



# The Lighthouse



NMA...The Leadership Development Organization  
Columbus Public Service Chapter  
The *first* Public Sector Chapter - est.1981

## Tim Baker Selected Manager of the Year



Tim Baker (center) receives the award from President Bee Tolber and President-Elect Teresa Langer

As a Street Maintenance Manager, **Tim Baker** is responsible for managing the day to day operations of the street cleaning and maintenance section within the Public Service Department, Division of Planning and Operations. These operations cover the inspection, repair and maintenance of streets, alleys and bridge-decks within the City, as well as snow removal and cleanup efforts associated with scheduled neighborhood events, City-sponsored festivals, and the aftermath of storms. Tim manages the 165 employees engaged in operations at the four city outposts (Roberts Rd., Central Outpost, North Outpost and Marion Rd.) and the Street Maintenance Operations Facility on 25th Avenue.

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## June 2012

Check out NMA's group on LinkedIn at [NMA1.org](http://NMA1.org)  
The latest issue of *Breaktime* can be found at: <http://nma1.org/Communications/Breaktime/2012-06/2012-06.pdf>

Visit The Columbus Public Service chapter website:  
<http://nma1.us/chapters/220/>

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## NMA Family Scrapbook

**Get well wishes to Vonna Hayes**

*Congratulations to NMA member Amber Allen who graduated from*

*Columbus State Community College on June 8*

*with an Associates Degree in Business Management and a certificate in Leadership Skills Development.*



**Correction: The name of Charles Ballour's mother is Victorious. She was incorrectly identified in May's issue of *The Lighthouse*.**



# Event management tips that I learned from my summer working with a 6 ton Orca.

By Beth Fairman Kinney

There is something magical about the three months that take place between the end of the school year and the beginning of the new one. Musicians write about it. Movies are made about it. Every school age child has countdowns to the beginning of it. Everyone has memories of ice cream, sun, sand, beach, summer loves and amusement parks. I think of one of my favorite summer memories, working special events at a marine park.

I worked in the Whale stadium, as the event crew for a live action performance with trainers, dolphins and a 6 ton Killer

Whale. Within a 12 hour day we had up to 10 shows, one of which was with lights and fireworks. We had video feed, live cameras, lights, sound, music, and animals and trainers. What I learned from my summers there I still carry on that experience today.

1. The show must go on. No matter what, the show will go on. Unless there is thunder. Then the show will be postponed for at least 30 minutes until the storm passes.
2. Wear the right shoes for the job. Sometimes you have to sacrifice fashion for comfort. When

standing on your feet all day near salt water, you need the right shoes. And salt water can make your shoes look and smell pretty awful at the end of the day.

### 3. Keep it Simple.

One day someone above had a great idea for the show opener. "Let's have an eagle fly through a cloud of fog, while a person is on a kayak paddling over the water, and then have dolphins jump over her." After days of watching an

eagle trainer trying to coax the eagle over the water, I saw that this was not going to go well. There were too many variables. Sometimes simplicity is the key to a good event.



4. Be prepared. You will get wet. If you work in the splash zone, there is a strong chance that one day, it will happen. Pack an extra set of clothes.

5. Everyone has off days. Sometimes we all have a hard time getting out of bed in the morning. But when the 6 ton orca doesn't want to perform, there's nothing you can do. I learned how to apologize for all inconveniences.

6. Penguins make funny sounds in the morning. This is true. There are some wonders that you will never forget.



## Chapter Awards

### Sima Gellman Selected NMA Member of the Year

Sima Gellman, a member of the Columbus Public Chapter of the National Management Association and presently the Chair of the Public Relations Committee, was nominated and unanimously awarded as NMA Member of the Year for 2011-2012.

Sima's work on the newsletter each month is outstanding, producing a product worthy of recognition by NMA leaders in various contests.

A team player, you can always count on Sima to help out when needed, attend Board and member meetings, and her overall involvement in the Chapter.

A well deserving individual, I nominated Sima for all of the above and below reasons, and look forward to working with her in the new NMA year.

Submitted by Teresa Langer

Sima Gellman (center) receives the award from President-Elect Teresa Langer, and President Bee Tolber



### Manager of the Year

Continued from Page 1

Tim has demonstrated the NMA Code of Ethics for Management by encouraging his employees to practice their occupations to the best of their abilities by encouraging participation in professional development activities, and recognizing the importance of providing training to, and recognition of his employees. Tim arranged to have SMS classes presented to his employees at the 25th Avenue facility. He values the talent within his section and supports their efforts to improve overall operations. As just one example, his employees have been recognized by the

Mayor for developing cost-saving measures associated with recycling asphalt. By scheduling regular meetings with his supervisors, Tim strives to maintain open lines of communication among the management team, supervisory personnel and employees.

As a fellow employee, I have worked with Tim over the years while developing and administering examinations. He extends the full cooperation of his section and makes our job much easier. His employees are courteous and cooperative, which, I believe reflects his management abilities. Tim Baker is well deserving of the Manager of the Year Award.

Submitted by Barb Crawford



## Meeting Notes

The following individuals were winner's at our June Luncheon Meeting:

Special Gift Card for \$15.00 worth of Steak & Shake food donated by President, Bee Tolber was won by Michael LaRowe.

The 50/50 Drawing of \$46.00 was won by Jane Kellermeyer.

Monthly Bonus Bucks Prize: This month the amount was \$30.00. NMA's Treasurer, Debbie loia's name was drawn and she was present. It pays to attend NMA's monthly meetings. Next month Bonus Bucks Prize starts over at \$10.00.

The Newsletter Puzzle Winner was NMA's National Associate Director, Kathy Spatz.

Submitted by Terry Neal

The June luncheon was held the first week of the month to celebrate Management Week in America. Deputy Chief of Staff Sherry Kish was the guest speaker.

Sherry characterizes her role as liaison, advisor, idea maker, writer/editor, city promoter, project manager, people manager and fun manager. In addition, she also acts as problem solver, coach, referee, listener, hammer, mentor and friend.

There are two sides to her management style, the work side and the fun side. On the work side, she's direct and to the point, team oriented but equal, a mentor (not a coddler), share's information, and doesn't make an employee do a task that she wouldn't do herself.

On the fun side, she celebrates birthdays, has outings, provides treats, has family involvement, is invested in her staff and encourages laughter.

She sees management challenges as avoiding micro-management, remembering that she's dealing with people, not robots, the fact that life happens, the need to teach and not do the jobs of others, and she doesn't want to be a "know it all". The generation gap and bureaucracy can be challenges, and she believes that her work is a lifelong adventure.

All in all, Sherry believes she has the best job in the world!

Sherry Kish is a graduate of Youngstown State University and Capital University Law School. She has worked in both the public and private sector. She has been with the Mayor's Office since 2006, providing direction and guidance to the strategic planning and support process. In her current position as Deputy Chief of Staff, she is the liaison between the Mayor and the Departments of Public Safety, Finance, Civil Service, Human Resources, and Technology support to the Mayor and Chief of Staff.

Submitted by Barb Crawford



NMA Board Member Barb Crawford with Mayor's Deputy Chief of Staff Sherry Kish





Receiving the resolution from Councilwoman Tyson (center) are: Cindi Fruth, President Bee Tolber, President-Elect Teresa Langer, and Terell Spencer

### A Brief History of Management Week in America

Since its inception in 1978 by NMA... THE Leadership Development Organization, Management Week in America has grown in recognition and activities each succeeding year. Annually, numerous governors, mayors, and commissioners ceremoniously proclaim the first week in June as a special time for people to recognize the profession of management and to appreciate the contribution and dedication that managers offer in all our organizations.

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 America.



Members attending the meeting from left to right: Bill Kessinger, Dave McCune, President Bee Tolber, President-Elect Teresa Langer, Sima Gellman, Cindi Fruth, Yvette Anigolou, Kathy Spatz and Terell Spencer

# CITY COUNCIL

CITY OF COLUMBUS, OHIO

## Resolution of Expression



To recognize the week of June 3rd to June 9th, 2012, as Leadership/Management Week in Columbus, and to commend the Columbus Public Service Chapter of the National Management Association on their thirty-first anniversary and for their leadership efforts and support of the city.

**WHEREAS**, the week of June 3rd to June 9th, 2012, is the thirty-fourth annual observance of Leadership/Management Week in America by the National Management Association, a professional organization dedicated to leadership, business excellence, personal and professional growth, and fellowship for its more than 25,000 members; and

**WHEREAS**, the City of Columbus recognizes that a productive exchange of ideas and discussion of leadership principles improves the community's economy and quality of life by increasing productivity, competition, and growth, both in people and in organizations; and

**WHEREAS**, the Columbus Public Service Chapter is a public sector chapter of NMA whose members strive to uphold the principles of the organization through lifelong learning, leadership development, skills training, networking, and mentoring; and

**WHEREAS**, the international observance of Leadership/Management Week will encourage community, business, and civic leaders to increase their competence, inspire their peers, and promote a better understanding of management and professional leadership in the community; and

**WHEREAS**, NMA's strong presence in Columbus has helped develop the leadership skills of many of our finest public servants; now, therefore

**BE IT RESOLVED BY THE COUNCIL OF THE CITY OF COLUMBUS:**

That this Council does hereby recognize the week of June 3rd to June 9th, 2012, as Leadership/Management Week in Columbus, and commends the Columbus Public Service Chapter of the National Management Association for their leadership efforts and support of the city.



*Andrea Blevins*  
ANDREA BLEVINS, CITY CLERK

INTRODUCED BY:

*Priscilla R. Tyson*  
PRISCILLA R. TYSON, MEMBER OF COUNCIL

*Heather J. King*  
HEATHER J. KING, MEMBER OF COUNCIL

*Zachary M. Klein*  
ZACHARY M. KLEIN, MEMBER OF COUNCIL

*A. Troy Miller*  
A. TROY MILLER, PRESIDENT PRO TEMPORE OF COUNCIL

*Michelle M. Miles*  
MICHELLE M. MILES, MEMBER OF COUNCIL

*Eileen Y. Paley*  
EILEEN Y. PALEY, MEMBER OF COUNCIL

*Andrew J. Ginther*  
ANDREW J. GINTHER, PRESIDENT OF COUNCIL



## Announcements

Watch  
your email  
for news  
about the  
August  
Family  
Fun Night

### NMA July Dinner EVENT – Passing the Gavel!



**DATE:** July 26, 2012

**TIME:** 6:00 - 8:30 pm

**LOCATION:** The Hickory House Restaurant and Lounge  
550 Office Center Place, Gahanna  
(Off 270 and Hamilton Road)

**MENU:** Buffet Style  
Herb Roasted Chicken  
Hickory House Famous Barbeque Ribs  
Broccoli Medley  
Herb Roasted Redskin Potatoes  
Salad, Rolls  
Dessert

**Event Agenda:**

**5:45** Registration & Social Time

**6:30** Invocation and Pledge of Allegiance  
Dinner

**7:00** *Speaker: NMA President, Steve Bailey*  
*Installation of Officers*  
*Certificate Presentation*

**7:35** President: Teresa Langer

**7:40** 50/50 Raffle & Bonus Bucks Drawing

**7:45** Meeting Adjourned

*Please make your reservations by Friday July 20<sup>th</sup> to*  
*Lesley Carter, Department of Public Safety-License Section at*  
*[LACarter@columbus.gov](mailto:LACarter@columbus.gov) or 645-8366*

**NMA**



## Announcements



The Spirit of Columbus  
**DANCE PROJECT**

200 COLUMBUS Bicentennial

**A Flash Mob celebrating Columbus' Bicentennial & Neighborhood Pride**  
Directed by Xclaim's professional dancers and danced by YOU!

Rehearsals: 6/10, 7/15, 8/12 • Register for location information  
Performance: Mayor Coleman's Neighborhood Pride Block Party August 18 at the Columbus Commons

Register by email or on Facebook:  
info@xclaimdance.com or  
facebook.com/xclaimdances/events

Photo credit: Sara Long Photography, Xclaim Dancer David Dillow

### WIN A TRIP TO SEATTLE!!

All new members reported to NMA between January 1, 2012 and June 30, 2012 are eligible to win a FREE 2012 Annual Conference registration plus 4 nights lodging at the beautiful Seattle Marriott Renaissance Hotel—a package worth over \$1,300!! All new members will be eligible to win—Chapter Members...Spousal Members...and Individual Members!



Come along and join us!  
Conference date  
October 6-9, 2012

For More Information please contact:  
Donna M. Garland, Membership Chair  
757 Carolyn Avenue  
Phone # 645-2217,  
dmgarland@columbus.gov



# Community Service

## A Very Successful 2012 Mayor's Cleanup!



The total number of participants for the Mayor's Franklinton cleanup was 140, and total of 237 bags of trash and litter were collected, which amounted to 7,710 lbs (3.5 tons) of trash.

Team Two, which included CITI Corp

people, Columbus firefighters, Mobility Options people and a teacher from Avondale collected the most bags, 60 total. Public Service brought 23 people to this event. DPU also brought 18 people with one person from the Municipal Court helping. DOT fielded a team of fifteen.

Facilities Finance brought fourteen people to the event. Also participating were the Mayors Office, Community Relations, Health Department, Recreation and Parks, Public Safety, Development Department, Fleet, the Municipal Court, Franklinton Area Commission, Franklinton Homeowners Association, and local residents.



Many City employees participated with their families

The total miles covered in the clean up was 10.1 miles. Total miles walked by all volunteers totaled 134.3!



The horse patrol was a big hit!



Neighbors in the area opened their doors and said THANK YOU.



NMA Board Member Terell Spencer led Fleet's nine member team, which included two from DPU's Fleet Maintenance Section and one from Support Services.



Standing (l to r): Stacey Cooperwood, Jim Tindle (DPU), Gloria Lee (DPU), Cayla Burke, Blair Burke. Kneeling (l to r): Terrell L. Spencer, La Keyche' Farrar, Bryce Burke. Not pictured: Tracena Fowler (Support Services)  
Submitted by Terell Spencer.





## Professional Development

Part VIII of the

### Supervisory and Management Skills Program

**\*Remaining Dates:**

**Tuesday, July 10, 2012**

**Tuesday, July 17, 2012**

**Tuesday, July 24, 2012**

**\*Dates subject to change**

**Location: Public Service Training Center  
1881 E. 25th Avenue  
11:00 a.m. to 1:00 p.m. – Bring Your Lunch**

This is Part VIII of the 10-course program that speaks to the “art and science” of leadership – the problems, concepts, and techniques of leading people. The leader must understand both internal and external influences and realize that he or she does not operate in a vacuum. There are “basics” to learning how to truly work with others.

Topics covered: “Choosing the Best Leadership, Innovative Leadership and Decision Making”, “The Interpersonally-Effective Leader”, “Leading Yourself and Following Your Leader”.

You do not have to take the 10 courses in order; however, you must attend at least six of the seven class times listed above to receive CEU credit.

**For more information contact:**

**Teresa Langer, Division of Fire**

**Phone: 645-4128**

**E-mail: [tlanger@columbus.gov](mailto:tlanger@columbus.gov)**

**Fax: 645-4204**

**Fees: NMA Member: FREE; Non Members \$95  
Make checks payable to NMA (if you are a non-NMA member)**

**Mail to: NMA c/o Debbie Ioia, 910 Dublin Road  
Columbus, OH 43215**

All are welcome to attend:

### City of Columbus Toastmasters

Meetings:

1st Thursdays  
Citywide Training Center  
12:00 to 1:00 PM

3rd Thursdays  
Columbus Public Health  
240 Parson Ave.  
Room 119-C  
6:00 to 7:00 PM

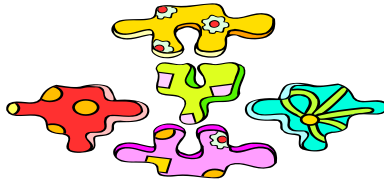
For more information,  
Call 614-645-6032  
or 614 216 8988



### Some Columbus Public Service Chapter Facts:

- Formed - September 17, 1981, to provide continued Training for Managers & Supervisors.
- NMA Chosen because of the chapter concept where people could lead various parts of the chapter.
- Training based on NMA SMS Series, done in house with facilitators at greatly reduced cost.
- Throughout the years we Have had 26 CM's Currently 5 remain with City
- 73 completed the 24 hour Facilitator skills series. Currently 43 remain with City
- Since 1986 we have offered 353 Courses with 4,519 Participants
- Spent an average of \$8,330 / year, at an average cost of \$53 per participant, or 90 cents per hour.
- 38 of current members have participated in SMS and 11 have complete the 140 hour course.





# NMA Calendar 2012

## July

- 4 Independence Day
- 10 SMS Session 5
- 13 BikeColumbus
- 17 SMS Session 6
- 24 SMS Session 7
- 26 Officer Installation Event  
*Hickory House*
- 29 City of Columbus Family Fun Day  
*Columbus Zoo and Aquarium*



## August

- 18 Spirit of Columbus  
*Bicentennial Park*



### The NMA Leadership Model



Derived from a similar model in Results Based Leadership by Ulrich, Zenger, & Smallwood.

## NMA-Lighthouse Puzzles

### May Puzzle Solution

		E	F		N					U	R								
B	O	T	L		P	E	S		L	E	A	G	E	E	E	B	A	T	O
D	A	F	T	I	S	H	T		A	S	V	A	U	S	E	G	I	S	
L	K	L	H	L	T	G	E		B	E	T	P	A	Y	T	S	S	S	
L	I	T	T	L	E				L	E	A	G	U	E		B	A	S	E
B	A	L	L		I	S			A		V	E	R	Y		G	O	O	
D		T	H	I	N	G			B	E	C	A	U	S	E		I	T	
	K	E	E	P	S				T	H	E		P	A	R	E	N	T	S
	O	F	F		T	H	E			S	T	R	E	E	T	S			

Correct answers were received from Alfred Carman, Cindi Fruth, Debbie Ioia and Kathy Spatz. The winner was **Kathy Spatz**.



### June Puzzle

Solve the jumble for a quote by Groucho Marx.

BRGPXPUV PV XOW HJX RS GRRIPCD  
 SRJ XJRANGW, SPCEPCD PX  
 WKWJMZOWJW, EPHDCRVPCD PX  
 PCURJJWUXGM HCE HBBGMPCD XOW  
 ZJRCD JWQWEPWV.

To enter the contest, solve the puzzle and email the solution to: [NMA-Lighthouse@columbus.gov](mailto:NMA-Lighthouse@columbus.gov). The contest winner will be selected by random drawing from all correct entries at the next NMA meeting. Entries must be received by 5 PM July 20 to be considered.



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## What is NMA?

NMA The Leadership Development Organization is a professional association headquartered in Dayton, Ohio. The Association is a national not-for profit organization serving about 20,000 members worldwide.

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### NMA Code of Ethics

I will recognize that all individuals inherently desire to practice their occupations to the best of their ability.

I will assume that all individuals want to do their best.

I will maintain a broad and balanced outlook and will recognize value in the ideas and opinions of others.

I will be guided in all my activities by truth, accuracy, fair dealing and good taste.

I will keep informed on the latest developments in techniques, equipment, and processes.

I will recommend or initiate methods to increase productivity and efficiency.

I will support efforts to strengthen the management profession through training and education.

I will help my associates reach personal and professional fulfillment.

I will earn and carefully guard my reputation for good moral character and good citizenship.

I will promote the principles of our American Enterprise System to others, by highlighting its accomplishments and displaying confidence in its future.

I will recognize that leadership is a call to service

### NMA Statement of Principles

NMA is dedicated to managerial excellence, personal and professional growth, and leadership development. The following principles identify NMA's core beliefs and provide the basis for the Association's Mission Statement.

We believe in the highest standards of personal and organizational integrity and respect for the individual.

We believe in lifelong learning, continuous improvement, and the development of a workforce capable of sustaining a competitive posture in the global economy.

We believe management is a creative, dynamic, and essential process enabling people to achieve personal and organizational objectives.

We believe that managerial responsibility is shared among all individuals at all levels of the organization and that leadership is critical to management success.

We believe that individuals and organizations have a community and civic responsibility.

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### NMA Mission Statement

NMA creates leadership development products and opportunities that maximize the potential of our members, sponsoring organizations, and communities.

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## Chapter Leader Directory

### NMA OFFICERS AND BOARD MEMBERS – JULY 2011-JUNE 2012

<b>Officers</b>	<b>Name</b>	<b>Office Phone</b>	<b>Email</b>
President	Bee Tolber	645-7496	<a href="mailto:vtolber@columbus.gov">vtolber@columbus.gov</a>
1st Vice President	Teresa Langer	645-4128	<a href="mailto:tlanger@columbus.gov">tlanger@columbus.gov</a>
2nd Vice President	Jacqueline Kelley	645-5824	<a href="mailto:jkkelley@columbus.gov">jkkelley@columbus.gov</a>
Secretary	Amy Ackerson	645-8119	<a href="mailto:aackerson@columbus.gov">aackerson@columbus.gov</a>
Treasurer	Debbie Ioia	645-6276	<a href="mailto:daioia@columbus.gov">daioia@columbus.gov</a>
Immediate Past President	Vonna Hayes	645-7505	<a href="mailto:vshayes@columbus.gov">vshayes@columbus.gov</a>
National Director	Bill Mahaffey	645-7100	<a href="mailto:wtmahaffey@columbus.gov">wtmahaffey@columbus.gov</a>
<b>Board of Directors</b>			
At Large	Barb Crawford	645-8248	<a href="mailto:bcrawford1@columbus.gov">bcrawford1@columbus.gov</a>
Development	VACANT		
Finance-Fleet	Terrell Spencer/2012	645-6133	<a href="mailto:tlspencer@columbus.gov">tlspencer@columbus.gov</a>
Public Safety - Chair	Lt. Terry Neal/2012	221-3132 x5480	<a href="mailto:tneal@columbus.gov">tneal@columbus.gov</a>
Public Service	VACANT		
Public Utilities	Cindy Fruth/2011	645-7304	<a href="mailto:cmfruth@columbus.gov">cmfruth@columbus.gov</a>
SWACO	Albert Iosue/2010	871-5100	<a href="mailto:albert.iosue@swaco.org">albert.iosue@swaco.org</a>
Technology	Greg Dukes/2011	645-6124	<a href="mailto:gadukes@columbus.gov">gadukes@columbus.gov</a>
<b>Committees</b>			
Chapter Awards	Vonna Hayes	645-7505	<a href="mailto:vshayes@columbus.gov">vshayes@columbus.gov</a>
Community Service	Jacqueline Kelley	645-5824	<a href="mailto:jkkelley@columbus.gov">jkkelley@columbus.gov</a>
Membership	Donna M. Garland	645-2217	<a href="mailto:dmgarland@columbus.gov">dmgarland@columbus.gov</a>
Programs	Laurie Richards	645-7330	<a href="mailto:lirichards@columbus.gov">lirichards@columbus.gov</a>
Professional Development	Kathy Spatz	645-0487	<a href="mailto:kaspatz@columbus.gov">kaspatz@columbus.gov</a>
Public Relations	Sima Gellman	645-6161	<a href="mailto:sngellman@columbus.gov">sngellman@columbus.gov</a>



*The Lighthouse is published monthly by the Columbus Service Chapter of NMA, Sima Gellman, Editor; JP Blackwood, Jacque Kelley, Teresa Langer, Terry Neal, Kathy Spatz, Committee Members. Barb Crawford, Donna Garland, Beth Fairman Kinney, Teresa Langer, Bill Mahaffey, Terry Neal, Kathy Spatz and Terrell Spencer contributed to this month's issue. Submit articles to: [sngellman@columbus.gov](mailto:sngellman@columbus.gov) or [NMA-Lighthouse@columbus.gov](mailto:NMA-Lighthouse@columbus.gov).*

