



# NMA Breaktime

An electronic Newsletter for NMA Members

NMA... THE Leadership Development Organization

February 2010 Issue

## Meet Your 2010 National Secretary

In last April's issue, Breaktime profiled the newest NMA National Officer, Bill Kitchen, CM, our 2009 National Secretary. Today we'd like to continue that process by introducing our 2010 National Secretary.



Melinda M. Hester, CM, has worked on the Space Shuttle program since 1978. She has worked in various capacities throughout her 32 years at the Kennedy Space Center (KSC) including data entry operator, technical writer, publications analyst, and Manager of the Data Operations group for 12 years. She is currently a Lean Six Sigma Black Belt and Project Lead for United Space Alliance at KSC. In this capacity she is responsible for identifying improvement opportunities, coordinating project charter and scope with all involved stakeholders and leading/facilitating

process improvement teams to effectively identify and implement process improvements. As a Black Belt she also mentors Green Belts and other Black Belts.

Melinda is active in the NMA chapter at United Space Alliance (USA), the USA Leadership Association (USALA), having served as a board member since 1998. She is currently the Professional Development Director for USALA, but has also served as Public Relations Director (having won 2<sup>nd</sup> place in the publications contest in 2002), Vice President, and President.

Named "CM of the Year" in 2009, Melinda also serves on the Board of Regents for the Institute of Certified Professional Managers (ICPM). Currently she serves as chairman of the Certification Services Committee.

Melinda is also an Advanced Toastmaster Silver and serves as Treasurer for the Islander's Toastmasters club in Cocoa, FL.

Ms. Hester is an avid volunteer -- she teaches CPR/AED (Cardiopulmonary Resuscitation/Automated External Defibrillators) and First Aid for her local Red Cross Chapter, organizes the Junior Achievement Bowl-a-thon each year for United Space Alliance, and volunteers at the FIRST (For Inspiration and Recognition in Science and Technology) Robotics Orlando Regional competition at the University of Central Florida (UCF) each year (for more info go to [www.usfirst.org](http://www.usfirst.org)).

A Florida native, born in Jacksonville, Melinda moved to the central Florida area when she was 6 and where she has lived since. She graduated from Titusville High School, holds a BA in Business Administration from Barry University, and is nearing completion of her MA in Management and Leadership from Webster University.

Melinda enjoys reading, sewing, travelling and cooking with her husband Dennis, and spending time with her family, especially her 6-year old granddaughter Sophia.



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## NMA News Briefs!

### Your 2010 Leadership Team



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### 2010 NMA Theme Graphic Now available for download at <http://www.nma1.org>

At its January meeting, the NMA Board of Directors approved "NMA... 2010 Fostering Leadership for a new decade!" as this year's Association theme. We encourage you to make this theme and the graphic part of your own publications and promotional materials for the year. Click here to download the 2010 Theme Logo: [http://nma1.org/Downloads/logos/2010\\_Theme\\_Logo.png](http://nma1.org/Downloads/logos/2010_Theme_Logo.png)



### From the Editor:

It's that time of year again!! Time for nominating someone for...

**Member of the Year • Hall of Fame • Executive of the Year • Publications Contest**



*Sue Kappeler, CM  
NMA Vice President  
of Integration and  
Operations*

The new 2010 forms are online and available for download. Go to: <http://nma1.org> and follow the link "View NMA Downloads" on the right sidebar.

**DEADLINE**  
**April 15, 2010 for:**  
NMA Member of the Year  
Hall of Fame  
Executive of the Year

**DEADLINE**  
**May 1, 2010, for:**  
Publications Contest

All winners will be recognized at this year's Annual Conference which will be held on September 18-20 at the Hyatt Regency in beautiful Miami, Florida! Get your nominations in early and be sure and complete every blank on the forms. If you leave some of the lines blank, you are taking away points from your nominee/entry!

Please email Sue Kappeler at if you have any questions! ([sue@nma1.org](mailto:sue@nma1.org))



Click here to visit the NMA ONE-STOP PD SHOP for all your Professional Development courses offered by NMA: <http://nma1.org/Education/OneStopPD/OneStopPDShop.htm>

!

### 2010 Special NMA Membership Offer!

We are happy to announce that your NMA Board of Directors has decided to conduct the very same membership drive as we offered last year—one that provides chapters with a different avenue for promoting membership in NMA. Yes... for the second year, new members will receive a valuable “free gift” simply for joining or re-joining—a **\$35 value NMA LEADS Assessment!**

#### *How long does this drive last?*

Between January 1- December 31, 2010; retroactive.

#### *What is the incentive?*

Those who join your chapter will receive a **FREE NMA LEADS** assessment (a \$35 value) and follow-up analysis simply for signing up.

#### *What about the \$20 Registration Fee?*

That is still in place. NMA “national” is offering the **FREE NMA LEADS** assessment (valued at \$35) in lieu of any discounted registration fee.

#### *Remind me... what does “LEADS” stand for?*

**Leadership Evaluation and Development System**, NMA's one-of-a-kind electronic leadership assessment - 120 questions, available 24/7, and rooted in the 30 leadership competencies identified in the NMA Leadership Model. Participants who complete the assessment receive a complete analysis and suggestions for reading, training, and future work assignments.

#### *Are there special report forms for chapters to complete?*

No.

#### *What does NMA have to assist in this 2010 drive?*

Two flyers will accompany the campaign announcement. One promotes this special offer and the other is for handing to a new member once he or she has officially joined your chapter. Both can be distributed in hard copy or via email. If you don't have printing capabilities, let us know and we'll be happy to provide you with hard copies.

#### *How does all of this work?*

Chapters hold their 2010 membership drive(s) as they wish, whenever they wish. The marketing piece should accompany any promotional materials one would normally use. Then, once the chapter has a firm commitment, simply hand the second brochure to the new member. It provides them with information about NMA and gives them instructions for taking their **FREE NMA LEADS** assessment. It's as simple as that!

#### *What if a chapter has gone ahead with publicizing a membership “sale” similar to what was sometimes done in the past... with a reduction in registration fees?*

Answer - we will work with any chapter in that situation. Contact the NMA office and we'll figure out how to make it a win-win for everyone involved.

#### *Does this special offer apply to someone who might wish to rejoin the chapter after a lapse in their membership?*

Yes, absolutely. It's nice to have an incentive to encourage them to return. Now... they receive a **FREE NMA LEADS** assessment for coming back into the fold.

This **FREE NMA LEADS** assessment emphasizes the importance of personal development. It reaffirms the NMA commitment to honing leadership skills in tough economic times... and speaks to the fact that success is so often a combination of professionalism and preparation. Click here to learn more about LEADS! [http://nma1.org/Education/NMA\\_LEADS.html](http://nma1.org/Education/NMA_LEADS.html)



### Register today!!

*Even if you don't know who will be attending, you may register your number of attendees and pay for them in order to get the Early Bird Special!*

***Go to: <http://nma1.org>***



NMA... THE Leadership Development Organization

## 2010 WEST LDC APRIL 8-10

Early Bird Special!  
ONLY \$300

*(\$300 during February and \$325 starting March 1!)*

[NMA Home Page](#) | [About the 2010 West LDC](#) | [About the Hotel](#) | [NMA Registration](#)



### Omni La Mansion del Rio

***Hotel Cutoff date: February 19, 2010! Special \$139 + tax S/D Room Rate***

***Make your reservations today!!***

Our 2010 West LDC will be held on the beautiful San Antonio Riverwalk at the Omni La Mansion del Rio Hotel... just a short walk away from the River Center Mall, lots of restaurants, and all that San Antonio has to offer. The room rate at the Omni is \$139 S/D and also includes complimentary high speed Internet service IF you register for their Select Guest Program prior to registering for our conference. Because of the special rate and economic conditions, all **attendees MUST MAKE THEIR HOTEL RESERVATIONS NO LATER THAN FEBRUARY 19... 45 days prior to the conference.** If you find out you can't attend, as long as you cancel your reservations within 48 hours of your scheduled arrival time, you will receive no charges for the reservation.

## 2010 EAST LDC

*Omaha Marriott - 10220 Regency Circle - Omaha, NE*

**Register today for our early Bird Special of only \$300!**

You may register and pay for attendees even if you don't know who will be attending yet!!

Take advantage of this special savings good until March 31!

Go to: <http://nma1.org>

### May 2010

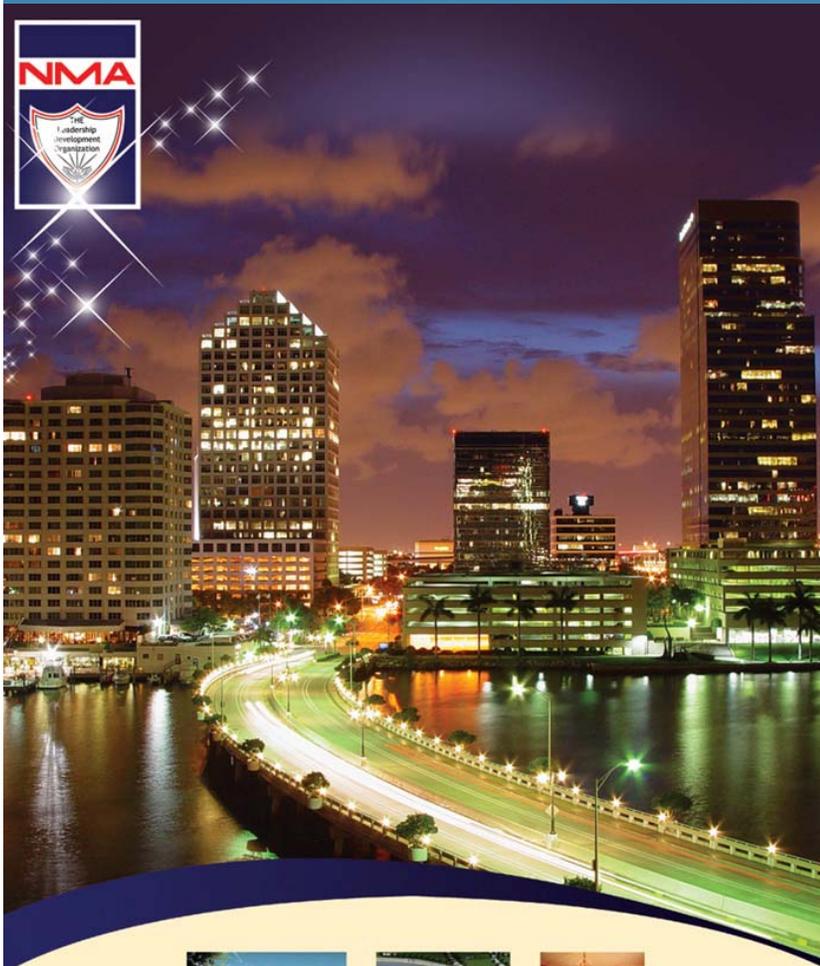


Our 2010 East LDC will be held right in America's heartland, Omaha, Nebraska, at the Marriott on Regency Circle. Besides being just across the street from Nebraska's largest mall, there are many restaurants within walking distance of this beautiful hotel.

The room rate at this newly renovated Marriott is only \$99 S/D. They have agreed to provide all of our attendees who stay at the hotel, complimentary high speed Internet which is normally \$12.95 per night!!

Because of the special rate and economic conditions, all **attendees MUST MAKE THEIR HOTEL RESERVATIONS NO LATER THAN March 31, 45 days prior to the conference.** Make your reservations today!! If you find out you can't attend, you may cancel your reservations up to 24 hours prior to your scheduled arrival date and not be charged.

## NMA News Briefs!



### 2010 ANNUAL CONFERENCE

### Save the Date!!

Start planning today to join us for our 2010 NMA Annual Conference in Partnership with ICPM!!

When: September 18-20

Where: Hyatt Regency at the Convention Center  
400 Southeast Second Avenue  
Miami, Florida 33131  
Phone: 305-358-1234  
\$119 S/D + tax

Why: Come join us for a GREAT learning experience in beautiful Miami with lots of workshops, special guests, and presenters.

You'll leave equipped with new tools to be a LEADER in everything you do... at work, at home, and in your community.

NMA has so much to offer at this year's Conference... an exciting Keynote... Recognition of our 2010 Member of the Year, Executive of the Year, Hall of Fame recipient, AND, the National Finals of our NMA Leadership Speech Contest. The list just goes on and on!!

Please plan to attend!! We promise you won't be disappointed!

## 2010 East and West Leadership Speech Contest Schedule

### March 26<sup>th</sup>

The results and required forms for students advancing to the West LDC Level of Competition are due at NMA Headquarters.

### April 10<sup>th</sup>

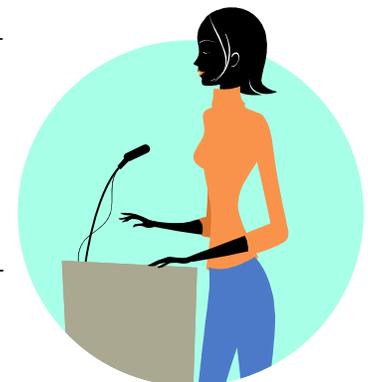
The West LDC Speech Contest will be held in San Antonio, Texas.

### April 30<sup>th</sup>

Your results and required forms for students advancing to the East LDC Level of Competition are due at NMA Headquarters.

### May 15<sup>th</sup>

The East LDC Speech Contest will be held in Omaha, Nebraska.



# Professional Development Opportunities!

## NMA Live OnLine Course Schedule!

Thursday, February 11, 2010  
2:30 PM EDT

### **Mind Reader's Syndrome—How Technology Has Impacted Feedback** (60 Minutes)

What's changed:

- In-person vs. Email
- Working virtually

Palm technologies: Finger tip information, one sentence response

CEU Course Code: 09024wb

Thursday, February 25, 2010  
2:30 PM EDT

### **Influencing Behavior** (60 Minutes)

How Leaders increase their chances of success. Learn why quick fixes don't work and what drives our behavior. We'll start with a behavior challenge many of us face, losing weight, and work it through this change management approach.

CEU Course Code: 10003wb

Thursday, March 11, 2010  
1:00 PM EDT

### **Manage Your Files instead of Piles** (60 Minutes)

Can't find a file in your computer, much less on your desk? Take heart; you too can use a few basic filing conventions, the search function, and a few practical tips to make your work life simpler.

CEU Course Code: 09003wb

Thursday, March 25, 2010  
2:30 PM EDT

### **Getting Feedback on Your Performance** (60 Minutes)

- Learn techniques for asking for feedback on a project or task.
- Find help in making specific requests for challenging opportunities.
- Getting input when you need it from a busy person

CEU Course Code: 10004wb

Contact Karen Tobias at [karen@nma1.org](mailto:karen@nma1.org) to sign up for these Live OnLine courses!

## From Crisp Fifty Minute Series!

### **Managing Personal Change**

\$14.95 each  
(less 25% discount)

Whether it's unexpected or planned, change always provides new opportunities. Make sure you have the skills to take advantage of the current situation and turn it into a positive experience. Changing careers, weathering reorganization, beginning retirement...every transition presents an opportunity for personal growth, as long as you're prepared.



Click here to learn more about *Managing Personal Change*:

<http://www.axzopress.com/237/855/1-4260-1836-3.aspx>

Click here to learn more about Crisp Fifty Minute Series books:

<http://www.nma1.org/Education/Crisp.html>

## Supervisory and Management Skills Program (SMS)

The *Supervisory and Management Skills Program* is a series of ten sequenced and coordinated fourteen-hour courses providing comprehensive and interactive learning exercises geared to assist each participant in becoming a better manager. Topics covered include the ten most-frequently mentioned supervisory training needs. The SMS program is truly a leader in the field of supervisory development and comprises the most comprehensive learning package offered to business and industry today.

Click here to learn more about *Supervisory and Management Skills*

[http://www.nma1.org/Education/Supervisory\\_and\\_Management\\_Skills.html](http://www.nma1.org/Education/Supervisory_and_Management_Skills.html)



## Chapter and Council News!

### LMDA Celebrates 25th Anniversary

Beth Smyre

North Carolina Department of Transportation  
Leadership and Management Development Association (LMDA)

In 2009, the North Carolina Department of Transportation's Leadership and Management Development Association (LMDA) marked its 25<sup>th</sup> anniversary as an NMA chapter. Founded in 1984 as the NC State Government Chapter of NMA, the chapter held its first meeting on September 18, 1984, with a commitment to encourage the spirit of unity and cooperation among managers at all levels in state government. Over the years, membership totals varied, peaking at over 100 members in the early 1990's. The organization was re-chartered in 2003 as LMDA in order to focus on one agency within state government. LMDA provides personal and professional growth to its members through programs and activities designed to foster leadership and management skills development.

LMDA celebrated this milestone on December 3 as part of its annual holiday luncheon. The celebration featured speeches from Debbie Barbour, the director of Preconstruction for NCDOT and the 2009 winner of the LMDA Manager of the Year Award, and Steve Bailey, NMA President. Debbie spoke to attendees about the lessons she has learned over her years of work experience, which began as a child on her family's tobacco farm. She offered valuable advice to the group, including the importance of leading by example, making time to be available to those who work for you, and always following through on commitments. She also reminded the group of the importance of creating a work-life balance, as it's easier to do a job when it is one you enjoy.

Steve Bailey, who travelled from NMA headquarters, spoke to the group about NMA's efforts to rebrand the national organization with a new focus on leadership skills – skills that everyone needs to be able to grow. The new NMA leadership model features four core competencies for leadership: mobilize individual commitment for change, set direction, engender organizational capability, and demonstrate personal character. He noted that it is each person's responsibility to maintain leadership skills and was pleased with LMDA's efforts to provide opportunities for its members.

LMDA also presented its three annual awards at the luncheon, recognizing those who have served both the chapter and the local community with distinction. The Tree Award, presented to any NCDOT employee who exemplifies outstanding community service, was presented to Kim Gillespie. The Outstanding Board Member Award was given to Linda Fuller for her work as LMDA's current Vice-President. Glenn Dennison, a member of LMDA since 1992,

was presented with the Outstanding Member Award for his contributions over the years to the chapter. Glenn has held nearly every office within LMDA during his membership. He is retiring in early 2010, and LMDA will miss him! LMDA looks forward to another 25 years of providing leadership and management training and service opportunities to NCDOT employees! If you would like more information about the chapter or the activities planned for 2010, please see the chapter website at [www.ncdot.org/lmda](http://www.ncdot.org/lmda).

Steve Bailey, NMA President, presents a certificate recognizing LMDA's 25<sup>th</sup> Anniversary to Marie Sutton, President of LMDA.



LMDA Chapter officers at the 25<sup>th</sup> Anniversary Celebration. Front Row (L-R): Marie Sutton, Linda Fuller, Sharon McCa-lop, Lisa Feller, Beth Neely, Beth Smyre. Back Row (L-R): Jimmy Travis, Mike Reese, Kimberly Hinton, Steve Bailey (NMA President), Demorris Hukins, and Benjetta Johnson.



## Chapter and Council News!

### *Our Greatest Ability is Dependability*

Joel Pace

From: "The Plug"

(American Valve & Hydrant Leadership Development Organization Newsletter)

How many times have you dropped a handful of change into a jar for a charity without ever really wondering what happened to it? It is very likely that by the time the money hits the bottom of the jar you have forgotten all about the donation and moved on with your life. While this small act may seem rather insignificant to you as the donor, the recipient probably has a very different experience. I like to think that one day we will all be able to see the full magnitude of even the smallest deeds that we do in our lives. Thanks to Rhonda O'Neill from Buckner International, during American Valve & Hydrant Leadership Organization's November meeting, the attendees were given a small glimpse into the very real lives that they are able to touch by partnering with Buckner during the holiday season.

It is hard to imagine how quickly our world can change and become something that we no longer recognize. For many of the children and families that are served by Buckner, life has taken an unexpected detour. It is comforting to know that there are organizations out there whose primary focus and commitment is helping others pick up the pieces and carry on after a tragic event. While these organizations are a tremendous blessing to those in need, it takes the resources of communities, companies, and individuals who are willing to give in order for them to remain successful.



Ms. O'Neill had some very powerful words of thanks for American Valve and Hydrant Company and to their NMA chapter for all the past support for Buckner programs. In explaining the significance of all the donations, Rhonda spoke about the many different circumstances under which someone may enter Buckner's care.

In 2009, the AVH NMA chapter successfully raised a total of \$2,127.68 for Buckner's Adopt-a-Family program. It is because of that generosity that Ms. O'Neill told everyone at that chapter meeting, "I know that I can always depend on American Valve and Hydrant."

#### **About Buckner...**

*Buckner International is a global Christian ministry that seeks justice for "the least of these" by providing care and resources for orphans and at-risk children in the United States and more than 50 countries around the world. Through international orphanage support, humanitarian aid, short-term missions, foster care and adoption, Buckner has made a lasting impact in some of the world's most poverty-stricken and socially desperate countries. Simply put, they seek to make life better for orphans, at-risk children, and families.*

### **Leadership Quote:**

The key to successful leadership today is influence, not authority.

—Kenneth Blanchard

## Chapter and Council News!

### *Cultivating Trust in the Quest for Work-Home Balance*

Greg Warren

Senior Administrative Analyst, Public Works Department, City of Orange, CA

*"Be the change you want to see in the world." -Mahatma Ghandi*

Each of us has a mother, father, grandparent, cousin, child, friend, family member or loved one who is eventually going to get sick, need hospitalization, hospice care or some other form of support. In fact, on the distant horizon, the needs of our family and friends are waiting to encroach upon our minds at work and beckon for our attention.

Although we have made a commitment to our careers, is it appropriate for the challenging events of our personal lives to hemorrhage through to our work? Should managers and fellow employees be committed to compassion and sympathize with employees who have special needs by providing them with accommodations? Or should they take a more cautious and conservative approach, and advocate for a homogeneous work environment where everyone is treated the same regardless of their circumstance? Should staff have the capacity to understand that their manager may be handling personal challenges and be compassionate toward them when they are having a bad day?



Regardless of one's perspective, sooner or later, we are going to interact with employees who arrive at work strained with the weight of family or other challenges. Unfortunately, the employee and the manager may not have sustained a level of trust that would compel that employee to be candid about their personal challenge. Many people have been conditioned to believe that being candid is a weakness, and is apolitical. This perspective further dilutes trust and distorts our capacity to relate.

According to a recent national survey, roughly 50% of employees don't trust their managers. Conversely, it may also be inferred that a vast percentage of managers do not trust their staff. Overall, the research in the area of trust suggests that managers and staff interested in promoting trust or mitigating the effects of low trust have at least two options available to them. They may endeavor to change the level of trust in their organizations, or they may attempt to mitigate the situation by creating a highly structured environment so that trust will neither directly nor indirectly cause negative outcomes. Essentially they are attempting to force compliance rather than commitment.

Over time, the approach of forced legalistic compliance does not lend to an environment where creativity and innovation are nurtured. In these economic times, we need a higher level of thinking to propel us through to a transformation in perspective with respect to work-home balance. The reliability-oriented attributes of legalistic remedies may be effective in establishing compliance, but are less successful in addressing distrust, nurturing crea-

tivity, and forging commitment. Before a management or staff can initiate the best means of resolving each other's needs within and outside of the workplace, a level of mutual trust must be established.

An area of diversity currently receiving attention is the large proportion of the workforce with commitments to care for a family-member or loved one. Many organizations have introduced "family friendly" policies including parental leave, childcare assistance and reduced hours of work. But this tends to focus on mothers of healthy, young children. The intense, long-term needs of aged parents, disabled children or children with special needs can severely stretch the provision organizations make for their employees. Consequently, many parents and children of aged parents with needs experience challenges in establishing a work-home balance.

This challenge is attributed to the employees' desire to simultaneously excel in their career and meet the demands placed upon them outside of the workplace. Although organizations can certainly reap benefits from making special arrangements for employees with needs and issues outside of the workplace. However, there are limits to management responsibility in relation to non-work barriers. The work still needs to get done.

When managers make accommodations for employees with life challenges, they may be placed in a dilemma of navigating around the perceptions of the remaining staff. Consequently, their best of intentions can be distorted by the perceptions of others who are unaware of the challenges faced by their colleague.

In today's economic environment and fast-paced work setting, each of us is compelled to wear many hats. We are assailed with information at a rate which exceeds our capacity to digest it properly. The technology that was intended to reduce our workload has actually deceptively increased our workload within and outside of the workplace and further, it has skewed our work-home balance.

Senior leaders, managers and employees need to view work-home balance as being in their interest. Organizations and individuals need to be clear about the benefits of work-home balance in terms of performance and productivity. Finally, it's essential to embed into a work-home balance initiative, individual responsibility, and accountability. As individuals, to improve our ability to cope with the home/work pressures we face, we can enjoy our time away from work, engage in hobbies, exercise, eat well, be happy, healthy and come back to work with renewed passion and energy. As managers, we can be the change we expect to see in the world!

## Chapter and Council News!

### *The Best Time to Plant a Tree*

*Paul Cahoon, Chapter President*

Lockheed Martin Leadership Association #565, Fort. Worth, TX



The best time to plant a tree is twenty years ago ... so what does one do now? Should the missed opportunity be placed in the Book of Regrets as a reminder of what could have been? Some believe that life is a big circle; others believe history repeats itself. I believe no amount of good intentions can create a twenty-year old tree so let that bygone be gone. The opportunity is not coming back.

While we are given different sets of tools and different sets of circumstances, we are each given just one chance to live life. Spending hours, weeks, or years mired in regret stifles one from accomplishing the next good intention. Becoming consumed by past decisions or a past unwillingness to make decisions distracts from one's ability to guide the future in much the same way as driving

a car while staring out the rear window. No amount of regret can plant a tree twenty years ago.

The best time to plant a tree is twenty years ago; the second best time is now (proverb). While one cannot affect the past, one can certainly affect the future. "Be the change you want to see in the world" - Mahatma Gandhi. Be that change, today. If you want a friendlier world, be a friendlier person. If you want a less stressful work environment, learn stress-reducing techniques and share with others.

As leaders, we must realize no one gets a second chance to live life over; however, from every dawn emerges a new day to improve upon the past, to find purpose, to find peace. Individually, it is our responsibility, to let go of the past and become the person we have always wanted to be. Rather than becoming tangled in the past, we must take all of life's lessons, all the words of wisdom, and all the virtuous qualities we have found in others and apply them to the pursuit of our passion.

### *Respect Diversity in Decision-Making*

*Paul Cahoon*

Leaders make decisions that directly impact other people's lives. Every day, each of us makes decisions that impact other people's lives; therefore, we are all leaders. As leaders, we are required to make sound decisions because of the impact on others. The soundness of these decisions will be determined by the foundation upon which they were made.

Two foundations for decision-making are popularity and respectability. Decisions based on popularity are...well...the most popular. The majority rules! What could be sounder? I say - decisions founded on respect. Choosing respectability over popularity can be a difficult decision filled with apprehension of ostracizing oneself; however, choosing popularity requires one to become the very thing abhorred. The proverbial class clown is the most popular but least respected person because to satisfy the joviality of the majority he or she must ridicule the minority. This majority-rules philosophy leads to segregation, glass ceilings, and bashing.

Kim Peek (the real life Rain Man) reminds us, "You don't have to be handicapped to be different. Everybody is different." No one is more different than Kim Peek. No one was more different than my grandfather who wore a purple suit and slept in a round bed. (Thanks to my grandfather, I have eaten turtle soup and fried dandelions.) No one is more different than you or me.

Having an inclusive attitude towards diversity is not only respectful but creates an opportunity for sounder decision-making. The world would be far less hospitable without the minority views of Edison who was thrown out of school for being dumb, Da Vinci who wrote backwards in mirror image, and Gandhi who refused to wear more than beggar's garb.

Peek and my grandfather, through their love of life, taught me to be myself; Gandhi, through his love of others, taught me to be the change I want to see in the world; Da Vinci and Edison, through their willingness to explore, taught me to consider the opinions of others regardless how different the idea or idea-maker because respect for diversity creates an opportunity for sounder decision-making.



## Chapter and Council News!

### Reaching out for the Holidays!

This past holiday season, the Lockheed Martin Leadership Association Bangor Chapter 534 in Silverdale, WA, sponsored the *2009 Lockheed Martin Children's Holiday Party*. This prestigious event is part of the association's commitment to community outreach and youth connection. This is a special time where friends and family can get together to participate in arts and crafts, fun games and partake of the best holiday treats in town. At the conclusion of the party, there is always a very special guest that comes down the chimney to bring special gifts to all of the boys and girls!



## ICPM Corner

### ICPM Offers AMS Scholarships in 2010



For the second year in a row, ICPM will offer Administrative Management Society (AMS) Scholarships for CM certification. AMS was the founding sponsor of the Certified Administrative Manager (C.A.M.) certification, an advanced level certification for administrative managers, which ICPM acquired in 1995. Upon termination of AMS in 2007, it donated funds to ICPM to create an AMS legacy to support management and leadership development through the funding of scholarships.

**2010 AMS Scholarship submissions will be accepted thru February 5, and scholarships will be awarded by February 12.**

Eligibility criteria to apply for an AMS Scholarship include the following:

- Be a first time applicant to the CM certification purchasing the CM bundle,
- Meet the eligibility requirements for education and experience for CM certification,
- Be able to complete the 3-CM certification exams within 15 months, and

Be able to fund the remaining cost of certification upon receipt of a scholarship award.

Each AMS scholarship award will be made in the amount of \$395 (US dollars) and will partially offset the cost of the US or international CM bundle. The remaining balance will be paid by the scholarship recipient at the time the scholarship award is made in February. Any additional costs of certification, i.e. exam retakes or application renewals, will be the responsibility of the scholarship recipient.

To apply for an AMS Scholarship, submit the documents listed below to ICPM by fax (540-801-8650) or email ([icpmcm@jmu.edu](mailto:icpmcm@jmu.edu)) by February 5, 2010.

- [CM Application form](#) with all required documentation
- 2 letters of business/professional support for a scholarship award

300 words or less, double spaced essay on why you want to become CM certified

Scholarship submissions will be reviewed and selected by committee. Award recipients will be notified by February 12, 2010. Questions can be addressed to Melody Branner at 800-568-4120 or by email at [icpmcm@jmu.edu](mailto:icpmcm@jmu.edu).

### New Ways to Lower Your Phone Bills

Gregg Marshall, CPMR, SCP



You would think everyone has heard about VoIP, Voice Over Internet Protocol. It is advertised on TV by a number of companies, especially Vonage.

But apparently not. If your long distance bill is more than \$30, it might be worthwhile to investigate VoIP as a cost saving opportunity.

One option in VoIP is a service like Vonage, Broadvoice, etc. Most cable companies also offer "digital phone service" that is VoIP. And many regular phone services are coming up with VoIP options.

These services are typically in the \$20-30 per month range. They all include unlimited calls within the US, usually Canada, and some offer Europe (Broadvoice offers most of Western Europe and China in their package).

Unlike Skype, which requires your computer to operate, these services come with an adapter box (or they sell it to you for under \$100). That adapter box plugs into your cable or DSL modem and you plug your computer or wireless router into them. You plug a regular telephone into the jack and you are ready to start calling. By putting the box between the modem and computer/router, they can ensure a better quality telephone connection despite your kids downloading the latest movies.

Vonage also has the slick V-Phone for traveling. It looks like a USB flash

drive, which it is. But on one side is a small jack for a special cell phone headset. All the Vonage software is preinstalled. Just plug your V-Phone into a computer and start making and receiving calls. When you unplug the V-Phone it and all your call history/phone book go with you. That makes the V-Phone a great way to make calls using a hotel workstation or a computer at an Internet café. Load Migo's software ([www.migosoftware.com](http://www.migosoftware.com)) on the flash drive and you can even take your desktop settings with you.

Many of these services can now transfer your existing telephone number to the service so no one will notice your switch to VoIP. Another plus is if you travel a lot, or have a summer cottage you stay at, you can take your adapter with you and your phone number stays the same no matter where you are in the world. You can even get a second telephone number in another area code (when my daughter was in Nova Scotia we got her Yak service that had a Nova Scotia number for friends at school and a 303 number for her friends in Colorado). Most of these services have voice mail and caller ID as standard options included in the monthly fee.



Watch ViaTalk's web sites. About every 60-90 days, they'll do a "Buy One Year, Get One Year Free" promotion. Sign up under that promotion and your average monthly bill drops below \$10 per month (\$199 for 2 years), although ViaTalk bills you an additional \$2.50 per month for regulatory fees recovery.

I recently switched my VoIP service to Ooma (<http://www.ooma.com/>). They have a different business model than similar services such as Vonage. With Ooma you pay about \$250 for the adapter, which includes unlimited US calling for life. For less than \$10 per month you can upgrade to Ooma Premier which adds a second line and additional features. Calls outside the US are comparable to other VoIP services and Skype.

My experience with my VoIP service has been generally good and certainly less expensive than maintaining a regular telephone line and paying for long distance. I have, however, had instances of dropped calls or occasional drop outs (where the connection goes quiet for a few seconds before coming back).

*Gregg Marshall, CPMR, CSP, is a speaker, author and consultant. He can be reached by e-mail at [gmarshall@repconnection.com](mailto:gmarshall@repconnection.com), or visit his website at:*

<http://www.repconnection.com>

### Leadership Quote:

Success is to be measured not so much by the position that one has reached in life as by the obstacles which have been overcome while trying to succeed.

--Booker T. Washington

## Individual Member News!

### NMA Individual Member Receives Beckwith Award

*Avis French*  
NMA Individual Member

The Gene Beckwith Memorial Award was instituted in 1981 by the ToastMasters Founders District (Orange County, California). Annually or semi-annually, the current District Governor selects the Toastmaster in Founder's District who best exemplifies the humor, wisdom and leadership qualities of Gene Beckwith, Distinguished ToastMaster (DTM), Past District Governor (PDG). I was privileged to be the recipient of this prestigious award for Fall 2009. I look at the names of past recipients with their DTM and PDG designations and I just cannot believe I was selected for this award.

Why am I describing this award in the NMA newsletter? Because without the training that I received from NMA, I

would not have been able to do the work for ToastMasters that I do. Let me explain. I joined Burroughs NMA chapter (later to become Unipro) in 1985 to become a better employee. In 1986 I joined ToastMasters to improve my communication and presentation skills and also help me become a better employee. The NMA chapter and the ToastMasters club gave me a safe environment to practice my leadership skills. In 1986 I was asked to help my company's business and education partnership, which brought me into the local educational community. In 1988 I began working with the NMA speech contest for high school students. That program brought me into the sphere of influence of a number of other organizations that were also conducting speech contests, primarily for high school students but also college students and even adults: Rotary International, Lions International, Academic Decathlon, Future Business Leaders of America, Concordia University, and DeMolay International among others. I received a number of awards for all these efforts, including NMA chapter and council awards culminating in NMA national Member of the Year in 1995, and a number of awards from ToastMasters culminating in the Beckwith Award.

In 1996 my NMA chapter disassociated from NMA and I stayed on as an individual member, being active in council and national events, and keeping on with all my educational partnerships. I retired at the end of 2001 and never dropped a stitch of my activities. I love being active in the local community, in the educational community, in the NMA community, and in the ToastMaster community. The Beckwith Award is proof positive that I'm doing the right thing, as an NMA individual member and as a competent ToastMaster/competent Leader.



### ATTENTION INDIVIDUAL MEMBERS!!

Do you have a similar story you would like to share with our NMA members?? If so, please email the article to me so we can publish it in a future issue of NMA Breaktime!

In addition, we are in the process of developing a recognition program for our individual members. A part of this recognition will be an Individual Member of the Year! We would appreciate it if you could email us any criteria you feel we should use for this award! Email: [sue@nma1.org](mailto:sue@nma1.org)



Visit us at [www.nma1.org](http://www.nma1.org)