Emotional and Social Intelligence ... What is it?

Janet Ford / CEO Leadership with Purpose and Passion

Emotional and Social Intelligence is the ability to recognize your own feelings and the feelings of others; motivate and encourage others and effectively managing emotions.

Emotional and Social Intelligence is actually a model consisting of twelve competencies organized in four quadrants; Self Awareness, Social Awareness, Self-Management and Relationship Management. Let’s explore the first competency, Self Awareness.

Self-Awareness is the ability to understand your own emotions, how you react to cues in the environment and how your emotions affect your performance. Basically, it concerns your inner abilities, limits and resources.

A few questions to ask yourself:
How good are you at recognizing how you really feel?
What triggers an emotional reaction in you?
What do you really value? What really matters and how does that affect how you feel?

What does Emotional Self Awareness look like?
You are aware of your feelings
You know why you feel a certain way
You understand the implication of your emotions
You are aware of your strengths and weaknesses
You are open to feedback

Those who struggle with Emotional Self Awareness:
Get easily irritated with others.
Treat people in an abrasive manner without realizing the impact
Feeling of imbalance in various areas of their life
Difficulty in aligning personal values with work
Rarely seek out feedback find it difficult to accept

Self Awareness is the cornerstone of social and emotional intelligence and without accomplishing it first, the other three are difficult if not impossible to obtain.

Next time, we will discuss the second Emotional Competency, Self-Control.

Janet A. Ford is the CEO and Founder of Leadership with Purpose and Passion (LWPAP), LLC a fast-growing full-service management consulting firm that provides customized training and support to pro-active organizational teams desiring to provide a healthy work environment for their employees. LWPAP offer workshops, seminars, pre-training assessments, post-training evaluations, and on-site consultations to both for-profit and non-profit organizations who seek to change their organizational culture.

For over 27 years, Ms. Ford has used her knowledge and skills to create and deliver programs to effectively create synergy and positive team results. She contributes her personal success as a professional leader to her ability to see beyond the external, identify and connect with the internal and release the abilities within others. She believes that true accomplishment rests in the success of those around you.

Ms. Ford holds a Master’s Degree in Business Administration and a certification from Villanova University for Lean Six Sigma Master Black Belt. As a former government employee, she received numerous recognitions including the FAA Administrator’s Special Achievement Award and the National Black Coalition for FAA Employees Manager of the Year and Diversity Awards. As a former Training Program Manager for Lockheed Martin Flight Services, Ms. Ford received the Lockheed Martin Leadership Excellence Accountability and Development Award and was selected as the Manager of the Year by the Lockheed Martin Leadership Association.
Grow Your Membership!

Look on page 8 in this publication and find out all the details about our exciting 2015 membership drive!!

Just a reminder...

About the Speech Contest...

The paperwork for Speech Contestants advancing to the East LDC Level of Competition (Columbus, OH) must be received at NMA by May 15, 2015

The required paperwork includes:
- LDC Speech Contest Registration Form
- Student Entry Form
- Consent & Acknowledgement of Risk Form
- Copy of Contestant’s Speech

At both LDCs, the Speech Contest Winners will be announced during the Conference final banquet; Chapters/Councils are responsible for purchasing tickets ($50 each) for their contestant.

Questions concerning the LDC Level Speech Contest, please contact Robin Furlong 937-294-0421 or robin@nma1.org

Dates to Remember!!

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
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<tr>
<td>Publications Contest Entries due at NMA headquarters</td>
<td>May 1</td>
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<tr>
<td>Last day to receive NMA Early Bird discount for East LDC, Columbus, OH</td>
<td>May 5</td>
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<td>Last Day to receive special rate with Sheraton Columbus, OH, for East LDC. Remaining room block will be released to public.</td>
<td>May 5</td>
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<tr>
<td>Deadline: The paperwork for Speech Contestants advancing to the East LDC Level of Competition in Columbus, OH, must be received at NMA</td>
<td>May 15</td>
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<td>East Leadership Development Conference Sheraton at Capitol Square Columbus, OH</td>
<td>May 28-30</td>
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<td>Nominations for Executive of the Year, Member of the Year, and Hall of Fame due at NMA headquarters</td>
<td>June 1</td>
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<tr>
<td>June NMA Board of Directors Meeting NMA Headquarters / Dayton, OH</td>
<td>June 25-27</td>
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<td>September Board of Directors Meeting Peppermill / Reno, NV</td>
<td>October 29</td>
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<tr>
<td>2015 NMA Annual Conference Peppermill / Reno, NV</td>
<td>October 30-November 1</td>
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FISH! For Leaders

Elizabeth Thomas / Communications Director / LMLA #546

Introducing FISHMONGER of the MONTH... Barb Kerschner! Barb took the first "FISH! For Leaders" class in January and has been making efforts to help introduce PLAY, MAKE THEIR DAY, CHOOSE YOUR ATTITUDE, AND BE THERE in the workforce. She receives the first FISHMONGER of the Month award for February. Congratulations Barb!

#HowDoYouFish?
Springtime Outdoor Safety and Maintenance Tips

*A message from Liberty Mutual Insurance*

**Dennis Goebel, Vice President, Liberty Mutual Insurance**

Before we can fully enjoy spring time, we may first need to clean up some of the damage caused by winter. You can prepare for the upcoming season with these spring home maintenance tips.

- **Lawn** – Once the danger of frost has passed, rake your grass and give it the first fertilization of the season. It will really spruce up your landscape.

- **Flowers** – If last year’s flowers are long gone, plant early spring annuals. Or if your flower bed contains perennials, add mulch and fertilizer, which will encourage the plants to come back to life.

- **Trees** – Signs that trees require pruning include crossing, dead, or decayed branches or limbs. Perform simple pruning cuts yourself, but leave climbing trees and more extensive cutting to a certified arborist.

- **Siding and Roofing** – Check your siding and roofing for loose materials, chipped paint, and rot. Look for areas where caulking has weathered away, such as around the chimney. Call a roofing expert when necessary.

- **Deep Cracks** – Cracks in sidewalks and driveways can pose tripping hazards. Seal the cracks with concrete or mortar.

- **Standing Water** – Drain any areas where water collects and attracts mosquitoes or causes a backup.

- **Outdoor Home Lighting** – If you discover lighting that is not working despite changing light bulbs and checking the fuse box, you may have a short in the line caused by moisture, which will require the expertise of an electrician.

Complete these pre-spring home and lawn maintenance tasks, and your house will be as ready as you are for the pleasant days ahead.

To learn more about Liberty Mutual Auto and Home Insurance, or get a free, no-obligation quote, call 1-800-524-9400 or visit [www.libertymutual.com/nationalmanagementassociation](http://www.libertymutual.com/nationalmanagementassociation).

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Did you know NMA developed the Management Week in America program in 1978? Numerous governors, mayors and commissioners ceremoniously have proclaimed the first week in June as a special time for people to recognize the profession of management. During 1982, a Joint Congressional Resolution was signed into law reflecting the dates of the 1983 observance, and President Ronald Reagan issued a proclamation designating the week of June 5-11, 1983, as Management Week. In 1984, observance of Management Week received national visibility through the presentation of the American Manager of the Year Award to President Reagan. Recognition was extended to the President for his support and approval of bi-partisan legislation designating Management Week.

NMA Chapters are encouraged to promote a local Manager of the Year Award ... or Leader of the Year. One of our responsibilities as an Association is to recognize and reward outstanding leadership and management in America. You can do your part by organizing your own Local Manager/Leader of the Year Award this year. In addition to promoting excellence in management, you will gain exposure for your Chapter/Council. Download NMA's Management Week in America Guidebook to learn more:

ICPM Corner

What is the Certified Manager® Certification and How Do I Become CM® Certified?

The Certified Manager® (CM) certification draws on ICPM’s 40 years of experience training and certifying managers to validate essential knowledge, skills, and abilities needed to manage and lead effectively in today’s workplace. Open enrollment allows NMA members to apply online at any time and choose from two study formats: self-directed or group study. The self-directed format allows individual applicants to study on their own at a time and pace that meets their personal schedule. The group study format allows NMA members to gather for formal instruction or informal discussion under the leadership of a volunteer CM program facilitator appointed by the chapter.

How Do I Become CM® Certified?

The online application process is simple and includes:

Register at www.icpm.biz for a guest account.

Confirm your account by email and apply online to confirm your eligibility.

Order and pay for program materials by check or credit card at ICPM’s online store. Orders are shipped by UPS.

Get started today to enhance your skills and earn managerial credibility with the “CM” professional credential. Questions? Contact info@icpm.biz or call ICPM at 540-568-3247.

Member Email Addresses!

Know members of your chapter who would like to receive updates from NMA on a regular basis?? If so, please have them (or you) send us their email address and we will gladly update our database to include them! Email to: sue@nma1.org, robin@nma1.org, or kim@nma1.org. Be sure and include their name and chapter number OR, if you don’t know the chapter number, the chapter name and city and state. We want to touch as many members as we can because we have lots of new and exciting offerings coming your way in 2015!!
IT’S THAT TIME OF YEAR AGAIN!!!

Executive of the Year
Hall of Fame
Member of the Year
Publications

It’s time for chapters and councils to start preparing nominations/entries for our National Awards programs: Member of the Year, Hall of Fame, Executive of the Year, and Publications. Instructions are on the first page of each form!

You may download these forms by clicking on the following links:

The following nominations are due at NMA by June 1, 2015
Member of the Year | Executive of the Year | Hall of Fame

The Publications Contest Entry is due at NMA by May 1, 2015. Publications Contest

Each CAR1 is due at NMA within 30 days of the end of the month for which you are reporting.
CAR-1 - Chapter Achievement Report Form

If you have any questions or need any clarification, please contact Sue Kappeler, CM, at: sue@nma1.org

NMA wishes to thank our 2015 Speech Contest Donors for their tax-deductible contributions to the NMA Leadership Speech Contest. You, too, can help support this important NMA youth activity by becoming a “Speech Contest Donor.” The levels are:

Bronze Level—$25
Silver Level—$50
Gold Level—$100
Platinum Level—$250
Diamond Level—$500

(Visit our website at https://nma1.org/become-a-speech-contest-donor/)

Thank you Speech Contest Donors!!

Diamond Level
Nancy Bennett, CM / 2015 Chairman of the Board
NMA BCBSM Leadership Development Assoc. #141
Detroit, MI

Gold Level
Sue Kappeler, CM
NMA Headquarters
Dayton, OH

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Diamond Level—$500

(Visit our website at https://nma1.org/become-a-speech-contest-donor/)

Thank you Speech Contest Donors!!
Dear Fellow Leaders:

Thank you for taking some time to read the newsletter – your interest in the chapter operations, and our people, is the sustaining energy we need in order to continue to grow. While we are already three quarters of the way through the administrative year, which runs from June to May, I feel as though we are really only just getting started. Last June, we saw a complete change in the leadership team, and many positions were left open which left the chapter unorganized and without much direction. Those of us who stepped into new roles worked hard to reinvigorate the chapter, schedule events and craft a plan to increase chapter engagement and reach. We held speaking engagements with senior leaders, provided training on the performance management process and how to build a positive culture, and increased the overall transparency within the chapter to maximize the opportunity to collect feedback and engage our members. But, there is still much more to do.

LMLA, like many things in life, is all about the principle of proportionality (i.e., you get out what you put in). When I joined this group a couple of years ago, my involvement was limited to listening in on a brown bag every once in a while and reading the newsletters. I barely knew anyone in the group, and I didn’t feel much like I was getting a return on my $2/week investment. I didn’t pull out and cancel my membership because I genuinely supported the mission of the organization, and was interested in building my leadership skills – which include both a sense of confidence and unwavering commitment. I was confident that this group could be a vehicle that many could use to train/hone their skills in a risk-free environment, but I knew that we wouldn’t get there without the hard work and dedication of a committed team.

So, I started attending meetings, and engaging with the chapter leaders by asking “What can I do to help out?”. The more time I spent with LMLA, the more my network grew. As I worked on projects for the chapter, I was also learning how to function on a variety of teams with different people, communicate more clearly and manage expectations. I used examples from my experiences in LMLA in my job interviews, and now I use the wisdom from those experiences in other areas I manage. Now that I’m seeing the ROI, I want to invest more. I want our chapter to grow, and for our members to become more involved. Each time one of us learns a new skill or makes a valuable connection, the chapter is better for it. The aggregate experience and network of the chapter is available to every individual member. As more and more begin contributing to the chapter, less and less is required from each individual member. We share the load, and we all reap the rewards that come with the increased quantity and quality of events, training, and networking activities.

I hope that you see LMLA for what it is – a laboratory for leaders. A training ground for building effective relationships, driving innovation and shaping the future. Hone your skills as a change agent here, and know that if you fail – you’ll still have the gratitude from all those for whom you tried to succeed. There are still a number of positions open within our group. Opportunity is still knocking, when will you let it in?

Geoff Rabinowitz

President, Rocky Mountain LMLA Chapter #560
Lockheed Martin – Space Systems Company
Littleton, CO
The 2015 Membership Campaign is underway. Chapters may select a “Sale” month (of your choice) during 2015 in which the National New Member $20 Registration Fee is reduced to $10 per new member. No special forms are required, simply indicate “Sale Month” on your Chapter Dues Worksheet.

Contact Robin Furlong with Membership Campaign questions robin@nma1.org or call 937-294-0421
NEW NMA COURSE AVAILABLE NOW!!

Be among the first to offer this new "NMA Proprietary Course" to your members!

This course was designed to equip leaders and virtual team members with the skills and knowledge needed to make every virtual team WILDLY successful!

Five chapters, all dedicated to understanding the characteristics, challenges, and opportunities that come with working on virtual teams!

1. Analyze Virtual Workplace Realities
2. Overcome Distance and Cultural Factors
3. Feel the Impact of Accountability and Shared Vision
4. Learn How to Mitigate Conflict
5. Identify Outstanding Best Virtual Practices

Participant Manual (3-ring binder) - $49*
Leader Guide - $99*

Leader Guide includes:
Participant Manual

Leader’s Manual with facilitation hints, discussion questions, and pre & post tests

CD - complete PPT presentation with leader notes

* Yes, you can get 50% off using your NMA Chapter Rewards Dollars!!
Foundations of Management
New Program from NMA

“It’s not necessarily who has the most talent, but what team sticks together and executes their fundamentals the best.”

Tony Dungy, former NFL player and head football coach of the Indianapolis Colts, 2002-2008

A refreshingly new look at the essential knowledge and tools for today’s managers, supervisors, and leaders.

Whether you’re new to supervision or an experienced manager, now is the time to participate in this exciting new program – one that shines a contemporary light on the fundamentals of working in teams, motivating others, and solving problems while making ethical decisions. Changing technology, the virtual environment, and global teaming present new challenges AND opportunities for business and industry. Organizations that adapt and change while driving home the fundamentals of management will grow and thrive to create greater enterprise value.

Foundations of Management is all about understanding the competencies and attributes of a well-rounded manager and leader. It’s about preparedness. It’s about being ready for the challenges, changes ... and the contemporary application of management principles ...that continually drive and define success in today’s workplace.

What’s Behind This New Course?
This exciting new NMA program is the result of a comprehensive Job Task Analysis study (commissioned by ICPM, The Institute of Certified Professional Managers at James Madison University). It identified the knowledge, skills and abilities that new supervisors and experienced managers need to succeed in today’s workplace.

Individual and team performance drive results. Today’s managers are part of an integrated and highly functioning team ... and they simply have to be good leaders as well. Managers need skills to plan, organize, direct, and control the work of others. Leaders need skills to create a vision and impassion employees to work together to achieve that vision. This program focuses on building that firm foundation to develop the skill sets needed for effective managers and leaders.

Program Description
The Foundations of Management (FoM) program comprises 28 hours of learning and includes 3 custom-published study manuals (in print or eBook format). Recommended “classroom time” is 2 hours for each of the 14 chapters comprising the entire program. A Leader Guide with instructional materials, quizzes, and PPT presentations is available to facilitators for leading group discussion sessions.

Participants who successfully complete all three courses (per their course facilitator) will receive an NMA certificate of completion to document their achievement.
Foundations of Management

3 courses, 14 chapters total

**Course 1 – MANAGEMENT FUNDAMENTALS**
- The Manager’s Role in the Workplace
- Discovering the Leader Within You
- Developing Effective Communication Skills
- Solving Problems and Making Ethical Decisions
- Delivering First Rate Customer Service

**Course 2 – MANAGERIAL FUNCTIONS**
- Planning for Goal Achievement
- Organizing Work, Relationships and Teams
- Staffing, Training and Appraising Human Resources
- Leading and Motivating People
- Controlling to Improve Results

**Course 3 – BUSINESS CONCEPTS FOR MANAGERS**
- The Business Environment
- The Role of Economics in Business
- Basic Concepts of Information Technology
- Managing Accounting and Financial Information

For more course content details go to: [https://nma1.org/foundations-of-management-course/]
Remember Your NMA Member Benefits Available!

NMA members have access to exclusive savings on our endorsed programs. The savings that people enjoy can more than cover their annual national (and often local) membership dues. Through NMA, members are treated to special, competitive offers, dedicated customer-service teams, and individualized treatments in order to offer you multiple opportunities to save money via your Association membership.

Don’t Forget to Help Us Share NMA’s Member Benefits

Remember Your NMA Member Benefits Available!
Leadership Quotes!

Management is doing things right; leadership is doing the right things.
-Peter F. Drucker

A good leader can't get too far ahead of his followers.
-Theodore Roosevelt

Leadership consists not in degrees of technique but in traits of character; it requires moral rather than athletic or intellectual effort, and it imposes on both leader and follower alike the burdens of self-restraint.
-Lewis H. Lapham

Effective leadership is putting first things first. Effective management is discipline, carrying it out.
-Stephen Covey

A leader takes people where they want to go. A great leader takes people where they don't necessarily want to go, but ought to be.
-Rosalynn Carter