From Your 2004 NMA Chairman of the Board...

Happy New Year!

William "Bill" Mahaffey, CM
2004 NMA Chairman of the Board
Columbus Public Service Chapter
Columbus, Ohio

Happy New Year wishes to you all! By now, if things are going as usual, those "New Years" resolutions are probably forgotten. If they are forgotten, you can take a few minutes after reading this article and re-visit those resolutions. I'll bet you were planning to do that, right?

We began the year, as usual, with our January board meeting in cold, sleety, icy, Dayton. First, let me thank all the Area Chairmen, Committee Chairs, and Directors for their hard work and great accomplishments. We are off to another great start addressing initiatives like: engaging volunteer leaders in marketing NMA; ensuring the long-term viability of the American Enterprise Speech Contest program; encouraging more participation in the Recognition and Awards Program; stimulating growth; providing you with a better communication vehicle; highlighting the added value of your NMA affiliation; effectively marketing SMS and FaciliSkills™; evaluating and enhancing the technological needs of our association; maintaining financial stability; and aligning our fiscal and administrative years.

Sounds pretty aggressive doesn't it? Well, it is, but I want you to know that all of these initiatives are well underway and we are planning to have closure on all of them during this administrative year.

You Area Chairmen have worked extremely hard to finalize the plans for all three of the Leadership Development Conferences (LDCs) and to complete the Chapter Director assignments during this board meeting. I cannot recall where these two major accomplishments were finalized at the very 1st meeting of an administration. To really make the efforts of the Area Chairmen a total success, I want to encourage each of you to make plans now to attend your area LDC. Take a few minutes and visit the NMA website at www.nma1.org, select “Conferences” and view the educational opportunities that are being offered to our members at each of the LDCs. While you are there, submit your online registration for the conference of your choice and I will see you there.

NMA President Steve Bailey referred to me during the Board meeting as, “G. I.” Bill. I know you are curious to know how that came about.

The “G” stands for Growth: Those of you who were at the 2003 National Conference may recall that I challenged the Area Chairmen to add one new chapter in each area as part of the growth initiative. Maintaining and increasing membership at the chapter level is always a challenge. I encourage you to review your membership recruitment process at your local chapter and join us in our effort of growing the association. Our Each One Reach One campaign runs through June and a number of you are waiting for the next “outrageous” offer, as Past Chairman Dan referred to it.

The “I” stands for Initiate. I listed just a few of the initiatives the functional committees are working on this year, and each of those committees have been challenged to complete those initiatives during this administration. If you recall, in the holiday issue
of NMA Breaktime, Dan Robertson, our 2003 Chairman of the Board, recapped the year for you. We finalized many issues in 2003, but we still have lots to accomplish. This year we are going to bring those initiatives to the table for closure and implement those that are required to move this association forward.

In February we will begin to implement our communication initiative that was set in place by our 2003 Chairman of the Board. Each of the officers and staff have been assigned chapters and councils and, on a quarterly basis, will begin to personally contact each of the presidents with a series of questions in an effort to better serve our chapters and councils.

Now, what about your New Year Resolutions?

Hope this is a Great year for you!

G. I. Bill

"You may be disappointed if you fail, but you are doomed if you don't try."
- Beverley Sills

From Your 2004 NMA Vice Chairman:

Are You a Catalyst for Change?

Wendell M. Pichon, CM
2004 NMA National Treasurer
Lockheed Martin Leadership Association
Fort Worth, Texas

There are only two things that are certain in this life, death, and change. One is the end while the other is a beginning. Change is a necessary part of life. Without it there would be no growth, no understanding, no relating, and no surprises. We are all, by nature, changing beings. Still, many of us fear and resist it more than anything else in the world.

Healthy human beings welcome the opportunity to adapt to new experiences. In fact, some are quite comfortable in a constant state of change. Some of us are alive to the possibility of becoming someone new each moment. Habit and apathy prevent the rest of us from having the same outlook. We are prone to accept the comfortable illusion that life is a series of habits and conditioned responses. We can allow ourselves and the world we live in to go to waste. Ellen Glasgow, an American novelist, said, "The only difference between a rut and a grave are their dimensions." I challenge you to accept new ideas and give up old values and habits. Change has the power to uplift, to heal, stimulate, surprise, open new doors, bring fresh experience, and most of all, create excitement in life. Change also can cause us to alter our perceptions so that we are never locked into our own opinions and feelings about each other. When we learn to accept change as a certainty in life, we will discover that change is our greatest source of happiness, stimulation, and growth.

"One must never lose time in vainly regretting the past nor in complaining about the changes which cause us discomfort, for change is the very essence of life."
--Anatole France

A positive attitude may not solve all your problems, but it will annoy enough people to make it worth the effort.

-Herm Albright (1876-1944)
Recognition

2004 Member of the Year, 2004 Hall of Fame, 2004 Executive of the Year and... 2004 Publications Contest

Remember... Your Member of the Year, Hall of Fame, and Executive of the Year nominations are due at National no later than midnight, April 15, 2004. Publications Contest entries are due at National no later than May 1. Participate in these recognition programs and earn points for doing so on your R1, the Chapter Monthly Report Form.

These forms are available for download at http://nma1.org.

The superior man is modest in his speech, but exceeds in his actions.

-Confucius (551 BC - 479 BC)

2004 Leadership Team

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: lcrobertson@tecoenergy.com

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

2003 Chairman of the Board
Daniel R. Robertson, CM
Lockheed Martin Leadership Association
Fort Worth, TX
Email: dan.r.robertson@lmco.com

Your 2004 Leadership Team officially took over on January 1, 2004. They are ready to serve you and welcome any input you may have.
Change has a considerable psychological impact on the human mind. To the fearful it is threatening because it means that things may get worse. To the hopeful it is encouraging because things may get better. To the confident it is inspiring because the challenge exists to make things better.

-King Whitney, Jr.

ICPM Notes

The Institute of Certified Professional Managers (ICPM) is pleased to announce that its Certified Manager Program Review Book is now available. This book is designed for those individuals who have attended a CM program but never completed the CM exams. The review book is a supplement to the CM study manuals and provides a concise review of management theory and practice covered in the CM Program. You will find the review book helpful in cutting your study time, as well as refreshing your knowledge of management principles and practices. This quick reference guide sells for $49.95 + $9 shipping.

Order yours today by calling ICPM at 800-568-4120 or emailing your order to mailto:icpmcm@jmu.edu.

Chapter and Council Happenings

NMA and the Children’s Home Society Angel Trees

Swanee Yourkowski
Boeing Fort Walton Leadership Association
Fort Walton Beach, Florida

Dec. 2003 - Almost as soon as the Christmas Trees went up in the three building lobby at Boeing Fort Walton Beach, Logistics Crestview, the angel tags hanging from branches were all gone. The angel tags had the name, age and wish list from a child who might not otherwise get a present during the holidays. Caring employees took the tags and went shopping. They were going to make it a better holiday for those children who needed someone special to provide them with presents during the holidays to show them that people care.

The names for the angel tags came from Children’s Home Society. CHS provides a range of services for the benefit of children and families throughout the state of Florida. Although the charity was founded in 1902, Western Division of Children’s Home Society was opened in Pensacola in 1920 for children and families living in the Florida panhandle area. Each program is designed with one in mind: to protect children through prevention and strengthening families. There are divisions of CHS serving the entire state of Florida. For additional information or to make a donation to this excellent organization, click www.chsfl.org.

NMA Chapter Officers pose with staff from Children’s Home Society of Fort Walton Beach. Boeing Employees donated over 50 gifts and stockings to children who might not otherwise receive gifts during the holidays.
When all the presents and stocking v gathered into the lobby of the main Bo building in Fort Walton Beach, Florida, tl wasn’t much room left to squeeze along wall to get by the huge pile of wrapped gifts bikes. The CHS team brought 3 cars to tak of the items back to headquarters. Then spent the next day delivering gifts stockings to children all over the county. outpouring of help from Boeing employees the organization of the event by NMA Offi Barbie Miller, and NMA American Enter: Events Chair, Betty Carpenter, outstanding. Thank you to everyone participated and made it a better holiday for community in need.

**Special Olympics in Greenville!!!**

**Wanda K. Noble**  
Lockheed Martin Leadership Association  
Greenville, South Carolina

Lockheed Martin Aircraft & Logistics Centers Association members enjoy a Saturday helping the Special Olympics Fall Games / Upstate South Carolina for 2003. Many happy and smiling faces for a worthy cause!

*A sense of humor is part of the art of leadership, of getting along with people, of getting things done.*  
-Dwight D. Eisenhower (1890-1969)
On October 11th and November 15th, Lockheed Martin Leadership Association conducted its first two of four speech workshops for high school students. The workshops are taught by local Toastmasters and are designed to help students think and speak better in front of any audience. The instruction and material presented during the workshop sessions help prepare students for the many local speech contests held in our community each year. LMLA, in conjunction with the National Management Association, sponsors a local American Enterprise Speech Contest. The contest is open to all 9-12th grade high school students. The winner of the Chapter contest advances to the next level of competition (Council). Students’ potential winnings are over $13,000 if he/she competes in Chapter, Council, Area, and National American Enterprise Speech Contests. LMLA hopes that someday through these workshops our local chapter of LMLA will have a National Winner.
PALMDALE - Representatives of Lockheed Martin Aeronautics Co. helped out Santa Claus quite a bit presenting enough donated toys and food to fill Santa's sleigh for several local charities at its Palmdale plant.
The donated items were the result of Lockheed Martin's holiday toy and food drive supported by Lockheed Martin employees and the Lockheed Martin Leadership Association.

Also on hand were representatives from Los Angeles County Department of Children and Family Services, or DCFS, and the Children's Bureau.

"There are so many toys, from Hot Wheels to X-Bots and Play-Stations," said Terry Kleintop, who works in Lockheed Martin's advanced development program and is the toy and food drive coordinator. "Plus there were thousands of dollars of gift certificates. "Many of the items are for older youth. It seems teens are always forgotten around Christmas."

The majority of the items went to DCFS and the remainder to the Children's Bureau and Valley Oasis Domestic Violence Shelter.

The drive is in its 16th year at Lockheed Martin. Half of the donated food was given to Grace Resource Center in Lancaster, and the other half to the Santa Clarita Food Pantry.

Kleintop said Lockheed Martin puts out 64 donation barrels at 32 company locations.

"However, there is much more than 64 barrels worth of things here. We emptied many of them several times," Kleintop said. "We could probably fill hundreds of barrels with what was donated." Monica Maurer, resource coordinator for DCFS, said the donations are well-received and appreciated.

"The toys are something children look forward to receiving at Christmas," Maurer said. "The drive really helps the parents, foster parents and caregivers of the children because, although they meet the basic needs of the children, they can't do much above that. This allows the children to have a meaningful Christmas, thanks to the generosity of others."

Kleintop said she's "especially proud of our people." She explained that employees take the name and age of a child off an "angel tree" and purchase age-appropriate gifts. "The quantity and quality of the donations always goes beyond our expectations," Kleintop said.

**TOYS GALORE**

Shelly Menke, left, and Terry Kleintop, middle, representing Lockheed Martin, give donations to Rick Bryant (left rear), of Department of Children Services, John Whitaker, second from right, and Dana Craig, right, of the Children's Bureau.

JENNIFER X. HERNANDEZ Valley Press
NMA President Pays Visit to North Texas Council

Wendell Pichon, CM
Lockheed Martin Leadership Association
Fort Worth, Texas

NMA President K. Stephen Bailey, CM, made a visit to the North Texas Council's 2004 1st Quarter Meeting on Saturday, January 24, 2004, at the University of Texas Arlington Campus. Attending the meeting were Past Chairmen, Bill Swan, Bill Smelley, CM, (AKA the "BS Boys from Texas") and, Dan Robertson, CM. President of the North Texas Council, Wendell Pichon, CM, welcomed Mr. Bailey and all the Past Chairmen and asked each to share a few words with the council members. Mr. Bailey visited with the Lockheed Martin Leadership Association Board Members where they invited him to join them for their January meeting at the Fort Worth Stock and Rodeo with the finale of the day at the Rodeo. Mr. Bailey also had the opportunity to meet with representatives of the Bell Helicopter Leadership Association, the Rockwell Collins Leadership Association and Alcatel Leadership Association.

Left to right: Bill Smelley, CM, Bill Swan, Dan Robertson, CM, and Steve Bailey, CM

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

Do you have any activities that you would like to share with other chapters and NMA members?? If so, please send them to me so we can publish them in the next issue of NMA Breaktime. I'll need to have all articles and pictures no later than March 19.

REMEMBER: Update your chapter's information on the NOW Webservice and receive R1 points! Only chapter ambassadors can update this information. If you are unsure about who your chapter ambassador is, please contact me.

NMA Dates to Remember!

February

March 2004 Executive Board
Embassy Suites—Grapevine, TX

March 11
Thursday - 6PM—9PM - Executive Advisory Committee

March 12
Friday - 9AM—NOON - Executive Advisory Committee
Friday - 2PM - National Officers

March 13
Saturday - Executive Board
Each One Reach One Update

Since our last edition of NMA Breaktime, we've conducted a third "Each One Reach One" drawing. The first was held on October 15, the second was held on October 31.

The last drawing was conducted on January 15 and included all new members who were recruited between October 1 and December 31 (names, recruiters, and dues had to be received at National by December 31). The winner of that drawing was:

Gale Lewis from the Goodrich Chapter in Chula Vista, California, for recruiting Mer C. Ulle!! Congratulations Gale! He is the recipient of a $50 gift certificate!!

Remember... this campaign continues until June 30, 2004. Recruit a new member and you could be one of our winners!!

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

Log on to Learn...

Don't forget that MANAGE magazine is available ON-LINE ONLY. Visit the NMA Homepage and click on the following icon:

Use this link regularly to access useful information for your personal and professional endeavors. The current January/February 2004 issue covers everything from "Manage Change through Intranets" to "Smart Risk Taking"... and a lot more! CHECK IT OUT!

Who do I contact at National???
| **American Enterprise Programs/Speech Contest** | Doug Shaw, CM  
mailto:doug@nma1.org |
| **Anniversaries - Chapter 25th & 50th** | Martha Bear  
mailto:martha@nma1.org |
| **Awards - Group (Chapter/Council)**  
R1 Reporting  
Excellent/ Superior/ Outstanding Awards  
Growth Award  
Professional Development Award  
Community Services Award  
Publications | Sue Kappeler, CM  
mailto:sue@nma1.org |
| **Awards - Individual (Chapter/Council)**  
Gold Knight  
Leadership  
Silver Knight | Martha Bear  
mailto:martha@nma1.org |
| **Awards - Individual (National)**  
Member of the Year  
Hall of Fame  
Executive of the Year | Sue Kappeler, CM  
mailto:sue@nma1.org |
| **Benefit Programs**  
Credit Card Program  
Insurance Program  
Personal Loan Program | Martha Bear  
mailto:martha@nma1.org |
| **Board of Directors/Executive Board**  
General Information  
Meeting Dates | Martha Bear  
mailto:martha@nma1.org |
| **Budget/Finance** | Martha Bear  
mailto:martha@nma1.org |
| **Certificates**  
Achievement & Outstanding Service  
Chapter/Council Past Presidents  
Life Retirement  
New Member Certificates | Robin Furlong  
mailto:robin@nma1.org |
| **Certificates**  
Educational/ CEU | Karen Tobias  
mailto:karen@nma1.org |
| **Chapter Assistance**  
Chapter Leader Training Kits  
Dues  
General Mailing List  
Chapter Officer Information | Robin Furlong  
mailto:robin@nma1.org |
| **Chapter Assistance**  
Invoicing/ Accounts Receivable | Sheri Kokenge  
mailto:sheri@nma1.org |
| **Chapter Assistance**  
Educational Dividend | Karen Tobias  
mailto:karen@nma1.org |
| **Communications**  
MANAGE Online | Doug Shaw, CM  
mailto:doug@nma1.org |
| **Communications**  
NMA Breaktime  
Individual Member News | Sue Kappeler, CM  
mailto:sue@nma1.org |
| **Executive Management** | Steve Bailey, CM  
mailto:steve@nma1.org |
<table>
<thead>
<tr>
<th><strong>FacilSkills™</strong></th>
<th><strong>Karen Tobias</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Workshop Scheduling</td>
<td><a href="mailto:karen@nma1.org">mailto:karen@nma1.org</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Heritage IMC Information</strong></th>
<th><strong>Jodeen Sterba</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Communications</td>
<td><a href="mailto:jodeen@nma1.org">mailto:jodeen@nma1.org</a></td>
</tr>
<tr>
<td>Dues &amp; Conference Information</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Individual Member News</strong></th>
<th><strong>Sue Kappeler, CM</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Content &amp; Production</td>
<td><a href="mailto:sue@nma1.org">mailto:sue@nma1.org</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Leadership Conferences</strong></th>
<th><strong>Sue Kappeler, CM</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Programming</td>
<td><a href="mailto:sue@nma1.org">mailto:sue@nma1.org</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Leadership Conferences</strong></th>
<th><strong>Sheri Kokenge</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration</td>
<td><a href="mailto:sherij@nma1.org">mailto:sherij@nma1.org</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>MANAGE Magazine Online</strong></th>
<th><strong>Doug Shaw, CM</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><a href="mailto:doug@nma1.org">mailto:doug@nma1.org</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Management Week In America</strong></th>
<th><strong>Doug Shaw, CM</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><a href="mailto:doug@nma1.org">mailto:doug@nma1.org</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Marketing NMA</strong></th>
<th><strong>Steve Bailey, CM</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><a href="mailto:steve@nma1.org">mailto:steve@nma1.org</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>New Courses</strong></th>
<th><strong>Karen Tobias</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>McGraw Hill Publishing</td>
<td><a href="mailto:karen@nma1.org">mailto:karen@nma1.org</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>NMA Breaktime</strong></th>
<th><strong>Sue Kappeler, CM</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><a href="mailto:sue@nma1.org">mailto:sue@nma1.org</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Membership</strong></th>
<th><strong>Robin Furlong</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Chapter</td>
<td><a href="mailto:robin@nma1.org">mailto:robin@nma1.org</a></td>
</tr>
<tr>
<td>Life Retired Members</td>
<td></td>
</tr>
<tr>
<td>New Member Packets</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Membership</strong></th>
<th><strong>Sheri Kokenge</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual Members</td>
<td><a href="mailto:sherij@nma1.org">mailto:sherij@nma1.org</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>National Conference</strong></th>
<th><strong>Doug Shaw, CM</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Planning Operations &amp; Speaker Arrangements</td>
<td><a href="mailto:doug@nma1.org">mailto:doug@nma1.org</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>National Conference</strong></th>
<th><strong>Sheri Kokenge</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration</td>
<td><a href="mailto:sherij@nma1.org">mailto:sherij@nma1.org</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Order Placement</strong></th>
<th><strong>Susie Watkins</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Professional Development</td>
<td><a href="mailto:susie@nma1.org">mailto:susie@nma1.org</a></td>
</tr>
<tr>
<td>Recognition/Jewelry/Merchandise</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Professional Development</strong></th>
<th><strong>Karen Tobias</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Certificate in Management Studies</td>
<td><a href="mailto:karen@nma1.org">mailto:karen@nma1.org</a></td>
</tr>
<tr>
<td>Certificate in Management Instruction</td>
<td></td>
</tr>
<tr>
<td>Certification/Accreditation</td>
<td></td>
</tr>
<tr>
<td>CEU (Continuing Education Units)</td>
<td></td>
</tr>
<tr>
<td>Programming</td>
<td></td>
</tr>
<tr>
<td>Course Approval for Non-NMA Courses</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Speakers</strong></th>
<th><strong>Karen Tobias</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Consultants</td>
<td><a href="mailto:karen@nma1.org">mailto:karen@nma1.org</a></td>
</tr>
<tr>
<td>Sponsored Speaker</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Tax Information</strong></th>
<th><strong>Martha Bear</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><a href="mailto:martha@nma1.org">mailto:martha@nma1.org</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Web Services</strong></th>
<th><strong>Sue Kappeler, CM</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>NMA's Web Site</td>
<td><a href="mailto:sue@nma1.org">mailto:sue@nma1.org</a></td>
</tr>
<tr>
<td>NOW Webservice</td>
<td></td>
</tr>
<tr>
<td>Chapter/Council Home Pages</td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td></td>
</tr>
</tbody>
</table>