



The Lighthouse



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

Jerry Hammond Center Employees Make More Than 200 Dreams Come True

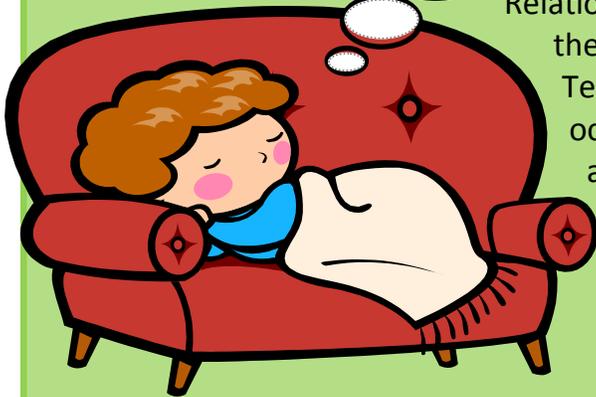
Over 200 toys were donated to this year's Firefighters 4 Kids toy drive by the employees of the Jerry Hammond Center at 1111 E. Broad St., a City office building occupied by Columbus Recreation & Parks, 3-1-1 Call Center, the



the Community Relations Commission and the Department of Technology. Also occupying the building are COWIC and some Franklin County and State of Ohio JFS offices.

The effort was led by NMA members

Sima Gellman and Kathy Spatz along with Karen Mitchell and Gale Gray from CRC; Lori LeClair from Technology; and COWIC's Joyce Bannister and Michael Mann. It was part of the "Holiday at Hammond" event that included a potluck lunch with games and karaoke. This was the third year for this program, and the best year yet for toy donations!



December 2011

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

The latest issue of *Break-time* 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



Welcome
back to
Membership
Chair Donna
Garland!



Resolve Never To Be Wrong Again

Posted by Dave Parsons
Dec. 9, 2011

It's a little late in the holiday shopping season to bang my annual Buy Local Drum (or my Donate To The Needy Instead of Buying More Unnecessary Presents for Your Ungrateful Relatives Drum), so let's pretend I already did that and look ahead to 2012.

I don't usually make New Year's resolutions, but I made an exception last year because I endured a period of time during which it seemed like I was constantly wrong. Any male who lives with any female should be accustomed to it, but this was even worse.

All of us have had occasions when we felt certain about something that subsequently turned out not to be the case. The final straw for me occurred last year when I received a bill from the Chamber of Commerce for an event that I didn't recall attending, so I sent them a polite email declining to pay and suggesting they recheck their records. They responded with a digital photo taken at the event that clearly showed me holding a glass of wine and chatting with other attendees.

Busted! In my own lame defense, I subsequently remembered that I had shown up at the last minute — sandwiching it

between two other commitments — and had forgotten all about it by the time the bill came two months (!) later. But it was embarrassing enough that I vowed never to be that sure of anything again.

Believe it or not — and with only minor effort on my part — I'm happy to say that I haven't been wrong about anything since then. Really. Not that I think I'm any smarter than everybody else, although I have my suspicions.

Think about it — we all have hundreds of chances to be wrong every day. Every time someone asks you a question, your response is subject to scrutiny. The trick is to phrase your answer in a way that is impossible to contradict.

For example, "What time is it?" seems like a simple enough question posed to anyone wearing a wrist watch, but is it really the time your watch indicates? It could be running slow due to a low battery or you may have missed the Daylight Savings Time change or space aliens could have placed you in a temporal time warp. You never know.

The beauty of this technique is that you don't need to consider every unlikely scenario when answering — you simply phrase your response in a

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way that cannot be “wrong.” My answer to the above question is, “My watch says 8:05.” That may or may not be the correct time, but it tells the questioner what he or she needs to know in a way that cannot be challenged, even if it’s actually 9:30 and you have just caused someone to miss his or her flight to Europe.

That’s a simple example, but once you train yourself in the basics you find yourself using a similar strategy with every response. For those of you in a hurry who don’t want to think about precise sentence construction on the fly, I recommend preceding every answer with “I could be mistaken, but.” This leaves plenty of wiggle room with whatever response you are giving. For example, “I could be mistaken, but I’m pretty sure the world is not flat.”

Normally you don’t need to be too concerned about your answers to questions that solicit an opinion, because an opinion cannot technically be “wrong.” However, this assurance won’t

help you with questions like, “Do these slacks make my butt look big,” where any response (or non-response) is catastrophic. It’s a trap! Run!

I derive a perverse amount of confidence and self-esteem from never being wrong, even though it’s not exactly the same thing as being right.

Being right usually involves a certain amount of training, intelligence, expertise or research, all of which require too much effort.

I’m just happy picking the low-hanging fruit.

Give this some thought while considering your New Year’s resolutions. I could be mistaken, but Jan. 1 is only three weeks away.

Dave Parsons is pretty sure he co-owns a business on the Coralville Strip and is a member of the Press-Citizen Writers’ Group.

From the Iowa City Press-Citizen
<http://www.press-citizen.com/>

Call for Silver Knight Award Nominations



The Silver Knight Award is the highest award our Chapter can bestow. 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 someone who regularly applies the principles of the Association’s Code of Ethics in his/her daily work and contributes to a better understanding of the Association, and is an outstanding influence in preserving our competitive enterprise system.

Find the nomination form online at <http://nma1.org/Awards/Awards.html>, and send completed form to any NMA Columbus Service Chapter officer.



Meeting Notes

The December meeting was a holiday celebration held at the Berwick Party House. Donations of canned goods and toys for Firefighters4Kids were collected, and door prizes were raffled. The buffet lunch was full of scrumptious variety, and the décor was very festive.

Liz Reed, president of the City's Toastmasters Club was the guest speaker. She presented her humorous, award-winning monologue about her 25 years of marriage.



Help Keep NMA Luncheon & Dinner Costs Affordable

Please remember to cancel your luncheon or dinner reservation with NMA if you find that you can't attend. Meal orders are made based on the number of reservations we receive, and the vendor must charge us for all the meals they prepare. When members make a reservation but don't attend, we must still pay for their meal. This additional expense can be avoided by contacting Laurie Richards at least 48 hours in advance, if possible, to cancel your reservation. She can be reached at 645-1769, or by email her at lrichards@columbus.gov.

Thanks!



**Watch your
email for
information
on the
January 24
NMA break-
fast meeting**



New Members Wanted

Invite a friend or co-worker
to the next NMA meeting.

NMA Calendar

2012

January

- 1 New Years Day
- 16 MLK Day
- 19 Board Meeting
- 24 Breakfast Meeting (tentative)



February

- 14 Valentines Day
- 16 Board Meeting
- 20 Presidents Day
- 29 Leap Year Day



March

- 7 Purim (Feast of Esther)
- 15 Board Meeting



The NMA Leadership Model



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

NMA-Lighthouse Puzzles

November Puzzle

If a pyramid of golf balls has 12 balls on the bottom layer (**Correction:** it should have said on one side), how many balls are in the entire pyramid?



Solution: There are total 364 balls.

Since there are 12 balls along one side, it means that there are 12 layers of balls. The top most layer has 1 ball. The second layer has 3 (1+2) balls. The third layer has 6 (1+2+3) balls. The fourth layer has 10 (1+2+3+4) balls. The fifth layer has 15 (1+2+3+4+5) balls. Similarly, there are 21, 28, 36, 45, 55, 66 and 78 balls in the remaining layers.

Everyone who attempted an answer was included in the prize drawing. Answers were received from Cyndi Yvette Aniagolu, Albert Iosue, Al Carmon, Linda Rightor and Amy Ackerson.

The winner was Albert Iosue.



December Puzzle

Instead of numbers, this puzzle contains nine letters. All 9 letters appear in each 9-box square and each horizontal vertical row and also the two shaded diagonal rows. Once the puzzle is solved, a commonly-used, 9-letter word will appear somewhere in the grid.

		E	G		S		R	
		M	E					G
U	N		M					E
	A			T		S		N
				M				
M		N		A				U
G					R		E	M
N					M	U		
	M		N		U	G		

To enter the contest, solve the puzzle and email the solution to: 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 January 13 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 2011-JUNE 2012

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Finance-Fleet	Terrell Spencer/2012	645-6133	tlspencer@columbus.gov
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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. Laurie Richards contributed to this month's issue. Submit articles to: sngellman@columbus.gov or NMA-Lighthouse@columbus.gov.

