

North Florida Gazette

March 2010

Florida Society of Certified Public Managers

Volume 1, Issue 3

Our Own Awards Presentation



At the March 9th meeting Ben Green, the esteemed CPM program director, was kind enough to join us to hand out **awards** that were initially distributed at the January CPM symposium.

Honorees were as follows:
Exceptional Leadership
Sabrina Hartley
Cheryl Graham
Ada Burnette

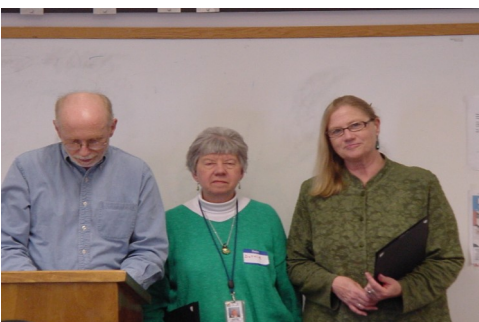
Outstanding Contribution

Pam Krohn
Howard Rasmussen

Certificates of Appreciation
Jan Wright
Kim Veldink
Kimberly Coker
Donna Honsell
Len Franklin

Congratulations to each of these esteemed members (me included). I know you'll join me in thanking each of the recipients for their service to the

chapter. Following award presentations and Ben graciously agreeing to pose for the requisite award photo with every single recipient, Sherry Valdez and Paula Kiger highlighted some upcoming **community service opportunities**. Not only is there some great stuff in the works but maybe you caught a mention of the chapter on NPR Friday morning, March 19th. We had several chapter members helping with the pledge



*Thanks
For All You Do!*



From Your President, Sabrina Hartley

The North Florida Chapter has charted its course for 2010 and launched an effort for members to get to know each other a little bit. Before discussing the chapter's 2010 goals and objectives, let me tell you, if you missed the March meeting, you missed a great opportunity to learn the names of and some details about many fellow CPMers. Our first official **'get-to-know-you' activity** was quite a success. I was going to describe the activity here to encourage you to show up and participate in the next one, but something is lost in translation. Suffice it to say that, like most interactive exercises, it feels a little awkward at first but then, before you know it, you're totally into it, talking, learning about people, and having a blast. C'mon, you've been through CPM, you know what I'm talking about. If you missed it, ask someone who was there. I'm confident you'll get a positive review. If you were there, the board would love to get your feedback and any suggestions about like activities in the future. Tell any one of us.

Now, to the chapter's **annual goals and objectives**. At March's meeting, we reviewed the chapter's annual goals and objectives before submitting them to the FSCPM as required. Overall, the aim is to support, publicize and improve individual CPM members, the local alumni chapter, and the state alumni chapter. Some highlights that you might find of particular interest include disseminating information to members two weeks prior to an event, meeting, or activity. Mind you, we won't always make this mark because information isn't always available two weeks prior, but our intent and commitment is to get information to members as quickly as possible. Other highlights are hosting at least two training-specific presentations annually to ensure that members get on-going, relevant training that will reinforce and continue to build their CPM

skills and a commitment to host a get-to-know-you activity at every other chapter meeting (half of all meetings). Finally, we established quarterly baseline targets for board meetings, community service activities, and fund raising activities but have already exceeded this baseline in several areas as we work to address member survey feedback. If you'd like to review the chapter's 2010 goals in detail, please visit our website at <http://www.fscpm.org/north/index.htm>.

The board (consisting of the President, Vice President, Treasurer, Secretary, and Lifetime Member Dottie Gough) met for the second time this year to continue working on addressing issues, comments, and suggestions brought to light in the member survey. Here are some of the resulting **board actions/changes**:

Member nametags – the plan is to have personalized CPM-member laminated nametags in a box at the registration desk that you can pick-up before each meeting and clip-on so people can greet one another by name. Stick-on nametags will still be available for visitors, as we want to be able to address them by name too.

Chapter 'thank you' notes – after talking about this for some time, the chapter will finally produce some notecards with our NFCPM logo to appropriately recognize and appreciate those that help and serve the chapter. It's just the right thing to do.

Guest/visitor luncheon price increase – to ensure that membership continues to be an advantage, beginning April, the guest/visitor lunch price will increase by \$2 - from \$7 to \$9. Still a great deal. Members will continue to pay \$7. To balance this change, we will implement a drawing for a free lunch at each monthly meeting. Everyone in attendance, regardless of mem-

bership status, will be eligible to win a free lunch for the next month.



Door prizes/

member give-backs – we came to realize that the chapter is very frugal and spends very little money. As a result, we have some money to spend. That being the case and the fact that we find ourselves in some tough times, we're going to turn our attention to giving some of the money back to members. As mentioned above, each month we will draw for a free lunch at the next meeting. In addition, we will implement at least one door prize per meeting and host a 50/50 at select meetings. For those that aren't familiar with the 50/50, you put \$1 into the pot and, at the end of the meeting, whoever wins the drawing splits the pot with the chapter. This has proven very popular in the past and we're looking for fun ways to energize the meetings and give back to members. Let us know if you have other ideas.

After-hours event – again, based on survey feedback, we will explore hosting an after-hours mix and mingle event at a classy location yet to be confirmed. This event will take place after the legislative session has wrapped and local establishments are a little more available and perhaps wanting for such business.

Stay tuned for further details.

From Your Vice President, Pamela King

Top 10 Reasons to Not Set Goals

After last months exhilarating NFCPM meeting, the little gerbil in my brain started turning the old wheels about goals. The goals we set as an organization; my personal goals; and all the reasons people and organizations should have goals. Then it hit me – Why in the world do we need to “waste” time setting goals anyway?

After thinking long and hard – I came up with the top 10 reasons for NOT setting goals (*thank you David Letterman for the top ten list idea*). Drum roll, please.

Thinking about the future can strain brain cells needed to complete those emergency tasks that come up from not being prepared for the future – since we didn’t set goals.

Success can be achieved just by waking up in the morning. We don’t have to do a thing – saving those muscles for more important tasks like Wii Tennis or walking from Kleman Plaza to the Knott Building.

No goals = no accountability. This means we will never be disappointed. *Que Sera Sera?* (Just be glad you don’t have to hear me sing that line – I am no Doris Day)

Taking time to set goals would interfere with planning my retirement party and potential get in the way of planning my funeral.

It gives us a good reason to continue buying lottery tickets. This of course will make our colleagues at the Department of Lottery and Department of Education happier.

Other people will set goals for us...and it is so much more

fun to do what other people want us to do – rather than doing what we want.

We live in a democracy – so we should always go with the majority. Some researchers claim only 3% of people living in the United States set goals. Don’t cause a storm – just norm and conform.

If we didn’t rub our rabbit’s feet, horse shoes, and four leaf clovers – we would have to dust them.

Working under pressure gets the blood pumping so we don’t have to do that 30-minutes-of-cardio-a-day-thing.

To-do lists, sticky notes, napkins, and “hand notes” (you know the info you actually write on your hand so you don’t forget) are full proof methods of getting things done on time, every time.

For those of you that broke out the yellow highlighter please know that this list was written factiously. Do not let others know you were taking notes on not setting goals – that is scary.

On a more serious note (well as serious as I can get) -- as CPM’ers, I hope that we are all in that 3% category of people who do take the time to think about the future and put our goals down in writing. Goal setting really does make a difference in the success of an organization and the success of a person. According to some theories 3% of people that take time to set goals accomplish 80% more than those who do not set goals.

Remember setting goals does not have to be tedious and unbearable. Just be realistic:

Don’t over load yourself –choose only 2- 3 goals at a time – and

be specific about the outcome you want. Heck, if you’ve never set a goal in your life just choose one!



Make sure any goal you have is relevant to you and your circumstance. Is this goal truly something you want to accomplish (not just a task you know you will complete and can check off at the end of the year)?

If you can’t measure the end result it isn’t a goal. So make sure it is measurable. What gets measured - gets done.

Keep track of your progress – keeping track of your process ensures that you are actively working toward accomplishing your goals. Goals are not wish lists! Leave the reviewing of wish lists to Saint Nick.

We are not talking Ten Commandments here so don’t write your goals in concrete. Goals should be flexible so that they can be modified as you or your circumstances change.

Taking a few minutes (or hours) to set and review goals each year –can ultimately save you many hours, even days, of wasted time and effort. How many nights have you stayed up worrying about a project that may not get finished; that error you may have made because you had to hurry; or one of those dreaded newspaper headlines (you know the ones that aren’t so positive about public servants). Having goals can make us more focused, effective, and confident. Bottom line – do not give in to those top 10 reasons to not set goals!

From Your Secretary, Gary Alberstadt

gwalberstadt1@embarqmail.com

Well here we are again. What a beautiful day it is today here in Monticello. 75 degrees and wall to wall sunshine. Quite a difference from last month at this time.

As I sit here watching the Cardinals, Blue Jays and Morning Doves surround the bird feeder.

My strawberry, blackberry and blueberry plants are up and growing. My Peach and Pear tree's are full of flowers and even a few tiny fruits already.

We started getting the garden in over the last few weeks, tomatoes, cucumbers, green peppers and onions. All the makings for an Italian Salad.

Oh... and yes we also planted green beans. Hopefully we will have a better growing season than last year. The heat just destroyed most the plants. I did move the garden to an area where it will get some shade for a few hours in the afternoon. I can't believe it Trying to avoid too much sunshine. Go figure.

Up in NW Pennsylvania they are just tilling and planting onion sets and seeds for late plants. Still too cold. As I recall it was never safe to plant until after Memorial Day. Heck my neighbor is putting in his second crop of tomatoes already.

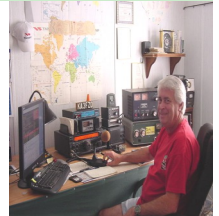
This morning we had three deer outside the living room window. They are fine as long as they don't get into the garden area.

Everyone enjoy Spring. It has been a long time coming and let me know what you're doing and if you are a gardener also.

Have a great weekend and be safe.

Thanks for listening to my ramblings.

Gary



From Your Treasurer, Kim VelDink

VelDinkK@dor.state.fl.us

Complete treasurer's report next month.



Your Committee Chairs.....

The following is a list of Committees and the names of the current Committee Chairpersons.

Current Committee Chairs Include:

Chapter Effectiveness Committee –
Dottie Gough

Community Service Committee –
Sherry Valdez

Fund Raising Committee –
Cheryl Graham

Awards Committee –
Shelanda Shaw

Newsletter Committee -
Gary Alberstadt

Program Committee -
Pamela King

Level VIII Graduation Committee
Kim VelDink

Chapter Photographer (s)
Phil Barnett

STILL Vacant Committee Chair / Service Positions

Legislative Affairs Committee
Membership Committee
Nominations Committee

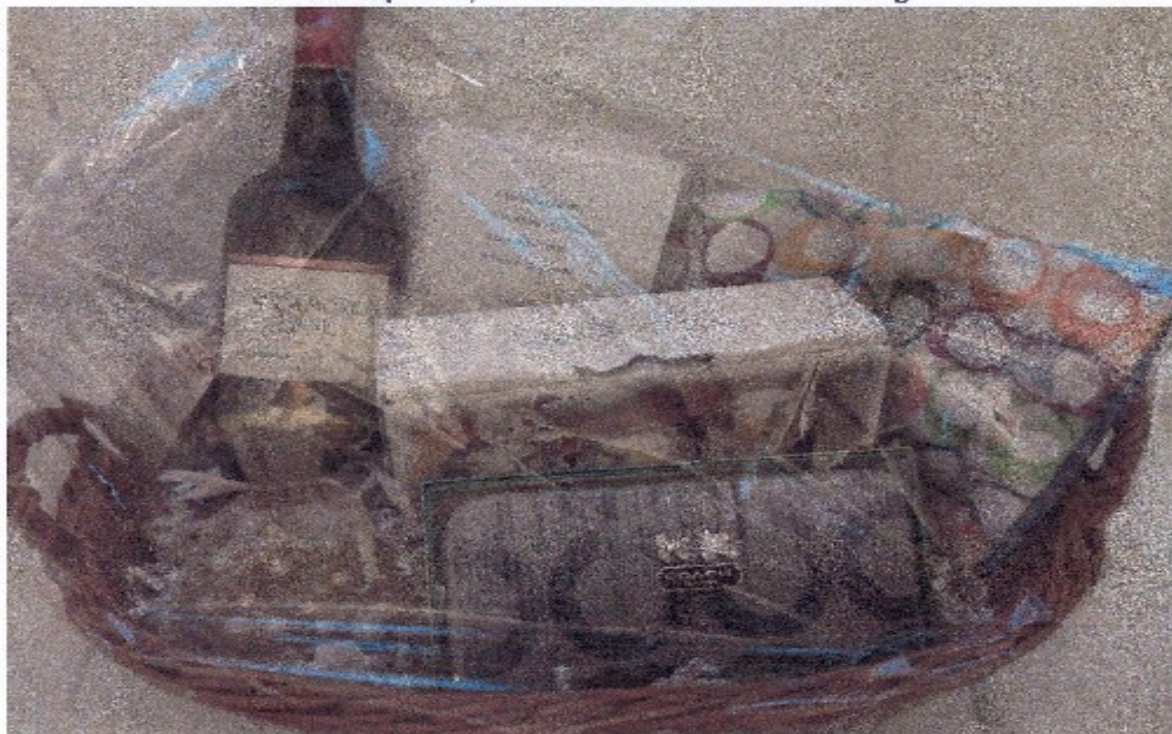
As you can see there are still a number of open positions. Please let Sabrina or one of your officers know if you would like to help with or chair one of these committees.

Upcoming North Florida Chapter Meetings

Date	Title or Topic	Speaker(s)	Location	Presentation Overview	Coordinator
04-13-2010	Presentation Speaks Volumes	Angie Whitaker, Delores Downing & Sabrina Hartley	Amtrak	Your presence speaks volumes. What are you saying - consciously or unconsciously, by words and actions? How are you presenting or rather marketing yourself from day-to-day and/or in the formal setting? Are you waiting for that "official" moment (i.e., interview, presentation, meeting, social date) to make an indelible mark on your world? Angie, Delores and Sabrina will pique your interest to how your presence speaks volumes whether you are on-stage, off-stage, on-camera, off-camera...every day.	Dottie Gough
05-11-2010	Public Service Recognition Celebration	TBA	Amtrak	This will be an interactive teambuilding session. To celebrate public service, a number of door prizes will be given - eligible to both members and non members - and the cost of the lunch will be reduced to \$5 for members and \$7 for non-members. In addition, several members will receive awards.	Shelanda Shaw
06-08-2010	Change is Inevitable	Abby Dunn and Amy Carraway	<i>Amtrak</i>	Amy and Abby will discuss technological and organizational change as they lead the group through the five predictable stages of change - (1) Shock/denial, (2) Emotions (anger, etc), (3) Bargain (do we have to do this today?), (4) Depression (grief - normal but necessary) and (5) Acceptance - intellectual acceptance and emotional acceptance.	Abby Dunn and Amy Carraway
07-13-2010	CPM Refresher Course	Ben Green or Dan Vickers from the Center for Public Management	Amtrak	This would be an overview of curriculum changes during the past few years	Pamela King

Mother's Day Basket

2010 Fund Raising Committee Will Have
A Mother's Day Basket To Give To A Lucky Ticket Holder.
The Winning Ticket Will Be Drawn & Announced
At The April 13, 2010 NFCPM Luncheon Meeting.



The Mother's Day Basket is filled with the following items:
12 Assorted Birthday, Thinking of You, Get Well and Thank you greeting cards
Designed and Handmade by Dottie Gough, CPM

- 1 Chico Bijou Bracelet of Glass/Acrylic, pearl and gold beads
- 1 set of 6 "Ice Motives" Fifth Avenue Crystal Vanilla Scented Candles
- 1 Blue Coach Wallet
- 1 Silk Coach Scarf
- 1 Bottle of Wine
- 1 Long Stemmed Wine Glass

The net worth of this basket is around \$200.00.

There will only be 50 tickets sold!

The tickets price for this basket is:

- 1 for \$5
- 3 for \$10
- 6 for \$20

**THIS PRIZE WILL BE AWARDED IN ADDITION TO THE NORMAL MONTHLY PRIZES
PLEASE CONTACT CHERYL GRAHAM @ 850-264-5066
Gramcb52@vahoo.com**

TICKETS FOR THE DRAWING WILL BE AVAILABLE AT THE APRIL LUNCHEON MEETING.

April Monthly Meeting Planned.....



Angie Whitaker
CPM 2000
Aide to City Commissioner
Andrew D. Gillum
City of Tallahassee



Delores Downing
CPM 2001
Citizen Advocate
City Manager's Office
City of Tallahassee



Sabrina Hartley
CPM 2003
Chief Legislative Analyst
Office of Program Policy
Analysis and Government
Accountability (OPPAGA)

North Florida Chapter Florida Society of Certified Public Managers *Monthly Meeting*

**Tuesday, April 13, 2010
11:30 a.m.**

**Amtrak Station
918 Railroad Avenue
Leon County Community Room**

Daily you are being interviewed and sometimes you are the interviewer. Someone may have pegged you as their role model and is watching you from afar. A happenstance encounter could evolve into a new job opportunity, a new friend, a new romance, a new adventure, a new investment, or perhaps just a renewed hope. Your presence speaks volumes. What are you saying – consciously and unconsciously, by words and actions? How are you presenting or rather marketing yourself from day-to-day and/or in the formal setting? Are you waiting for that “official” moment (i.e., interview, presentation, meeting, social date) to make an indelible mark on your world? Angie, Delores and Sabrina will pique your interest to how your presence speaks volumes whether you are on-stage, off stage, on-camera, or off-camera...everyday.

From the State President.....

When I was recently invited to write an article for the North Florida Chapter newsletter, the timing couldn't have been better. The Chapter is also celebrating its' 20th anniversary this year, but instead of looking back at the history of the Chapter, I'd prefer looking towards the future and the future of FSCPM is your involvement in the organization.

The most important FSCPM membership benefits are the local chapter meetings. These meetings provide members the opportunity to learn about innovative leadership best practices from a variety of guest speakers and the opportunity to currently network with other FSCPM members from approximately 25 agencies in the Tallahassee area.

Becoming more involved at the Chapter level is very easy by attending chapter meetings on a regular basis, recruiting new members and volunteering to serve on committees. If the Chapter meetings aren't fulfilling your professional development needs (speaker topics, format, location etc...) call or email Sabrina and let her know the types of meetings you want and offer to assist her setting up and promoting the event so that you and more of your colleagues will attend.

FSCPM North Florida Chapter isn't just about professional leadership development meetings and events, it is also about giving back to the community. Two of the Chapter goals are to participate in a community service activity at least once each quarter and to maintain relationships with community service partners. If you are unable to attend a chapter meeting, volunteer to lead an FSCPM community service activity (and don't forget to recruit your friends).

At the State level, we are working on a lot of new ideas to improve the value of your FSCPM membership. You'll be learning a lot more about all of the ideas in the upcoming FSCPM newsletter, but I would like to mention one committee in this article.

In response to suggestions from FSCPM members (and members from other state societies), FSCPM is updating our Continuing Education Program. The committee and program is being completing changed to satisfy the current and future needs and expectations of our members and agencies. I'm pleased to inform you that the FSCPM Continuing Education Committee is off to a great start and already delivering results. FSCPM members are now invited to participate in Dr. Rick Bommele's monthly Leadership Seeds teleconferences (<http://www.listen-coach.com>). The committee is always interested in new ideas so if you have any suggestions for the Continuing Education Committee, please contact FSCPM Vice-President Ruthie Doles rdoles@co.pinellas.fl.us.

On a personal note, due to the current economic conditions, I realize that it may be difficult for members to participate in FSCPM programs and events and that is why it is essential for each of you to let us know what we can do to serve your leadership development needs. We've got a lot of new people serving on our boards and committees and it has resulted in a lot of new ideas ranging from membership dues structure / benefits to the services our chapters and state provide to our members and agencies. We aren't perfect and we are going to learn some lessons along the way but we are dedicated to delivering value for your FSCPM membership. Remember, there are no mistakes for trying to do the right thing and serving your customers, only mistakes for not trying!

It is a privilege to serve as the FSCPM President. If you have any ideas or suggestions on how to improve our organization (state and/or chapter levels) please contact me at any time. I'm especially interested in feedback that you don't think that I want to hear! The easiest way to contact me is via email (eflev@bellsouth.net) and I will 99% of the time respond within 24-48 hours. Don't forget to include your telephone number because instead of emailing a reply, I'll most likely be calling you back to discuss your suggestion and we'll collaborate on an action item(s).

Have a great day and as always, please let me know how I can serve you!

Fred Levinson CPM
FSCPM President
EFLEV@BELLSOUTH.NET



Community Service

April 10th; volunteers needed for the Palace Saloon Race, it's a fun race, big tradition in town.
 May 2-4 : Volunteers for the Florida History Fair – at the Tallahassee Community College (see attached brochure)
 May 22nd: Volunteers needed for the Alzheimer's benefit run
 Please contact Sherry Valdez : 850 -414-4249 Email: sherry.valdes@dot.state.fl.us OR
 Paula Kiger : email address: kigerp@healthykids.org Phone: (850) 224-5437, Ext -6102

We would like to thank Paula Kiger, Travis Night and Robert Wigen for volunteering at the WFSU Spring Radio Pledge Drive on Friday the 19th of March from 6:30 AM to 8:00 AM. Great job!

SAVE THE DATE 2010 FLORIDA HISTORY FAIR



Dear Friend:

I hope that you'll be able to work as a volunteer at the Florida History Fair state contest, May 2-4, 2010. Please email or call as soon as possible to confirm your availability and preferred day, time, and activity. Most work shifts are about four hours. You will receive a confirmation letter and information packet in April.

Assignments include:

Student registration:	Sunday, 2:30-8:30 p.m., and Monday, 7:15-8:45 a.m.
Exhibit set up:	Sunday, 2:30-8:30 p.m., and Monday, 7:15-8:45 a.m.
Merchandise sales:	Sunday, 2:30-8:30 p.m., and Monday, 9:00 a.m.-4:00 p.m.
Building monitors:	Monday, 9:00 a.m.-5:00 p.m.
Information table:	Sunday, 2:30-8:30 p.m., and Monday, 9:00 a.m.-4:00 p.m.
Contest tabulation:	Monday, 12:00-5:00 p.m.
Museum Open House:	Monday, 5:00-7:00 p.m.

I look forward to seeing you in May! Feel free to share this flier with a friend!

KC Smith

KC Smith
 Florida History Fair State Coordinator
 850.245.6326
kcsmith@dos.state.fl.us
www.floridahistoryfair.com



SUNDAY-TUESDAY, MAY 2-4, 2010
 TALLAHASSEE COMMUNITY COLLEGE

From Our Friends at ASTD & ASPA...

weeksd@dor.state.fl.us

NORTH FLORIDA CHAPTER AMERICAN SOCIETY FOR PUBLIC ADMINISTRATION (ASPA)

The American Society for Public Administration (ASPA) is committed to the advancement of excellence in public service. With close to 10,000 members nationally, ASPA represents a broad array of professional interests and disciplines from all levels of government, the nonprofit and private sectors, and the academic community, both in the United States and abroad.

The North Florida Chapter has existed for over 30 years and is composed of approximately 100 members of the greater Leon County area, to include representatives from all sectors of government – federal, state, county, and city. The chapter holds monthly speaker event meetings from the Fall through May/June of each year.

The North Florida Chapter of Certified Public Managers has an overall sharing agreement with the local ASPA chapter where their members are regular invitees and participants in our monthly CPM meetings and vice versa.

On January 26, 2010, the local chapter ASPA meeting focus was on the operational excellence and practitioner side of public administration. The topic for the session was: **Lean in Government: Expanding the Global Opportunity to Senior Leadership.** Our speaker was Dale Weeks, Senior Executive Officer at the Florida Department of Revenue. His presentation addressed several major issues that face most government organizations today:

1. Are you and your senior leadership focused on operational excellence?
2. Is excellence truly reserved ONLY for the “select few” or should it be a target for managing the entire enterprise of government starting with the President or our Governor as our CEO?

3. Lean and business process management on a strategic level promise to be one of the most effective approaches that can and will transform our agencies into what our citizens expect them to be. Do we realistically have any other choice in today's tough economic climate?

Dale then proceeded to discuss the “current” state of affairs that indicates that 5% or less of most government organizations have actually implemented business process management or “Lean” on a “full maturity” level. He explained the in depth vision of the Government Division of the American Society for Quality (ASQ) to contribute to changing this “As Is” current state to 15% to 20% by 2012 – it is their “Going to the Moon” Strategic Initiative, that was started on July 20th, 2009, the 40th anniversary of our landing on the moon.

Using proven success stories, the session demonstrated that a real public sector transformation is actually underway today with business process management tools, yielding startling business results. He highlighted the Lean Management efforts in the States of Georgia, Maine, Minnesota, and Iowa, and beyond, along with a “Service Level Guarantee” from the Province of Ontario. The goal of this broad, global ASQ initiative is to change the public sector performance and reform dialogue to: “It Works, It Pays, and It Is Not Rocket Science,” and if you are not doing it you should not be in a leadership position or be in elected public office.”

If you would like more information on this ASPA session, you are welcome to call Dale directly at 414-7855 or contact him at weeksd@dor.state.fl.us. He welcomes your ideas and comments.

NFCPM Chapter Goals and Objectives.....

**North Florida Chapter
Florida Society of Certified Public Managers (FSCPM)**

**CHAPTER VISION
World Class Leaders and Managers for the Public Sector**

**CHAPTER MISSION
To foster and maintain high professional and ethical standards in the practice of public management and to further the professional growth of the chapter's members.**

2010 CHAPTER GOALS

Goal #1: Promote and enhance the growth of the Certified Public Manager Program and the Florida Society of Certified Public Managers

Increase membership in the North Florida Chapter in the following categories:

50% of 2009 renewal memberships

10% of expired or non-active members

Establish organizational committees of no less than four participants for those committees requiring multiple duties. Committees in which one member can efficiently complete the duties such as the Chapter Effectiveness Committee, Legislative Committee, and Nominations Committee are exempt from this requirement.

Publicize chapter and FSCPM events by distributing meeting notices, chapter and society newsletters, and event notices at least two weeks prior to the meeting or event, where possible.

Work to encourage and establish intra- and inter-agency contacts, soliciting chapter members to serve as agency contacts that solicit new members and encourage monthly chapter meeting attendance.

At a minimum, hold quarterly chapter board meetings.

Goal #2: Promote and enhance the public management skills of Certified Public Managers in the North Florida region

Provide monthly chapter meetings with relevant CPM principles and presentations.

Provide at least two training-specific presentations annually targeting a skill or management issue of importance and/or need by the chapter members.

Implement a 'get to know you' activity' minimally at every other chapter meeting; half of all meetings – to facilitate member networking and personal chapter identification.

Goal #3: Promote and enhance growth in community service

Identify and participate in a community service activity at least once each quarter.

Maintain ongoing collaboration with community service partners and seek other community service opportunities.

Goal #4: Promote recognition of the Certified Public Manager Program & the FSCPM

Provide an Annual Public Service Recognition Event and an Awards Program.

Plan, attend, manage an information table, provide door prizes, and work with the FCPM Program on Level VIII Graduation.

Goal #5: Promote fundraising for the North Florida Chapter and FSCPM

Develop and coordinate at least one fundraising project per quarter.

Publicize fundraising projects at least two weeks prior to the event/drawing and encourage participation by members and non-members.



PLEASE UPDATE YOUR INFORMATION

We are trying to update everyone's contact information. If you are not receiving your NFCPM emails, or you would like to change or add a second email address, update your address, or phone number please let me know.

I have a list of over 300 email addresses with no names attached. I am trying to sort them out. I will be resending the Information Request again to the email list. Please answer the request. Those of you that have already replied, there is no need to re-send the form.

Thanks in advance.

“This information will not be shared outside of the organization.”

Thanks,

Gary Alberstadt, Secretary

North Florida Chapter of Certified Public Managers

gwalberstadt1@embarqmail.com