



NMA Individual Member News

Volume 4, Issue 1
February 2005

From Your 2005 Chairman of the Board



Wendell M. Pichon, CM
2005 NMA Chairman of the Board
*Lockheed Martin Leadership Association
Fort Worth, Texas*

If you have any articles or information that would be of interest to individual members, please contact:

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Character is like a tree and reputation like its shadow. The shadow is what we think of it; the tree is the real thing.

--Abraham Lincoln
(1809 - 1865)

NMA is off to a running start in 2005! The Officers and the Board of Directors met in Dayton on the weekend of January 14-16. I was very happy with the outcome of the weekend's events.

James M. Kouzes and Barry Z. Posner in their book, The Leadership Challenge, stated; *"Beyond the horizon of time is a changed world, very different from today's world. Some people see beyond that horizon and into the future. They believe that dreams can become reality. They open our eyes and lift our spirits. They build trust and strengthen our relationships. They stand firm against the winds of resistance and give us the courage to continue the quest. We call these people LEADERS."*

We had the opportunity to witness many of those leaders, your chosen representatives on the NMA Board of Directors, a few weekends ago. On behalf of all our members nationwide, your National Officers, the Executive Board, Board of Directors and the NMA Staff were all working hard with full dedication and commitment. They were looking beyond the horizon and into the future. We adjourned the meeting on Sunday morning believing that our dreams will become reality. However, they cannot become reality without the help and support of our Council and Chapter leaders. I would like to share with you three specific goals that will require your help and support.

- **GROWTH:** The Association Services and Association Development Committees work toward increasing our membership to 25,000 members in 2005 - We need your help and support by:
 - *Encouraging our councils and chapters to participate in our upcoming Membership Drives (you select the 30/60 day time frame for your drive)*
 - *Encouraging our Councils and Chapters to provide National with Company Name and Point of Contact for Potential Chapters*
 - *Sharing the Individual Member Newsletter with Potential Individual Members and encouraging them to join the NMA*
- **PROFESSIONAL DEVELOPMENT:** Develop 3 new short courses (CEU credit) that will meet the needs of our members. - We need your help and support in:
 - *Encouraging your Council or Chapter to promote the existing and the new courses that we have to offer.*
- **COMMUNITY SERVICES:** Increase our chapter/council participation in the American Enterprise Speech Contest by 15% for our 2006 program.
 - *If your Council or Chapter is not participating in the American Enterprise Speech Contest, we need you to encourage them to become involved in this very worthwhile community project.*

As Officers, Members of the Executive Board and Board of Directors, we have set some high expectations for this association in 2005. Above are just a few of our goals for the year. We set these high expectations because we wanted to create the self-fulfilling prophecies about how ordinary people can and will produce extraordinary actions and results. We have provided the Area Chairs, Committee Chairs, National Directors and Associate Directors with clear directions, substantial encouragement, personal appreciation and a positive outlook. I sincerely ask that you join us in this effort of making the NMA "The Place To Be" in 2005.

From the NMA President



Leaders... are they "born" or "made"?

*Steve Bailey, CM
NMA President
Dayton, Ohio*

Answering the question in the title is akin to answering the one about the chicken and the egg. Does anyone really know... and does the answer really matter?

Having absolutely no real credentials upon which to hang my response, I'll venture a guess and say it's both. Working for NMA provides all of us with "a window on the world" when it comes to taking the pulse of business and industry. Our membership base and our sponsoring company roster are both broad. When you add in the number of people whom I've seen rise through the chairs of their NMA chapters and often on through the national organization, the spectrum is considerable. Along the way, I've seen people who absolutely, positively are "born leaders". Yet, I've watched far too many people grow into leadership positions to take the easy way out and ascribe it solely to genetics.

Let's start by debunking an old myth. When people talk about "born leaders" they're often thinking about charisma... and charismatic leadership. That's wrong. It's like my mother's famous adage, "If you don't know anything, dress up!" Both attributes help, but they are not enough. If that's all you've got, you're eventually going to be exposed... and suddenly "the emperor has no clothes."

I volunteer time with a group of local college students. I keep telling them that they need to spend their four years getting an education, not merely a degree. I advise them that they will be entering a workforce where success will be measured by how well they forge and form collaborative relationships. They must learn to facilitate, not dominate; influence, not enflame; and disagree without being disagreeable. These aren't just survival skills... they're leadership skills as well.

Leadership is about movement. It's about helping people, ideas, and processes move from the status quo to somewhere else. You don't have to sit in a corner office or somewhere on the top floor to have that kind of influence. Each of us can learn to move mountains, no matter where we sit in the organization.

The woman who successfully walks a department through a new computer system is a leader. The salesman who convinces the team to take on a new ad campaign is a leader. The engineer who makes others understand that his blueprint adjustment is critical to mission success is a leader. The chapter program chairman who upends "the way we've always done things" and institutes a new monthly meeting process is a leader.

Each of us determines the set of our own sails. We need to learn to "fly above" the current playing field and think and act strategically. We can learn to facilitate and we can develop those critical personal and interpersonal skills that give us "influence" with others. If we can stand back and analyze ourselves critically... and uncover the skill sets in which we might be a bit deficient... then we can set out to correct our course and adjust our sails. Within all of us is the ability to lead.

Our customers... your employers... are increasingly looking to NMA to help them identify, nurture, and tap future leaders. Our NMA "tag line" is "Preparing Tomorrow's Leadership Team Today". That can't simply be a line in a masthead; it has to be our mission... and our vision.

Your 2005 NMA leadership team is focusing like a laser on how NMA (our chapters and our national organization) can provide the tools and the opportunities for NMA to foster leadership development in business and industry. Stay tuned as we work toward serving you in a new way... and helping you build those leaders for tomorrow... today.

Every day you may make progress. Every step may be fruitful. Yet there will stretch out before you an ever-lengthening, ever-ascending, ever-improving path. You know you will never get to the end of the journey. But this, so far from discouraging, only adds to the joy and glory of the climb.

--Sir Winston Churchill (1874 - 1965)

2005 Leadership Development Conferences

Go online today and register at:
<http://nma1.org/ldcs/index.htm>



*Pacific South, Pacific North, Southwest!
April 14-16*

*Embassy Suites Phoenix North
2577 W. Greenway Road
Phoenix, Arizona 85023
Phone: 602-375-1777
Room Rate: \$99 plus tax S/D*



*Northeast / Southeast / Central
April 21-23*

*Crowne Plaza Hotel
33 East Nationwide Boulevard
Columbus, Ohio 43215
Phone: 614-461-4100
Room Rate: \$109 plus tax S/D*

Leadership Development Conference Agenda

Thursday

*CEU Workshop
Welcome Mixer
Open Evening*

Friday

*Opening Session
Leadership Development Workshops
Luncheon
2 CEU Workshops*

Saturday

*General Session with National Officers
CEU Workshop
Luncheon
Networking Session
American Enterprise Speech Contest
Dinner and Announcement of AE Speech
Contest Winners*

Go online to: <http://nma1.org/ldcs/index.htm> for a complete agenda and registration information for both conferences.

Welcome New Individual Members

We would like to give a warm welcome to our newest individual members who joined since our last issue of NMA Individual Member News was published. They are:

Beauregard, Adam
Cape Canaveral, FL

Denham, Earl F.
Tifton, GA

Flegle, Larry
Woodstock, GA

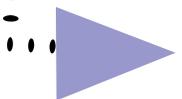
Fraga, Veronica
Long Beach, CA

Lee, Siwon
Glen Burnie, MD

Smith, Cheryl L.
Orient, OH

Stricker, David
Fallston, MD

If you would like information about chapters or councils in your area where you could participate in meeting, civic activities, and/or professional development programs, please contact Robin Fulong at robin@nma1.org. Robin is the National Membership Coordinator.





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Success is getting what you want.
Happiness is wanting what you get.
Dale Carnegie

Visit us on the Web!
<http://nma1.org>

Workplace Conflict Resolution Tips

By Doug Stanearth

Conflicts are inevitable, but the more we know about human nature, the better we will be at resolving conflicts, and the better the outcome might be for both parties. We know that different people have different priorities and different styles in dealing with situations that may occur, but in general, human beings have certain characteristics that are very similar - even across gender, racial, and socio-economic lines.

- People love to be agreed with.
- People hate to be disagreed with.
- People like other people who agree with them.
- People dislike other people who disagree with them.
- People who are good at resolving conflicts look for some point of agreement and use good people skills to get others to see a different point of view.

So if we know that when we disagree with people, we are likely to raise resentment, it might be a good idea to strengthen our soft-skills - our people skills - when dealing with conflicts or potential conflicts. If we find ourselves in a tense situation, and we raise our voice, the other party is likely to respond in kind. This will usually escalate the situation quickly. Understanding this human nature is one of the first and most important steps in **anger management**. Below are SEVEN tips for avoiding and ultimately managing and resolving conflicts.

1. **Be proactive instead of reactive.** *Good plans shape good decisions. That's why good planning helps to make elusive dreams come true.* -Lester R. Bittel
2. **Be slow to anger-especially over petty issues.** *Anger is always more harmful than the insult that caused it.* -Chinese Proverb
3. **Instead of telling people they are wrong, point out mistakes indirectly.** *A person convinced against his will is of the same opinion still.* -Samuel Butler
4. **Look for some type of common ground as soon as possible.** *A compromise is the art of dividing a cake in such a way that everyone believes he has the biggest piece.* -Ludwig Erhard
5. **If you find that you are in the wrong, admit it.** *It's easier to eat crow while it is still warm.* -Dan Heist
6. **Admit one of your own poor decisions before pointing out a similar error by others.** *A man should never be ashamed to own he has been in the wrong, which is but saying... that he is wiser today than he was yesterday.* -Alexander Pope, from *Miscellanies* by Jonathan Swift
7. **Mend fences whenever possible.** *Never does the human soul appear so strong as when it forgoes revenge, and dares forgive an injury.* -E.H. Chapin

Doug Stanearth, doug@leaderinstitute.com, is CEO of The [Leaders Institute, Team Building and Employee Development Training](#). His High Impact Leaders program is a very effective anger management class. He can be reached toll-free at 1-800-872-7830.

Coming in May

2005 Leadership Development Conference Highlights