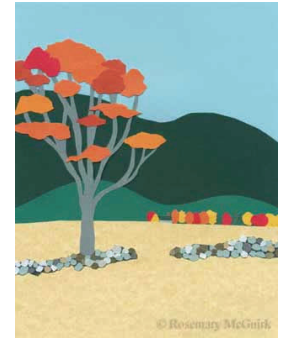




# NFCPM Gazette

September 2011



## President's Musings...

By Sabrina Hartley



We have the best discussions at the chapter meetings. If you haven't been there for one of our roundtable (or whatever configuration they happen to be in that day) discussions, you're really missing out. Commissioner Gil Ziffer joined us last month to talk. I can't say that we stuck to one theme because there's simply so much to talk about. Commissioner Ziffer was able to contribute to the conversation from both the private sector perspective, since he owns an advertising public relations firm, as well as the public service perspective. Like most of the guest speakers that we invite to talk with our members, I think he was impressed by the whole thing – people, conversation/exchange, ideas, lunch – the whole shebang.

While the conversation was flowing and there were quite a few different issues and angles of discussion, I left asking myself, "How do you trip something into happening?" We're reminded every day that there's so much we don't control, so how can we actively make change happen? Have we already begun change by becoming CPM's and living the principles? I would like to think so. Are we not initiating change by coming together to learn from one another, reinforcing our CPM principles

and tenets, and using them in our workplaces? While we might all like to see large-scale change in the public workplaces and management of today, are we not the face of the change we want to see? I think so.

It's so easy to get disheartened at such a difficult time. It seems one has to seriously search for good news. Commissioner Ziffer said he's going to start telling people to "turn it off." I think that's a good idea. Granted, we all want and need to stay tuned-in to overall happenings in our workplaces and world, but there's so much negativity and so much that is simply not news. Maybe if we turn it off it will stop showing up so much. That would be a nice and welcome change, huh? It would certainly free up some mental space to engage in something positive, whether it's personal reflection, volunteering, or simply spending time with people you love. I don't know if I, we, or the chapter can trip some positive change(s), but I'm willing to keep trying. After all, if we, as trained CPM's, don't push for positive change, who will?

I hope you will join us at the next chapter meeting to welcome our new graduate members and engage in our push for positive change. I believe that we can and do make a difference. Like any movement, the more we work to get our word out and the more we demonstrate the skills we want to see in the workplace, the more likely we are to trip a positive message and, ultimately, change we want to see. Again, if not us, who?

### Inside this issue:

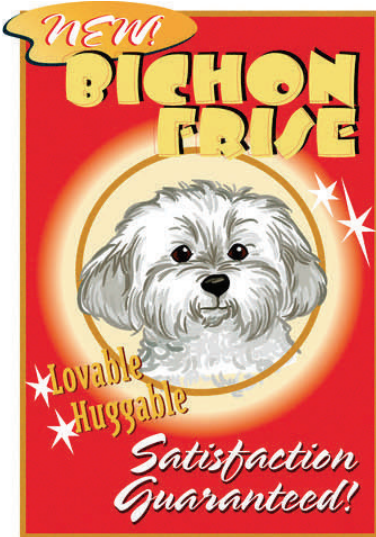
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**RSVP for September 13  
Monthly Meeting by  
Friday, September 9**

[NorthFloridaCPM@gmail.com](mailto:NorthFloridaCPM@gmail.com)



## Community Services



### Upcoming Event

The Gadsden County Humane Society will need volunteers at Pet Smart (Capital Circle N.E.) for the September 11 event (the National Day of Service in tribute to the 10-year anniversary of 9/11: <http://911dayofservice.org/>). They will have a booth set up for this event (time is for approximately two hour shifts; TBD). If you are interested in volunteering, please email Sherry Valdes at [Sherry.valdes@dot.state.fl.us](mailto:Sherry.valdes@dot.state.fl.us) or Paula Kiger at: [Kigerp@healthykids.org](mailto:Kigerp@healthykids.org).

### Thank You!

We would like to thank all the members who contributed in providing back to school supplies. With your contributions, we were able to prepare back packs (full of the needed school supplies) for 35 children ranging from Pre-k to High School Seniors. Twenty-one of these children live at HOPE Community and the other 14 live below the national poverty level. Our organization is truly a generous group! Thanks!



## Did You Mean to Say "Yes" ?

## Healthy Volunteerism

By Pamela King

Okay everyone out there that has agreed to be part of a committee or volunteered time you don't have – this article is for you. Why, oh, why is it that so many of us say "yes" when we know our plate is piled over our heads? Why is it so difficult to say "no"? Of course this is a rhetorical question...we all have our different reasons.

- ◆ There is the person that has a heart bigger than their time allotment. This person never has the heart to turn people away when they need help.
- ◆ There is the person that has a "guilt" complex. This person is concerned with how other people will react to them saying "no". Will they think I am rude, will they be angry with me (conflict avoiders beware), or will saying "no" damage my relationship with this person?
- ◆ Then there is the person that is concerned that turning down an offered opportunity means they will miss out on other opportunities or alienate

themselves from a particular group. This person is worried that saying "no" will cause people to refrain from offering them other opportunities to help or participate in the future.

If any or all of these descriptions resemble the reasons you commit yourself to projects that you just don't have time for – you are not alone. The bad news is that the number of requests coming your way is not likely to diminish and you are definitely not going to find more than 24 hours in your day. The good news is that you have control over what you agree or pass on committing your time to. Saying "no" is about respecting and valuing not only your time and resources, but respecting the time and resources of the person asking for your help. In the end it is not about the fact that you are saying "no," it is about how you say "no."

There is an art to saying "no." Remember, if someone is asking for your help, they obviously really need help and know you have some jam up skills (which is a given since you are a CPMer).

- ◆ One way to let someone down easily is to share the names of other awesome people that may have more time and resources to help at that particular time.
- ◆ You can also share with them why (no need to get into the nitty-gritty details about your personal life just explain the honest reasons) you are unable to help right now.
- ◆ If you believe the request is outside of your area of expertise, let the person asking know that the request is out side of your comfort zone. They will definitely appreciate the honesty.

Don't get me wrong - if you are a habitual "yes" person, saying "no" will not come easily. However, you can train yourself to refuse requests that do not meet your needs. With practice, you may find saying "no" gets easier over time. Eventually, you will find that you are able to provide more time on the things that matter most to you -- like holding a NFCPM officer position or participating at a NFCPM community service event!!!!



*Relax and take in  
what is wholesome.  
Gather strength and  
give out what is good.*

## 2011 North Florida Chapter Meeting Schedule and Topics

Date	Title or Topic	Speaker(s)	Location	Presentation Overview	Coordinator
09/13	Clear Communication	Olivia Jones	Amtrak	Olivia will be providing techniques that will assist in communicating with others – either one on one or to a group.	Sabrina Hartley
10/11	TBD	Angie Whitaker	Amtrak	TBD	Dottie Gough
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
TBD	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/](http://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*