** & lunch will be catered by Michele Davis

When: Tuesday, March 8, 11:30am - 1:00pm

Where: Amtrak Building, Leon County Community Room (918 Railroad Ave.)

Cost: \$7 for members; \$9 for non-members

Reserve your space by March 4 to NorthFloridaCPM@gmail.com



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 are some of the questions that will be addressed at this interactive session.

A handout on conflict management will be distributed at the meeting, and the program will be divided between a general discussion on **managing conflict** and discussion of the **situational examples** of workplace conflicts provided by members.

Conflict Management was a topic requested by members during the 2010 chapter survey so we hope to see a large crowd for this training session. **Three books on conflict management will be given away as door prizes.**

50/50 Drawing!!

At our March Chapter meeting we will be bringing back the 50/50 Drawing. In the past, this was a popular chapter fund raising activity.

The rules are simple!! Tickets are \$1 each and you may purchase as many tickets as you'd like. All money received will be pooled. A drawing will then take place and the winner will receive half of the moneys collected. The NFCPM Chapter will retain the remaining half – hence the 50/50 part!!

Please come prepared to take a chance (or 2 or 3 chances) and perhaps March 8 will be your lucky day...



More Gratitude!

Don't forget that the March meeting is another chance for you to bring Beanie Babies, Webkinz, or Trolls to donate to [Operation Gratitude](#) - helping our troops overseas connect with local children who in turn let them know about IEDs.

Stress Management - Overview of the February Chapter Meeting

- Pamela King, Vice President



Our February meeting was a blast! We had great food (as usual) and an awesome presenter. Jane Marks, a local therapist who also happens to be the first lady of Tallahassee, provided a lively and interactive presentation on stress management. But if you couldn't make it – don't stress out, here is a recap of the presentation.



Marks took us through various aspects of life that have an impact on our mental and physical health. She walked us through a **self-analysis of the "pillars of a balanced life."** We assessed our personal satisfaction with each "pillar."

The pillars are:

- **Professional** – career, work (inside or outside the home)
- **Financial** – money, financial security
- **Physical** – health
- **Spiritual** - relationship or belief in a higher power
- **Social Support** – friends that you can call for support when you need help
- **Intimacy** – a best friend that you can share deep feelings with
- **Inner Life** – time for yourself, meditation
- **Learning/Growth** – continual learning, stretching beyond your comfort zone
- **Home/Office** – making your home and office aesthetically comfortable and enjoyable
- **Play/Fun** – make time for fun

Marks indicated that to reduce stress we need to work on improving our satisfaction in each of these areas. She recommends developing a plan that includes ways to improve the pillars of our life that we are not happy with. Marks suggested that a way to incorporate these improvements is to develop new habits.

Marks' other **recommendations for reducing stress** include:

- **Laughter** - laugh deeply and often, apparently this is a calorie burner and life extender
- **Walking/Talking** – when frustrated, go for a walk and talk things through with yourself or a friend (the CPM group recommends the friend so you don't look like you are going crazy)
- **Rehydrate** – drinking plenty of water helps maintain better health (Marks says we can include all the extra trips to the bathroom as increased exercise)
- **Cat Napping** – whenever possible, taking a 5 – 15 minute catnap improves our ability to focus
- **Making Tea** – the actual act of making tea or "flavored" water is an activity that is relaxing
- **Share a Tear** - when we are really frustrated or stressed, it is good to have a good cry
- **Seek a Fresh Perspective** - opinions from others can help you make important decisions

Have great faith in the delegation process – **letting others help you.** It makes them happy and provides with you with additional time to get more balance in your life.

Marks concluded by asking us to keep our self-assessment in a safe place and pull it out in a years' time to see how much improvement we have made in each of the pillars of our life.

Some More Sources for Short Relaxation Breaks at Work...

- Meditation Oasis offers many short guided meditations set to soothing music to let you step back, take a few breaths, and come back to work re-focused and energized - <http://www.meditationoasis.com/podcast/listen-to-podcast/>
- Find a blog you like and that inspires you - take a 15 minute break to read and rejuvenate... some examples: <http://thinksimplenow.com/>, <http://zenhabits.net/>, <http://blog.brazencareerist.com/>, <http://leadershipfreak.wordpress.com/>, <http://puregreendesign.blogspot.com/>
- Google search "relaxing scenery" or something similar, choose one you like from a reputable website, and let yourself drift away for a few minutes.
- Want a laugh? Find a **reputable** website with jokes, or take in a few lolcats on your lunch break....



The Likeable You

Okay, we have all heard it and most of us have even said it: "I don't care if they (whoever they are) like me, as long as they respect me." Well, if this is your philosophy I have some news you need to hear. **Study after study shows that being liked is an important factor in your success in life.**

A 2000 study by Yale University and the Center for Socialization and Development - Berlin concluded that **"people, unlike animals, gain success not by being aggressive but by being nice."** The research found that the most successful leaders, from CEOs to PTA presidents, all treated their subordinates with respect and made genuine attempts to be liked. Their approach garnered support and led to greater success. According to a study done at Columbia University by Melinda Tamkins, **popularity is more important to career advancement and overall success in life than intelligence or appearance.**



Although these studies give credence to the viewpoint, it is not a new theory. Analogous perspectives can be found in the Qur'an, Torah, Bible, etc. Dale Carnegie encapsulated methods to improve your likeability in his book "How to Win Friends and Influence People" back in 1936 (still very relevant and an easy read if you haven't read it or it has been awhile since you did). Another more recent proponent of the importance of likeability in relation to success is Tim Sanders. Sanders' book "The Likeability Factor" has similar undertones as Carnegie's book, but with a more modern tone.

So, what makes a person likeable? When reviewing the research and books on the subject it appears that the common threads in determining someone's likeability are friendliness, empathy, and genuineness.

Now that we know what makes people

likeable, what the heck are we supposed to do with the information? Well the good news is that you have a great deal of control in this regard.

Be friendly

Sanders defines **"friendliness" as our ability to communicate liking and openness to others.** What better way is there to show how friendly you are than through a smile? Carnegie highly recommends it. Even strong "I's" (introverts for those that have forgotten CPM level 1) can handle this one. **A smile that shows in your eyes and heart can have more impact on a person than a million words.** Don't believe me? Take time to notice the impact that your smile has on others – if you smile at someone, 9 times out of 10 they will not be able to pass you by without smiling back.



Be empathetic

When we think of being empathetic, oftentimes we have this misconception that this means we have to "agree" with another person's perspective. **Being empathetic does not mean that you have to change your point of view on a subject – but it does mean that we need to listen, understand, and consider another person's point of view.** This is harder for some of us than others. Carnegie recommends **being a good listener and encouraging people to talk about themselves** to help facilitate this type of connection.

Be Genuine

If you think you can "fake" friendliness and empathy into the hearts of your fellow (wo) man, think again. People can tell when you really don't give a darn and that is a major



factor whether you are liked or not. We (meaning the human race) put honesty and integrity high on the list of characteristics that are desirable in another person.

Being real and open is a sure way to draw others to you and get you on the way to likeability. This includes being honest with yourself and being comfortable in your own skin. You have to have confidence and like yourself in order to demonstrate a genuine liking of others.

For those of you that after reading this article are going, **"Oh crap, how do I know if I am likeable?"** ... Well here is a short **"test"** for you. Draw a line down the middle of a sheet of paper. On one side list all the people you like and on the other side list all the people you don't like (not a typo the people YOU like and dislike). If you have way more people on the 'don't like' side than you do on the 'like' side – you need to take a look in the mirror. Of course, even if you have a gazillion people on your 'like' side and very few on your 'don't like' side – you should always continue to work on our likeability factor.

Read more on upping your likeability:

- *How to Win Friends and Influence People*, Dale Carnegie, 1936
- *The Likeability Factor*, Tim Sanders, 2005

Special Note for the Perfectionist:

Although it has been determined that likeability is extremely important in being successful, I have met a few people in my day that have taken this philosophy to the extreme. **No matter how friendly, empathetic or genuine you are, there are going to be some people that do not like you.** The best way to increase your likeability with others is to **make peace with this fact.** Remember that something about you (something out of your control) may stir up uncomfortable feelings in others (e.g. you may remind them of their mother-in-law). **Focusing on the few people that don't like you takes away from building relationships with those that do like you.** Just make sure you have searched your heart and asked yourself the all important "Am I acting like a little conceited snot?" question before you write off building that relationship.

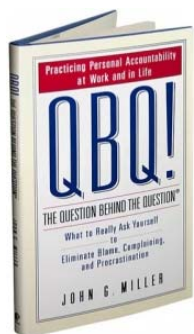
QBQ! The Question Behind the Question

- Dan Rockwell (submitted by Paula Kiger, Co-Chair of Community Service)

Dan Rockwell (aka "Leadership Freak") blogs about leadership. Each blog is 300 words or less, and there's a new topic every weekday! I thought this one, from December 2010, may be helpful to Florida's public servants as we encounter changes brought about by a new administration.

What I learned from QBQ!

Blaming others is a powerful source of unhappiness and bitterness. Blaming propagates victim thinking and victims feel pushed around by others and circumstances.



John Miller's book "QBQ," can help you transform victim thinking into personal responsibility by asking the right questions.

"The answers are in the questions."

Personal success begins when you

stop asking why, who, and when questions.

- When will I be appreciated?
- Why do I have to do everything myself?
- Who is setting vision?
- Why doesn't the younger generation want to work?

Personal success begins when you start asking what and how questions.

- How can I be a better coach?
- How can I be a better leader?
- What can I do to set better boundaries and just say "no?"
- What can I do to communicate better?

Blaming others won't make you a better leader. It's not about what "they've" done or not done. You'll find success, "within the box."

Rather than working to change others work to change you.

There are three components to every effective QBQ:

1. Begin with "What" or "How," (not "Why," "When," or "Who").
2. Contain an "I," (not "They," "Them," "We," or "You").

Focus on action.

QBQ will help you learn, grow, change, and lead.

Dan Rockwell's "LeadershipFreak" Blog can be found at:

www.leadershipfreak.wordpress.com

His Twitter handle is: @leadershipfreak

His Facebook is: [http://](http://www.facebook.com/#!/LeadershipFreak)

www.facebook.com/#!/LeadershipFreak



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.

Chapter Officers

Sabrina Hartley, *President*

Pamela King, *Vice President*

Travis Knight, *Treasurer*

Anna Bethea, *Secretary*

Dottie Gough, *Lifetime Member*



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Pamela King, *Chair*, Program

Kim Vel Dink, *Chair*, Level VIII Graduation

Dottie Gough, *Chair*, Chapter Effectiveness

Phil Barnett, *Chapter Photographer*

Tallahassee Leadership Book Club

What: Tallahassee Leadership Book Club will read and discuss **The Executive and the Elephant**, by Richard L. Daft

When: Monday, March 28, 11:30am - 1:00pm

Where: Midtown Café, 1325 Miccosukee Rd in Tallahassee

Amazon.com says:

Lessons for leaders on resolving the ongoing **struggle between instinct and the creative mind.**

Kings, heads of government, and corporate executives lead thousands of people and manage endless resources, but may not have mastery over themselves. **Often leaders know that right action is important, but have little (if any) understanding of what prevents them from acting in accordance with their intentions.** In this important book, leadership expert Richard Daft portrays this dilemma as a struggle between instinct (elephant) and intention (the executive) using the most current research on the **intentional vs. the habitual mind** to explain how this phenomenon occurs.

Based on current research and real-life examples. Offers leaders a **method for directing themselves more productively.** Written by an expert in leadership, organizational performance, and change management. Through real-life examples and recent studies in psychology, management, and Eastern spirituality, Daft provides guidance to all of us who struggle **finding our own balance and cultivating the behavior of others.**

