

NFCPM Gazette

DECEMBER 2010

“If You Really Knew Me...”

- Sabrina Hartley -

... And so began an amazing, powerful day of volunteering on behalf of the NFCPM for [Challenge Days](#) at Rickards High School. The program’s vision is that every child lives in a world where he or she feels safe, loved, and celebrated. Wouldn’t we all be so lucky? It’s hard to describe how moving this experience was, an incredible mixture of tears, many hugs, joy, and hope. It was humbling to realize the serious issues and difficult lives that so many teens face. I was honored to represent the chapter and to share in whatever small way in the lives of the program participants, teens and adults alike. I was enriched by the experience and hope that my participation enriched others and will inspire other NFCPM members to give of their time, talents, and heart.

Too often we feel alone in our experiences, worries, and fears. It’s certainly not

news that these are scary times. As I look around, I wonder how I can make a difference in some positive way. I would like to believe that we, as Certified Public Managers, do indeed make a difference every day. Clearly, we have demonstrated a commitment to being the best managers we can be and being a positive influence in the workplaces lucky enough to have us. Unfortunately, that doesn’t mean that we are safe from the perils of the times. I know that many of us are afraid for our jobs and financial future or are already facing job losses, either our own or someone in our family. I hope that these times will bring out our best skills that we will use to face and facilitate change. I am confident in our abilities to meet the challenges of these tough times and play an integral part in improving our organizations.

If you’re a CPM and haven’t participated in the chap-

ter, I hope you will consider joining us. If you are a CPM and a regular chapter participant, I thank you for your support and contributions. We are a strong force that continues to learn from one another and, hopefully, support one another. We will use the membership survey results to plan chapter events and programs for 2011 and to continue our mission of meeting members’ needs. While it may, at times, feel that chaos reigns, the NFCPM offers a chance to maintain our spirits in a shared and supportive environment. In addition, the chapter affords us an opportunity to give back to our community and reminds us of our earned skills and talents. If you really knew me, you’d know that while I’m scared, I’m hopeful too. May we all count our blessings this Thanksgiving season and know that we are making a positive difference one day and one CPM at a time.

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Remember to Renew—Discounts Available!

Remember to renew your Florida Society of Certified Public Managers membership for the upcoming year to stay current on CPM issues, interests, and support our cooperative learning and networking activities.

Two-year memberships are already discounted at \$70 (savings of \$10). However, if you would like to renew for one year by check (not available for credit card renewals), there is a \$5 savings in effect through the end of the year! **GREAT DEAL!**

Help Needed to Revise the North Florida Chapter Bylaws

- Dottie Gough -



“...This is an excellent opportunity for new members to become involved in chapter activities and for long-term members to provide input and expertise.”

The North Florida Chapter of Certified Public Managers was established in 1990 and, at 20 years, is the oldest chapter in the state. One of the 2011 chapter goals is to update the bylaws governing the organization's operations. To ensure that our governing structure reflects and effectively guides current operations the chapter is looking for two to three people to assist Dottie Gough, chairperson, in reviewing and revising the chapter bylaws.

We anticipate that this project will require no more than 20 hours to complete

and that most of the work can be accomplished via e-mail with possibly two 1.5 hour meetings to finalize the bylaws. The committee will be flexible and meetings can be held either during lunch or after work, depending on the needs and availability of the team members.

Since the time commitment for this project is minimal but will have a long-term affect on the chapter and its operations, this is an excellent opportunity for new members to become involved in chapter activities and for long-term members to provide input

and expertise. As with all teams, the more people we have, the more shared the workload and less time each individual has to spend on this important project.

If you are available to serve on this very important short-term committee, please contact Dottie Gough at dottie-gough@embarqmail.com as soon as possible. We would like to establish the committee by the end of 2010 in order to begin the review process on January 1, 2011.



Today is...

- Pam King -

Today is the beginning of a new day
One that could alter or illuminate the times in which we live
You have been given this day to use as you will.
May it be for good, not evil;
Joy, not sorrow;
Success, not failure;
So you will not regret the price you paid.

- H. Mark Coyle -



My Father wrote this poem for my sister right after her birth. As a high school Chemistry and Physics teacher he would begin each of his classes (all six of them) everyday with this poem. His students have gone on to become doctors, physicists, computer technology gurus. Some of them have even become teachers and are continuing the tradition of saying the poem before each of their classes.

I always thought of this poem as a wonderful gift my Dad gave his students. But at one graduation where he was asked to make a speech, my father ended his speech with the title of the poem "Today is." Without a beat the entire graduating class finished that poem – from memory without any cue. That is when I learned, I mean really learned, that when you give a gift truly from the heart – you will be rewarded many times over.

I could think of no greater gift to give to my wonderful CPM colleagues. So, I am sharing this poem with you as my gift for this Holiday Season.

Remember – Leaders lead with their heart, rather than following their heart.

December Celebration

12/14 @ 11:30 - Amtrak Bldg

Bring 2 canned goods
for \$2 off your lunch!

Are you ready for fun, frolic, and learning? Then the December 2010 NFCPM meeting is just what you ordered. We will be using teambuilding exercises, with Holiday flair, to celebrate the season. All attendees will have an opportunity to win prizes – from candy to \$25.00 Visa gift cards. So come ready for this interactive, participatory event of the year.

Don't forget to RSVP: email northfloridacpm@gmail.com!



Member Survey

Thanks to everyone who participated in the member survey this year. We surpassed our response rate from last year, which is great!! The more input and feedback we have, the more we can tailor the chapter's activities to meet your needs. Even if you didn't get a chance to respond to the survey, don't hesitate to continue to give board members feedback on what you'd like from your chapter!



2011 North Florida Chapter Meeting Schedule

Date	Title or Topic	Speaker	Location	Presentation Overview	Coordinator
01/11	2010 Highlights, 2011 Outlook & Networking Opportunity	Sabrina Hartley	Amtrak	Our chapter president will be providing an overview of the past year and the outlook of what to expect in 2011. Part of this meeting will also be set aside for networking.	Sabrina Hartley
02/08	Stress Management	Jane Marks	Amtrak	Ms. Marks will be providing information on managing stress during these uncertain times.	Pam King
03/08	Conflict Management	NFCPM Members	Amtrak	Dottie Gough will facilitate a group discussion on conflicts members face in our workplace. Members are asked to provide situational examples prior to the meeting – they can be submitted anonymously.	Dottie Gough
04/12	Measuring Success	Pamela King	Amtrak	Pam King will provide insight in methodologies for measuring success, types of measures, and how use measures for improvements.	Amy Carraway

Community Service Opportunities

Date	Time	Event	Need	Additional Information
11/22 – 12/23	Many different times	Best Buy on Apalachee Pkwy.	Volunteer to support Big Bend Hospice	Please contact Connie for a date and time at: conniep@bigbendhospice.org
12/14	12/14 December NFCPM Meeting	Christmas Connection (an org. that provides food and clothing to 1000 local families in the Tallahassee Area)	Canned Goods	Next NFCPM Luncheon meeting: Bring in canned goods and receive a \$2.00 discount on your lunch.
12/1 – 1/11	1/11 January NFCPM Meeting	Project for Operation Gratitude	We need your input and ideas on what to send to our troops overseas	Please email Paula Kiger at: kigerp@healthykids.org or Sherry Valdez at: sherry.valdes@dot.state.fl.us or send your ideas to Facebook

Motivating Employees

- From the November Meeting -

- Dottie Gough -

- What People Look for and Admire in their Leaders
- Importance of Expectations
- Establishing the Right Environment
- Communicate and Listen

The top four things that people look for and admire in their leaders:

1. **Honesty** – if people are to willingly follow someone, they want to assure themselves that the person is worthy of their trust. They want to know that the person is truthful, ethical and principled. They want a leader who knows right from wrong.
2. **Forward-looking** – People expect leaders to have a sense of direction and a concern for the future of the organization. As constituents, we ask that a leader have a well-defined orientation toward the future.
3. **Competency** – Leadership competence refers to the leader's track record and ability to get things done. A leader must have the ability to bring out the best in others – to enable others to act.
4. **Inspiring** – Leaders are expected to be enthusiastic, energetic and positive about the future – a bit of a cheerleader. Inspiring leadership speaks to our need to have meaning and purpose in our lives. Being upbeat, positive and optimistic about the future offers people hope. This is crucial at any time, but in times of great uncertainty, leading with positive emotions is absolutely essential to moving people upward and forward.

The importance of leadership expectations and their impact on motivation:

1. Consciously or not we tip people off as to what our expectations are by **exhibiting thousands of cues**. These cues can be as subtle as the tilting of the heads and the raising of eye brows but most are more obvious. And **people pick up on these cues**.
2. Employees want an environment where they are **treated as human beings**, where they are given an opportunity to develop to the **fullest potential**, and where there is an attempt to make the work **exciting and challenging**.
3. All of us **behave pretty much according to the way we're treated**. If you tell a person that he's worthless, has no sense of right or wrong and isn't going to amount to anything, he'll probably respond accordingly.
4. However, if you **transmit positive expectations**, individuals will begin to reflect the image you've created for them.

How establishing the right environment through positive reinforcement and communication can motivate employees:

1. Motivation thrives under managers and supervisors who **create a positive atmosphere**, one in which people feel supported, valued and respected. A motivational work environment is **charged with energy**. Working in an environment without motivation is similar to slogging through mud.
2. An important motivation technique is for a leader to be **interested in his/her employees** and to get to know them. Find out about their personal background, where they went to school, job experiences they've had, what their hobbies are, etc. **Take the time to know more about them** and they will get to like you.
3. Another motivation technique that's important is for a leader to **show employees respect** – remember that your behavior as a leader is **setting a standard** for the behavior of others.
4. Giving employees **exciting opportunities** and **rewarding them for their accomplishments** is another motivation technique. As much as possible, give them job assignments that they are either good at, interested in, or can have fun with. And once they've proven their worth or exceeded your expectations, acknowledge them. Praise them in public.
5. Aside from thanking them, you can **give gifts or awards** that they can treasure and show to others. This recognition **does not have to be expensive**; it can be something simple such as a certificate, plaque or trophy.

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NORTH FLORIDA
SOCIETY OF
CERTIFIED PUBLIC
MANAGERS

Chapter Officers

Sabrina Hartley, *President*
Pamela King, *Vice President*
Kim Vel Dink, *Treasurer*
Anna Bethea, *Secretary*
Dottie Gough, *Lifetime Member*

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
Shelanda Shaw, *Chair*,
Awards
Kim Vel Dink, *Chair*,
Level VIII Graduation
Dottie Gough, *Chair*,
Chapter Effectiveness
Phil Barnett,
Chapter Photographer

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.

Motivating Employees

(Continued from previous page)

6. To motivate, a leader must also **be trustworthy and respectable**. Show employees that you are someone who will **listen to their concerns** and someone who is trustworthy enough to keep private matters confidential.
7. Above all, a leader must **be consistent with everyone**. **Be flexible and make exceptions**, when appropriate, but **not always for one person or based on favoritism**.



Communicate with and listen to your employees

1. Communication is a vital link between the manager and his or her team and effective communication is the key to good management. The **communication process must be meaningful, direct, open and honest**.
2. When a manager **listens with the intent to understand others, rather than with the intent to reply**, he or she will begin true communication and relationship building. Seeking to understand takes consideration; seeking to be understood takes courage. Effectiveness lies in balancing the two.



Summary

1. **Motivation begins with you** – your purpose and passion – **passionate** leaders who live and work with purpose are in touch with what moves them and gets them excited. They feel so **enthusiastic** about their goals that they **radiate a sense of purpose**. Other people are attracted like magnets to this kind of leader.
2. **Communicate a clear, powerful mission** – everyone wants to feel that they are doing something that matters. The work of the leader is to communicate that mission so that people get excited and **want to apply their talents and skills** to the organization.
3. **Learn what motivates your employees** – You have to be careful not to be confused that employees are motivated by the same things that motivate you.
4. **Make a personal connection with others** – Even the smallest connections can bring about major changes in people's attitudes.
5. **Make the conversation about them** – people will go out of their way for any boss who treats them with respect and gets to know them as individuals. **Taking a few extra minutes to go deeper into a conversation** will also provide you with insights that you will never find by reviewing professional development assessments and evaluations. There is nothing like a good conversation to help you get perspective on a person.
6. **Praise, recognize and reward** – praise is a precision tool in leadership. It allows you to reinforce the exact behaviors and values that will make your organization successful. **Praise is also a power tool – it reverberates around the organization** and people remember it for years.
7. **Walk the Talk** – when you walk the talk, people believe in you and your organization. Acting in a way that is consistent with your words is essential to your success as a leader.



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