



The Lighthouse



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

Building Confidence Through Body Language

By Elizabeth Reed

Stop! Don't move! What position is your body in? Take a mental note. Is it open, closed, high power pose, or a low power pose? We'll come back to this.



You may have heard that 93% of the message is body language; that is actually a misquote of a classic study by Dr. Albert Mehrabian. The actual quote is this, "the total **impact** of a message is based on 7% words used, 38% tone of voice, volume, rate of speech, vocal pitch, 55% facial expressions, hand gestures, postures and other forms of body language." Mehrabian never claimed that the non-verbal aspect of communication will deliver 93% of your entire message, but it will reveal underlying emotions, motives, and feelings. In fact, people will

evaluate **most of the emotional** content of your message, not by what you say but by your nonverbal signals.

Body language is instrumental in conveying your intended message.

Body Language includes: 1.

facial expressions, 2 gestures, and 3 whole body movements. Facial expressions are also among the most universal forms of body language. The expressions used to convey fear, anger, sadness, and happiness are similar throughout the world. Your body expresses emotion better than your face. Most emotional expressions come built into our system. For example, scientists from British Columbia observed congenitally blind people at the Paralympics. In this

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May 2014

Visit the Columbus Public Service chapter website:

<http://www.nma-cpsc.org>

Visit us on Facebook at

www.Facebook.com/NMACPSC

The latest issue of **Breaktime**

can be found at: [http://](http://www.nma1.org/Communications/Breaktime/2014-04/2014-04.pdf)

www.nma1.org/Communications/Breaktime/2014-04/2014-04.pdf

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NMA Family Scrapbook



Building Confidence Through Body Language

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example, the left athlete can see, whereas the right athlete is congenitally blind. Yet, after winning, both express the same body language for victory. Body language (facial expressions, gestures and whole body movement) is a global language! It's a human language. Of course, body language is important to ensure your message is understood.

Confidence is conveyed through body language. Experts who teach people to notice confidence in people will tell you the signals of confident people:

Posture – standing tall with shoulders back;

Eye contact – solid with a 'smiling' face;

Gestures with hands and arms – purposeful and deliberate;

Speech – slow and clear;

Tone of voice – moderate to low.

But, what if I told that changing your body language could be transformative? By changing your stance, your posture, you will be more confident—you will be a more impactful leader. So far we've discussed how our body expresses our emotion, but Amy Cuddy, an Associate Professor and Researcher at

Harvard has turned the question around. She studies how our body language effects our emotions.

Here's how the study worked. Participants faked body postures that conveyed confidence and power for two minutes. She then measured changes in testosterone and cortisol levels and appetite for risk. Testosterone is linked with confidence and cortisol with stress. To feel more powerful you want testosterone to increase and cortisol to decrease. In her study power poses had this exact effect.

You read along this far, now take the time to participate. Select the power pose of your choice and hold it for two minutes. Yes, you, sure now, why not? Pick the pose of your choice. Begin. Time yourself for two minutes.

As part of the study she asked participates who did both low power poses and high power poses and learned that the comfort level is was equivalent. Some of you may be thinking, this is comfortable, but it is awkward, it's not really me, it feels fake, it's not natural. That's okay. Fake it.

The two hormones this Impacts is testosterone--the "power"

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Announcements



2014 NMA



Officer Installation Dinner Event

DATE: Wednesday, July 9, 2013

TIME: 5:30-8:00 PM

LOCATION: The Hickory House
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, Beverages and Dessert

AGENDA:

- 5:30 Registration & Social Time
- 6:15 Invocation and Pledge of Allegiance
- 6:20 Dinner Is Served
- 7:00 **Speaker:** NMA President, Steve Bailey
Installation of Officers
- 7:35 President: Stacey Cooperwood
- 7:40 50/50 Raffle & Bonus Bucks Drawing
- 7:45 Adjourned

Please make your reservations by Wednesday, July 2th to Judy Johnson, jajohnson@columbus.gov or 645-0526 (Let us know if you are bringing a guest)

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

NMA Officers and Board of Directors 2014 – 2015

Officers

President:

Stacey Cooperwood

First Vice President:

Scott Ward

Second Vice President:

Jeff Emhuff

Secretary:

Amy Ackerson

Treasurer:

Elaine Brunney

Board of Directors

At Large:

Barb Crawford

Development:

Beth Fairman Kinney

Public Utilities:

Cindy Fruth

Public Service:

Jay Gantzer

Technology:

LaVerne Freeman

Public Safety:

Teresa Langer

SWACO:

Albert Iosue

Professional Development

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**



Use These:

- Of utmost importance (not of upmost importance)
- Supposedly (not supposably)
- For all intents and purposes (not for all intensive purposes)

Announcing FACILSKILLS™

Fostering a Culture of Participation

Getting people to work together isn't always easy...

FaciliSkills™ is all about collaborative relationships which open doors and make life simpler in the community, and within the organization. In short, one needs to "facilitate" all aspects of life in order to accomplish goals.

FaciliSkills™ workshops provide the tools for having greater impact and broader influence, for leveraging time and making better decisions, and for fostering personal growth and ultimately growing your business.

FaciliSkills™ Workshops are designed for...

- Managers who lead groups or project teams
- Anyone thrust into a leader's role without direction
- Emerging leaders seeking new skills to benefit their organization and advance their careers
- Teams that have stalled mid-project.

**All classes will be held From 8:00 am to 12:00 pm
at 1881 E 25th Ave, Training Facility Room A**

Fees: Members No Charge, Non Members \$95

Upcoming Faciliskills Class Schedule

**#3 Wednesday June 10, 2014 Transformational Leadership
Register by June 6, 2014**

**For more information or to register, contact Tami Peters,
Department of Public Service 645-2688 or visit**

[http://www.nma-cpsc.org/Assets/
FACILSKILLSRegistrationForm-4-2014.pdf](http://www.nma-cpsc.org/Assets/FACILSKILLSRegistrationForm-4-2014.pdf)

The NMA Leadership Model



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

May Event Notes

The May NMA member meeting was held at 757 Carolyn Avenue. Lunch was hosted by Donato's Pizza. Members and guest alike were able to feast on delicious food as our presenters informed the audience about Neighborhood Pride. Our presenters are not strangers to us and as we have found out, are not strangers to most in our surrounding communities. Bruce Black is the Mayor's Office Neighborhood Pride Coordinator and Beth Fairman Kinney is the Community Relations Coordinator. Together, they are the Neighborhood Pride dynamic duo!

Mayor Coleman began the Neighborhood Pride program in 2000. Neighborhood Pride demonstrates that a team—neighborhood groups, businesses, schools, the City of Columbus and others—can make our neighborhoods cleaner, safer and stronger. The Neighborhood Pride program is supported by business partners, community volunteers and creative scheduling.

Neighborhood Pride also has a bike program in which they are partners with Nationwide and Blue Jackets. 32,000 helmets are given away at school locations. No helmets have been given away this year. However, hospitals gave 3500 for next year.

As we all know, you can't have a police officer at every corner. Neighborhood Block Watch

does a good job! Block Watch allows neighbors the opportunity to meet each other and to watch out for each other. It helps unite the community.

Neighborhood Pride is the only program in the country that brings city, county, and private sector together. In 2014 they will be working with four neighborhoods and have a host of activities running from May through December:

- Franklinton – Dodge Recreation Center, June 23 – 27
- MACC Civic Association – Brookwood Presbyterian Church July 21-25
- Milo Grogan – Jerome H. Ross Center, September 22-26
- Driving Park – Hope Lutheran Church, October 20-24

Save the date for Fam Jam at Mayor Coleman's Block Party, August 2nd at Columbus Commons!

You are strongly encouraged to reach out to the Neighborhood Pride staff and set aside time to volunteer.

Make yourself aware of bike safety festivals around town. Website has reports from past pride weeks. For more information, find neighborhood pride on Facebook and twitter. Also, view the videos on YouTube! **Facebook.com/NeighborhoodPride, Twitter: NeighborhoodPride, Youtube – video making a difference and many more.**



Bruce Black gives information about Neighborhood Pride's Pride Week program.

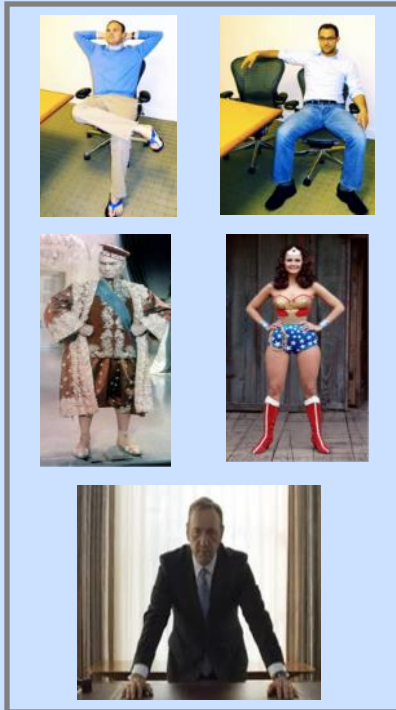
May Winners

- 50/50 Raffle winner:
Chris Jackson - \$43.50
- Bonus Bucks winner:
Terry Neal - \$10.00
- Where's Terry Contest:
(Franklin Conservatory) Winner:
Dana Newman

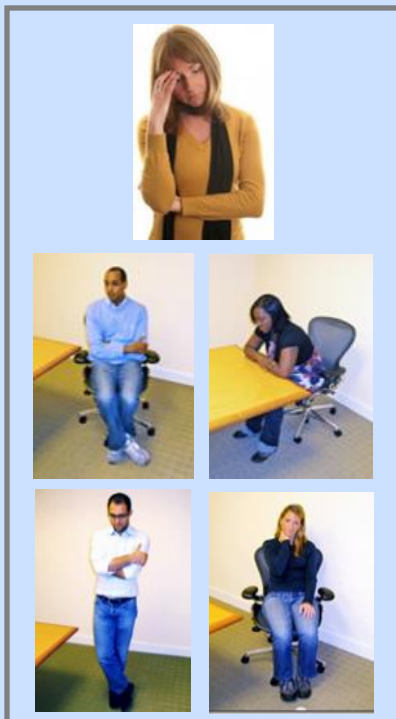


L to R Bruce Black, Beth Fairman Kinney and Terry Neal

In Cuddy's research she required people to fake "power posing" and she studied the results--the impact on the body and thoughts. First, high power poses look like this:



Lower power poses look like this:



Building Confidence Through Body Language

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hormone, which helps us to be better leaders, have more focus and attention. And cortisol, which is considered the "stress" hormone, which makes us feel overwhelmed and powerless.

At the end of the two minutes your testosterone will increase your cortisol will decrease. And, you will be more willing to gamble—to take a risk. These are attributes of confident people; confident leaders.

When can power posing be important? How about before a speech or an interview? No, I'm not suggesting that you go into an interview and sport a power pose. But think about it, interviewees are often found in the low power poses as they wait for the interview. Instead, stop somewhere, maybe in a room by yourself and power pose. When you go to the interview avoid the low power poses. You'll feel more confident. Simply put, "If you act powerfully, you will begin to think powerfully."

The use of body language can change how you see yourself and how you feel about yourself, not just at an emotional level but at a physical level. Body language not only sends a message to others, it sends a message to yourself. Using body language has a reciprocal effect and is

indeed transformative.

You have now learned the power of the pose—but, we're not done yet! Have a bonus tip that can help you build confidence through body language.

Smile – it'll make you happier.

We smile because we are happy. But like power poses smiles work the other way around too. Researchers at Cardiff University studied the idea. People who smile, without actually feeling happy, can make themselves feel a lot happier. Michael Lewis, a co-author of the study, "It would appear that the way we feel emotions isn't just restricted to our brain—there are parts of our bodies that help and reinforce the feelings we're having."

For now, give it a try. Smile in the restroom or in another quiet place before a difficult conversation, job interview or meeting. It may make you more successful.

Do you remember your pose when you started reading this article? Was it a low power pose? If so, include more power posing in your life and include more smiling in your life. You've heard, "fake it until you make it." Instead, as Cuddy puts it, "Fake it until you become it."

NMA's Helping Hands

NMA believes in Community Service, and our members volunteer many hours of their time to help make a difference:

Bruce Black is currently President of the Berwick Civic Association, and mentors OSU Students.

Julia Carter is a volunteer at Big Brothers/Big Sisters at Eastmoor High School.

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

Jeff Emhuff volunteers at the Franklinton Tutoring Program at Avondale Elementary School.

LaVerne Freeman helps out with childcare at her church two Sundays each month.

Cindy Fruth continues to volunteer as the Treasurer of the Columbus Employees Association and is also the Treasurer of her church. She volunteered Easter Egg Hunt at New Horizons Community Church of God

Beth Fairman Kinney is president of the United Crestview Area Neighbors Civic Association, and mentors OSU Students. She was a volunteer at Clinton Elementary Health and Wellness Week.

Judy Johnson volunteered at the Mid-Ohio Food Bank in Grove City this month.

Teresa Langer continues to sell candy bars to support the NMA speech contest.

Lisa Landoll volunteers at the information desk at Riverside Methodist Hospital.

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

Tami Peters continues to volunteer for the Ginkaku-Ji Karate Dojo.

Jan Reese volunteers at Golden Endings Golden Retriever Rescue.

Kathy Spatz volunteers on the Westerville Shade Tree Commission, and helped with the Spring Landscape

Seminar and Arbor Day activities.

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

Marcellus Stewart is a volunteer for America Men's Shelter .

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

Jeff Ushry is a Youth football Coach with the Columbus Ice and volunteers for the Eastmoor Academy Touchdown Club.

Scott Ward is an American Legion Executive Board Member and an AUSA Executive Board Member.



NMA-Lighthouse Puzzles



NMA Calendar 2014

June



- 2-6 Leadership Week
- 3 Chapter Meeting Event
- 4 Shavuot (Jewish Festival of Weeks)
- 5-7 LDC East
- 12 Chapter Board Meeting
- 14 Flag Day
- 15 Fathers' Day
- 19 Juneteenth
- 21 First day of Summer
- 29 Ramadan Begins

July



- 4 Independence Day
- 9 NMA Installation Dinner
- 27 Parents' Day
- 29 Ramadan Ends

August



- 7 National Lighthouse Day
- 15 Relaxation Day

April Puzzle Solution

Franklin Park Conservatory Columbus, Ohio

There were 15 correct responses:

Kathy Spatz, Terrell Spencer, Cindy Fruth, Barb Crawford, Rhonda Brown, Teresa Langer, Jeff Emhuff, Mark Law, Mark Calvert, Elizabeth Jones, Jane Kellermeier, Lesley Carter, Dana Newman, Jan Reese and Patricia Zeier. The winner was Dana Newman.



May Puzzle



To enter the contest, find Terry's location (name the city and the business) and send it to:

NMA-lighthouse@columbus.gov.

The contest winner will be selected by random drawing from all correct entries at the next NMA meeting event. Entries for this puzzle must be received by 5 PM, June 11, 2014 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.

NMA OFFICERS AND BOARD MEMBERS – JULY 2013-JUNE 2014

<u>Officers/Term End</u>	<u>Name</u>	<u>Phone</u>	<u>Email</u>
President	Terry Neal	221-3132x75480	tneal@columbus.gov
1st Vice President	Stacey Cooperwood	645-6219	SMCooperwood@columbus.gov
2nd Vice President	Scott Ward	645-1834	RSWard@columbus.gov
Secretary	Amy Ackerson	645-8119	aackerson@columbus.gov
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At Large/2015	Barb Crawford	645-8248	bcrawford1@columbus.gov
Development/2014	Beth Fairman Kinney	645-7116	bfkinney@columbus.gov
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Community Service	Bee Tolber	645-7496	vvtolber@columbus.gov
Membership	Carnell Felton	645-3138x1202	cbfelton@columbus.gov
Programs (Co-Chair)	Judy Johnson	645-0526	JAJohnson@columbus.gov
Professional Development	Tami Peters	645-2688	tlpeters@columbus.gov
Public Relations	Sima Gellman	563-1389	sima@columbus.rr.com
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	<u>Title</u>	<u>Agency</u>	
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Teresa Langer	Past President	Safety/Fire	TLanger@columbus.gov



The Lighthouse is published monthly by the Columbus Service Chapter of NMA, LaVerne Freeman, Editor; Sima Gellman, Teresa Langer, Terry Neal and Kathy Spatz, Committee Members. Amy Ackerson, LaVerne Freeman, Beth Fairman Kinney, Teresa Langer, Terry Neal, Tami Peters and Elizabeth Reed contributed to this month's issue. Submit articles to: lafreeman@columbus.gov or NMA-Lighthouse@columbus.gov.