



NFCPM Gazette



October 2011

President's Musings...

By Sabrina Hartley

In case you're not part of the chapter's inner-workings, let me tell you what great behind-the-scenes teams we have. As in most cases where things run smoothly, we have an amazing network of people who communicate and cooperate in the CPM fashion in which we've been trained to make things happen. Take a look around – you'll see amazing effort going into planning a fall training symposium; great monthly meetings with coordinated presentations, discussions, and an affordable, tasty lunch; community service opportunities that are interesting and make a difference; and an amazing newsletter (like this one) that keeps you informed and, hopefully, engaged. Thanks to the members who make this happen and keep our chapter great. While all of our members enjoy the fruits of these labors, there's always a need for more talent and ideas. Elections and a new year of chapter activities are right around the corner. Have you considered how you might get involved to make your resume look better, help grow your management skills, help others grow their management skills, or simply feel good about being involved in something that is and will continue to grow?

I firmly believe that we, as CPMs, have a distinct advantage in the ever-changing workplace of today. More than ever, our skills are needed. Who better than us actually has a chance of creating workplaces where people

are engaged, productive, and want to be there? You're already part of that wave and it's only going to continue to grow. Consider serving the chapter - you'll be serving yourself and others at the same time. There are lots of ways to get involved and a variety of time commitments from which to choose. Consider the low time demands of chairing or serving on a committee. Consider the even lower time demands of paying it forward at a one-time community service event. Consider a little more time investment by volunteering to present or lead a discussion at a monthly meeting. Consider investing yourself and running for a board position and helping to shape the chapter's future and growth. Just consider jumping in and making a difference for yourself and other CPMs. Together, we have and will continue to do

**RSVP for October 11
Monthly Meeting by
Friday, October 7**

NorthFloridaCPM@gmail.com

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**November 15: Fall Symposium –
Thinking Outside the Cubicle:
Practicing Innovation in the Public Sector**

**Plans are coming together for our fall symposium!
Mark your calendars and register today, as
space is limited.**



Flyer: <http://bit.ly/symposiumflyer>

Agenda: <http://bit.ly/symposiumagenda>

Register: <http://bit.ly/registersymposium>

October Meeting

Bullying – What Can You Do About It?

Presented by Angela G. Whitaker, CPM North Florida Chapter, FSCPM

An old adage purports that sticks and stones may break my bones but words can never hurt me. Oh yes they can! Sarcastic remarks, suppressing opportunity, harassing, name calling, pointing out someone’s perceived deficiency (by your own perception), needling someone at their expense “just because you want to” are all considered bullying. When dispersed they can do more than prick the emotions—they can pierce to the very spirit of the recipient of those jabs. This could impact the functioning of their body, mind, will or emotions.

Bullying can occur anywhere or anytime, at any age (babies to seniors) or any stage (homeless or wealthy) of life. It occurs in the home and in the workplace. Do you know what it looks/feels like? Are you aware of the phases of fright, flight, or fight? What recourse does the victim(s) have in responding to bullying? What is our role as supervisors and managers? Can your leadership/



operational style be perceived as bullying? At our next CPM meeting, we will take a look at “Bullying – What can you do about it?” Join us on Tuesday, October 11th at 11:30 a.m.

ANGELA G. WHITAKER

Angela Whitaker is affectionately known as “Angie,” “Ms. Angie,” “Ms. Whit,” and “Praisecheerleader.” She is also referred to as “RIG Coach” in which RIG is an acronym for “Rolling In Greatness” and “Relationships In God.” She has been dubbed a motivational speaker due to her dramatized messages and because she incorporates various tools (e.g. stuffed animals, common everyday objects, and other audio visuals).

Angie is a graduate of Florida A&M University with a Bachelor of Science degree in Clothing and Retail and a Master of Education degree in Adult Education. She earned a Doctorate of Religious Philosophy in Christian Psychology from Jacksonville Theological Seminary. She earned her Certified Public Supervisor/Manager designation from the

Florida State University - Florida Center for Public Management.

Acting upon the vision that God gave her husband Rev./Dr. Alphonso Whitaker, the two ventured into evangelistic ministry and became incorporated as Peacemakers, Inc., on April 18, 1994, with Rev. Al and Rev. Angie as founder and co-founder respectively. They were ordained on June 11, 1996 as reverends for the ministry of Peacemakers, Inc. with a worldwide vision for outreach to individuals, couples, families, churches and other non-religious groups via media, preaching and teaching, counseling, and workshops.

Ms. Angie has presented numerous workshops at the local, state, and national levels for the Certified Public Manager professional organization of which she has served as a Board Member of the North Florida Chapter. She is currently employed with the City of Tallahassee as Aide to City Commissioner Andrew D. Gillum. She is the author of the book “Rolling In Greatness” published June 2004 and the on-line e-newsletter “RIG COMPASS”.

Community Service

We are awash with volunteer opportunities galore!

October

On **October 21st**, we will have 3 volunteers manning the phones at the WFSU Fund Drive from **7 - 8:30 AM**. **Make sure to listen on 88.9 FM** and call in with you pledges or renewals and support our volunteers’ efforts!

November

The November event is held by the “**Light The Night**” organization. This is a **walk to benefit the Leukemia & Lymphoma Society** that funds lifesaving research and support for people battling cancer. This will be on **November 10th**

from 5:30 PM to 7:30 PM. Volunteers are needed before and/or after the time listed to provide support for the walkers, registration, water, etc. This will be held at **Langford Green (at FSU)**.

December

Christmas Connection begins **December 1st through the 24th**, located at 2818 Mahan Drive on the corner of Capital Circle and Mahan. Volunteers are needed to help sort the food donations, shelving donations, and working on putting together items for families and individuals. This is a great opportunity to get your spouse and/or your child involved in a great community event.

Also, our **December meeting/luncheon will be held on December the 13th**. Please come join us and **bring in 2 or more can goods** for the Christmas Connection and you will **receive \$2.00 off on your meal**. Wow! Hope to see you at the luncheon.

If you would like to help out in any or all of these events, please contact Paula Kiger at: kiger@healthykids.org or Sherry Valdez at: sherry.valdes@dot.state.fl.us



Telecommuting

By Pamela King



possible right up-front – the what, when, and how.

In the last few years, I have seen an increase in the number of employees in the public sector who are telecommuting. If you are a manager, chances are that (if you haven't already) you will be supervising an employee that teleworks. This change requires us as managers to modify our thought processes on how to supervise staff. How do you supervise a workforce you can't "see" -- your teleworking force? Here are some suggestions:

◆ **Communication** is key. When your workers are in the office, it's easy to fill the details in as issues arise. With teleworkers, every communication is a little more arduous — remember they can't pop in to ask you a question. Make sure you define the project you give them and what you expect as the deliverables. Include as much detail as

◆ **Conduct regular check-ins.** Web-Worker Daily suggests daily telephone or video "chats" to kick off the day. Of course each employee and project is different so the regularity of "check-ins" would really depend on those factors; every other day or even weekly might be fine. The most important piece is to stay in contact enough to make sure everyone on the team (telecommuters and in-house staff) feel connected to you, their team members, and the work they are doing.

◆ **Address problems right away.** Any issue — even a very small one — can bring a remote worker to a screeching halt. Make sure your teleworkers have what they need to work around or re-

solve issues. In addition to having regular meetings, encourage your workers to contact you immediately if they need help or have questions. Also, make sure they have access to other resources in the offices — especially strong in-house team members or even other telecommuters.

◆ **Set a work schedule.** If appropriate, it may be helpful to designate a set "work schedule." This will let all the members of the team know when the telecommuters are available.

◆ **Set and USE key performance indicators/measures.** The same performance measures you use for in-house staff may apply to your remote workers. One of the differences here is to make sure you are not only measuring productivity, but quality of performance as well.

2011 North Florida Chapter Meeting Schedule and Topics

Date	Title or Topic	Speaker(s)	Location	Presentation Overview	Coordinator
11/08	When Spell Check Doesn't Cut It	Paula Kriger	Amtrak	CPMer Paula Kriger will be providing tips on how to prevent embarrassing grammatical errors.	Pamela King
11/15	Innovation Symposium	Dan Vicker	DCF on Tharpe Street	Innovation	NFCPM Board
12/13 TBD	Holiday Celebration	Chapter	Amtrak		NFCPM Board



North Florida Society of Certified Public Managers

Mission Statement

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



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Or on the web... www.fscpm.org/north/

Chapter Officers

- Sabrina Hartley, *President*
- Pamela King, *Vice President*
- Travis Knight, *Treasurer*
- Anna Bethea, *Secretary*
- Dottie Gough, *Lifetime Member*

Committee Chairs

- Paula Kiger, *Co-Chair*, Community Service
- Sherry Valdez, *Co-Chair*, Community Service
- Deidra Jones, *Chair*, Communication
- Cheryl Graham, *Chair*, Fund Raising
- Pamela King, *Chair*, Program
- Kim Vel Dink, *Chair*, Level VIII Graduation
- Dottie Gough, *Chair*, Chapter Effectiveness
- Phil Barnett, *Chapter Photographer*