



CPM Times

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Florida Society of Certified Public Managers

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From The President

On Wednesday, June 14th, 2006, I was afforded the opportunity to participate in the Level VIII, FSCPM Graduation, which took place at the Turnbull Conference Center, Center for Professional Development, The Florida State University, in Tallahassee. This was significant in that my only other prior participation was that which occurred when I graduated in June of 2003 and, now, here I was, most humbly providing congratulations and “atta boys (and girls!)” to 130 newly graduated CPM Team Members. The celebration could only have been taken up another level by having all of our approximately 400 members from our seven chapters present to heap congratulations on this group for a job well done and an achievement well earned.

Touching upon our Mission Goals of continuing education and professional growth, we also singled out, in light of what appear to be the erosion of weak ethical guidelines as demonstrated in the private sector (Enron) as well as in the House and Senate (Abramoff scandals), the import of maintaining and promoting the highest of ethical standards within our membership.

Referencing the July, 2004 Governor’s Resolution, designating the Certified Public Management Trainings as “the preferred management development training program for the State of Florida,” our newly graduating class was made aware of their FSCPM Board of Directors intentions to submit to Governor Bush, a request for a “Governor’s Proclamation” designating a “State of Florida CPM Week.” This is requested in an effort to encourage all Floridians to



recognize our certified public managers for their commitment to enhancing the quality and availability of government services. Noted also in the address were the ongoing organizational efforts regarding the need for volunteers and Chairpersons for both the 2007 FSCPM Symposium and the 2009 American Association of Certified Public Managers. Inherent in this request for volunteers was the solicitation of those CPM’s within this new cadre of graduates to join the FSCPM and become a part of this “process of progress.” Noting that the success of these endeavors requires a team effort, the efforts of newly graduated Mr. Steve Roberts, whom has taken upon himself the task of formulating the Northeast Chapter to become our 8th Florida State Chapter, was recognized and applauded. FSCPM will work with Steve and anyone else towards the promotion and growth of our State and local chapters. With the ever-able assistance of Jan Wright, Ada Burnette, Dottie Gough, Jeff Pouliette, and so many others, not to mention the FSU staff of Dr. Dan, Howard Rasmussen, Gail Blankenship, Shawn Baldwin, and Ben Green, the reception was an overwhelming success. Next is the Lakeland Level VIII Graduation where we will see an even larger number of graduates and a commensurate growth in our FSCPM goals and membership.



North Florida Chapter

By: Jeff Pouliotte, Chapter President

The North Florida Chapter of the Florida Society of Certified Public Managers is continuing to provide a variety of speakers and topics at our monthly meetings to strengthen and enhance our understanding of management principles, and to inform our members of major happenings at the state and local government level. The February Chapter meeting featured a presentation by CPM Member Mike Clow, the Capital Program Administrator for the Tallahassee Municipal Airport, who made a presentation on Tallahassee's planned airport expansion. During the March Meeting Shawn Baldwin, the new Director of the Florida Center for Public Management gave a presentation on the Center's continuing efforts to provide CPM training statewide, and what the Center is doing to improve training in the future. In April Michael Parker, the Economic Director for the City of Tallahassee gave a presentation on the City of Tallahassee's planned redevelopment of the Gaines Street area between FSU's Doak Campbell Stadium and the Capital Complex. The May meeting was the Chapter's Annual Awards Ceremony, and Angie Whitaker and her team did an outstanding job of planning and organizing this event, with skits and other activities designed to promote and demonstrate CPM ideals and principles. All chapter presentations have been carefully selected by Andy Davis, our Vice President, and presented to show how teamwork, collaboration and other CPM principles are being utilized to achieve positive results.

The Committees of the North Florida Chapter have been busy. Ada Burnette, Bob Badger and their Committee are busy planning to make the June 2006 CPM Graduation in Tallahassee a smashing success, and Ada is also keeping her finger on the pulse of state government for her Legislative Committee. George Smith and his Committee are planning to get cranked up in August with nominations for next year's North Florida Chapter's Officers and Committee Chairs. Janice Gardner and her Committee are getting organized with fundraising activities.

. In addition to her duties as the Chapter Secretary, Sherry Valdes and her Committee have been busy providing volunteer services at the Tallahassee Senior Center, and as a participant (server) at one of these events (a dinner) I can tell you that they work hard. Sherry's Committee is also planning to get involved with building ramps for the disabled and the elderly. Despite holding no official position in the North Florida Chapter, Dottie Gough continues to provide leadership and fill voids wherever she is needed (she's amazing).

A special note: Michael Moore, the Chapter Treasurer, has left state government to pursue a career in the private sector, yet he has continued to perform his duties flawlessly.

With a Chapter like this, the Office of President is an easy and fulfilling one.

CPM Times

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GOTCHA!

Several years ago the Florida Society of CPM implemented a special recognition program that each chapter was asked to use. This program is called "GOTCHA."

GOTCHA's are designed to recognize an individual for doing something great, going above and beyond, etc. This recognition program is not restricted to CPM members; any person that you work or associate with can be recognized.

The South Florida Chapter expanded upon the idea by granting a free chapter meeting lunch with their Gotcha's. The program is used to recognize outstanding individuals and we encourage other chapters to adopt it as well. Gotcha's are included as a part of the Chapter Effectiveness points. It's a great way for immediate recognition of individuals and to show those you work with how much you appreciate them.

The electronic form to be used for this recognition can be found at <http://www.fscpm.org/pdf/CPM%20GOTCHA.pdf>.



Henning Nomination!

Dr. Ada Puryear Burnette was the State's nomination for the AACPM Henning Award. The winner of the award will be announced during the AACPM Meeting in Louisville, KY on September 10 – 12, 2006.

Dr. Burnette has contributed to the NFCPM Chapter, FSCPM Society and the AACPM by her participation and leadership.

NFCPM Recognition!

The North Florida Chapter awarded GOTCHA's to recognize the following chapter members for their dedication and contributions to the chapter's successes for Public Service Recognition Week and other events:

Sherry Valdes
Jan Wright
Jeffrey Pouliotte
Dottie Gough
Angie Whitaker
Debra Waters
Jeffrey Pouliotte
Sabrina Hartley

SFCPM Recognition!

The South Florida Chapter awarded the following GOTCHA's:

Georgi Celusnek
James Poole
Dustin Duke
William Leidy

These people worked EXTREMELY HARD on activities for Public Service Recognition Week, and exhibited outstanding organizational skills, teamwork, creativity, and positive attitudes.

Our chapter has "sweetened the deal" by adding free lunch.





STARS

By Dottie Gough, C.P.M.

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 will be asked to submit nominations for these awards by November 13, 2006 to Jan Wright, 2006 Awards Chairperson, jwwright1949@comcast.net

The **CPM of the Year** is Florida's highest honor and is presented to a Florida CPM member who has made the greatest contribution to the FSCPM. Nominees are evaluated on their career accomplishments, Society/Academy activities, innovations/contributions to management, leadership activities and community service.

The **Henning Award** is the American Academy of Certified Public Managers' (AACPM) highest honor. Each state who is a member of the AACPM is encouraged to submit a nomination for this award which is named for Kenneth K. Henning, recognized as the father of the Certified Public Manager Program.

The form for the CPM of the Year and Henning Award can be found on the web site:

<http://fscpm.org/pdf/2006%20CPM%20OF%20YEAR%20Form.pdf>

We urge you to begin thinking of an individual that your chapter can nominate for one or both of these prestigious awards.



The **President's Award** is presented by the current FSCPM President to recognize and publicly celebrate an individual's service, accomplishments and sustained high level of contributions and dedicated leadership to the FSCPM.

The **Outstanding Contribution Award** is given for commitment, dedication and exceptional service to FSCPM.

The **Extra Mile Award** is for willingness and strength of character to go above and beyond expectations to ensure the success of the FSCPM.

The **Sustaining Member Award** is in recognition of 15 years of continuous and sustained service and dedication to the FSCPM. If you or someone you know qualifies with continuous and sustained service for 15 years or more, please contact Jan Wright, the 2006 Awards Chairperson (e-mail address above).

Also included as part of the award ceremony in January are the **Chapter Effectiveness Awards**. This recognition was implemented in the mid 1990's to generate competition among the chapters. In 2005 four chapters received this award: Florida Keys, North Florida, Polk County and South Florida. There are mandatory and optional requirements that chapters need to work on throughout the year to be eligible for this award. The guidelines for this award are on the web site at:

<http://fscpm.org/pdf/2006%20CHAPTER%20EFFECTIVENESS%20AWARD%20GUIDELINES.pdf>



**CHAPTER EFFECTIVENESS AWARD GUIDELINES
FLORIDA SOCIETY OF CERTIFIED PUBLIC
MANAGERS**

MANDATORY REQUIREMENTS

1. Chapter represented at 5 FSCPM Board Meetings (1 POINT/each meeting)
2. Chapter objectives submitted by March 1 (1 POINT)
3. All 4 quarterly financial reports submitted to FSCPM treasurer (4 POINTS)
4. At least four chapter meetings held (1 POINT each meeting)
5. At least 4 CPM Times news articles submitted (1 POINT for each article)
6. CPM of the Year Nominee submitted by November 13 (1 POINT)

OPTIONAL REQUIREMENTS

(Score 25 points or more to qualify)

7. Chapter meeting, fund raiser, training session, community service project, etc (1 point each for a maximum of 10 POINTS)

8. Chapter representative at Level VIII (Worth 1 POINT)
9. Chapter representation at each FSCPM Board meeting (Worth 1 POINT each)
10. For each 5 % increase in membership (1 POINT for each 5% increase)
11. Chapter news articles (Worth 1 POINT each issue)
12. Public Service Recognition Week presentation (Maximum 5 POINTS)
13. CPM of the Year nomination (1 POINT each nominee above mandatory)
14. New officers elected prior to end of calendar year (2 POINTS)
15. Chapter members running for FSCPM & AACPM Offices (1 POINT each)
16. Quarterly reports submitted within 1 month of end of each quarter (1 POINT each)
17. GOTCHAs (1 POINT for each for a maximum of 10 POINTS)
18. Submit nominee for Davis Productivity Award (Worth 5 POINTS)

www.fscpm.org

**YOUR RESOURCE FOR CPM AND OTHER
LEADERSHIP INFORMATION**



Leadership and Project Managers

By Jan Wright, MBA, CPM, FSCPM Secretary

In today's environment, many managers are asked to fill the role of Project Manager for projects that span multiple functional areas within their organization. The challenge in these projects is for the Project Manager to take on a role beyond people managing and grow by evolving to a leadership role.

Are Project Managers leaders? By the nature of their role on a project team, Project Managers manage people and resources required to produce an outcome. Does this mean they are leaders?

Not necessarily.

We've all heard that managers do things right and leaders do the right things. Project Managers get things done! So, what does leadership mean in the context of Project Management? Leaders take a larger visionary approach that results in dynamic changes. A leadership approach results in long lasting "organizational cultural" changes above and beyond the results of a "get the project done" within the "triple constraints" attitude. Leaders are constantly learning about new practices, tools, regulations, policies and skills needed to make teams and projects successful. They recognize and plan for changes in the environment and with their team members.

Thus the Project Manager can become a Leader when he uses this knowledge to understand when project management priorities need to be re-evaluated, when the vision needs to be updated and when it is time to end a project.

Many have expressed their opinion on the differences between leaders and managers although most seem to make the delineation mutually exclusive. "Management works within the paradigm. Leadership creates new paradigms. Management works within the system. Leadership works on the system. You manage 'things' but you lead people." (From Steven Covey)

Most effective Project Managers display skills in both arenas in that they do manage what needs to be managed, while they lead their teams to work within and outside the system as needed.

The key is identifying when changes need to occur, remaining informed about influences inside and outside the project, and moving in the right direction at the right time.

So to answer the question: Yes, they can be if they look at needs that extend beyond a single project on to the organization's needs.





**AMERICAN ACADEMY OF CERTIFIED
PUBLIC MANAGERS
18th ANNUAL PROFESSIONAL
DEVELOPMENT CONFERENCE**

**September 10-12, 2006
Louisville, Kentucky**

By Dottie Gough, C.P.M.

The theme, The New Realities A Decade Later 1996-2006, links to the past when Kentucky first hosted an American Academy conference, but focuses on today's issues. I had an opportunity to attend that conference in 1996; it was not only informative and thoroughly enjoyable but it also gave me the opportunity to meet and greet fellow CPMers from throughout the United States.

The American Academy of Certified Public Managers (AACPM) is the national organization of which Florida and almost 30 other states are members. Florida is one of the seven charter Societies of the AACPM.

Registration for the conference begins at 1:00 p.m. Sunday, September 10. There is a first time attendee orientation at 3:00 p.m. and a Welcome Reception and cash bar at 6:00 p.m.

The sessions begin on Monday, September 11 with a continental breakfast at 7:30 a.m. and the opening ceremony and keynote address at 8:30 a.m. by Sylvia Lovely. Ms. Lovely was born in the foothills of Appalachian Kentucky. Fueled by a drive to improve her life and community, she has risen to become a nationally recognized champion of cities and the power of people to create positive change. Ms. Lovely is president of the NewCities Institute, a national nonprofit organization that encourages citizens to get involved in helping their communities thrive. She is also CEO of the Kentucky League of Cities.

There are concurrent sessions from 1:00 to 4:30 with topics such as (1) "Workplace Relationships: Creating a More Friendly Culture", (2) "Impacts of Stress on the Bottom Line", (3) "Generational Diversity – A Decade Ago and A Decade from Now", (4) "De-escalation of Hostile Clients" and "Presenting Yourself to One or Many".



The Keynote Speaker on Tuesday, September 12 is Imelda Roberts who has creatively worked her way to two human resource careers, one in the Philippines, which she left in 1984 and the second in the United States. The recipient of numerous recognition and awards, she is now an icon in the human resources field serving states and local governments in the middle Atlantic region. Ms. Roberts is Director of Human Resources for the Metropolitan Washington Council of Governments which serves local jurisdictions, members of the Maryland and Virginia legislatures, the U. S. Senate, and the U. S. House of Representatives. She is also Chair of the Executive Council of the National Certified Public Manager Consortium for 2005/06.

Some of the concurrent sessions on Tuesday include: (1) "Throw Away the Cookie Cutter: Using Individual Strengths Management to Attract, Develop and Retain Staff", (2) "Interviewing Techniques: Tell Me, Show Me, Give Me", (3) What's Your Style? Behavior's Role in Leadership", (4) Master Your Personal Power to Get the Results You Want", and (5) "Building an Assertive Leadership Style".

The closing keynote speaker on Wednesday at 3:00 is Silver Rose. If you could cross Oprah Winfrey with Murphy Brown, Silver would show up: A smart and savvy, warm and funny woman who makes a difference. Her 17 year record of success in Human Resources has made her the "go to" expert on how to improve business/employee relationships. Dubbed the "Practical Motivator", Silver inspires employees to take personal responsibility for their own job satisfaction, work performance and career growth. She deftly combines her expertise with humor, honed in an earlier career as a stand up comedian.

As you can see from the session topics, this conference promises to be of the highest quality with knowledgeable and distinguished speakers who focus on today's issues faced by managers. The Full Registration Package prior to July 28, 2006, which includes the Reception, Seminars, Continental Breakfasts and Awards Banquet is \$315; the cost is \$365 after July 28.

A copy of the registration form is attached. To view the entire brochure for the conference, go to www.cpmacademy.org.

This is a must attend conference that is open to everyone!

On Wednesday, September 13, following the conference the House of Delegates will meet. The House of Delegates is the governing body of the AACPM and is composed of three delegates from each State Society, the AACPM President, President-Elect, Secretary, Treasurer, two Members-at-Large of the Board of the Academy and the four preceding Academy Past Presidents. The meeting is open to everyone, however, only the duly appointed delegates from each state are eligible to vote.

American Academy of Certified Public Managers®
18th Annual Professional Development Conference
Registration Form

First Name _____ Last Name _____

Name on Badge (if preferred is different) _____ Job Title _____

Employer _____ Career Field _____

Preferred Mailing Address _____

City _____ State _____ Zip Code _____

Daytime Telephone _____ Fax _____

Preferred Email _____

Please check if you have any special needs. A KSCPM committee member will contact you to discuss.

Number of Guests _____ Name on Badge for Guests _____

Check registration packages as appropriate

Full Registration Package (Includes Reception, Seminars, Continental Breakfasts and Awards Banquet)

\$315 Full Registration on or before 7/28/2006 \$365 if submitted after 7/28/2006 \$ _____

\$160 Retired members on or before 7/28/2006 \$170 if submitted after 7/28/2006 \$ _____

\$265 KSCPM members on or before 7/28/2006 \$315 if submitted after 7/28/2006 \$ _____

One-Day Package (Includes Seminar, Continental Breakfast)

Monday: \$160 on or before 7/28/2006 \$170 after 7/28/2006 \$ _____

Tuesday: \$160 on or before 7/28/2006 \$170 after 7/28/2006 \$ _____

Wednesday: House of Delegates Meeting \$25 \$ _____

Events

Sunday Night Reception # _____ x \$30.00 per guest \$ _____

Belle of Louisville Excursion # _____ x \$40.00 per person \$ _____

Tuesday Night Awards Banquet # _____ x \$45.00 per guest \$ _____

Total Fees

Total Amount for all fees (Conference, House of Delegates, Guest Tickets, Events) \$ _____

Check All That Apply

AACPM Member KSCPM Member Retiree Delegate 1st Time Attendee -----

Consortium Member State Society Officer AACPM Board Member -----

