



The Lighthouse



NMA...The Leadership Development Organization
Columbus Public Service Chapter

Neighborhood Pride Featured at January Meeting

On January 11, Bruce Black, the City's Pride Coordinator, was the guest speaker and the NMA lunch meeting, which was held at TAT Ristorante Di Famiglia. He gave an informative presentation on Neighborhood Pride, a program that has accomplished much that the City can be indeed be proud of.

The Neighborhood Pride program began in the spring of 2000, and by the end of 2010, 68 neighborhoods throughout Columbus had been served. The program for each community consists of 6 weeks of planning and preparation, concluding with a Pride Week full of activities.



During Pride Week, the neighborhood receives about 5 years of services including general cleanup, help with code enforcement violations, trash and weed removal, tree trimming and removal, fire hydrant and street light repair, street cleaning, pot hole repair and graffiti removal. Services are provided by all City departments, and also community volunteers; city, county, state and federal government agencies and some of the approximately 785 partners who have donated over half a million dollars to the program.

Pride week activities begin with a bus ride through the neighborhood. As the Pride team and community volunteers tour the area, the group uses this opportunity to assess the needs of their neighborhood and plan the focus of the activities. All businesses in the neighborhood receive a visit and an invitation to become "Pride Partner".

Besides the cleanup and repair activities, each community has the opportunity to attend a fire safety presentation and receive free fire alarms.



Continued on page 2

It's time to submit nominations for Silver Knight, Gold Knight, Executive of the Year and Member of the Year awards! Please see Page 5 for more information.

January 2011

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

The December issue of **Breaktime** can be found at:

<http://www.nma1.org/Communications/Breaktime/2010-12/2010-12.pdf>

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

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Health screenings and other services are also available. "Pride Partners" provide many types of helpful workshops, like the home repair workshop provided by Lowe's.

The weeks' programs also include a bike ride through the neighborhood on Wednesday night and a town meeting with the Mayor on Thursday night. The Beautiful Home program recognizes and appreciates well maintained homes. And free lunches provided by Pride Partners and community organizations are always available during Pride week.



Neighborhoods have received many lasting benefits of the Neighborhood Pride program. There have been

2,123 Neighborhood Safety Academy graduates, and 14,834 students have participated in the Neighborhood Pride Bike Safety Festival, where 13,187 free safety helmets have been distributed.



Also part of the program is a talent search, where many talented middle-school age children have been given scholarships to local schools and other opportunities they would not have had access to without this program.



Neighborhood community groups and civic associations can apply online to have Neighborhood Pride visit their neighborhood at <http://development.columbus.gov>.

Photos provided by Bruce Black

The NMA Leadership Model

Engender Organizational Capability

- Foster effective communications
- Attract, develop, and retain talent
- Respect and capture collective knowledge
- Value diversity
- Leverage cross-disciplinary knowledge to provide integrated solutions
- Nurture creativity and innovation
- Mentor and coach for growth and success
- Promote collaboration and teamwork
- Provide a stretch orientation to assignments
- Solicit and provide feedback
- Lead efforts to streamline processes and adopt best practices
- Recruit effectively
- Implement succession planning/talent-pool planning
- Cultivate an active network of relation-

- ships inside and outside the organization
- Install measurement systems to track results
- Address career and work environment issues that affect retention, including physical and mental health

Demonstrate Personal Character

- Model the ideals – including the values – of the organization
- Assess self and embrace a personal philosophy of lifelong learning
- Inspire trust through ethical behavior
- Accept full responsibility for actions and decisions
- Demonstrate respect for others
- Sustain and build personal relationships with all constituencies, internal and external
- Lead courageously
- Exercise sound judgment
- Adapt and perform under pressure
- Stay on track and do not be deterred or compromised by negative pressure from others
- Appropriately question the actions and leadership of others
- Diffuse conflict and accept criticism

- Create a supportive culture with reward systems that reward leadership behaviors
- Inspire and motivate others
- Listen attentively & articulate contributions of others
- Champion individual successes
- Provide appropriate recognition, praise, and rewards
- Build confidence and passion in others
- Be approachable
- Partner to maximize results
- Develop other leaders in the organization
- Influence through win/win solutions
- Enable world class performance of tasks

Set Direction

- Communicate the vision
- Set strategy and drive execution via supporting goals, tasks, & individual accountabilities
- Maintain an environment that supports risk taking and innovation
- Maintain customer focus; internal and external
- Limit personal bias or preferences when leading others
- Staff for effectiveness... and the future
- Drive performance through shared vision, values, and accountability
- Adapt to the accelerating pace of change
- Be forward thinking -- embrace change and transformation
- Remain consistent
- Understand key political, economic, and social trends both domestically and globally

Mobilize Individual Commitment for Change

- Lead by example
- Encourage others to model corporate values
- Energize the organization via a compelling picture of future opportunities

The NMA Leadership Model



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

Election Update

Consider taking an active part in the leadership of the Columbus Public Service Chapter. Some nominations have already been received, and more will be welcome. Chapter positions are:

Officers:

President: Bee Tolber
 1st Vice President:
 2nd Vice President:
 Secretary: Amy Ackerson
 Treasurer:

Board Members:

Public Service:
 Public Utilities: Cindy Fruth



Committee Chair:

Awards:
 Membership:
 Professional Development:
 Programs: Laurie Richards
 Community Service/Speech: Jacque Kelley
 Public Relations: Sima Gellman

Please forward nominations to Kathy Spatz,



kaspatz@columbus.gov. For questions, Kathy can be reached at 645-0487.

Positions:

2nd Vice President leads three of the committee chairs and provides support to these committees by recommendations and ideas.

Treasurer is the financial officer of the chapter balancing the income and expenses.

Board Members support officers and membership by attending executive committee meetings; making strategic recommendations for the chapter.

Awards Chair organizes the year end recognitions and submits nominees for national awards.

Membership Chair recruits new members and assists in facilitating the paperwork to make sure rosters are updated. The chair organizes the annual booster/ new member orientation.

Professional Development Chair organizes the classes and coordinates with the membership.

February Lunch Meeting

Please join us for lunch to celebrate Black History Month with guest speaker, **Firefighter Alonzo King**, who is also the Fire Division's Community Relations 50 Year Plus coordinator!

DATE: Wednesday, February 9, 2011

TIME: 11:15 a.m. to 1:00 p.m.

LOCATION: *Transportation Training Facility*
 1881 E. 25th Ave.
 Columbus, OH 43219

MENU:

- *Salad with Three Choices of Dressings*
- *BBQ Pulled Pork*
- *BBQ Pulled Chicken*
- *Pasta Salad*
- *Macaroni & Cheese*
- *Tossed Salad*
- *Cookies & Brownies*
- *Water and Pop*

AGENDA:

11:15 Registration

11:30 Invocation/Pledge of Allegiance

11:40 Lunch

12:10 Speaker: *Alonzo King*

12:40 President: *Vonna Hayes/Committee Updates*

12:50 50/50 Raffle & Bonus Bucks Drawing

1:00 Meeting Adjourned

Please make your reservation by Friday, February 4

To make, cancel or add a reservation, e-mail Laurie Richards, Public Utilities at lrichards@columbus.gov or call 645-1769.

If you are bringing a guest, send guest fee with reservation to: Laurie Richards at Public Utilities Permit Office, 910 Dublin Rd. 3rd Floor, or bring to the meeting.

Guest Fee: \$12



Professional Development Opportunities

Webcast Available

American Management Association webcast, Empower your Employees and Customers (#17419-00001), has been scheduled for 2/2/2011 from 12:-1 pm.

More information on this and other webcasts can be found at www.amanet.org.

Seminar Announcement

Leadership from the Inside Out: How to Walk Your Talk

Let's examine what it takes to lead – as a worker and as a supervisor. This introspective approach to leadership is of value to those in a management position and those who desire to inspire, motivate and lead others. Learn the real power of motivating yourself and others, while modeling authentic behavior.

Participant Objectives:

- a) Enumerate the traits of true leaders
- b) Understand levels of power
- c) Assess self and identify strengths and opportunities; Values clarification
- d) Close the gap between values and actions with Emotional Intelligence
- e) How to practice the qualities that motivate and inspire you and others – exploring our personal fears and recognizing the “blocks” to authenticity
- f) Differentiate between judgment and discernment of others' behavior to access personal power; the power of effective feedback
- g) Learning from mistakes; leading from mistakes – an awesome leverage
- h) Learn how leaders are reluctant at times, but need motivates them to act

Date & Time: February 8, 2011 8:00 to 11:30 am

**Location: Utilities Complex Auditorium
910 Dublin Rd.**

**Return reservation by February 2 to:
Bill Mahaffey, CM
Division of Power & Water
Tel: 645-3765, Fax 645-6165**

Fees: Members N/C Non Members \$40

FACILSKILLS™

Fostering a Culture of Participation

Getting people to work together isn't always easy.

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.

Workshop 3: Transformational Leadership

"A major FaciliSkills™ focus is on creating an environment where better results are achieved, where people grow personally, where trust develops and there is enthusiastic commitment to resultant decisions."

Learn the preferred methods for developing group consensus by—

- Understanding how different personalities affect meetings
- Handling people who are not of the same mindset
- Negotiating group "Mind Fields"

Learn creative ways to build momentum and affect decision-making from—

- Clearly understanding others' needs, wants, interests and backgrounds
- Creating the right "decision network"
- Utilizing self-motivating strategies

Learn the "tools" for developing trust, harnessing energy, and handling conflicts by—

- Understanding "signals" to check for readiness to move forward
- Knowing the process for developing group synergy while avoiding "Groupthink"
- Creating streamline channels for constructive feedback

Date & Time: March 10, 2011 8:00am to 12:00pm

**Location: Utilities Complex Auditorium
910 Dublin Rd.**

**Return reservation by March 7 to:
Bill Mahaffey, CM
Division of Power & Water
Tel: 645-3765, Fax 645-6165**

Fees: Members N/C Non Members \$95



NMA Award Nominations

It's time to submit nominations for Silver Knight, Gold Knight, Executive of the Year and Member of the Year awards! Forms are available at NMA1.org or from Bee Tolber, vvtolber@columbus.gov. All nominations must be in by March 15, 2011.



Silver Knight

The Silver Knight is the highest award NMA chapters can bestow upon an outstanding executive. It is presented once a year by each chartered chapter. The nominee must be an executive who is well-known

to the members of the chapter and whose example has stimulated and inspired them. It should be one who regularly applies the principles of the Association's Code of Ethics in his/her daily work and contributes toward the achievements of Association objectives. The individual should be one who, in business, community, and industrial life, has demonstrated the highest qualities of leadership, and is well-known for efforts toward preservation of the Free Enterprise System.



Gold Knight

The Gold Knight Award is the highest award an NMA council can bestow upon an outstanding executive. The nominee must be an executive whose reputation for outstanding leadership is well-known

in the area served by the council. The person should be one who has motivated other management people to practice the principles of the Association's Code of Ethics and has encouraged others to contribute toward achievement of the objectives of the Association. The nominee should be one who is an outstanding influence for the preservation of the American Enterprise System among business, industrial, and community associates. One Gold Knight of Management Award a year is presented by each chartered council to a senior executive.



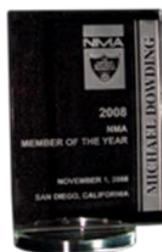
Executive of the Year

The objective of the award is to recognize a senior executive who has gained significant recognition for managerial and leadership accomplishments, conducted both personal and business affairs in accordance with NMA's Code

of Ethics. This is NMA's highest individual award. A plaque will be presented to the recipient at NMA's Annual Conference.

A nominee must be a senior executive with a demonstrated record of managerial and leadership accomplishments over his/her career and have received formal recognition for them. Also, the nominee must have supported the principles of contemporary management and been substantially involved in the community. To be considered for this award, a nominee need not have held membership in NMA, but should have been a lifelong advocate of NMA's Code of Ethics.

Award nominations must be submitted to the Chapter on the approved forms made available to all Chapters and Councils to receive the Chapter or Council endorsement.



Member of the Year

The objective of the award is to recognize a current Association member for his/her efforts during the past 12 months that enhanced the effectiveness of the Chapter or Council and advanced the purpose and the image of the Association. The award recipient

will be recognized at the Association's National Conference and will receive a \$500 cash award and a plaque. Association National Officers and National Directors are excluded from receiving this award.

A nominee must be a continuous Association member for the past two years and have made significant contributions to Chapter or Council operations and activities.

Award nominations must be submitted by the designated deadline date and on the approved forms made available to all Chapters and Councils. The nominations must be endorsed by an Association Chapter or Council and be signed by two officers of the nominating organization. It is extremely important to discuss in the Chapter/Council endorsement the significance and consequences of the nominee's specific efforts, accomplishments, and activities during the previous 12 months.





NMA-Lighthouse Puzzles

December Puzzle Solution

T	H	F	N	K	O	G	O	Y	O	I	R	N	R	Y	G	H	T
A	A	I	H	I	N	U	A	U	T	C	A	K	T	I	O	U	
C	I	N		D	O	Y		T	H	H	I	N	G		O	R	
	I	F		Y	O	U		T	H	I	N	K		Y	O	U	
C	A	N		D	O		A		T	H	I	N	G		O	R	
T	H	I	N	K		Y	O	U		C	A	N	T		D	O	
A		T	H	I	N	G		Y	O	U	R		R	I	G	H	T

Correct answers were submitted by:

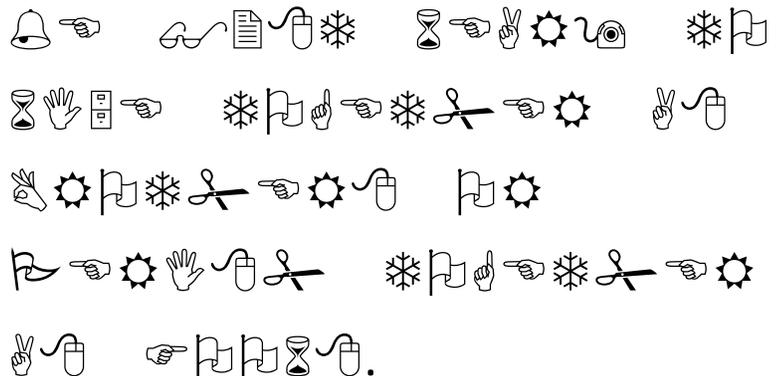
- | | |
|---------------|----------------|
| Tim Baker | Jan Reese |
| Al Carmon | Linda Rightor |
| Cindy Fruth | Kathy Spatz |
| Donna Garland | Aniko Williams |
| Vonna Hayes | |

The winner was Linda Rightor



January Puzzle

This cryptogram uses symbols instead of letters, and contains a famous quote from Dr. Martin Luther King. (Hint: ☹ = S and ☼ = R).



To enter the contest, complete the puzzle and send the answer to: NMA-Lighthouse@columbus.gov. The contest winner will be selected by random drawing from all correct entries at the February NMA meeting. Entries must be received by 5 PM on February 8 to be considered.

NMA Calendar 2011

February



- 8 Seminar: *Leadership From the Inside Out*
- 9 Lunch Meeting: *Black History*
- 11 Lighthouse articles due
- 15 Board Meeting
- 22 Presidents' Day

March



- 10 Facilitorskills 3: *Transformational Leadership*
- 11 Lighthouse articles Due
- 15 Board Meeting
- 15 Awards Nominations Due
- 15 Dinner Meeting: *Speech Contest Winner*
- 24 Mayor's Employee Recognition

April



- 15 Lighthouse articles Due
- 18 Passover—First Seder
- 19 Breakfast Meeting (tentative)

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 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 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 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 2010-JUNE 2011

Officers	Name	Office Phone	Email
President	Vonna Hayes	645-7505	vshayes@columbus.gov
1st Vice President	Bee Tolber	645-7496	vvtolber@columbus.gov
2nd Vice President	Teresa Langer	645-4128	tlanger@columbus.gov
Secretary	Amy Ackerson	645-8119	aackerson@columbus.gov
Treasurer	Debbie Ioia	645-6276	daioia@columbus.gov
Past President	Kathy Spatz	645-0487	kaspatz@columbus.gov
National Director	Bill Mahaffey	645-7100	wtmahaffey@columbus.gov
Board of Directors			
At Large	Barb Crawford	645-8248	bcrawford1@columbus.gov
Development	VACANT		
Finance-Fleet	Terrell Spencer/2012	645-6133	tlspencer@columbus.gov
Public Safety - Chair	Lt. Terry Neal/2012	221-3132 x5480	tneal@columbus.gov
Public Service	Linda Rightor/2011	645-0436	lvrightor@columbus.gov
Public Utilities	Cindy Fruth/2011	645-7304	cmfruth@columbus.gov
SWACO	Albert Iosue/2010	871-5100	albert.iosue@swaco.org
Technology	Greg Dukes/2011	645-6124	gadukes@columbus.gov
Committees			
Chapter Awards	VACANT		
Community Service	Jacqueline Kelley	645-5824	jkkelley@columbus.gov
Membership	VACANT		
Programs	Laurie Richards	645-7330	lirichards@columbus.gov
Professional Development	Kathy Spatz	645-0487	kaspatz@columbus.gov
Public Relations	Sima Gellman	645-6161	sngellman@columbus.gov



The Lighthouse is published monthly by the Columbus Service Chapter of NMA, Sima Gellman, Editor, JP Blackwood and Kathy Spatz, Committee Members. Kathy Spatz, Laurie Richards, Bee Tolber, Bill Mahaffey and Bruce Black contributed to this month's issue. Submit articles to sngellman@columbus.gov or NMA-Lighthouse@columbus.gov.

