



The Lighthouse



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

Vonna Hayes Passes the Gavel to Bee Tolber



On July 27, chapter members gathered in Schmidt's second-floor meeting room to celebrate the accomplishments of the past year and initiate a new year of leadership development opportunities.

Vonna spoke about the difference NMA has made in her personal and professional life, and recognized all the officers, board members and committee chairs who worked hard all year to provide

enrichment , encouragement and information to the chapter members.

Before formally installing the new chapter officers, NMA National President **Steve Bailey** presented ...

This organization is about learning to do the best that we can do. Our goal, "Mission Success" , has two key elements—engagement and trust.

Engagement occurs when employees make an emotional commitment to go the extra mile. It can't be created, it's a personal choice, and employees will choose where to put their energy. NMA can help by encouraging a "Culture of Engagement".

Teams are formed when people trust one-another. They need to know each other to trust, and when we demonstrate good character, it helps people trust us. NMA fosters interpersonal connection, which leads to team work and collaboration and trust.

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July 2011

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

The August 2011 issue of *Breaktime* can be found at: <http://nma1.org/Communications/Breaktime/2011-08/2011-08.pdf>

Visit The Columbus Public Service chapter website:

<http://nma1.us/chapters/220/>

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NMA Family Scrapbook

Our sincere condolences to Debbie Ioia, Rita Stone, Patti Gyke (Zeier) on the recent passing of their brother Bernard L. Zeier, and to Debbie Ioia on the loss of her mother in law, Mary Ioia.



**Welcome Back
Terry Neal!**

Top 10 Tips for the Innovation Leader

1. Have a Vision for Change

You cannot expect your team to be innovative if they do not know the direction in which they are headed. Innovation has to have a purpose. It is up to the leader to set the course and give a bearing for the future. You need one overarching statement which defines the direction for the business and which people will readily understand and remember. Great leaders spend time illustrating the vision, the goals and the challenges. They explain to people how their role is crucial in fulfilling the vision and meeting the challenges. They inspire men and women to become passionate entrepreneurs finding innovative routes to success.

2. Fight the Fear of Change

Innovative leaders constantly evangelize the need for change. They replace the comfort of complacency with the hunger of ambition. 'We are doing well but we cannot rest on our laurels - we need to do even better.' They explain that while trying new ventures is risky, standing still is riskier. They must paint a picture that shows an appealing future that is worth taking risks to achieve. The prospect involves perils and opportunities. The only way we can get there is by embracing change.

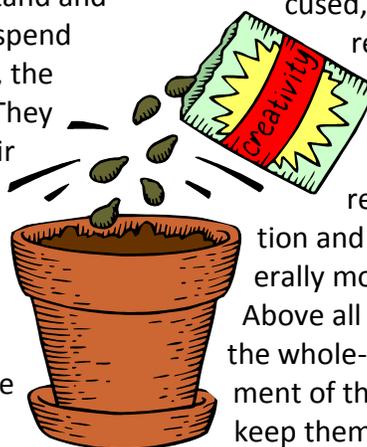
3. Think like a Venture Capitalist

VCs use a portfolio approach so

that they balance the risk of losers with the upsides of winners. They like to consider a large number of proposals. They are comfortable with the knowledge that many of the ideas they back will fail. These are all important lessons for corporate executives who typically consider only a handful of proposals and who abhor failure.

4. Have a Dynamic Suggestions Scheme

Great suggestion schemes are focused, easy to use, well-resourced, responsive and open to all. They do not need to offer huge rewards. Recognition and response are generally more important. Above all they have to have the whole-hearted commitment of the senior team to keep them fresh, properly managed and successful.



5. Break the Rules

To achieve radical innovation you have to challenge all the assumptions that govern how things should look in your environment. Business is not like sport with well-defined rules and referees. It is more like Art. It is rife with opportunity for the lateral thinker who can create new ways to provide the goods and services that customers want.

6. Give Everyone Two Jobs

Give all your people two key objectives. Ask them to run their current jobs in the most effective way

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Top 10 Tips

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possible and at the same time to find completely new ways to do the job. Encourage your employees to ask themselves - what is the essential purpose of my role? What is the outcome that I deliver that is of real value to my clients (internal and external). Is there a better way to deliver that value or purpose? The answer is always yes but most people never even ask the question.

7. Collaborate

Many CEOs see collaboration as key to their success with innovation. They know they cannot do it all using internal resources. So they look outside for other organizations to partner with. A good example is Mercedes and Swatch who collaborated to produce the Smart car. Each brought dissimilar skills and experiences to the team.

8. Welcome Failure

The innovative leader encourages a culture of experimentation. You must teach people that each failure is a step along the road to success. To be truly agile, you must give people the freedom to innovate, the freedom to experiment, the freedom to succeed. That means you must give them the freedom to fail too.

9. Build Prototypes

People's Bank has a refreshingly original attitude to new ideas. 'Don't debate it, test it' is the motto of this innovative American financial services organization. Try the new idea at low cost in a sec-

tion of the marketplace and see what the customer's reaction is. You will learn far more in the real world than you will in the test laboratory or with focus groups.

10. Be Passionate

Focus on the things that you want to change, the most important challenges you face and be passionate about overcoming them. Your energy and drive will translate itself into direction and inspiration for your people. It is no good filling your bus with contented, complacent passengers. You want evangelists, passionate supporters; people who believe that reaching the destination is really worthwhile. If you want to inspire people to innovate, to change the way they do things and to achieve extraordinary results then you have to be passionate about what you believe in and you have to communicate that passion every time you speak.

Paul Sloane writes, speaks and leads workshops on creativity, innovation and leadership. He is the author of The Innovative Leader published by Kogan-Page. <http://www.business-strategy-innovation.com/2009/08/top-10-tips-for-innovation-leader.html>

From [Blogging Innovation](#)

"Blogging innovation and marketing insights for the greater good"
Hosted by [Braden Kelley](#) for the [Global Innovation Community](#) - serving visitors



Stay Tuned...

Family Fun

Night is

still to

come!

In late

August!

Watch

your

email for more

information.



Become a Certified Manager! Visit the Certified Manager Online Learning Center:

<http://www.certification-partners.com/cciiiv/ICPM/index.html>



A thanks from HOBY



May 2011

Dear Contributor:

The 2011 Ohio South Hugh O'Brian Youth Leadership (HOBY) Seminar was a great success! Over 200 high school sophomores from central and southeastern Ohio participated in the seminar hosted at Denison University in Granville. The students left with a new set of experiences to help shape their perspective and give them the inspiration to be better leaders in their schools and communities.

Thanks to contributors like you and their willingness to be supportive of such a great educational opportunity, HOBY can continue to provide quality services and programming at our seminars. It is understandable in today's society that there are multiple demands to provide funding and volunteer for a variety of projects. We greatly appreciate your support of our seminar.

This year's seminar was the largest and most exciting seminar HOBY Ohio South has ever presented. The weekend included a lunch with local professionals, community service projects, leadership activities, key note speakers and informative panel presentations. Your support has helped our youth realize their potential. Many of the student ambassadors will return home and begin logging volunteer community service hours to help make the quality of life for their community better.

On behalf of the volunteer staff of HOBY Ohio South and all the young people we serve, we thank you for your support with leadership development of today's youth. Should you have any questions regarding our organization or the seminars that we host, please do not hesitate to contact us. We are hopeful that as you plan for the coming year you will keep HOBY in your plans. We look forward to working with you in the future as we continue to provide quality educational programming to the young leaders of tomorrow.

Sincerely,

Mandy Rohal
2011 Leadership Seminar Chairperson
HOBY Ohio South
614-403-3907
info@hobyohiosouth.org

On May 19-21, HOBY held their annual Ohio South Leadership Seminar at Dennison University in Granville, Ohio.

Founded in 1958, HOBY's mission is to inspire and develop our global community of youth and volunteers to a life dedicated to leadership, service and innovation. HOBY programs are conducted annually throughout the United States, serving local and international high school students.

Every year, the Public Service chapter sponsors a student from a local high school to attend the seminar. Speakers at this year's conference included Blake Kuhn, a local artist who founded his own clothing brand and is a social media consultant, Dr. Nahal al-Huaibi, and advanced employability instructor for community refugee and immigration services, Ruben Castilla Herrer, a community organizer, Darren Nealy, Multi-cultural Affairs Director, Capital University Law School, and Tim Valentine, Arts School Program Manager at OSU.





Dear Deborah Iola,

Thank you for your financial contribution to the HOBY seminar. On behalf of all of the ambassadors and staff at the Ohio South HOBY seminar, I would like to tell you that we all truly appreciate your contribution.

I personally enjoyed HOBY because of the great spirit and incredible enthusiasm. My favorite part of my weekend at the seminar was the dancing and cheering. HOBY has taught me so many leadership skills while I have had the opportunity to meet many fantastic people! This weekend has also provided me with the opportunity to reach out in my own community and partake in service projects.

I would love to come and tell you about my awesome experience. If you would like to know more about HOBY, please feel free to contact me. I hope that consider making the seminar possible for future ambassadors.

HOBY Hugs,

Madeline Hadley
Columbus School for Girls

mhadley@columbuschoolforgirls.org

**A thanks from
our sponsored
student,
Madeline
Hadley**

The 2011 Hoby World Leadership Congress is being held at Loyola University Chicago in Chicago, IL from July 23rd to 30th.

HOBY's World Leadership Congress provides today's youth with the training and tools to become the leaders of tomorrow. Participants have access to a distinguished group of leaders from a variety of backgrounds including business, government, international affairs, science and technology, medicine, media, and education. The week long program includes interactive and dynamic educational sessions, collaborative workshops, leadership exercises, community service projects and individualized trainings. HOBY's ambassadors leave the WLC more mature individuals, more aware of the world around them, having forged life-long friendships with like-minded HOBY Ambassadors from around the globe. Most importantly, participants leave empowered to make meaningful and lasting contributions to their communities.



Community Service

Call for volunteers

On Saturday, August 20, from 10am to 2pm, Mayor Coleman and Franklin County Children Services, will present FAMJAM at Columbus Commons.

Volunteers are needed to assist with the Neighborhood Pride Bicycle Safety Course, Bike Helmet fittings and set up and tear down. It will be a fun day in the sun, working with kids!

This year, Mayor Coleman's Neighborhood Pride program is co-producing the event with Franklin County Children's Services. The event, which welcomes all families and children in the city and throughout Franklin County. An array of community providers will be present to share valuable information and resources with families.

Contact: Beth Fairman Kinney
Neighborhood Pride, 645-7116
bfkinney@columbus.gov

2011 Speech Contest Set for October 26

The Columbus Public Service Chapter of NMA is seeking high school students who are interested in developing their public-speaking skills. Cash prizes are awarded to the first second and third place winners, and winners can then go on to compete at the regional and national level. Contact Jacqueline Kelley at jkkelley@columbus.gov or 645-5824 for more information.

A Refreshing Story

June 21, and June 22 were among the hottest days this summer. The heat index registered well over 100 degrees. NMA member and Fleet Management Div. QWL Chair, LaKeyche' Farrar left the air conditioned surroundings of Fleet's Administrative section to supply Gatorade to the automotive service staff members working in the sweltering conditions. The pleasant refresher was well received by all. Staff members she may have missed on her initial visit to their areas even quickly tracked LaKeyche's location to get a refreshing beverage.



New NMA member LaKeyche' Farrar distributes refreshments to appreciative staff members David Lewis and Thomas Hunt



Larry Montoney and Howard Metiva take a much appreciated refreshment break with LaKeyche' Farrar

Where Have You Been?

Everyone enjoys a good soccer game between our Columbus Crew and Newcastle United, a member of the English Premier League, including the Budweiser Clydesdales. While Newcastle was scheduled to visit Crew Stadium on Tuesday, July 26th, the Budweiser Clydesdales, wagon, Brewer the Dalmatian, and all, were surprise visitors, and provided the crowd and staff and volunteers with a great photo op!

Send pictures and information for "Where Have You Been" to NMA-Lighthouse@columbus.gov



Barb Crawford and friends at Crew Stadium



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National Director Bill Mahaffey looks on as National President Steve Bailey installs chapter officers, (from left to right) Debbie Ioia, Treasurer; Amy Ackerson, Secretary; Jacqueline Kelly, 2nd Vice President; Teresa Langer, 1st Vice President and Bee Tolber, President.

Recognition Awards for 2011 Presented:

OFFICERS

Past President Kathy Spatz
 President Vonna Hayes
 1st Vice President Bee Tolber
 2nd Vice President Teresa Langer
 Secretary Amy Ackerson
 Treasurer Debbie Ioia

Bee Tolber
 Kathy Spatz

MEMBERSHIP COMMITTEE

Chair - Donna Garland
 Members: Vonna Hayes
 Bee Tolber

BOARD OF DIRECTORS

Board of Directors Chair – Terry Neal
 Members: Barb Crawford
 Greg Dukes
 Cindy Fruth
 Al Iosue
 Linda Rightor
 Terrell Spencer

PROGRAMS COMMITTEE

Chair - Laurie Richards
 Members: Barb Crawford
 Cindy Fruth
 Judy Johnson
 Teresa Langer
 Cindy Miracle
 Terry Neal
 Catrina Whitlock

NATIONAL DIRECTOR

Bill Mahaffey

EXECUTIVE ADVISOR

Skip Parks
 Chief Ned Pettus, Jr.
 Dr. Richard Westerfield

PROFESSIONAL DEVELOPMENT COMMITTEE

Acting Chair - Kathy Spatz
 Members: Sima Gellman
 Teresa Langer
 Bill Mahaffey

AWARDS COMMITTEE

Acting Chair - Kathy Spatz
 Member - Bill Mahaffey

EDUCATION FACILITATOR

Judy Johnson
 Teresa Langer
 Bill Mahaffey
 Kathy Spatz

AMERICAN ENTERPRISE/ COMMUNITY SERVICE COMMITTEE

Chair - Jacqueline Kelley
 Members: Barb Crawford
 Vonna Hayes
 Linda Rightor
 Kathy Spatz
 Bee Tolber

SMS (SUPERVISORY MANAGEMENT SERIES) CERTIFICATES

Perrin Bushon
 Alfred Carmon
 Jane Kellermeyer
 Cindy Miracle
 Ashley Packer
 Tami Peters
 Leo Ross
 Rodney Sparks

PUBLIC RELATIONS COMMITTEE

Chair - Sima Gellman
 Members: JP Blackwood

Next Meeting:

**September 14
 Lunch Meeting,
 with a speaker from
 Ronald McDonald
 House**

**Mark your
 calendars!**



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 2011-JUNE 2012

Officers	Name	Office Phone	Email
President	Bee Tolber	645-7496	vytolber@columbus.gov
1st Vice President	Teresa Langer	645-4128	tlanger@columbus.gov
2nd Vice President	Jacqueline Kelley	645-5824	jkkelley@columbus.gov
Secretary	Amy Ackerson	645-8119	aackerson@columbus.gov
Treasurer	Debbie Ioia	645-6276	daioia@columbus.gov
Immediate Past President	Vonna Hayes	645-7505	vshayes@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	Donna M. Garland	645-2217	dmgarland@columbus.gov
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, Kathy Spatz and Bee Tolber Committee Members. Darryl Gibson, Beth Fairman Kinney, Bill Mahaffey, Laurie Richards, Kathy Spatz and Bee Tolber contributed to this month's issue. Submit articles to: sngellman@columbus.gov or NMA-Lighthouse@columbus.gov.

