NMA Heads Across the Pacific!

Steve Bailey, CM
NMA President

It’s official... we have chartered our first international chapter -- NMA Singapore. Founding members Dr. Tan Jing Hee (Executive Director, EASB Institute of Management), Andrew Chua (Chairman and CEO of the EASB Institute and President of the Association of Private Schools and Colleges Singapore), and James Chua (Academic Vice Principal of EASB Institute) visited NMA National Headquarters in Dayton, OH, on Monday, April 2nd.

The NMA staff officially presented the charter to Chapter President Andrew Chua as well as the traditional President’s pin, block & gavel, and other special items and NMA gifts. We are delighted to welcome our first 20 Singapore members to our NMA family and look forward to a warm and fruitful relationship. Our East Asian members spent the day with us and outlined their hope to spread the word about their affiliation throughout much of their region of the world.

The three gentlemen visited several colleges and universities in Ohio. While here, they announced plans to eventually offer executive development programs in Singapore, built upon the NMA Supervisory and Management Skills, the Advanced Management Program, and hopefully the Certified Manager program as well.

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(L-R) Steve Bailey, Martha Bear, Karen Tobias, Andrew Chua, John Hojnacki, Robin Furlong, Dr. Tan Jing Hee, James Chua
South of Baghdad, in the scrubby desert, there’s an old metal shipping container with two exam tables. In this land devastated by war, this box is home to hope. On bad days Col. Craig Lambrecht sees dozens of severely burned Iraqi children, too many for him to remember all of them by name. Children are brought to the clinic from all over Iraq, from the Turkish border to the Iranian border. They have traveled great distances with their parents, grandparents or surviving family members to his battalion’s makeshift burn center called Smith Gate Clinic. Smith Gate is the only burn center in Iraq. The families come here because they don’t have anywhere else to go.

The clinic, first started 3 years ago, was essentially a humanitarian mission the military picked up. Soldiers of earlier deployments started it—soldiers who, on their off-duty time, provided medical care to anyone who appeared outside the gates of the military compound. It was named for Corporal Darrel Smith of Otwell, Indiana, who was killed during combat patrol, and who was known for his willingness to help others. In September 2006, as a member of the National Guard, Dr. Lambrecht arrived at the Scania military base serving in the capacity of senior medical director. First thing...he did a run-through of the base staffed by Minnesota’s 125th Field Artillery Unit out of New Ulm, Minnesota, which included the Smith Gate Clinic housed in a trailer right outside the perimeter of the camp. “It was apparent that they didn’t have all the supplies they needed,” Dr. Lambrecht stated. As time evolved, word about the clinic spread, and families began to bring their badly burned children to the clinic for help—help that could not be found anywhere else within the country.

Explosions set off by suicide bombers burn the children, but most have been injured in domestic fires doing everyday tasks like cooking meals, boiling water or milk for tea and coffee, or scavenging fuels with unsafe containers. Living conditions in Iraq are tough. There’s minimal electricity, in part due to fighting, but even before the war, many Iraqis did not have it. They rely on antiquated gas stoves and other devices for cooking and heating. Burns are one of the awful realities of life in Iraq. The burns are horrific, the scarring more so. Chins fused to shoulders, faces destroyed, hands reduced to stumps—these wounded, burnt children carrying so much hurt and pain it’s impossible to believe they can stand upright under the burden. It would be wrong to call the Smith Gate Clinic a safe haven. It’s a place where children who have already experienced unimaginable pain go to endure even more. When treatments are initiated the dead skin is removed and dressings applied. Patients have to endure many episodes of these treatments, which are tantamount to torture for them. Since there are no beds at the clinic, the kids return home after each treatment. Most of them need to visit the clinic for weeks, even months before they’re healed. Many times the clinic did not have pain medication.

Dr. Lambrecht and the other soldiers considered the situation: “How the heck do we put together a program to get supplies? “We came up with this plan”. “This plan” is a military-civilian mission to recruit donations to supply the clinic’s needs. Lambrecht’s goal was to get enough supplies to keep the clinic operational for a year and half. Dr. Lambrecht knew that Americans would respond to the needs of children, if the word could be spread. He contacted James Cooper, President and CEO of Medcenter One, and asked for his assistance. In a matter of hours, a full committee had been created. Medcenter One associates employed in the Foundation, Central Processing, Purchasing and Pharmacy were represented. The VHA

Medcenter One Chapter assists Smith-Gate Clinic in Iraq

By Brenda Tachenko
of the Upper Midwest helped with initial supplies for the clinic, and as word spread of the burn clinic’s needs, North Dakota, & Minnesota individuals, families, businesses, schools, churches, & civic organizations responded. Local, state, national and international media picked up on the story, and within days, the dollars started arriving at the Foundation Office---nearly $70,000 to date. In fact, not only did the financial support roll in, but so did boxes and bags of supplies: first aid ointments, teddy bears, bandages, crayons, toys, aspirin, hydrocortisone, blankets, & clothing. An Australian company, Medihoney, which makes a specialty burn cream from Queensland honey, donated thousands of tubes to the clinic. 3M donated medical tapes and dressings, Steris donated a tabletop sterilizer and instrument sonic, Medline donated instruments, Cardinal donated Water-gel dressings, and EcoLab donated lotions and hand gels. Central Processing and Pharmacy associates were able to negotiate free or discounted specialty pharmaceuticals and supplies, and the Foundation donations paid for the shipping of all supplies to Iraq.

For many Iraqi families, Americans are no longer the enemy. If anyone or any chapter is interested in making donations, either monetary or supplies, please contact Brenda Tachenko at btachenko@mohs.org. Monetary donations are great as we purchase specific items needed by the clinic, which would be specialty burn dressings, burn ointments/cream, pain meds, vitamins or other assorted medical supplies. Also, some of the monetary donations are used to FedEx urgent needed items so they can arrive there in 5-7 days. We appreciate any donations!!

Safety Poem
Author Unknown

“I Chose to Look the Other Way”
I could have saved a life today,
But I chose to look the other way.
It wasn’t that I didn’t care,
I had the time, and I was there.
But I didn’t want to seem a fool,
Or argue over a safety rule.
I knew he’d done the job before,
If I called it wrong, he might get sore.
The chances didn’t seem that bad,
I’ve done the same, he knew I had.
So I shook my head and walked on by,
He knew the risks as well as I.
He took the chance, I closed an eye,
And with that act, I let him die.

I could have saved a life today,
But I chose to look the other way.
Now every time I see his wife,
I’ll know I should have saved his life.
That guilt is something I must bear,
But it isn’t something you need to share.
If you see a risk that others take,
That puts their health or life at stake.
The question asked, or thing you say,
Could help them live another day.
If you see a risk and walk away,
Then hope you never have to say,
I could have saved a life today,
But I chose to look the other way.
Long-Term “Investments” Can Yield “High Returns”

By Jo Haberstok, Hanford Chapter

24-Hour Banking Services

Unlike some conventional financial institutes, we can (and do) make deposits or withdrawals in each other’s emotional bank accounts at any time of the day or night. We establish these accounts with the people we communicate with every day. Depending on the nature of our conversations and actions, we may make a small or large deposit to (or withdrawal from) that bank account. We each have accounts all over town -- in both our business and personal relationships. If you think about it, you’ll realize that it’s easy to recognize when someone makes a deposit or withdrawal with YOU!

Examples of Deposits: keeping promises, offering to help out when another team member appears swamped, doing something without being asked or told, being open-minded to the ideas of others, small acts of kindness, etc.

Examples of Withdrawals: not following through on commitments or responsibilities, failing to pass on important information related to another person’s project, being brusque or rude, carrying on side conversations when a teammate is giving a presentation, malicious compliance, etc.

We may be missing out on hundreds of opportunities every day to make deposits in the emotional bank accounts of those around us. What some may perceive as just a small thing, such as showing appreciation for assistance on a project, may constitute a very large deposit in the receiver’s account.

It should be noted that deposits only count when they are sincere and not really planned. People will see right through it if suddenly you turn into Ms. or Mr. Nice Guy, and then try to “cash in” on that by expecting a big favor in return.

We will never be able to get the most out of quality and problem solving tools and techniques unless we serve one another well. If our desire is to provide excellent service to our external customers, we must first learn to work well within our own teams and organizations. We need to make regular deposits into the emotional banks accounts of the people we interact with -- our work teams, our professional organizations, and our families and friends. Building real relationships takes time, effort, even patience. But...repairing a damaged relationship will take considerably more effort.

The power or influence that we have in a relationship is only over the deposits and withdrawals that we make. We cannot control what other people do or how they respond.

Carry Your Own Weather With You

“Proactive people carry their own weather with them.”

The point: It’s not what happens to you but instead how you choose to react to what happens that will make the difference.

We may say “He really makes me mad” -- well, that’s not exactly true. What we are really saying is that we have chosen to respond in a certain manner to something another person said or did. It is important to keep in mind that we each have the freedom to choose how we react and respond to things. While genetic, environmental, or other past “programming” may influence us, these things do not have to control us, our emotions and/or actions.

If you work for a company or in an organization where you continually hear the mantra “We value customer service,” but their walk doesn’t match their talk, what can you as just one person do? You have choices. You can quit your job. You can complain.
Unfortunately, the NFL Championship quest for the 2006 Chicago Bears came to an end in a loss to the Indianapolis Colts. That loss, for me, turned into a bitter yet sweet victory as I learned a valuable lesson in life as I followed the Bears on the season. Towards the end of the season, I read an article where the Bears and their fans were rallying around the concept of boiling water or 212 degrees. Sounds crazy doesn’t it? Follow me for a moment on this.

One of the basic principles of physical science is that water boils at 212 degrees Fahrenheit. At 211 degrees, you have some very hot water which is good for cooking but not much else. However, when the temperature reaches 212 degrees, water begins boil and transforms the liquid into steam. This seemingly insignificant degree change is the difference from having water at rest to steam that is able to power engines, turbines and many other mechanical devices. Wow! What a difference a degree in temperature makes!

Recognize and acknowledge the uniqueness of others, and work to build bridges in your communications and relationships with those around you. That's an investment sure to pay big dividends in the long run.

Jo Haberstok is a communications consultant and author. She currently works for Fluor Hanford in Richland, Washington, as a technical write and editor. Jo is active with NMA where she has served on the Hanford Chapter’s Board of Directors and assists with their annual silent auction and fashion show. She is also active with the American Society for Quality (ASQ), where she is currently Section 614’s Vice Chair and has also served as a regional and national judge for their International Team Excellence Awards. She may be contacted at jo_haberstok@rl.gov

Long-Term “Investments” Can Yield “High Returns” cont.

Proactive people focus their energies within their circle of influence -- on things they can do something about. Reactive people often waste a lot of time and energy on things they cannot do a lot about (often referred to as the circle of concern). Focusing on the latter will only bring on a lot of unnecessary critcizing, condemning, complaining, and comparing (of themselves to others). If, instead, we try to focus on our circle of influence, we are more likely to feel a sense of accomplishment, and then we can expand that circle over time.

Construction Zone

So... you’re working to make more deposits and fewer withdrawals, and your investments are starting to grow and pay off. You’re carrying your own weather, and you are finding that you don't need that umbrella (or high boots) as often as in the past.

What else can you do? Focus on constructive behaviors, attitudes and relationships. Work to build bridges -- be open to the ideas of others and value diversity. Consider that we all have special talents and skills. Some people love getting up in front of a group and making presentations, while others have a special knack for putting together the materials for the presentation. Some possess great accounting, math or computer skills while others are experts at analyzing information, or writing, or organizing events -- the list goes on and on.

What would this world be without people with ALL of these skills and talents? Sure, we may sometimes say we wish everyone else were just like us - that if everyone thought like we do, life would be so much easier. But where would we really be without diversity and new ideas?

Just One Degree

Written by Sean Myers
Lockheed Martin SSC

Unfortunately, the NFL Championship quest for the 2006 Chicago Bears came to end in a loss to the Indianapolis Colts. That loss, for me, turned into a bitter yet sweet victory as I learned a valuable lesson in life as I followed the Bears on the season. Towards the end of the season, I read an article where the Bears and their fans were rallying around the concept of boiling water or 212 degrees. Sounds crazy doesn’t it? Follow me for a moment on this.
This extra degree in temperature translates into the extra effort that is necessary for each of us to reach the full of our intended destiny/purpose. It is this extra effort that separates the average basketball players, employees and leaders from the great or exceptional players, employees, and leaders. Yes, I do understand that talents, gifts, and abilities are contributing factors to the performance of an individual. However, I am convinced beyond a shadow of a doubt that it is our effort more than a lack of ability that hinders us from becoming the “whole” of all we were created for. The challenge before each of us is simple yet difficult at the same time. We must be purposed on a daily basis to perform at a higher level/degree than we are accustomed. I am confident that by raising our efforts by one degree the results will be phenomenal. For this degree change to become permanent, you must administer this axiom in every aspect of your life. To apply this to home and not work or vice versa will not position you for long term success. This concept must be a lifestyle change and anything short of this will lead to short term gains with minimal effect.

Our grand parents referred to this concept as “going the extra mile”. At some point in our lives, we have all had that rush where we have performed at this level/degree and the results were great. We have all been there! You remember that moment! There was that sense of accomplishment that goes beyond explanation. It is sort of like explaining what a banana tastes like. If you have never had banana, it is really difficult explaining what one tastes like. Just reflect on your moments of success... this is where we must operate on a daily basis. Again, I am not just relating to work. I am referring to life which takes into effect our occupation, family, community, church, etc!

It is my sincere hope that you enjoyed this writing. Moreover, my purpose was to empower you with information that once applied, leads to positive change for the good of all. Accept the challenge, take it one degree higher and let’s move forward in purpose.

One of the key ingredients in Leadership is following through when dealing with the people you lead. The ability to lead is the willingness of those to either stand beside you or to follow your lead.

It might seem petty or it might be a large problem, but when someone comes to you for help, you’ll be measured in your ability to follow through when resolving issues. Push it aside, don’t act upon it, let it idle with the thought that it will go away, will impact and forever jeopardize your leadership skills. It might be small or trivial for you, but if it bothers them, it needs to be acted upon and resolved.

We get emails all the time about making time to smell the roses. We can’t make time! We get 24 hours or 1440 minutes a day to follow through with family, friends, coworkers, and those who we lead or whom we follow. We read these heartfelt emails, pass them on to those who we think need the advice then delete them as they certainly don’t apply to us. After all, we’re good leaders, we follow through, we make promises of tomorrow and we can turn the switch off putting work aside as we head for home. We’re promised yet another 1440 minutes to follow through.

Recently a young friend of mine was diagnosed with an inoperable brain tumor. As time grew short, I realized we’d never hit a bucket of golf balls again nor toss back a beer or two at the bowling alley. The promise of one more poker game or another Monday Night Football pizza party would be one person short. We wouldn’t hear the front door open, the greetings, and the raid on the refrigerator. We understand the things we take for granted or the promises we make, (but in this case, can’t follow through) such
as, “Hey next season will be the one!!!”

Tell your children that if they are good, you’ll bring them a present then not follow through with that promise and see what happens. Tell your employee who has a problem with a paycheck you’ll check into it and get back with them, you better follow through. How much productivity will be gained until you do resolve the pay problem? Come back with the answer, good or bad, your employee may not be happy with the answer, but you followed through and everyone can get back to work.

We’re rewarded with a paycheck at the end of the week for work performed in whatever service we provide. You don’t need to be in a leadership or in a management role as we deal with family, friends, peers, and even strangers everyday, to follow through. It used to be, “If you make a promise, you better keep that promise”; now it’s about Follow Through, just another form of making a promise. Don’t shortchange those who come to you with a problem! They’ve come to you for a specific reason; they trust you to Follow Through in however long those 1440 minutes per day last.

A Perfectly Imperfect Column
By Ken Hampian, City Administrative Officer
City of San Luis Obispo Employees Chapter #765

When I’m on the verge of writer’s block, I often ask department heads for suggestions for topics for our City’s newsletter. What kind of message would employees appreciate, what might they wish to know more about? I did that before writing this article.

City Clerk Audrey Hooper wrote back with this suggestion:

How about “striving for imperfection”? I think we go beyond striving for excellence - I think we strive for perfection in this City - one of the reasons I love it. But I heard this phrase “striving for imperfection” from a staff member when she came back from her conference yesterday - and it strikes me that folks need to be reminded once in a while that it’s okay to be imperfect, to slow down and breathe.

At first I didn’t take this too seriously and told Audrey that my writing such an article would be like a dog writing an article about the virtues of being a cat. Besides, if you look up “perfectionist” in a thesaurus, it isn’t all bad to be a “thorough person” or “somebody who likes to do things properly.”

On the other hand, as I thought a little more perfectly about this, perfectionism isn’t good when it lapses into “obsessive”, “purist” or “uncompromising” behavior. Perfectionism that causes paralysis in decision-making, hyper criticism, or perpetual disappointment isn’t good, either.

True, I like to do things properly and I am pretty thorough. I also strongly feel that we should avoid an attitude of “things are good enough the way they are.” Constantly striving for improvement is essential to progress in every facet of our world and the services we receive. We want better cars, better medicine, cleaner air, better everything. A “restless dissatisfaction” drives improvement.

But we can’t hope to be perfect and we shouldn’t even try. So “striving for imperfection” is not only okay, it is a required part of life and decision-making. When I think about the number of decisions that I make every day, usually without complete information and often in the face of conflicting opinions, I know that if I tried to be perfect, I wouldn’t make most of them. I’d mostly do nothing. So I must make a leap of faith, trust my instincts and make the best decisions I can (and when I’m wrong, hope that it is a soft landing).

Leaps of faith are less scary when our instincts are guided by thoughtful and agreed upon policies, priorities and values - and when the people we rely on understand and share similar standards. Then we can not only appreciate our differences and imperfections, but often benefit from them. We can “do things properly”, even if not exactly the same. And with luck, we might even be able to slow down, breathe, and celebrate our successes even while we strive for excellence.
City Employees Receive Customer Service Awards of Excellence

Leadership Link Chapter #517

Leadership Link presented Jean Walker the 2006 Customer Service Award of Excellence on March 6. Planning Director Marvin Krout spoke about Jean’s uncompromising dedication in meeting the needs of the numerous constituents served by the Planning Department and Jean’s unparalleled professionalism, exceptional organization, timely responsiveness, respectfulness, acumen, and grace under fire. “Jean has come to represent the heart-and-soul of the department.”

Firefighter Paramedic Rodney Ford receives Honorable Mention for excellent customer service. Captain Eric Jones stated that Rod exemplifies the pinnacle of what Lincoln Fire and Rescue employees should be striving for. Rod works with the elderly to provide health screenings and has not only created an environment which directly impacts our community’s health, but promotes a proactive safety and fire prevention environment.

LAAA LIFE office Financial Counselor, Houston Doan receives Honorable Mention for excellent customer service. Joanne Farrell and Jody Roeker commended Houston for outstanding work with vulnerable, frail, disabled and low income elders. Houston’s numerous community presentations has provided education on the benefits of Medicare Part D. Houston provides compassionate customer service and is a positive public ambassador with a great sense of humor.

Control How Others Affect Your Productivity

Written by Carol Helsey

One of the most difficult aspects of time management is controlling your day when others around you want to steal your time. Interruptions can eat up literally hours of precious productive time each day.

There are ways to discourage these interruptions without offending your co-workers, or family and friends if you work from home.

In a business environment where several people work in a restricted area, the tendency is to chitchat and gossip during the day, which is a great waste of productive time.

There is a very simple solution to take control of this situation easily. You can be tactful but at the same time discourage socializing.

When someone approaches your desk or sits down in your office and begins talking about anything but the work at hand, you could say, “I’m sorry...”
Control How Others Affect Your Productivity Cont.

(person’s name) but I am involved in (whatever you are doing) and (don’t want to lose my train of thought, or, have a tight deadline, or whatever is appropriate to what you are doing). Can it wait until later?

Be assured that in most cases this will work just fine and the person will leave, and not be offended.

You have easily taken control of the situation. Be persistent with this method and it won’t be too long before the talkers and socializers get the message that you do not want to be disturbed.

Where is it written that every time the phone rings you MUST answer it? Unless your primary job responsibility is to answer the phone, it is up to you to decide when you will answer it and when you will let others (staff, voice mail, message recorder) answer the phone for you.

The same goes for e-mail. In most cases, it is not necessary to check every time a new message arrives. Turn off the bell or buzzer that notifies you of incoming messages. It is just as intrusive as a ringing phone.

Under normal circumstances there really is no reason why phone and e-mail messages cannot wait until you are ready to check them. This means you do not interrupt what you are currently doing just to check messages.

Staying focused on the task at hand will get you a lot further along with accomplishing your tasks for the day.

Decide when you will check your messages. That could be once an hour, or even better, three or four times a day.

Acting in this manner puts you in control of the phone, your e-mail, and your goals for the day. You are acting in a proactive manner, instead of letting others determine how you spend, or waste, your time.

If you have an office at home, it is important for your family to understand that when you are working, in your office and you are not to be interrupted except for an emergency.

Define what an emergency is so it is clear to them. I know this is hard to enforce at times, but look at it this way.

If you can work uninterrupted, you will accomplish more in less time, and in the long run you will have more time to spend with your family.

If you have a door on your office, enforce the closed door policy to discourage visitors and intruders. A closed door sends the message that you do not want to be disturbed.

It may not be possible to close your door all day, and quite frankly, it is not a good idea to completely discourage good communication with co-workers.

But there is nothing wrong with getting in the habit of closing the door for periods of time during the day.

Behaving in a proactive manner puts you squarely in control of how your day goes and how much you will accomplish.

Here are some statistics that may surprise you.

1. By concentrating single-mindedly on your most important task, you can reduce the time required to complete it by 50% or more.

2. It has been estimated that the tendency to start and stop a task, to pick it up, put it down, and come back to it, can increase the time necessary to complete the task by as much as 500%.

Also keep in mind, when you want to get away from your desk and take a break, seek out others who are doing the same and talk and socialize with them.

Respect the time of others who are working and avoid being the person who interrupts them.

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Carol Halsey is Founder and President of Business Organizing Solutions. She is a professional organizer, consultant, speaker, and author. You can get articles, ideas and a free Idea Kit, filled with simple tips for saving time, simply by visiting her web site: www.PilesToFiles.com Subscribe to her free organizing newsletter, “Organizing Ideas,” sent twice a month.

Leadership Quotables:

"Risk is like fire: If controlled it will help you; if uncontrolled it will rise up and destroy you"

- Theodore Roosevelt
Dancing With The Squirrels
Written by Nicholas Hopkins
Boeing Space Coast Leadership Chapter

So there I was, standing by my motorcycle. I had just attended the most popular NMA event of the year, the annual Santa Maria Barbecue, in Titusville, Florida. As usual, the food and fellowship were outstanding.

As I was digging through my saddle bags, I pulled out my jacket and night goggles. It was a beautiful Central Florida evening and I was looking forward to a pleasant ride home. Out of the corner of my eye, I noticed a cute little squirrel climbing down the tree, only a few feet away from me. I thought, “Oh, a cute little squirrel.”

The next thing I felt was a tickle at my ankle, followed by a brushing of my calf, then my thigh. There was a pressure as I felt my shirt being slightly pulled down at the back. Still, I was refusing to believe what my brain was telling me, until I was forced to look over my shoulder. There it was, a scrappy ball of fur clinging to my back. The squirrel. He just looked at me.

Now, being a mature man, just about six feet tall, and weighing in at over two hundred pounds, I reacted in what I felt was an appropriate manner for being accosted by a small furry animal that could have weighed no more than a pound. I freaked out. I immediately began running in circles, trying to shake the thing off my back. When it was obvious that wouldn’t work, I broke into what I’m sure was a very entertaining combination of the Jitterbug, the Twist, and the Dance of the Seven Veils. I even let the squirrel take the lead. He just laughed at me.

Knowing that, at any second, I’d feel his tiny little squirrel vampire teeth sink into my neck, I grabbed a nearby pole and began to swing violently around it. He didn’t budge. (I did however, manage to pick up some very attractive bruises and scratches on the inside of my arm.) I even tried to use the pole to brush the beast off me, but I was afraid I’d just be pushing him into my back.

Finally, just moments before I’m sure he would have begun sucking my brain out the back of my head, I gave one more aggressive twist and I was able to swing him over to one shoulder. At last, I was able to reach him with one of my hands, and I managed to push him to the ground.

The last I saw of him, he was laughing derisively, flipping a tiny little middle finger, before scampering back up his tree.

The ride home that night was a relaxing finish to what had been (mostly) an enjoyable and fun-filled evening. But as I rode south, passing under telephone wires and past trees, I’m quite sure I saw several small furry animals, pointing and laughing.

ICPM Corner:
ICPM Is Having A Bundle Sale!

Don’t miss out on the summer savings!
For the month of June, save $100 per person when purchasing the CM bundle*. Savings apply to minimum purchases of 5 or more bundles at $545 each + shipping/handling.

*The CM bundle includes all materials needed to become CM certified:
1. Application Fee
2. 3 Study Manuals
3. Online Learning Center
4. 3 CM Assessment exams
5. Recognition certificate and lapel pin

To take advantage of this offer, call or email Melody Branner at 800-568-4120 or brannemh@jmu.edu Be sure to request Summer Sale pricing and space.

Hurry, offer expires June 30, 2007

Terms of Sale: Orders must be paid at the time of order by check or credit card. No invoices will be processed. All sales are final.
Preview of Upcoming NMA LiveOnline courses for June-September:

To register or to be added to the mailing list contact
Karen Tobias at 937-294-0421 or Karen@nma1.org

June 7
So That’s How You Do That! MS Word—Quick tips for making MS Word work for you
  • Create a toolbar for quick letters
  • Add a folder shortcut to open and save files faster
  • Spend more time writing and less time formatting

June 14
Execution—The discipline of getting things done.
Based on the book by Larry Bossidy
  • The people process
  • The strategy process
  • The operations process

June 21
Online Conferencing—Made easy
  • Choosing the right media for presentations, training, and tiger teams
  • Answering the FAQs
  • Avoiding the 5 major pitfalls
  • Working across time zones and campuses

June 28
Crucial Conversations - Made easy
  • Manage your communication style under stress
  • Make it safe to talk about anything
  • Fill the pool of shared meaning
  • Turn conversations into actions and results you want

July 19
xG Execution Quotient - Focus on and execute your highest priorities throughout the day
  • Discover the common gaps in execution
  • Understand the expectation to produce more for less in a terribly complex world
  • Focus on and execute your highest priorities throughout the day

NEW - July 26
Moving Beyond Metrics - Thinking big but starting small
  • Convert the big picture into something you can do
  • Define what your key performance indicators are
  • Nurture yourself and the corporate culture too

August 9
So That’s How You Do That! MS PowerPoint—Quick tips for making PowerPoint work for you
  • Pulling presentations together in record time
  • Creating great looking templates
  • Adding-in transitions/animations, video clips and sound
  • Looking like a professional

August 16
So That’s How You Do That! MS Excel—Quick tips for making Excel work for you
  • Use the function features to save time
  • Filter data for finding information fast
  • Find solutions by using the “What If” function

August 23
Pressure Driven Performance—Building high performance teams
  • Leading in a multi-responsibility environment
  • Laying down the communication tracks for situation awareness and mission analysis
  • Critical decision making
  • Workload management and task allocation
  • Monitor results—adjust as necessary
  • Enabling people to speed up

September 13
E-Mail 2—Enhancing your performance with technology
  • Learn to lead via your E-mail practices
  • Recognize “what’s REALLY important”
  • Manage the daily blizzard of e-information

September 20
E-Mail 3—More ways to tame the paperless tiger
  • Find it fast with arrangements and search folders
  • Use flags as the basis for your automatic “To Do” list
  • Create a Favorite Folder List that makes you look so organized

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E-Mail 4—Become a top gun at multi-tasking
  • Using a Microsoft add-in to speed up searching for e-mails/documents
  • Keeping straight what you need to do in a multi-task environment
  • Managing your desktop and your desk