

NFCPM GAZETTE

Being Grateful

Message from the President

I'm slammed and I know you are too. Every day there are new worries, sad stories, and more fighting getting airtime than seems right. Amidst all of this, we show up every day, do our best, serve our organization, and make a difference in whatever small way we can. Times are indeed tough and, while they call upon us to do even more, they also remind us how to be grateful. Who would've imagined just a few years ago that having any job at all would be at the top of so many grateful lists. That said, I hope you will take stock of your skill set as a CPM and include your achievement of this designation on your grateful list, too.

I can't help but think that those in your workplace or under your supervision must also be grateful for your accomplishment; whether it knowingly makes their grateful list or not. Working for a CPM

smallest gestures make the greatest impressions and can make someone oh so grateful.

I hope that you are given the opportunity to use and demonstrate the CPM skills that you worked so hard to obtain. If that's not your current workplace, however, I hope that you will rely on your CPM skills to continue to be the best you can be every day and make that small difference in whatever way. I also hope that you will remember the North Florida Chapter of Certified Public Managers and know that the alumni organization exists to support you and your development.

The chapter aims to be a positive place where we can share experiences, greet a friendly face, learn together, be grateful together, and pay it forward in our community. While these times are indeed tough and there is plenty of negative to be found, the NFCPM is proud to continue to be a positive force and source of support for our members. If there is something that we can do to improve this service, just say the word. The board is grateful for your participation and support and hopes that you will get involved as we continue to evolve and identify and meet member needs. If nothing else, I hope you find many things to be grateful for even in these tough times.



Sabrina Hartley, President,
NFCPM

“Is there somewhere or someone that could benefit from your skills?” - Sabrina Hartley

is surely a blessing in many an organization. Unfortunately, many, if not most of us, have worked either for someone or somewhere that so lacked in management it felt like torture. Look around your workplace. Is there somewhere or someone that could benefit from your skills? Might there be some small thing that you could do to turn torture into at least bearable? As a CPM, you know that some of the

HERE'S WHAT YOU MISSED

*If You Weren't at the North Florida Chapter Meeting
on Tuesday, September 14, 2010*

By Dottie Gough

The North Florida Chapter got all “jazzed up” at the September meeting. Gerri Seay provided a very inspiring presentation, on how she and her husband, Clarence, were able to establish B Sharp's Jazz Café. Ms. Seay shared her philosophy on the three things she believes are needed in order to achieve your dreams - bliss, passion, and courage.

She noted that everyone needs to follow their bliss. Look for the things in life that make you happy and do those things. She acknowledged that sometimes we have to do things we don't really enjoy, but challenged us to find something, anything that made the task enjoyable and focus on that aspect.

This is followed by passion. Ms Seay suggested that people need to reach inside to find the things which gets them excited. She noted that those are the things that will get you up in the morning. She warned about the perils of associating with people that are not passionate, suggesting that to develop your own passion you must surround yourself with other passionate people.

Ms. Seay referred the group to the book “Who Moved My Cheese”, indicating that she learned a very significant lesson from the publication. And that was how to find courage to do the things she wanted to do. To find courage she advised just ask yourself the question “What would I do if I weren't afraid?” This led to a discussion on how Gerri and Clarence Seay put their philosophy into action by finding space and establishing B Sharp Jazz Café.

The couple found an historical building on Brevard Street which was built in 1921. The building was initially

“Look for the things in life
that make you happy and do
those things.”

- Gerri Seay

used as an “Old Folks Home” through financial support from the Woman's Working Band (that is an article in itself). It was donated to WWII Vets by the “Band” in 1948 for use as the Sneed Franklin American Legion Post 205. The building was in deplorable shape, but by following their three prong philosophy the Seay's were able to lovingly restore the structure to initial glory. Making it the perfect home for B Sharp's Jazz Café, which opened for business in January 2008. The building is listed on the Local Registry of Tallahassee's Historic Places and National Historic Landmark Designation has been applied for.

The Seay's are now adding their own piece of history to this location. It is fast becoming a must tour stop for jazz musician from around the world. They also provide an outlet for music students from Florida State University's School of Music to expand their talent.

The Seay's have been “jazz people” all their lives. For Clarence it has been a vocation. He is a professional acoustic bassist and has played throughout the United States as well as internationally in such places as Pakistan, Singapore and Japan—with an upcoming tour date in Poland. Accompanying” him, as she puts it, along the jazz trek is Gerri who holds down a 9-5 job as director of FAMU's Upward Bound college preparatory program while simultaneously running the jazz club.

The café is located at 648 Brevard Street and is open Wednesday through Saturday nights; the cafe serves beer, wine and light snacks. For more information call 681-2400 or visit www.b-sharps.com.



Photo: (L-R) Pamela King, Vice President, Gerri Seay, Shelanda Shaw, Sabrina Harley, and Dottie Gough

Nominate a “STAR” in the North Florida Chapter

In January of each year, the Florida Society of Certified Public Managers (FSCPM) holds its annual leadership conference and Awards Luncheon. Many outstanding leaders are recognized and rewarded during the Awards Luncheon. Each Chapter is asked to submit nominations for these awards. If there is someone you believe should be considered, please provide the needed information by October 31, 2010 to Dottie Gough at dottiegough@embarqmail.com.

There are no forms for these nominations. You just need to provide a one page Word document that expresses how your nominee exemplifies the attributes for a particular award. Don't forget to include the name of the award for which you would like for your nominee to be submitted. Nominations are being accepted for the following awards.

- The **Outstanding Contribution Award** is given for

commitment, dedication and exceptional service to the Chapter.

- The **Extra Mile Award** is for willingness and strength of character to go above and beyond expectations to ensure the success of the chapter.
- The **Exceptional Leadership Award** is given to managers and leaders who provide outstanding leadership within the organization whether at the state or chapter level. This individual stays on top of things and is aware of what is happening within the organization and is always there to provide a guiding hand where needed. He or she encourages board members to excel.

Anyone can submit a nomination for these awards! So get started on drafting your submissions today. With such a talented group of leaders, we want to have as many of our members recognized in January 2011 as possible.

It's Time to Renew Your Membership

Membership reminders will be mailed October 1, 2010

It's time once again to renew your membership in the Florida Society of Certified Public Managers. Fred Levinson, the State Membership Chair, will be sending out renewal notices on October 1. The cost of membership is \$40 for one year and \$70 for two years. Fees include membership in the Florida Society of Certified Public Managers (FSCPM), the North Florida Chapter (NFCPM) and the American Academy of Certified Public Managers (AACPM).

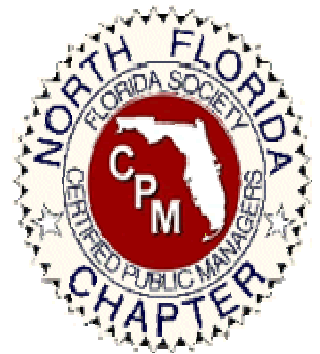
There is a membership application available on the website at www.fscpm.org. Membership is from January to December. If you have questions about when your membership expires, please contact FSCPM Membership Chair Fred Levinson at eflev@bellsouth.net.

There are many benefits to being a member of the FSCPM and NFCPM. These include:

- Monthly chapter meetings which provide timely information on leadership and management topics and a reduced cost for the meetings.
- Networking opportunities with other professional managers through a variety of chapter and state activities and events

- Opportunity for career development through state and chapter sponsored luncheons, seminars and workshops at reduced fees
- Opportunity to give back to the Tallahassee community through community service projects
- Opportunity to interact regularly with the Florida Center for Public Management trainers and get information on recent changes to the Certified Public Management curriculum
- Awareness of new developments in theory and practice of public management

You can mail your completed membership form to Fred Levinson at the address on the application or give it to the North Florida Chapter Treasurer at the meeting which is held the second Tuesday of each month. The next meeting is scheduled for Tuesday, October 12 from 11:30-1:00 at the Leon County/Amtrak training room on Railroad Avenue.



“The only real mistake is the one from which we learn nothing.”

-John Powell

A Dream Becomes A Reality

Coming to the October Chapter Meeting

Please join us on Tuesday, October 12 as we welcome Jeff Hendry, Director of the John Scott Dailey Florida Institute of Government at Florida State University on the processes involved in making a dream become a reality. The meeting will be held from 11:30-1:00 at the Leon-County Community Training Room in the Amtrak Station on 918 Railroad Avenue. On February 18, 2010, the U.S. Department of Commerce announced that the North Florida Broadband Authority (NFBA) had been awarded more than \$30 million to enable and enhance access to broadband and high-speed internet connectivity for a 14-county region in North Florida designated as a Rural Area of Critical Economic Concern. The broadband authority's grant application was selected from among 2,200 proposals nationwide that were submitted to the Department of Commerce.

The communities served by the North Florida Broadband Authority include Baker County, Bradford County, Cedar Key, Columbia County, Cross City, Dixie County, Gilchrist County, Hamilton County, Jefferson County, Lafayette County, Lake County, Levy County, Live Oak,

Madison County, Monticello, Perry, Putnam County, Suwannee County, Taylor County, Union County, Wakulla County, White Springs and the City of Worthington Springs.

The John Scott Dailey Florida Institute of Government played a major role in both facilitating the creation of the NFBA and leading the grant development effort. Jeff Hendry will talk about how this "dream became a reality" for this underserved region.

Jeff serves as the Executive Director of the John Scott Dailey Florida Institute of Government at Florida State University. In that capacity, he also serves as Executive Director of the North Florida Economic Development Partnership, the Northwest Florida League of Cities and the Suwannee River League of Cities. **by Dottie Gough**

Reservations are required. RSVP to Kim Veldink at VeldinkK@dor.state.fl.us - by Friday, October 8, 2010. Cost of the luncheon is \$7 for members and \$9 for non-members.

Mark Your Calendars

Meeting Date	Topic	Speaker	Location	Outline
10-12-2010	A Dream Becomes Reality	Jeff Hendry	Amtrak	Mr. Hendry will be providing information on the creation of North Florida Broadband Authority and their work to obtain funding in the dream to provide technology services to this underserved region.
11-08-2010	Motivating Employees	Dottie Gough	Amtrak	This interactive session will focus on: (1) what people look for and admire in their leaders, (2) the importance of leadership expectations and their impact on motivation, and (3) how establishing the right environment through positive reinforcement and communication can motivate employees
12-14-2010	Teambuilding	Chapter Members & Friends	Amtrak	Holiday Networking Celebration. Bring a friend to share in our end of year celebration. This interactive meeting will feature holiday themed teambuilding exercises and maybe a surprise or two.
01-11-2011	Strategic Planning	Lucy Gee, MSW, Director, Division for Medical Quality Assurance	Amtrak	To ensure that you and your office are prepared for whatever the future brings, it is imperative that you have a strategic plan in place. This presentation will provide basics for putting together a "real world" strategic plan that isn't just decoration for a bookshelf.

The Presenter

If you have attended any of the NCFPM meetings this year, I know you have been impressed (as have I) with the caliber of presenters we have been able to round up (for free I might add). As I begin working on finding new vibrant topics and presenters for 2011 – I started contemplating the dynamics of the “relationship” between a speaker and their audience.

All the variables that impact how we relate to each other at work or home can also have an impact on how we perceive a message. In my 40-some odd years on this planet it feels like I have seen and heard every variety of speakers imaginable - from the funny to the moving – thought provoking to the nap invoking. Just like our personality traits I believe speakers fit into about five different categories - *Monotoner; Yeller; Hider; Pacer, and Flailer*. Even though some of these types of speakers “charge” us up more than others they all bring with them some positive aspects.

The Monotoner - I believe the title speaks for itself. Yes, this is the person that has absolutely no inflection in their voice. Right now you are say, “What the heck is positive about this type of speaker?”. Well there are a number of great things you can get out of a presentation given by a “monotoner”. Probably the greatest benefit is that nap you need. I mean in today’s face paced, sleep deprived world – what would we do if no one gave us a presentation to sleep through. For those of you with “crackberry” – I mean Blackberry - addictions, what better time to catch up on some of those e-mails, schedule some meetings, or improve your brick breaker score.

The Yeller - Man! This type of speaker can really get you going...unless, of course, they scare the bejeezus out of you. I must admit that I have been afraid, very afraid on occasion. Some people associate this style with the used car or mobile home salesmen on T.V. Good thing about this type of speaker is that the yelling helps you forget about the “problem” messages you got on your Blackberry during the monotoner’s presentation. They also give you an opportunity to test out those ear plugs you keep forgetting you bought to block out your spouses snoring.

The Hider - *I hear you, but I don’t see you?* Ooooooh, there you are - *behind* the podium. You know this one – the shy speaker that has been forced to give a presentation – but would rather walk across hot coals. They can usually be found ducking behind some type of barrier to protect themselves from the audience. Yes, they are protecting themselves from YOU. Public speaking is worse than death to these individuals. The message this speaker is trying to send sometimes gets lost in your aching need to “help” them

make it through their speech. The wonderful thing about this desire to assist the speaker is that you get to practice your skills of being polite when you don’t know what someone is talking about. How you ask? Well, you will find yourself nodding and smiling incessantly during the program as encouragement, even if you are in the back of a room of 500.



The Pacer - Talk about improving the strength of your neck muscles! Tennis tournaments have nothing on the Pacer (this also includes the swayer). These presenters are like caged tigers – moving back and forth. You just know any minute they will pounce. You follow them with your eyes, then your head, and if you are not careful your whole body starts to get in the act. If you don’t come away with anything else meaningful from the presentation – at least you’ll have burned off a few calories. Which, of course, give us an excuse to eat an extra dessert.

The Flailer - This demonstrative presenter can be as startling as the yellor and aerobic as the pacer. They have a tendency to “yell” with their bodies instead of their voice. You do have to watch out for this one – as with the Pacer you may have a tendency to follow the action – which can lead to the need for chiropractic care. The upside -- this type of presenter is typically “entertaining” – even if their message is off point or dry. Yes, yes, yes...one person may move from category to category depending on their interest in a presentation topic and life changing events (like attending Toastmasters). And yes...there may be other “types” of presenters out there – but I think this list covers those I have personally witnessed and/or demonstrated. And yes again...there are those presenters that no matter what positive spin you put on their style – you will have difficulty learning from. However, knowing that a “good” speech not only depends on the presenter’s words or actions –but in how we react or relate to the speakers style can greatly improve our perception of the overall presentation and the information we retain.

The morale of the story... No matter what – Have Fun!

Help Needed to Revise The North Florida Chapter Bylaws

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 dottiegough@embarqmail.com no later than Monday, November 15, 2010. We would like to establish the committee by the end of 2010 in order to begin the review process on January 1, 2011.

By Dottie Gough

Team work divides the tasks and
multiplies the success. - Author Unknown

Communication Committee Volunteers Needed

The chapter needs a few enthusiastic, dedicated members to serve on the newly-forming communications committee to ensure our continued growth and that we meet our members' needs. Please take a moment to consider whether you are willing and able to serve. We can be great with your help.

Workload/commitment - This committee has yet to be formed. It is anticipated that it will consist of a chair and three to five members and will include the chapter secretary. Initial members will work with the board to outline the committee's responsibilities, structure, and goals beginning in fall 2010. The initial workload will be heavier as members participate in committee planning, outlining, and implementation. Depending on the number of participants and final committee assignments, it is anticipated that the

workload will stabilize and/or reduce over time, requiring minimal/standard effort.

Duties - The board envisions using the committee to produce the monthly newsletter, identify and coordinate outreach/communication mechanisms such as Facebook, and maintain up-to-date member contact information.

If you are interested in serving or would like further information, please contact

Sabrina Hartley:

Harley.sabrina@oppaga.fl.gov or

Pam King:

pamela_king@doh.state.fl.us.

Community Service Opportunities

Month	Date	Time	Event	Need	Additional Information
September	30	9:30a.m. -12 noon	Gretchen Everhart School OWL run for developmentally disabled kids	Race Support	It's on a workday, but it is supposed to be an AMAZING event to volunteer at.
October	15	6:30 p.m.	Gadsden Humane Society 1 mile Fun Run.	Volunteers to help prepare race packets, set up for the race, and help out on race day.	If you are interested in volunteering for this event, please contact Billie Blaine - coordinator at 264-4717.
	25	6:30 a.m.-8:00 a.m.	WFSU Fall pledge drive at WFSU studios on Pottsdamer Drive	Volunteers to answer phones	It's an early morning gig—but they offer free coffee & recognition of our Chapter
November	15-17	7:00 a.m.-2:30 p.m.*	Challenge Days at James S. Rickards High School	Volunteers to assist with the program - this is an ALL day commitment	Please send the date that you would like to volunteer and your contact information to Cathy Lawson at kilmartin@comcast.net .

For more information on these and other Community Service Volunteer Opportunities, please contact one of our Community Service Committee Co-Chairs :

- Paula Kiger at (850) 556-3517 or opuswsk@aol.com or
- Sherry Valdez at Sherry.Valdes@dot.state.fl.us

Other Community Service Opportunities

The Shelter

The shelter on Tennessee Street is in immediate need of toilet tissue, bath soap, bathroom cleaning supplies, coffee, sugar, and creamer. They are serving approximately 350 homeless people at this time.

McKenzie's Clothes Closet

Provides clothing for the homeless and needy in the Big Bend Area. Located at Calvary United Methodist Church on Pensacola Street - entrance at Ausley Road. The closet is in continual need of clothing for men, women and children. Donations can be left on Monday's 9 a.m.—12 p.m. Or Sunday's 10:00 a.m.—12:30 p.m.

Gadsden County Humane Society

There are several activities in the near future planned to support the Gadsden County Humane Society (GCHS).

Some include:

- October 2—Dog wash
- October 15—Fun Run
- October multiple dates—Food Booth at Leon County Civic Center Events.

For more information on these and other opportunities to support GCHS check out their website at

<http://www.gadsdenhumane.org>

I have found the paradox that if I love until it hurts, there is no hurt, but only more love. -Mother Teresa

NFCPM Chapter Officers

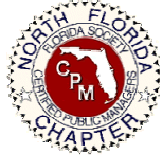
Sabrina Hartley, President

Pamela King, Vice President

Kim Vel Dink, Treasurer

Gary Alberstadt, Secretary

Dottie Gough, Lifetime Member



Committee Chairs

Paula Kriger, Interim Chair, Communication & Co-Chair, Community Service

Sherry Valdez, Co-Chair, Community Service

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

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 Society's members.

Stay plugged in to NFCPM

Visit our website at www.fscpm.org/north

 **Visit us on Facebook**