



The Lighthouse



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

Mayor Michael B. Coleman to receive First Ever "NMA Public Sector Leadership Award"

On June 4 2013, the National Management Association along with the local Columbus Public Service Chapter will honor Mayor Michael B. Coleman with its newly created *Public Sector Leadership Award*. National NMA President Steve Bailey and Chapter President Teresa Langer will be on hand to present the award to Mayor Coleman, who was selected for his outstanding leadership and major contributions that he has made while Mayor of the City of Columbus. This event is part of NMA's recognition of Management Week in America, which is celebrated this year during the week of June 3-7.



Mayor Michael B. Coleman

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.

This luncheon event is scheduled to begin at 11:30 a.m. in the Continental Room of the Jerry Hammond Center, 1111 E. Broad St. For more information, contact NMA President Teresa Langer, Columbus Division of Fire, at tlanger@columbus.gov or 645-4128.

May 2013

Check out NMA's group on LinkedIn at NMA1.org

The latest issue of *Breaktime* can be found at: <http://nma1.org/Communications/Breaktime/2013-02/2013-02.pdf>

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

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NMA Family Scrapbook

Congratulations to member and past president **Linda Rightor** on her retirement!

Our sincere condolences to Vonna Hayes on the passing of her father Denver L. Collier and to Catrina Whitlock on the passing of her father -in-law.



Congratulations to Dr. Erin Schodorf, Barb Crawford's niece, who graduated Summa cum Laude from OSU Vet School!

Welcome to New Members John Fiore and Jodi Cooley

Great Leaders Use the Power of Dreams

by Ron Ashkenas

Buying a lottery ticket has an extremely low chance of paying off. Yet many people, at least in countries where it's legal, do it anyway. In the United States alone, it's estimated that almost half the population plays the lottery; and recently Americans spent an estimated \$1.46 billion buying tickets for the Mega-Millions game, even when the odds of winning were 176 million to one.

Why do so many people play such long odds? The answer is: It gives them an opportunity to dream. People are willing to invest in dreams, even when they know the odds are against them. But what if the odds were much better than one in 176 million? Would you double your investment? Would you put in time and effort in addition to the cost of a lottery ticket?

I ask these questions because, like the lottery, organizations can shape their employees' dreams; and when the dreams are exciting and the odds are believable, employees will dramatically increase their investments in making them come true. Conversely, when the dreams are mundane and lack credibility, employees disconnect and pull back on

their investment.

Some dreams, of course, are about money. In many professions, people are willing to work eighty-hour weeks and travel non-stop at least partially because they expect to receive large bonuses or payoffs. But for others, chasing this kind of financial dream alone is not enough. There also needs to be some deeper and more personal aspiration.



Not long ago I listened to a senior executive in a pharmaceutical company talk to a team of managers about the limited availability of a particular medicine. Most people in the

room knew that a number of inter-connected problems were causing the firm to miss its targets, such as inaccurate forecasting, inadequate IT systems, materials shortages, and more.

However, what they didn't fully appreciate was the human cost. In just a few short sentences, this executive reminded everyone that the purpose of this medicine was to reduce the mortality rate of a specific disease; and that four million people would die unnecessarily in the next few years unless they received the company's product. Suddenly every person

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Announcements

June Events Management Week in America

June Meeting Event



DATE: Tuesday, June 4, 2013
TIME: 11:15 a.m. to 1:00 p.m.
LOCATION: Jerry Hammond Building
1111 East Broad Street
Lower Level
Columbus, OH 43205

EVENT AGENDA:

- 11:15 Registration & Social Time
- 11:30 **Presentation: NMA President Steve Bailey and Chapter President Teresa Langer present the "First National Public Sector Leadership Award to the Honorable Mayor Michael B. Coleman**
- 11:45 Invocation and Pledge of Allegiance, Lunch
- 12:15 Presentation: Silver Knight of Management Award
- 12:30 President: Teresa Langer, Committee Reports
- 12:50 Meeting Adjourned

MENU: Garlic-Herbed Roasted Chicken from **Chef Butcher's Creole Kitchen** with Scalloped Potatoes, Green Beans, Salad and Dessert



Please make your reservations by Thursday, May 30th to:

Lesley Carter, Department of Public Safety-License Section at
LACarter@columbus.gov or 645-8313

Don't forget your canned goods for the Mid-Ohio Food Bank and your Pop Tabs for Ronald McDonald House

Guest are free, but donations for the speech contest will be accepted

**Don't Miss City Council's proclamation presentation
June 3, 2013. Meet outside Council Chambers at 4:30 PM
presentation at 5:00 PM.**



Event Notes

May Winners

Anitra Tanner from the Department of Technology, won an Entertainment Book when her name was drawn from the group of **April volunteers**.

The **50/50** drawing was \$70.00 and was won by **Judy Johnson**, who took home \$35.00.

Mark Calvert from Planning and Operations in Public Service had his name selected in the **Bonus Bucks** drawing. Mark wasn't present so next month's prize will be \$50.00.

Election Update

LaVerne Freeman will join NMA's Board of Directors for the term beginning July 1, 2013 representing the Department of Technology.



Amy Spears with Chapter President Teresa Langer



The May event, hosted by the Transportation Training Facility was well attended.—Photos by Terry Neal

May Meeting Event

The Transportation Training Facility at 1881 25th Ave. hosted the May event, and Spinelli's Deli provided the tasty lunch.

The speaker was Amy Spears, who manages the Digital Media Project for the Department of English at The Ohio State University, and is also a leader in the sport of Woman's Flat Track Roller Derby (WFTRD) and Ohio Roller Girls League.

Amy came into the sport a few years out of collage at a time when the WFTRD was emerging, and became involved developing the league's policies and rules. This gave her the opportunity to learn as she did things that she wouldn't have been assigned on a job since she had little experience. She wrote grants and learned how to work with unpaid volunteers; and she learned finance and how to run a non-profit business as if it were a for-profit business.

She also had the opportunity to work with people all over the world as she became involved in developing WFTRD into an international sport.

The Ohio Roller Girls Mission statement: The Ohio Roller Girls are committed to advancing the recognition of the sport of women's flat track roller derby on a local and national level by facilitating the development of athletic ability, sportswomanship and goodwill among our members and with the members of other flat track roller derby leagues. We are dedicated to becoming an important part of Columbus via active participation in events, activities, and community involvement.



Great Leaders

Continued from Page 2

in the room was willing to put aside other priorities and work to solve this problem. The executive had tapped into their dream to create a healthier world.

While not every company delivers services that save lives so directly, all organizations create value for their customers, stakeholders, and society. Part of a leader's job is to help employees connect to and relate to that value so that the company's mission becomes part of their own dream. Without that connection, employees will at best go through the motions — and at

worst become demoralized and detached.

As the lottery demonstrates, most people are willing to place long-shot bets in the service of a personal dream. Great leaders help their people understand how those personal dreams can be aligned with the organization's goals, and why upping their investments will improve the odds of success.

How have you seen leaders tap into their people's dreams?

Ron Ashkenas is a managing partner of Schaffer Consulting, and is currently serving as an Executive-in-Residence at the Haas School of Business at UC Berkeley. He is a co-author of *The GE Work-Out* and *The Boundaryless Organization* and author of *Simply Effective*.

WANTED: NMA BOOSTERS

The Columbus Public Service Chapter is looking for members to represent NMA to their department.

For more information, contact National Director Kathy Spatz at 645-0487 or KASpatz@Columbus.gov



Leader Profile: Carnell Felton

Ask Membership Chair Carnell Felton what brought him to Columbus from Lorain Ohio some 25 years ago and he will tell you: Everything! The opportunity to work for the City utilizing his experience in the wastewater field was number one, as he has held his Class 3 Wastewater license since 1975, and he is currently working on attaining his Class 4 license (the highest license possible to run a wastewater treatment plant).

With an honorable discharge from the Marine Corp after serving his country, Carnell had several directions to go which included working for the United States Steel Corporation where he entered the Apprenticeship Program to be a pipefitter. With the closing of US Steel, he attended Lorain Community College and the Ohio Paralegal Institute to become a certified paralegal. At the same time the City of Lorain had job openings in the Public Utilities Department and Carnell was able to work in the day and attend college at night; thus attaining his wastewater licenses (Class 1, 2 and 3).

Moving to Columbus proved to be both economically and socially beneficial, as anyone who knows Carnell knows that if you need any kind of help, he is the one to ask, personally or professionally. His motto of "bring a problem, bring a solution" does not always work for some, so he is the one to help those figure it out. A true TEAM player, Carnell believes true leaders are not those who want to be first at everything, but who strive to give their all for the success of the team as a whole.

A true Buckeye fan, Carnell doesn't miss a football or basketball game. He can also tell you what the latest movie is out and what are the best slot machines at the Scioto Downs Racino. Going to Hollywood Casino will now add to his list of favorites. Also in his spare time he enjoys a good game of chess, bowling on a league, or sketching and drawing.



Community Service

Westerville Presents "Field of Heroes"

Story and Photos by Kathy Spatz

On Memorial Day weekend, the Westerville Sunrise Rotary presented the fifth annual Field of



View of Korean War replica towards field of flags at sunset

Heroes. Westerville Soccer Fields were decorated with over 3,000 flags as tribute to personal heroes, whether they were family members, friends, teachers, police officers,

firefighters, veterans or current members of the armed services.

Each flag represented a person who has made an impact on another's life. The opening ceremonies included reading off the names on all dedicated flags and a concert by the 122nd Army band from Rickenbacker Air National Guard Base.



Korean War memorial replica

The field was illuminated each night with Rotary members in attendance to direct visitors.

One of the highlights of the display was the remembrance of the

"Forgotten War". Local students and businesses combined efforts to create a replica of the Korean War memorial. The closing ceremony on Memorial Day included trumpet solos of Taps and Amazing Grace to reflect the solemn remembrance of the heroes that have answered the call to service.



Field of flags at Westerville Soccer Complex

NMA's Helping Hands

Our members have recently volunteered their time in the community to help make a difference:

Stacy Cooperwood is president of the Glenwood Recreation Center CRC Board.

Cindy Fruth continues to volunteer as the Treasurer of the Columbus Employees Association and is also the Treasurer of her church.

Sima Gellman co-chaired a fundraiser for Congregation Torat Emet

Teresa Langer with the help of **Amy Ackerson, Tim Baker, Lesley Carter, Stacey Cooperwood, LaVerne Freeman, Albert Iosue, Beth Kinney, Linda King, Cindy Miracle, Tami Peters, Terrell Spencer, Ron Stewart,**

Susan Wilson, Patti Zeier and all those who bought and ate Anthony Thomas candy bars raised \$735 in candy sales, which will help defray the cost of sending our speech contest winner to regional and national competition.

Terry Neal volunteers on the Board of Directors for the Eastgate Garden.

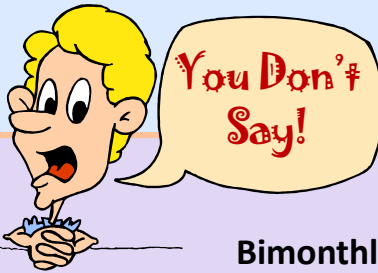
Tami Peters continues to volunteer her time for the Hamilton Meadows Civic Association.

Terrell Spencer currently holds the office of President for The Livingston Heights Place Civic Association.

Bee Tolber continues to volunteer as a mentor in the Alpha Minority Youth Engineering program.



Professional Development



Bimonthly Vs. Semimonthly

Bimonthly is an adjective that means every two months: "I brought the cake for the bimonthly office party." Bimonthly is also a noun that means a publication issued every two months: "The company publishes several popular bimonthlies."

Semimonthly is an adjective that means happening twice a month: "We have semimonthly meetings on the 1st and the 15th."

Seminar Announcement

Faciliskills Workshop 1: Making the SMART Connection

Date: June 19, 2013

Time: 8:00 AM to 12:00 PM

Location: Fire Training Complex
3639 Parsons Avenue
First Floor Old Cafeteria

"Over a hundred practical ideas and tips on how to create a culture of participation."

Learn how to involve everyone and—

- Find creative ways to engage people
- Discover methods to help newcomers relax and participate
- A void misconceptions of how individuals communicate
- Use the tools of group dynamics

Learn how to manage the group process to—

- Get specifically focused
- Keep people participating
- Facilitate quick group problem-solving
- Speed up group decision-making

Learn how to manage for the commitment to action and—

- Build trust and respect with participants
- Encourage innovation and initiative
- Discover what communication tools can help you accomplish miracles

Fees: Members No Charge, Non-Members \$95

Register by June 14 to: Teresa Langer, Division of Fire

Tel: 645-4128 **Fax** 645-4204

All are welcome to attend:

City of Columbus Toastmasters



Meetings:

1st Thursdays

Citywide Training Center
750 Piedmont Rd.
Training Room C
12:00 to 1:00 PM

2nd Thursdays

77 North Front Street,
Lower Level
Columbus Stat Room
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 645-6032 or 216 8988**

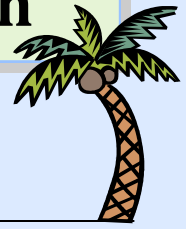
The NMA Leadership Model



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



The LDC East in Panama City Beach



LDC East in PCB

By Amy Ackerson

Kathy Spatz and I were very honored to represent our local Columbus chapter, and I can say—what a great time I had and what a great environment I had to learn in.

There were workshops on officer positions and standing committees. We collaborated on what our chapters were doing and how we faced difficult situations and how we did or could come up with a solution. Since I am the Secretary of our NMA chapter, I found the Secretary/Treasurer session the most interesting with how well I am doing and what more I can accomplish and bring to our own Chapter.

The most important thing that I took away from this conference was how vastly wide our NMA organization is and how we are all struggling with similar situations and that we are not alone in this. LDC gave us a great opportunity to expand our knowledge and horizons. Communication is a key factor in the development in our own selves and our organization.

I would encourage anyone

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Survivor Team Building

Story and Photos By Kathy Spatz

How effective are you at communicating? Do you have sharp listening skills? These were two challenges posed at the recent Leadership Development Conference. The intent of the workshop was to look at situations from differing perspectives and come towards positive goals.

The overall group was divided into random teams and “beached” on nearby Alligator Island. Ken Burton, a naval facilitator provided a brief overview of the tools that would likely be provided in the kit.

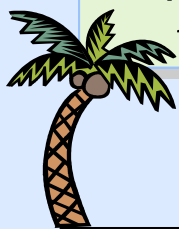
First the team had to establish what tools were available and who had the skills to use them. Instead of flint, members had two batteries, steel wool and aluminum foil to start their campfire. In no time at all, Amy Ackerson was able to show team members that she was in fact the best and leading, coordinating and sourcing the materials for the fire. At the same time, a tent was erected from a piece of plastic and secured to nearby trees for support.

The “Buckeye” team, so named because all members were Ohio State fans, was titled the winning team. Ken was impressed that the team went well beyond what was suggested and the effectiveness of the teamwork was impressive!



Buckeye Team with their tent





The LDC East in Panama City Beach

Chapter Winner Takes First Place at LDC East



LDC East speech contestants with winner Gabe 3rd from left and runner up Kamera Washington on the far right

Story and Photos By Kathy Spatz

One of the highlights of the East Leadership Development Conference was the regional speech competition. There were eight contestants ranging from 9th to 12th grade. The topics for the speeches were about leadership, and each was as unique as the contestants. They included insightful pieces of advice for the adults in the audience.

One spoke of the need for patience and challenged everyone to savor the marshmallow rather than enjoying the instant gratification. Another spoke of leadership traits and realizing that leaders surround us every day.

People that can make the most impact can be family members, teachers as well as celebrities. Kamaria Washington, the runner up representing the

Blue Cross Blue Shield Chapter in Detroit, Michigan, spoke of the five E's of leadership. They were explore ideas; explain goals; engage teams; execute others and goals; execute the plan. She earned \$500 towards her education.

The most creative analogy of a leader came from Gabriel Caldwell who represented the Columbus Public Service Chapter. He challenged everyone to "have a little more Batman in our lives". His speech bespoke the need to do things that are unconventional to solve problems. His award winning speech earned him \$1,000 towards his education.

Both Gabriel and Kamaria will be competing with the two award winners from the West Leadership Development Conference at the 2013 NMA annual conference in San Antonio, Texas in September.

LDC East in PCB

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that can to attend one of these conferences. You learn about yourself and can collaborate with fellow members and receive different point of views. This also makes us stay on track for future endeavors.

I had the great honor to see our very own Gabe Caldwell win first place out of eight contestants in the LDC East Speech Contest. It is hard to believe that the 8 high school students who competed have so much talent and determination so early in life. They all are deserving of a medal!!

The weather was great, food was awesome, and the learning and transfer of knowledge was unbeatable!



Gabe with his father Robbert Caldwell, who couldn't be prouder!



NMA-Lighthouse Puzzles

If your actions inspire others to dream more, learn more, do more and become more, you are a leader - John Quincy Adams

Correct answers to the March puzzle were submitted by **Al Carmon** and **Barb Crawford**. The winner was

Barb Crawford



NMA Calendar 2013



June

- 3-7 Management Week
- 3 City Council Proclamation
- 4 June Luncheon Event "First Public Service Leadership Award"
- 14 Flag Day
- 16 Fathers' Day
- 19 Juneteenth
- 21 Summer Solstice
- 19 Faciliskills

April Puzzle Solution

Impassioned	H 23 E 57 A 69 T 27 E 77 D 47	Temperamental	M 60 O 21 O 35 D 76 Y 3
Almost	N 54 E 65 A 53 R 30 L 73 Y 3	Love, Italian style	A 32 M 49 O 63 R 41 E 20
Back tooth	M 62 O 28 L 38 A 72 R 36	Venerate	A 7 D 47 M 60 I 1 R 25 E 74
Tale	S 13 T 22 O 59 R 78 Y 66	Dairy food	C 8 H 23 E 52 E 71 S 16 E 46
Desist	R 64 E 37 F 2 R 70 A 75 I 18 N 42	Contemporary	M 43 O 61 D 22 E 39 R 48 N 19
Devout	P 17 I 10 O 50 U 5 S 26	Shooting star	M 34 E 61 T 22 E 39 O 48 R 19
Felled trees	T 9 I 14 M 33 B 56 E 31 R 45	Hue	C 58 O 11 L 38 O 44 R 51
Nearby	A 40 R 64 O 4 U 68 N 12 D 29		

May Puzzle

Theme-Find

Once all 12 words are found in the word-find below, they will be clues to the secret theme.

W	E	A	S	L	E	Y	S	F	G	M	R
W	G	F	R	A	T	E	R	N	A	L	H
I	X	L	I	T	B	O	B	B	S	E	Y
N	A	F	I	Z	S	R	E	D	N	A	L
K	T	V	D	N	T	R	D	Z	D	T	N
L	O	Q	E	B	B	Y	R	O	M	A	N
E	S	I	N	Q	B	P	R	L	V	U	O
V	E	U	T	L	I	G	A	P	X	M	L
O	N	M	I	K	G	V	B	V	F	T	S
S	N	X	C	M	L	C	B	O	A	B	E
S	I	N	A	J	A	W	Y	K	F	J	N
A	M	O	L	S	R	E	D	N	A	L	I

To enter the contest, solve the puzzle and email the solution to: sima@columbus.rr.com. 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 June 3 to be considered.



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.

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.

NMA Mission Statement

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



Chapter Leader Directory

NMA OFFICERS AND BOARD MEMBERS – JULY 2012-JUNE 2013

<u>Officers/Term End</u>	<u>Name</u>	<u>Office Phone</u>	<u>Email</u>
President	Teresa Langer	645-4128	tlanger@columbus.gov
1st Vice President	Terry Neal	221-3132x5480	tneal@columbus.gov
2nd Vice President	Tami Peters	645-2688	tlpeters@columbus.gov
Secretary	Amy Ackerson	645-8119	aackerson@columbus.gov
Treasurer	Elaine Brunney	645-5705	embrunney@columbus.gov
Immediate Past President	Bee Tolber	645-7496	vvtolber@columbus.gov
National Director	Bill Mahaffey		
National Director	Kathy Spatz	645-0487	kaspatz@columbus.gov
<u>Board of Directors</u>			
At Large/2014	Barb Crawford	645-8248	bcrawford1@columbus.gov
Development/2014	Beth Fairman Kinney	645-7116	bfkinney@columbus.gov
Finance-Fleet/2014	Terrell Spencer	645-6133	tlspencer@columbus.gov
Public Safety	Vacant		
Public Service/2014	Randy McMillin	645-3187	rdmcmillin@columbus.gov
Public Utilities/2013	Cindy Fruth	645-7304	cmfruth@columbus.gov
SWACO/2014	Albert Iosue	871-5100	albert.iosue@swaco.org
Technology/2013	Greg Dukes	645-6124	gadukes@columbus.gov
<u>Committees</u>			
Chapter Awards	Leo Ross	645-7258	leross@columbus.gov
Community Service	Bee Tolber	645-7496	vvtolber@columbus.gov
Membership	Carnell Felton	645-3138x1202	cbfelton@columbus.gov
Programs	Lesley Carter	645-8313	lacarter@columbus.gov
Professional Development	Kathy Spatz TEMP	645-0487	kaspatz@columbus.gov
Public Relations	Sima Gellman	563-1389	sima@columbus.rr.com



The Lighthouse is published monthly by the Columbus Service Chapter of NMA, Sima Gellman, Editor; Teresa Langer, Terry Neal and Kathy Spatz, Committee Members. Amy Ackerson, Lesley Carter, Jeff Emhuff, Beth Fairman Kinney, Teresa Langer, Tami Peters, Kathy Spatz and Bee Tolber contributed to this month's issue. Submit articles to: sima@columbus.rr.com or NMA-Lighthouse@columbus.gov.

