



The Lighthouse



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

Being Scruppy

This March I celebrate 10 years working with the City of Columbus. In 10 years, I have worked in part-time positions and full, 3 Departments, 4 different civil service classifications and 5 buildings. I have been laid off, re-hired, and I have presented a copy of my diploma to Service times too many count.



In 2002, I saw a job posting in the paper, and I made a phone call. I had no idea then that I was entering the world of the "City." During my interview, the fax machine blew up in the room next door. I think there was smoke. My future coworker came into the office, with ink on her hands and frustration all over her face. I offered to help, having no idea that I was making my first step into becoming a "scrappy" City Employee.

In my 10 year experience with the City, I have learned that it is very easy to sit and complain about our problems, whether it is equipment, facilities, office space or the vending machine, I have even done so. But, I have also learned that there are many City employees that are inventive, innovative and "scrappy." These employees develop inventive ways to survive, how keep their programs afloat and are sunny even in the dreariest days.

As I look towards the next decade, I know that there will be many changes in the City as we continue to grow. There will be new logos, new websites, new buildings, new administrators, new programs, new technology, new policies and new people. I hope that we as City employees, and as Managers can keep looking toward the "sunny side of the street" and keep our "scrappy" and "can do" attitudes in the face of change.

I would like to thank the "scrappy" employees that I have had the joy of working and learning from. You know who you are. And if you want to know how to spot one of these scrappy employees? Look for the person wearing the Wonder Woman / Superman tee underneath their suit coat.

Photo above: Beth and Shane working a Bicycle Safety Event

By Beth Fairman Kinney

February 2012

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

The latest issue of *Breaktime* can be found at: <http://nma1.org/Communications/Breaktime/2012-02/2012-02.pdf>

Visit The Columbus Public Service chapter website:

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

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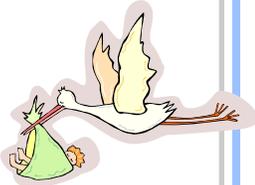


NMA Family Scrapbook

**Get well soon
to Carnell
Felton,
Judy Johnson
and Teresa
Langer**



Congratulations to
Paula Hall,
husband Laron
and children Alex
and Savannah on
the birth
of son
and
brother
William
Thomas Ian Hall



Beat of a Different Drummer

By Dan Wilson

“If a man does not keep pace with his companions, perhaps it is because he hears a different drummer. Let him step to the music which he hears, however measured or far away.” – Henry David Thoreau

In her book, *A New Set of Eyes*, Paula D’Arcy tells a great story that occurred while attending an educational event several years ago at Yale University. “Upon arriving,” she wrote, “two hundred counselors and educators were led into an auditorium and were given a word problem that had a mathematical answer. Without benefit of paper or pencil we had to solve the problem and then stand with any others whose answer agreed with our own. Three groups were formed. The largest group, which I joined, thought the correct answer to the problem was 38. Approximately eighty-eight others believed the correct answer was 21. Two men [however] decided the answer was 11. The program organizers then left, promising to return in one or two hours. In their absence they wanted each group to convince everyone in the room that their answer was the right answer. . . In time the largest group grew larger, becoming the clear majority. When the leaders reappeared, the second group had shrunk to thirty-five and the two men

who originally believed 11 was the correct answer had never changed their minds, but also never convinced anyone else to join them. I remember the evening with a certain vividness. The correct answer was revealed to be 11.”

Within democracy majority rules, but that does not mean that majority is always right. In fact, oftentimes the greatest ideas and greatest solutions come from the oddballs who zig when everyone else zags. They are the innovators, inventors, and entrepreneurial thinkers. They are the ones who step to the music of a different drummer.

Each of us has that capacity, I believe, to be the oddball with the great ideas and great solutions – if only we have the courage to trust that different drummer we sometimes hear and to step to his music.

[Beyond Imagination](#) is a professional coaching company committed to helping you develop your creativity and innovation into higher levels of achievement. Dan Wilson, founder and president, offers a unique combination of creativity, years of successful business experience, and expertise as a certified professional coach. With this combination he can help you tap into your imagination, identify your own great ideas, and integrate them with proven business strategies that will accelerate your growth and performance.

Meeting Notes

The February member lunch meeting was held at the Jerry Hammond Center, with a delicious lunch catered by TAT restaurant. Derek Anderson, Assistant Director of the Department of Public Utilities, spoke about Black History and diversity.

Derek Anderson advised that we should all learn more about black history, and even more important, learn about each other. Honest discussions about race are necessary in order to accomplish this. Schools should study black history, not just during Black History month, but as a part of the regular curriculum, since it is inextricably linked to the history of America. It should be integrated into schools and workplaces so it becomes commonplace.



Columbus is well situated, since 50% of the US population is located within 500 miles of Columbus, and the strength of Columbus is the diversity of its people.

Derek H. Anderson, L.H.D. is currently the Assistant Director of the City of Columbus Department of Public Utilities. In this capacity Derek oversees the Office of Diversity and Inclusion and other Human Resource related activities including recruitment and selection. Prior to joining the City of Columbus, Derek held several positions in State and federal government.

Winner's at the luncheon were:

Special Gift Food/Gas Kroger Card of \$15.00 donated by President, Bee Tolber was won by Michael Pettiford.

The 50/50 Drawing of \$47.00 was won by Vonna Hayes. Vonna stated this was her first time winning the 50/50.

Monthly Bonus Bucks Prize: This month the amount was \$50.00. Roderick Dunn name was drawn, but he wasn't in attendance. March's amount will increase by \$10.00 for a total of \$60.00.

Watch your email for March Dinner Meeting announcement.

NEW MEMBERS WANTED

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



Professional Development

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. 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.

#3 **March 14** **Transformational Leadership**
 #4 **TBA** **Logistics and Process Dynamics**

Location: Utilities Complex Auditorium
910 Dublin Rd.

Time: 8:00 am to 12:00 pm

Contact: Bill Mahaffey, CM
Division of Power & Water
Tel: 645-3765 Fax: 645-6165

Fees: Members N/C, Non Members \$95



Watch your email for a half-day seminar in May with Jan Lyddon and Bruce McComb, who were presenters at this month's breakfast meeting.

The City of Columbus, Community Relations Commission
 Presents:

200 Years and US

This Lunch & Learn will focus on the value of INCLUSION as we look back at the last 200 years of growth in Columbus and what we hope our future has in store.

PANELISTS WILL REPRESENT:

- Immigration
- African Americans
- LGBTQ
- Disabilities
- History



Please bring your lunch. Join our panel of experts as they discuss where we began and hopes for the future.

When: Friday, March 9, 2012 , 11:00-1:00

Where: 1111 East Broad Street, Columbus, Ohio 43215

More Information: Call 645-1993

FREE parking is available in the lot off 21st Ave.



Professional Development

SEMINAR ANNOUNCEMENT

Dealing with Grouches, Grumps and Grudges Part II: Building Better Relationships with Almost Anyone

Date: April 17, 2012

Location: Utilities Complex, Auditorium 910 Dublin Rd

Time: 8:00 am to 12:00 pm

Class Number: 12002pd .4 CEU's

Interpersonal skill development has never been more important than now in achieving an engaged and effective workforce. We are all tasked with the responsibility to accomplish work unit goals and objectives. To achieve the goals we often need to rely on others. This training develops the relationship skills and enhances understanding of others' styles and differences to gain commitment and cooperation with co-workers, supervisors and customers. The training introduces principles of communication, influence and collaboration skills as well as practice in setting healthy workplace boundaries.

Learning Objectives:

- **To understand and appreciate the salient role interpersonal communications plays in motivating and engaging others to enhance effectiveness at work**
- **To learn tips and techniques to bridge the gap between others' motivations and the work unit goals**
- **To learn and practice building rapport and credibility to build trust and collaboration**
- **To be able to discern which skills and techniques apply when dealing with a variety of styles and preferences promoting greater collaboration and cooperation**
- **To learn at least one way to set healthy boundaries at work in dealing with negativity, work ethic, and work-life balance; to encourage risk taking in applying healthy boundaries**

Trainer: Susan Stasiak

Return your reservation by April 10 to:

Bill Mahaffey, CM

Division of Power & Water

Tel: 645-3765 Fax 645-6165

Fees: Members N/C Non Members \$40

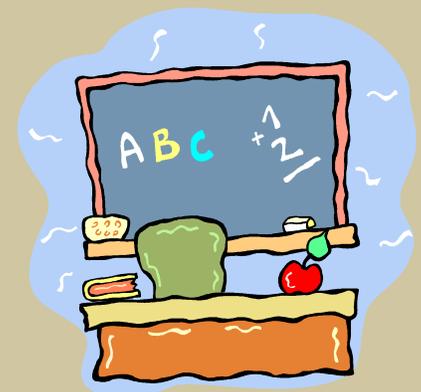
MindEdge
Innovation in Learning

E-Learning and Self-Study courses now available on the NMA Website.

- **Communication**
- **Creativity & Innovation**
- **Entrepreneurship**
- **Finance**
- **Human Resource Management**
- **International Trade**
- **Job Search**
- **Leadership**
- **Management**
- **Marketing**
- **Nonprofit Management**
- **Project Management**
- **Sustainable Management**

Come explore and learn more about our exciting professional and educational organization, NMA.

For more information, go to www.nm1.COM



Community Service

Upcoming Service Opportunities

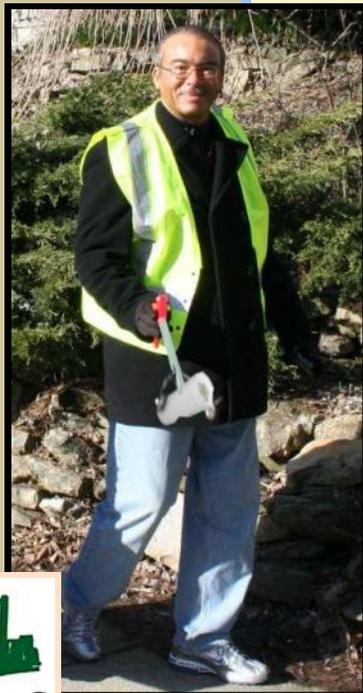
Neighborhood Pride is always looking for volunteers to help with the Bicycle Safety Festival. We will train you how to fit bicycle safety helmets and the facts about bicycle safety. You need to have a fun attitude and like to work with children.

We need volunteers to work the following events:

- May 11 – S. Mifflin Stem Academy Health Fair
- May 20 – COSI EMS Safety Day
- July 14 – Columbus Bike Festival
- August 18 – Mayor Coleman’s Neighborhood Pride Block Party
- August 18 & 19 – 10TV Health & Fitness Expo
- November 3 – International Festival

Interested in promoting helmet safety and bike safety?

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



KICK OFF SPRING 2012 WITH A CLEAN & GREEN CITY

Join Mayor Michael B. Coleman
in Historic Franklinton

Saturday, March 24, 2012 9:30 a.m. to 11:30 a.m.

Annual Spring City Employee
Neighborhood Clean Up

Sign up with your
Department Leader before Monday,
March 19th.

FREE parking, all clean-up equipment provided



Community Service

**SALUTING MARTIN LUTHER KING JR.
POVERTY SIMULATION
FRIDAY, MARCH 23, 2012
10:00 AM – 2:00 PM
1111 EAST BROAD STREET**

WHAT IS A POVERTY SIMULATION?

The Poverty Simulation is a unique, interactive experience that helps individuals begin to understand what life is like with a shortage of money and an abundance of stress. It moves people to think about the harsh realities of poverty and talk about how our community can address the problem collectively.

HOW DOES THE POVERTY SIMULATION WORK?

In the simulation, 44 to 80 participants assume the roles of up to 26 different families facing a variety of challenging, but typical circumstances. Some are homeless, others have recently become unemployed, and some are suddenly faced with the responsibility of raising grandchildren.

In addition, about 20 volunteers play the roles of resource providers, such as social workers, loan officers, employers, pawnbrokers, grocers, utility collectors, police officers and teachers.

To start the simulation, each family and individual is given a card explaining its unique situation and a small amount of "money". It is then the families or individuals task to provide for food, shelter, and other basic necessities by accessing the various resources during the course of four 15 minute "weeks".

The FREE activity lasts approximately 3 hours which includes an introduction and debriefing for participants to share their experience. LUNCH WILL BE PROVIDED!

CALL 645-1950 OR E-MAIL GAGRAY@COLUMBUS.GOV IF YOU ARE INTERESTED IN PARTICIPATING. SPACE IS LIMITED!

Watch for the NMA Spring Candle sale. Proceeds benefit the speech contest.

Receive order in time for Easter



CrispTraining Solutions from NMA

**SHORT COURSES FROM
NMA AND CRISP FIFTY
MINUTE SERIES™**



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- Affordable training specially discounted 25% for NMA affiliates
- Short formats that fit your training parameters
- Both Self-Study & Instructor Led Training
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- Most Materials Only \$13.95 before discount

Over 300 short, easy-to-read, easy-to-understand books that cover the most critical aspects of business topics in a minimum amount of time. Crisp Fifty-Minute books are designed to be used for self-study or for classroom training.





NMA-Lighthouse Puzzles

NMA Calendar 2012

March

- 6 Board Meeting
- 7 Purim (Feast of Esther)
- 14 Faciliskills 3
- 16 Member Dinner Meeting *Speech Contest (tentative)*
- 13 Board Meeting



April

- 1 Palm Sunday
- 3 Board Meeting
- 6 Passover begins (first Seder night)
- 6 Good Friday
- 8 Easter Sunday
- 15 Orthodox Easter
- 17 Seminar *Dealing with Grouches II*



May

- 13 Board Meeting
- 16 Member Lunch Meeting



The NMA Leadership Model



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

January Puzzle Solution

	I	T			H									
	G	R			O									
	I	E		T	U									
	V	F	T	T	I									
S	E	N	A	C	R	E	N	R	O	O	U	G	L	E
E	V	E	N		I	F		Y	O	U	R	E		
	O	N		T	H	E		R	I	G	H	T		
	T	R	A	C	K			Y	O	U	L	L		
	G	E	T		R	U	N		O	V	E	R		
	I	F		Y	O	U		J	U	S	T			
S	I	T		T	H	E	R	E						



February Puzzle

Solve the equations to find the hidden message. Replace numbers in box below with the letter corresponding to the value of the equations to discover a quote by **Theodor Geisel (Dr. Seuss)**

$$((0.1)8Y)6/1.2Y = N$$

$$32/8+81/9 = A$$

$$((144/6)/8)4 = F$$

$$(36/3)/4 = W$$

$$72/7.2 = M$$

$$(.0025)400 = U$$

$$9\pi\pi/\pi\pi = S$$

$$\sqrt{16}/\sqrt{4} = D$$

$$((.75)4) + 2 = H$$

$$(2012/62.875)/4 = B$$

$$X(84/14X) = T$$

$$261/87+1988/497 = Y$$

$$5.5(8937012/4468506) = C$$

$$(52/4) + 5 = L$$

$$\sqrt{289} = O$$

$$48/4 + 187924/46981 = I$$

$$(98712-98707)3 = R$$

$$(7XY)2/XY = E$$

8 14 3 5 17 7 17 1 13 15 14 13 4 2 9 13 7 3 5 13 6
 7 17 1 12 14 14 18, 8 14 11 13 19 14 6 5 17 9 14 3 5 17
 0 16 4 2 2 17 4 '6 10 13 6 6 14 15 13 4 2 6 5 17 9 14
 3 5 17 10 13 6 6 14 15 2 17 4' 6 10 16 4 2.

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 March 9 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

Officers	Name	Office Phone	Email
President	Bee Tolber	645-7496	vtolber@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	VACANT		
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	Vonna Hayes	645-7505	vshayes@columbus.gov
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, Jacque Kelley, Teresa Langer, Terry Neal, Kathy Spatz, Committee Members. Gale Gray, Beth Fairman Kinney, Bill Mahaffey, Terry Neal, Laurie Richards and Bee Tolber contributed to this month's issue. Submit articles to: sngellman@columbus.gov or NMA-Lighthouse@columbus.gov.

