2003 October NMA Breaktime

From Your 2003 NMA National Treasurer:

2003 National Conference Huge Success!

Wendell M. Pichon, CM
2003 NMA National Treasurer
Lockheed Martin Leadership Association
Fort Worth, Texas

Wow! What a GREAT National Conference in the ‘Motor City’, Detroit, Michigan! Special thanks to the Blue Cross Blue Shield Team for their superb performance. The hospitality shown by the team was overwhelming. A major event at the conference was the signing of the successful merger agreement with the International Management Council (IMC) that will take effect on January 1, 2004, and the overwhelming approval of a constitutional amendment that proposed four of the IMC officers to sit on the NMA Executive Board of Directors for a one-year transitional period. Totally Outstanding!

The rest is up to us as officers, directors, associate directors, chapter leaders and members. We are now challenged to grow the association. We all serve as ambassadors, coaches for the NMA. As you well know, athletic coaches do not wait until the season is over to let their players know how they are doing, and neither should we. We as coaches/ambassadors, should spend time with the people in our chapters on a weekly if not daily basis, talking with them about NMA strategies, providing them with feedback about their efforts and performance at promoting the association. We have got to get others involved! Our “Each One Reach One” campaign is underway, our Chairman elect has challenged us to sponsor a new chapter during the 2004 year. Are you ready to do your part? Are you ready to walk-the-talk and talk-the-talk?

"After all is said and done, there is a lot more said than done."

-Anonymous

Below are pictures of some of the highlights of the conference:
Chairman of the Board, Dan Robertson, CM, and Mike McCulley, President & CEO of United Space Alliance, NMA’s 2003 Executive of the Year.

Chairman of the Board, Dan Robertson, CM, presents Plaque to NMA’s 2003 Member of the Year, Elaine Fafiek, Boeing Aerospace Leadership Chapter, Huntington Beach, CA.

William Greer of the Kellogg Company, accepts the Hall of Fame plaque on behalf of W. K. Kellogg, NMA’s 2003 Hall of Fame Inductee.
Each year, one of the highlights of the NMA National Conference is the American Enterprise Speech Contest. Representatives from each of the six areas compete for the NMA National prize.

Six students, each representing one of the NMA Areas participated in the contest, which was judged by local members of Toastmasters International and business executives.
Winning this year's contest and recipient of the $10,000 U.S. Savings Bond first place award was Deena Shakir, representing the Pacific North Area and sponsored by the Lockheed Martin MS Bay Area Chapter in Sunnyvale, California. Our second place winner and recipient of a $5000 U.S. Savings Bond was Keith Carnine representing the Pacific South Area and sponsored by the Santa Maria City Employees' Chapter in Santa Maria, California. Our Third place winner and recipient of a $3000 U.S. Savings Bond was Micah Hardt, representing the Central Area and sponsored by the Lockheed Martin Rocky Mountain Leadership Association in Denver and the Colorado Council. Our fourth place winners, each receiving $500 in cash were Lindsay Guist-Chaffee, representing the Northeast Area and sponsored by the Dresser-Rand Chapter in Olean, New York, Arun Chittur, representing the Southeast Area and sponsored by the Sanmina-SCI Chapter in Huntsville, Alabama, and Michelle Nguyen, representing the Southwest Area and sponsored by the Hernandez Engineering Chapter and Texas Gulf Coast Council, Houston, Texas.

The purpose of the NMA American Enterprise Speech Contest is to promote a better understanding of the American Enterprise System among high school students. It also provides an incentive for the development of communication skills that are vital to those entering the work force and American business. The contest is held in high schools throughout the United States wherever there is an NMA chapter to provide sponsoring. If you would like additional information about the contest or would like to participate in next year's American Enterprise Speech Contest, contact your local chapter representative.

IMC Notes... 

All I can say is WOW! I told ya, all I can say is WOW!!!

Gregg Runyan
2003 IMC President
A.B. Carter, Inc.
Gastonia, North Carolina

Our sincere thanks to the NMA Staff and the Blue Cross Blue Shield Conference Team for providing such a POWERFUL educational and networking opportunity for the attendees of the 2003 National Conference in Detroit. We were not only extremely impressed with the educational and networking opportunities available, but also the UNBELIEVABLE cultural music of MOSAIC. If you did not get chill bumps, then you weren’t breathing, or you weren’t there. And who could forget the wonderful opportunity for our National Administrator who so willingly “Pie Smashed” our Immediate Past National President, Kelly Schiewe? It didn’t stop there. The Incoming NMA National Vice Chairman, Wendell Pichon, CM, secretly handed Kelly a pie and he was able to return the favor to the IMC National Administrator, Jodeen Sterba. Thanks for being such good sports and for helping raise money for the NMA Educational Foundation.

The conference was an extremely meaningful and a memorable experience that we will NOT soon forget. “KO0-DO00s” to everyone who had anything to do with its planning and execution. If you missed this year’s event in Detroit, you had better PLAN NOW to attend the 2004 National Conference in New Orleans on September 18 – 20 at the Sheraton New Orleans. I will be in New Orleans... WILL YOU???

We are also pleased to announce that all three organizations (NMA, IMC, and YMCA) approved the Merger Agreement and a document signing ceremony was held on September 23rd in Detroit during the NMA Annual Meeting. NMA Chairman of the Board Dan Robertson, CM, signed on behalf of NMA and as the IMC National President, I signed on behalf of the International Management Council. The YMCA of the USA signed the documents following the meeting.

I am very excited about getting the merger agreement signed last week and very much look forward to making the transition. Let us “Combine Our Strengths as We Strengthen” the NMA Organization. On behalf of the International Management Council, I would like to say THANK YOU for embracing the IMC organization and making us a part of the family. My sincere thanks to all who have been involved in the process and for making this possible.
Thank you again for the opportunity and the experience!!!

Member Profile...

VICTOR KOMAN
Boeing Aerospace Leadership Chapter
Huntington Beach, California

It is a pleasure to be able to profile an individual who has done so much to bring the NMA family together through development of the new NMA Outreach Webservice or NOW. Four months ago, when NOW was little more than a concept endorsed by the NMA Board of Directors, Victor took on the task of translating that concept into a fully-operational webservice that will benefit all NMA members.

He faced a formidable challenge, beginning with the need to limit access to NOW to NMA members. To do that, he first had to set up a database of all current NMA members and then implement a security check against member names by chapter as a prerequisite for log-on.

His next step was development of an elegant and simple infrastructure for the NOW features. Here, Victor came up with a fully-automated and consistent set of front pages for these features, so that any NOW information could be accessed with two or three mouse clicks. NMA chapters were grouped by state and city, so that any NMA member could easily view activities of interest -- whether at home or on travel -- and an automated email feature was added to enable an NMA member to sign up for or get more information about a specific event.

As in any database, NOW data entry is critical. Victor addressed this by setting up and recruiting a NOW contact, or Ambassador, for each chapter and council. By using a common online format, monthly inputs by these Ambassadors are automatically and instantaneously uploaded into NOW for use by all NMA members. Victor also added similar uplink capabilities for NMA conference briefings, leadership concepts and discount coupons to truly make NOW a window into the NMA world.

Although countless hours and many hundreds of emails were required to develop NOW and to identify the ambassadors and help them with their inputs, Victor never lost his cool and effectively worked all problems with a smile and a friendly response. As a direct result of his leadership, the NOW capability, which is discussed in another article of this Breaktime issue, was successfully deployed in less than three months and can now be accessed directly from the NMA website.

Victor has also been active in the Boeing Aerospace Leadership Chapter (BALT) where he serves as a volunteer and consultant on the BALT internal and external websites. He is always willing to step in and help.

At work, Victor is a Web Applications Designer & Developer, at Boeing Integrated Defense Systems, located in Huntington Beach, California. As a designer/developer he is responsible for creating web-enabled systems to meet the critical business needs of his customers. He possesses the requisite skills to bring to life a system that meets or exceeds his customers' expectations. He serves a variety of customers from Communications and Policies & Procedures, to our internal programming group.

Victor is a recent graduate of Redlands University, in California, where he received his B.S. in Information Systems, graduating summa cum laude. He currently is enrolled at Pepperdine University, Graziado School of Business, seeking his MBA.

While Victor excels in his technical skills, he is also an accomplished novelist and book collector, with over 30 years of experience in reading, writing, and collecting science-fiction. He is a three-time winner of the Prometheus award for novels.

Apparently, scholarly pursuits run in the family. His daughter, Vanessa, a recent graduate of Mater Dei high school, graduated as a Distinguished Scholar, with a GPA of 4.3. She received a 2002 BALT Scholarship honor and is a student at Loyola Marymount University in the honors program!

Thank You, Victor!
New from Microsoft . . .

An offer from Microsoft to NMA Chapters

The Microsoft Office System Launch Team

Sign Up for a Firsthand Look at the New Microsoft Office System!

Microsoft is offering NMA Chapters a sneak preview of the new Microsoft Office System. Microsoft will be visiting individual chapters with estimated attendance of 50 or more and offering their members a first hand look at the new features, functionality, and applications that make up the new Microsoft Office System.

NMA Chapter and Council Leaders are invited to sign up today for a tour stop in their city. The presentation will include:

- In-depth information on how the new Microsoft Office System helps increase personal productivity, creates more effective teaming, improves business processes, and enables better business decision making
- Live demonstrations of how you can maximize your productivity at home and at the office, with new Microsoft Office technologies.
- A feedback forum so members can provide Microsoft with feedback on what would be of value to them in future products.
- Exciting prizes will be raffled off for meeting attendees such as Xbox systems, portable music players and more.

Presentations are between now and November. Door prizes and other attendance incentives will be provided. Microsoft will also be providing NMA chapter leaders with a website full of materials that you can use to promote the meeting in your chapter newsletter, association website and wherever else you like. We'll drop you another note when they are posted.

If your chapter meetings aren't quite large enough, Microsoft still has presentation options for you:

- An interactive webcast presentation: Web-based meetings, where a Microsoft Office expert will provide an overview of the new Microsoft Office System, demonstrate exciting new features, and host a live Q&A session for participants.

Please take a moment to visit [http://www.officesystem2003events.com](http://www.officesystem2003events.com) to verify your chapter information; and sign up for a live presentation or webcast. The Microsoft Office System launch team will be in touch with you within two weeks to confirm your meeting date.

Director's Corner . . .

Safety Message:

Alan R. Watson, CM
2004 NMA National Secretary-Elect
Space Gateway Support Chapter
Kennedy Space Center, Florida

As I'm sure you are all aware, the topic that is hard and fast on everyone's mind these days is what is referred to by Law Enforcement as "DUICP" – Driving While Under the Influence of a Cell Phone. Here's an example that had an ironic ending: the names have been left out to protect all parties involved.

A lady was driving down the road when surprisingly enough, her cell phone rings. Being the conscientious person that she is, she reached over to pick up the phone and the phone slipped off the seat onto the floor of the moving vehicle. The phone, oblivious to any safety concerns, continues to ring, trying diligently to attract the attention of the owner. A challenge now ensued -- "Can I pick up this ringing phone that is slightly out of reach and maintain this speed and direction at the same time?" The driver decided that it was an overwhelming ring, therefore it must be important and should be answered at all costs. The driver now straining against her seat belt, finally reached the phone, a split second before her car left the road and dove head first into the gator riddled canal. We now have the following opportunities for everyone in the vicinity--heroes to be made, gators to be watched, cars to be trashed and the cell phone is still ringing.
We aren't talking about your 6 inch deep runoff type canal, we are talking about a canal that moves millions of gallons of water from orange groves, roadways and over 40 acres of asphalt from a nearby facility. This water is deeper than the vehicle can even consider floating in, so it does what most cars do when abruptly introduced to water, it begins to sink. Cars do funny things when they sink,... the doors panic and refuse to open, electric windows can sometimes short out and fail to operate. It's almost like a vehicular revenge... you drove me in this canal, now I'm sinking, you are going down with me. In this case, the car was taking the cell phone user to the bottom!!!

Luckily for this Cell Phone Driver, there were other cars in the area with "Alert Drivers" behind the wheels. They pulled over and two heroes went into the water. Making their way to the vehicle, one yelled out to the other that a rather large indigenous canal resident had also seen the commotion and was making its way over to the area. This would be of the Alligator variety, and one that has seen many years on the planet, has eaten well and apparently gained the instant respect of the two heroes. Disregarding their own safety and that of the water lizard, they continued to forge towards the sinking car with the Cell Phone Driver inside. Utilizing skills and abilities that were afforded these two men, they were able to retrieve the Cell Phone Driver from the almost completely submerged vehicle and drag her to edge of the shoreline. Others were gathered now to help secure this lady from the water and render assistance until which time the Emergency Personnel arrived. Strangely enough, a cell phone was used to contact 911 thus starting and closing this unfortunate incident.

This was an actual event. This could have been one of your family members or, it could have been you. Is any communication that may come up, worth your life or the life of someone else? Think about it when you pick up that phone, think about it when that phone rings in your car!! There are devices that make this necessity a lot safer... if you must talk and drive, purchase one; if not for you, for the child in that car behind you. His or her life is far more valuable than the value of that phone call.

NEW: NMA Outreach Webservice

What is NOW?
Peter Kurzhals, Ph.D.
NMA National Director/2004 Pacific South Area Chair

Victor Koman
Boeing Aerospace Leadership Chapter
Huntington Beach, California

What is NOW? It is a major new NMA initiative led by the Boeing Aerospace Leadership Chapter to reach out to NMA members across the country and make them an active partner in the NMA family. Specifically, the objective of NOW is to provide all NMA members direct access to NMA activities nationwide, and to offer them the opportunity to see what other chapters or councils are doing. They can also pay for and participate in other chapter or council GMMs, special events, or courses if they are in the neighborhood—whether local or on travel.

Through NOW, NMA members can view key briefings from the NMA conferences, as well as evolving NMA leadership concepts, and will be able to access and download NMA discount coupons for a wide range of products and services. Future features under consideration for NOW include a Career link where NMA members can post their resumes and/or apply for new positions nationwide.

How does NOW work? Reached through a link from the NMA website (http://nma1.org), any NMA member can sign on to NOW by entering his or her user name (the chapter number followed by the first six letters of their last name) or their last name and chapter number. Once that information is verified against the NMA member database, they can change their user name and password to get immediate access for all future log-ons.

After logging on, a NOW user can choose from a number of NOW features such as conferences, contacts, calendar, courses, culture, creativity, and coupons. That choice, in turn, will bring up a front page for that feature which can be clicked on for more specific information on related NMA activities. These activities will be updated by NMA chapters, councils, and staff on a regular basis to keep the NOW contents current, so that NOW is truly an all-NMA project. NOW also provides the ability to click on a contact (or ambassador) name for each chapter and council. That generates an automatic email to that ambassador which can be used to inquire about or sign up for a chapter or council activity.

What will NOW provide? Let's take a closer look at some of the NOW functions. If you click on the Conference link on the
NOW home page, you will be taken to a front page which allows you to view and print up to four keynote presentations from recent NMA conferences. These briefings will change quarterly, and are a good way for non-conference attendees to keep up with current leadership material. Similarly, the Creativity link on the NOW home page will bring up a series of How To? charts which can help improve your management skills. A new How To? chart will be added weekly, so there'll always be something to learn. Another NMA benefit can be accessed by clicking on the Coupons link which will bring up a front page with links to discount coupons and savings for a wide range of products and services.

Chapter and council activities such as Contacts, Calendar, Courses, and Culture use a state-based format. When you click on the corresponding link on the NOW home page, you will get a map of the United States which highlights states that have NMA chapters and councils. Click on one of those states and you will get a detailed listing of current information for chapters and councils in that state. This allows you to look up ambassador information for each chapter and council (on the Contacts page) and to see dinner meetings (on the Calendar page), professional development offerings (on the Courses page), and special events (on the cultural page) planned for the upcoming month. Each of these listings provides a description, location, date, and signup deadline, along with cost and contact information. If you click on the contact name, NOW generates an automated email from you to that contact if you should wish to find out more about a particular event or would like to sign up for it. Updated monthly, this information allows you to stay in touch with what the rest of the NMA is planning.

How will NOW help? For chapter or council leaders, it's a great way to find out what other NMA organizations are doing. But, more important for all NMA members, NOW allows them to take part in NMA national activities and other chapter or council events wherever they are. Communications and contact are an essential part of any formal organization, and NOW is an important step in bringing together the NMA family.

Individual members can access NOW by entering 999 as their chapter number and their last name as the username.

Some sample screens to show you how easy it is to access information on NOW!!

1. NOW HOME PAGE: NOW log-on is easy and immediate.

2. CONCEPTS EXAMPLE: NOW allows you to hone your leadership skills.

3. CALENDAR FRONT PAGE: NOW provides event information by state.

4. CALENDAR LISTING FOR CA: NOW describes chapter and council activities.
We have another addition to the 2003-2004 R1, effective October 1, 2003. When you send in your next report, we will add a line B3j where you can receive points for updating your chapter/council information in the new NMA "NOW" Webservice.

"When ever you are asked if you can do a job, tell em, 'Certainly I can!' Then get busy and find out how to do it."

- Theodore Roosevelt

2004 National Officers Elected:

**2004 Chairman of the Board**
William T. Mahaffey, CM, CPPB
Columbus Public Service Chapter
Columbus, OH
Email: wtmahaffey@columbus.gov

**2004 Vice Chairman**
Wendell M. Pichon, CM
Lockheed Martin Leadership Association
Fort Worth, TX
Email: wendell.m.pichon@lmco.com

**2004 National Treasurer**
L. Cay Robertson
Individual Member
Tampa, FL
Email: tcr Robertson@tecoenergy.com

**2004 National Secretary**
Alan R. Watson, CM
Space Gateway Support Chapter
Kennedy Space Center, FL
Email: Alan.Watson-1@ksc.nasa.gov
Chapter and Council Happenings

NMA Gold Knight of Management Awarded

North Texas Council
Fort Worth, Texas

The North Texas Council recently presented its highest honor, the 2003 Gold Knight of Management Award, to Willie F. Roy of Lockheed Martin Aeronautics Company. President of the North Texas Council, Wendell M. Pichon, CM, along with delegates to the North Texas Council, made a surprise presentation during the Vice President of Manufacturing staff meeting. Please join the North Texas Council in extending congratulations to Willie F. Roy on this outstanding career accomplishment.

Scholarship Awards - $100K Milestone

Don Williams, CM
Past Chairman of the Board
Lockheed Martin Leadership Association
Palmdale, California

Over the past 36 years, even though the organization's name has changed several times, the dedication to serve its membership has not faltered for our leadership association. Its scholarship program began in 1967, the year I started my career at CALAC (Lockheed Aircraft Company - California). Back then the organization was called Lockheed Management Association.

In September 1997, our name was changed to Lockheed Martin Management Association following the merger of Lockheed and Martin-Marietta... and was changed again in October 2000 to Lockheed Martin Leadership Association. During the Scholarship program's history, both the monetary reward and the number of awards have increased to our current four annual $1,500 scholarships. This year marks a milestone for our Scholarship Program - reaching a cumulative total of $100,000 awarded to family members of Lockheed/Lockheed Martin employees. Our 2003 recipients of the Lockheed Martin Leadership Association's College Continuation Scholarship Award were selected from 54 applications. Four students selected anonymously through review by impartial committee are: Emily Casteel, daughter of Noval Casteel; Holly Childers, daughter of William Childers; Laura Garcia, daughter of Theresa Garcia; and Tiffany Jackson, daughter of Bradley Jackson. A $1500 check from the LMLA will be sent to each student's school to help defray college expenses in pursuit of their educational goals. LMLA extends congratulations to the 2003 recipients of the Lockheed Martin Leadership Association's College Continuation Scholarship Award.
Former Wright Chapter Member Honored at University of Cincinnati

At Commencement 2003, University of Cincinnati graduate, and retired Wright Chapter member, Clark Beck, received an honorary Doctor of Science degree. Dr. Beck was the first African American to receive a graduate degree in engineering from the University of Cincinnati. During a 30 year career at Wright-Patterson AFB, he was involved in evaluating Kevlar before it became widely used in bullet-proof vests. He is a true pioneer in testing large aerospace structures and was the Air Force expert in simulating heat conditions to test the structural integrity of designs created for manned space travel. At Wright State University, he created a pre-college engineering program for women and minority students that was recognized as one of President George H. W. Bush’s Thousand Points of Light. Congratulations Clark!

(excerpted from the University of Cincinnati’s College of Engineering newsletter, the Quadrangle, Summer 2003)
Each year, the LMLA recognizes a "Manager of the Year" for his or her outstanding contributions. This year's recipient is Jeff Knight, F-117 Configuration Management Manager. He was acknowledged at the "F-117 Night with Richard E. Knoll" on June 19th. Jeff was very highly regarded by his peers and associates who provided strong justification on the nomination form for his consideration.

Some of the key factors that led to Jeff's selection include: his responsibilities in support of AS9100 implementation for the LM Aero Palmdale Site in general, and for the F-117 Program in particular; his contributions (both direct and behind-the-scenes) in support of the F-117 Program's very successful award fee...reaching 100 percent in 2002; gaining recognition from the F-117 Program and the Customer community; and mentoring and supporting his people.

Jeff's outside activities and community service include coaching youth basketball, helping coordinate the LMLA/LM Aero Annual Toy and Food Drives for the F-117 Program, and using the AS9100 inspection Paper Reduction Drive to coordinate the effort to provide a Palmdale Elementary School with 18 boxes of recycled notebooks.

The criteria for the award is: promotes American Enterprise System; is a Top Manager in business; participates in community leadership activities; practices fair, impartial, and ethical management in dealing with subordinates, peers and associates; demonstrates strong managerial leadership skills; and visibly demonstrates the National Management Association Code of Ethics.

LMLA extends their warm congratulations to all of the other managers who were nominated with outstanding qualifications for the Manager of the Year award: Andy Frazier, Patricia Gavin, Barry McGarraugh, Steve O'Bier, and Dave Thies.

It was appropriate that Jeff Knight accepted this award during Management Week in America. LMLA's charter sets forth our aim to elevate and heighten awareness that management and leadership skills provide an avenue for success in anything you do. Congratulations, Jeff Knight - 2003 LMLA "Manager of the Year".

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2003 LMLA Member of the Year
Shelly Menke

Don Williams, CM
Past Chairman of the Board
Lockheed Martin Leadership Association
Palmdale, California

The LMLA proudly recognizes one of its outstanding contributors to the organization with the "Member of the Year" award. This year's recipient is Shelly Menke - LMLA President. Shelly was presented with this distinguished award before her peers and associates at our "F-117 Night with Richard E. Knoll".

Each year LMLA operates with volunteers. Without major support from volunteers, our organization could not achieve our goals and chapter recognition. Shelly was recognized as a special individual who always put forth an outstanding effort for LMLA, has served as an Executive Officer on the Board, has supported LM Aero functions, and led our LMLA chapter and the Southern California Valleys Council to a very successful year.

Shelly began her volunteer activities by joining the Lockheed Ontario Management Association in 1989. She held various board positions and was actively involved in their organization. While serving as President of the LOMA Chapter in 1995, she had the daunting challenge of closing the Chapter when the Lockheed Martin Aircraft facility closed. As soon as Shelly joined the Palmdale facility in 1998, she jumped right back on board and started serving once again as a leader on the LMLA Board of Directors as Executive Vice President. She was the 2002-2003 President of the Southern California Valleys Council. Shelly is in her second term serving as President of the LMLA Chapter for the 2003-2004 year. We look forward to working by her side as our Chapter continues to reach for the STARS. The
LMLA and I can always count on her enthusiastic support and dedication. We are proud to have Shelly Menke as our 2003 LMLA "Member of the Year".

City of San Diego Happenings!

City of San Diego Chapter
San Diego, California

2003 Officer Installation
Dave & Busters - June 26, 2003

“What Do I Say Next!”

Cheryl Lester
City of San Diego Chapter
San Diego, California

Starting conversations with people we do not know, especially in a work setting where we want to make an excellent impression, can be difficult for some and even frightening for others.

I came upon this book “What Do I Say Next!” by Susan RoAne that is fun, easy read, and gives many tips on strategies for starting conversations in various settings. I will share excerpts from the book in our newsletters to give a wide array of ideas of how to put your best foot forward in these potentially awkward situations.

Susan RoAne suggests that sometimes we inhibit our conversation by wanting everything we say to be correct, articulate, and
brilliant. We want to sound profound, use perfect grammar, and say it in the best possible way. While we wait to say the perfect thing, we say nothing and miss opportunities.

Good conversation is an interesting exchange that can be thoughtful, fun, informative, and even inspire us to action, but never perfect. There is no such thing as perfection in conversation, because there is no linear measurement for it. Conversation is a work of art that is always “in progress.”

So I believe her point is that it is better to go forward and say something, be yourself, and share what is on your mind than miss the chance of saying anything.

RoAne goes on to say that courteous conversation partners do not correct others - certainly not in public, and perhaps not even in private. We are all doing the best we can, and none of us are perfect. If we feel uncomfortable because we are not sure about certain words or usages, find out the answers.

The most important part is that your zest for life, insights and questions get communicated.

**Adopt-A-Block**

Second Chance/ STRIVE is dedicated to helping those individuals who want to change their lives and get back on track.

They offer opportunities that lead people to self-sufficiency by providing job referrals, readiness training, helping them find affordable housing, and by employing participants in micro-enterprises. The goal this year was to clean-up downtown, mural and house painting, trash and graffiti removal project.

On May, 17th, NMA joined forces with the San Diego City Fire Fighters to paint a senior citizen house. There were a total of 72 volunteers. The challenges were many, but we were able to get the job done.

The end result, a beautifully painted home, made it all worth the effort! Thanks to everyone involved.

"It is one of the most beautiful compensations of this life that no man can sincerely try to help another without helping himself."

~Ralph Waldo Emerson
Professional Development Corner

Frequently Asked Professional Development Questions

Karen Tobias
VP of Professional Development
karen@nma1.org

WHAT ARE CEU?

They are Continuing Education Units (CEU). In the 1970’s, professionals understood the need to keep track of the training they did through their employers’ training departments. Schools and universities kept track of the academic training; but employers and professional associations needed a means to keep meaningful records. Nurses were the first to identify the need and begin using CEU.

Today, the CEU is the internationally recognized designation for keeping track of any non-academic training. CEU is used to document training for professional certification, recertification, total quality and ISO initiatives, credential documentation in contracts, and much more.

In today’s workplace, CEU can document that an individual is keeping current with industry changes, legal requirements, and show an employer (either current or new) that you want additional training.

WHY WOULD OUR CHAPTER WANT TO OFFER CEU?

The number one reason is it makes the statement your chapter is a professional organization that meets internationally recognized guidelines/criteria for continuing education.

CEU attracts current members to your professional development activities. It can attract new people to your chapter.

Lastly, your chapter has an outside source (NMA HQ) that provides you the documentation you need for ROI for your chapter and its executive advisors. It can make a big impression to say, we served 250 employees/members by conducting 1,000 hours of training this year at a cost of $10 per training hour. The national average is $35 per training hour. How good is that to say to a member…We provide you the high quality training you need for less than market cost.

HOW DOES OUR CHAPTER GET AUTHORIZED TO GRANT CEU?

Have your President or Professional Development chair go to the NMA web site, http://www.nna1.org. Click on Forms, then Online Forms, and complete the Authorization to Grant CEU (B3) for your chapter. Click the Submit button and you’ve completed the first step. You also can download the Authorization to Grant CEU (B3). If you have any question, just contact us at nma@nma1.org or 937-294-0421, we are happy to help you through the process.

From the Editor...

Sue Kappeler, CM
VP Management Information Systems
sue@nma1.org

What successes are you having at your chapter?? Please let us know so that we may share them with other chapters! Also, I encourage you to go to our message board. Simply access our website at http://nma1.org and go to the “Best Practices” tab. This is an excellent place to post questions or share any information with other NMA members / chapters / councils.

My thanks to everyone who submitted articles for this publication. If you have any questions, or have any articles you would like to submit for NMA Breaktime, please contact me.
**Each One Reach One Update**

**Positively Outrageous Offer!!**

At the Leadership Conferences this past spring, I promised an initiative to promote membership and provide a “return on investment” to the Chapters. I am making this ONE TIME “Positively Outrageous Offer” to all NMA Chapters. Effective October 6, 2003, through the close of business on October 17, 2003, at 5:00 PM, EST, NMA will extend its Each One Reach-One Arms Across America. For each Chapter that signs up ten new members during this timeframe, upon receipt of paid dues and registration fees, a $10.00 rebate per new member will be given to the Chapter. For all new members signed up during this timeframe, there will be a drawing for a $50 gift certificate in each size group!! This drawing will take place on October 31, 2003.

Dan Robertson, CM  
NMA Chairman of the Board

Help us grow the Association... remember, increased membership means increased benefits for you!!

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**American Enterprise Speech Contest**

**Doug Shaw, CM**  
Vice President of Planning  
Staff Advisor, Community Services

The American Enterprise Speech Contest Planning and Reference Guide for 2004 is available for your use on NMA’s home page. Download at: [http://nma1.org/aespeech/AESpeech.pdf](http://nma1.org/aespeech/AESpeech.pdf). Remember, your chapter participation form is due no later than December 1! Any questions regarding the speech contest should be directed to Doug Shaw, CM, at doug@nma1.org.

Thank you for your support of the American Enterprise Speech Contest!

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**Log on to Learn...**

Don't forget that MANAGE magazine is available ON-LINE ONLY. Visit the [NMA Homepage](http://nma1.org) and click on the following icon:

[Log on to Learn icon]

Use this link regularly to access useful information for your personal and professional endeavors. The current September/October 2003 issue covers everything from "Ethics Policies" to "Money Sense"... and a lot more! CHECK IT OUT!

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**NMA Staff Updates from National...**
Congratulations to Martha Bear, a long time employee of NMA, who was recently promoted to Administration & Finance Manager. She spent many years working in finance until she took the position of Administrative Assistant to the President in January, 1993. Martha is happy to be returning to our finance department and will now be available to answer any questions you may have regarding budgeting, finances, benefit programs, or tax information. She may be contacted at martha@nma1.org.

Congratulations, Martha!!

Other staff changes have resulted in shared responsibility for many tasks at NMA. Go here to view the updated staff responsibility chart: Staff Responsibilities.