



The Lighthouse



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

Council Member Tyson Sponsors Proclamation In Honor of Leadership Week in America



**Chapter Past President Bee Tolber, President Teresa Langer,
Councilwoman Priscilla Tyson and National Director Kathy Spatz**

The Columbus Public Service Chapter of NMA was honored with a City Council Proclamation in honor of National Leadership Week in America. Council Member Priscilla R. Tyson read and presented the proclamation at the June 3, 2013 Council meeting at Columbus City Hall.

In addition to the City Council Proclamation, our chapter also received a proclamation from Mayor Michael B. Coleman.

Since a Joint Congressional Resolution was signed into law in 1983 designating the first week of June as National Leadership Week in America, this annual celebration is a special time for people to recognize the profession of management and to appreciate the contribution and dedication that managers offer in all our organizations.

June 2013

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

The latest issue of *Breaktime*
can be found at: [http://
www.nma1.org/
Communications/
Breaktime/2013-04-05/2013-
04-05.pdf](http://www.nma1.org/Communications/Breaktime/2013-04-05/2013-04-05.pdf)

Visit the new Columbus
Public Service chapter
website:

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

Inside this issue:

NMA Family Scrapbook.....	2
Your Attention Under Siege.....	2
Announcements.....	3
First Ever Public Sector Award.....	4
Community Service.....	6
Professional Development.....	7
Leader Profile.....	9
Lighthouse Puzzles.....	10
NMA Calendar.....	10
About NMA.....	11
Officer Directory.....	12





NMA Family Scrapbook



Our sincere condolences to NMA National Vice President Sue Kappeler on the passing of her husband Ron.

Congratulations to Board Chair Randy McMillin on his July 31st retirement. We wish him all the best!



Welcome to new members Amber Beckman, Rhonda Brown, Marcellus Stewart and Jeffrey Ushry

Warning: Your Attention is Under Siege

by Tony Schwartz HBR Blog Network, Harvard Business Review

So I'm watching "Morning Joe" while running on my treadmill this morning and Mika Brzezinski asks her co-host Joe Scarborough a question. He looks at her blankly. This is live television. Then he acknowledges that he was distracted by something that appeared on the iPad on his desk.

He's not alone.

Do you find your mind wandering at times when people address you?

Do you frequently switch from one activity to another?

Do you have difficulty sustaining attention on a task and are you easily distracted by what's going on around you?

Do you struggle to prioritize and organize activities?

Do you dislike having to do work that requires really intense concentration?

If you were honest, my guess is you answered yes to the majority of those questions — and perhaps to all of them. They also happen to be five of the key symptoms of Attention Deficit Disorder.

Who doesn't suffer from them, to one degree or another? What task did you just interrupt to read this blog, for example?

Back in 1971 — the digital dark ages before cell phones, email, Google and the Internet — Nobel Prize winning economist Herbert Simon saw the tsunami coming. "What information consumes is rather obvious," he wrote, presciently. "It consumes the attention of its recipients. Hence a wealth of information creates a poverty of attention."

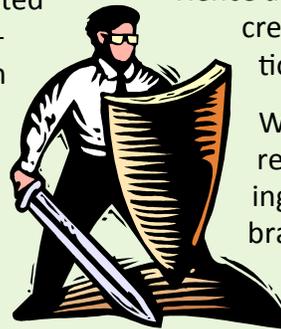
We're just beginning to recognize that multitasking isn't a solution. The brain is incapable of doing two cognitive tasks at the same time. Instead, it moves back

and forth between tasks, sometimes giving us the illusion that we're paying attention to both, when in fact we're missing what's going on in one so long as we're doing the other.

Text while you're driving and you're 23 times as likely to have an accident.

In short, we're absorbing less and less of more and more. When we split our attention between multiple activities — or interrupt ourselves frequently — we lose access to essential details, but also to nuance, subtlety, texture, detail, depth, and richness.

Consider the remarkably common practice of checking and sending emails during meetings, or on conference calls.



Continued on Page 8



Announcements

July Officer Installation and Awards Presentation Event

DATE: Thursday, July 25, 2013

TIME: 5:30-8:00 PM



LOCATION: The Hickory House Restaurant and Lounge
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
Dessert

AGENDA:

- 5:45 Registration & Social Time
- 6:30 Invocation and Pledge of Allegiance, Dinner
- 7:00 Manger and Member of the Year Award Presentations, Other Recognition
- Speaker:** NMA President, Steve Bailey
- Installation of Officers
- 7:35 President: Terry Neal
- 7:40 50/50 Raffle & Bonus Bucks Drawing
- 7:45 Meeting Adjourned

Please make your reservations by Thursday, July 18th to:
Lesley Carter, Department of Public Safety-License
Section LACarter@columbus.gov or 645-8313

Please 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

Board Update

Jay Gantzer will join NMA's Board of Directors on August 1, 2013 representing the Department of Public Service, to replace Randy McMillin, who will retire on July 31.



**The new NMA
Columbus Public
Service Chapter
website Goes
Live July 1!
Check it out at:**

www.nma-cpsc.org



Event Notes



Deputy Chief of Staff Sherry Kish accepts the NMA Public Sector Leadership Award from NMA National President Steve Bailey on behalf of Mayor Coleman

The First NMA Public Sector Leadership Award Presented by National President Steve Bailey

On Tuesday, June 4 2013, NMA members and many City Leaders gathered at 1111 East Broad Street to celebrate a “first”.

After giving a brief history of NMA, National NMA President Steve Bailey explained how the Columbus Public Service Chapter has been a leader throughout it’s 35 year history.

On this day, The Columbus Public Service Chapter presented the very FIRST Public Sector Leadership Award to the Honorable Mayor of the City of Columbus.

Steve went on to say “Mayor Coleman, I want you to know that in this room today are men and women who take their growth and development seriously. In addition to training provided by the City, the people out in front of you are the ones who go the EXTRA mile. Through their NMA chapter, they take courses and programs and workshops. They come together to share lessons learned and best practices when it comes to working for the City. They are eager to learn new communication skills, project management skills, meeting facilitation skills, and interpersonal skills.

“A city as vast and complex as Columbus not only needs an outstanding mayor with vision and focus... and a Can Do spirit like yours..., it also needs capable people to carry out your mission and implement your goals and objectives. These are the ones who do that.

“What is the role of their NMA chapter? To bring them together, to put names and faces from different departments and divisions together so they can work as a TEAM on behalf of the City. I’ve been coming up here and meeting with them since I moved to Ohio in the mid 80’s. I KNOW what they’re made of.

“When people feel good about their employer, when they feel valued through their internal network, and when they like and TRUST their co-workers, then and only then can they bring their

Continued on Page 5



The beautiful award was designed by Teresa Langer, Carnell Felton and Terry Neal. Columbus photo by Terry Neal



Event Notes

Continued from Page 4

innovativeness and their creativity to work, and eventually channel it to benefit the fine citizens of the City of Columbus.

Trust me...the wheels of government in our state capitol city turn more easily because the Columbus Public Service chapter exists. It exists to do one thing...develop your employees personally and professionally. So, today, I want to join you in recognizing this powerful force you have at your disposal, and encourage you to champion this organization all around the city. They're ON YOUR TEAM".

With the assistance of Chapter President Teresa Langer, the award was presented to Deputy Chief of Staff Sherry Kish who accepted on the Mayor's behalf.

After a great meal catered by Creole Kitchen, Utilities Director Greg Davies received the Silver Knight of Leadership Award.

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.

Greg Davies was named Director of the Department of Public Utilities on December 19, 2011. In the four years prior to that, Davies served as Deputy Chief of Staff for Mayor Michael B. Coleman. In that role, Davies was responsible for the management and tracking of the Mayor's priority projects, particularly focused on issues related to utilities, development and technology. He also managed the City's Environmental Steward, Homeless Director and helped direct the Mayor's Policy Office.

Prior to becoming Deputy Chief of Staff, Davies served as Deputy Director of the Development Department, as well as Assistant Director for Neighborhood and Community Services. In that capacity, Davies was responsible for creating and directing Mayor Coleman's Home Again initiative, a \$25 million program designed to mitigate vacant and abandoned properties. He also served as Deputy Director for Regional Growth.

May Winners

Correction: Mark Calvert from Planning and Operations in Public Service had his name selected in the **Bonus Bucks** drawing, and since he was present at the meeting, he took home the \$40 prize. For next month, the pot will start over at \$10.

The 50/50 Raffle and Bonus Bucks will resume with the July meeting event.



Chapter President Teresa Langer presents the Silver Knight Award to Department of Utilities Director Greg Davies



Community Service

Whatever you are, be a good one. — Abraham Lincoln

Want to Help? Here are some opportunities:

Help out with the NMA Annual Leadership Speech Contest for high school students. Contact Bee Tolber at (614) 645-7496 or vvtolber@columbus.gov.

Help sell candy bars to support the speech contest. Contact Teresa Langer at (614) 645-4128 or tlanger@columbus.gov.

Columbus Recreation & Parks needs volunteers year-round. Call (614) 645-3325 or email volunteers@columbus.gov.

Neighborhood Pride needs volunteers festivals and other events. Contact Beth Fairman Kinney at (614) 645-7116 or bfkinney@columbus.gov.

Volunteer for activities at Ronald McDonald House. Contact Kate Ziegler at Kate.Ziegler@RMHC-CentralOhio.org.

Help collect pop-can tabs for Ronald McDonald House. Or canned goods for the Mid-Ohio Food-Bank. Contact Amy Ackerson at (614) 645-8119 or aackerson@columbus.gov.

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 volunteers for the East Haven Block watch and the Berwick Civic Association.

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

Greg Corson volunteered at his church's bible school this month.

LA Keyche' Farrar helped out at the Park Street Festival for Ronald McDonald House Charities.

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, where she's helping out with bible school this month.

Beth Fairman Kinney volunteers for the United Crestview Area Neighbors Civic Association, and

recently helped paint a street mural.

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.

Tami Peters continues to volunteer her time for the Hamilton Meadows Civic Association and the Ginkaku-Ji Karate Dojo.

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

Anitra Tanner helped out at The Bunker for Ronald McDonald House Charities during the Memorial Tournament.

Bee Tolber continues to volunteer as a mentor in the Alpha Minority Youth Engineering program, and helped out with Neighborhood Pride programs.



Professional Development



farther / further

Farther is an adjective and adverb that means to or at a more distant point: "We drove 50 miles today; tomorrow, we will travel 100 miles farther."

Further is an adjective and adverb that means to or at a greater extent or degree: "We won't be able to suggest a solution until we are further along in our evaluation of the problem." It can also mean in addition or moreover: "They stated further that they would not change the policy."

New at NMA

Foundations of Management

This exciting new NMA program is the result of a comprehensive Job Task Analysis study (commissioned by ICPM, The Institute of Certified Professional Managers at James Madison University), that identified the knowledge, skills and abilities that new supervisors and experienced managers need to succeed in today's workplace.

Program Description

The Foundations of Management (FoM) program comprises approximately 45 hours of learning and includes 3 custom-published study manuals (in print or eBook format).

Participants who successfully complete all three courses will receive an NMA certificate of completion to document their achievement. Additionally, participants who go on to apply for the Certified Manager (CM) certification within a 5-year period may elect to take ICPM's FoM exam (based on this course) to satisfy one of the two exams required to obtain CM certification.

The program consists of 3 courses, 14 chapters total

- Course 1 – MANAGEMENT FUNDAMENTALS
- Course 2 – MANAGERIAL FUNCTIONS
- Course 3 – BUSINESS CONCEPTS FOR MANAGERS

More information can be found at:

<http://www.nma1.org/Education/FoM/index.html>

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**

The NMA Leadership Model



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





Leadership cannot just go along to get along. Leadership must meet the moral challenge of the day. — Jesse Jackson

Your Attention Under Siege Continued from Page 2

"Not everything that's being said is relevant to me," one client told me, recently. "I get the gist."

"How would you know that?" I replied.

The vast majority of clients tell me they have no choice but to interrupt themselves frequently. The expectation is that they'll reply to emails instantly.

Here's the problem: the research suggests that when you shift your attention from a primary task to take on another one, say answering an email, you make more mistakes and it takes longer — often twice as long or more — to finish the initial task.

Make no mistake: there's something seductive and even addictive about the instant gratification that all the new technologies make possible. But there is also a profound difference between pleasure and satisfaction.

Pleasure is cheap. A cheeseburger or a couple of martinis will do the trick. But pleasure doesn't last very long. Satisfaction requires a more significant investment of effort — often to the point of discomfort. The payoff, however, is deeper and more enduring.

Gaining control of our attention — the ability to put it where we want it, and keep it there for sustained periods of time — is a prerequisite to a satisfying life.

Attention is like any other muscle. It grows weaker with disuse. The more we interrupt ourselves, the more distractible we become. But it also gets stronger by training it systematically.

Here are four practices that will help you gain more control of your attention — and your life:

1. Do the most important thing first every morning, without interruptions, for at least 60 to 90 minutes. It's the ideal way to take charge of your agenda, and get the most challenging work done, with the highest efficiency.
2. Chunk your email, meaning answer it in batches, rather than continuously through the day. Set aside at least some periods where you turn it off altogether.
3. Take short breaks through the day — 2 to 3 minutes at first — to close your eyes and practice quieting your mind. Breathe in through your nose to a count of three and out through your mouth to a count of six. The more relaxed you become, the easier it is to focus and the stronger your attentional control will get over time.
4. As an antidote to surfing the web and churning out emails, texts and tweets, take at least one uninterrupted half an hour in the evening to read a challenging book, or to think reflectively and write in a journal about your day.

If you read all the way to here, that's a start!



New and Improved!



www.nma-cpsc.org

WANTED: NMA BOOSTERS

The Columbus Public Service Chapter is looking for members to represent NMA to their department.

For more information, contact National Director Kathy Spatz at 645-0487 or KASpatz@Columbus.gov



Leader Profile: Amy Ackerson

Amy Ackerman, the “go-to girl” at DPU’s Indianola Ave. facility doubles as NMA Public Service Chapter’s secretary. She works in the busy Payroll office, serving a staff of approximately 110, comprised of inspectors, meter readers, meter repair and office staff.

She shows true leadership in her roles as Get Green steward, Incident Commander for evacuation procedures, and City and cell phone coordinator. She processes vehicle accident and injury paperwork and performance appraisals and posts and distributes safety information.

Amy’s favorite thing about her job is that she has the opportunity to interact with co-workers, and knowing that she can help any external as well as internal customers, and enjoys being a member of NMA for the opportunity to continue learning and networking. She especially enjoys being a part of the “bigger picture”.

Amy likes living in Columbus because of the diversity of the population, and all the activities you

can find within a short drive. She loves to get outdoors, and is sports oriented. She’s participates in pool, dart and softball leagues, and attends Ohio State Buckeye games.

Amy is always ready to volunteer, having worked on fund-raising events for Buckeye Ranch, Boys and Girls Club youth programs and is participating in the PUMP mentor/mentee program.

She grew up in Salem, Ohio, where she attended South Range High School, and went on to attend Youngstown State University. She now resides in Grandview Heights, where she ran for City Council in 1993, and only lost by 8 votes!



NMA-Lighthouse Puzzles

NMA Calendar 2013

July



- 4 Independence Day
- 9 Ramadan Begins
- 25 Officer Installation and Awards Event

August



- 8 Ramadan Ends
- 21 Senior Citizens Day

May Puzzle Solution

W	E	A	S	L	E	Y	S	F	G	M	R
W	G	F	R	A	T	E	R	N	A	L	H
I	X	L	I	T	B	O	B	B	S	E	Y
N	A	F	I	Z	S	R	E	D	N	A	L
K	T	V	D	N	T	R	D	Z	D	T	N
L	O	Q	E	B	Y	R	O	M	A	N	
E	S	I	N	Q	B	P	R	L	V	U	O
V	E	U	T	L	I	G	A	P	X	M	L
O	N	M	I	K	G	V	B	V	F	T	S
S	N	X	C	M	L	C	B	O	A	B	E
S	I	N	A	J	A	W	Y	K	F	J	N
A	M	O	L	S	R	E	D	N	A	L	I

Theme-Find

The theme was "Twins"

There were no winners for May



Starting in this issue of *The Lighthouse* we have a new puzzle contest! Each month you will have the opportunity to guess where Terry is. He'll provide a picture that was taken somewhere in Ohio, and you must tell us the city, location and business in the picture. So put on your thinking caps! All correct answers will be placed in a drawing for a prize, which will vary each meeting. Spread the word and enjoy "Where's Terry?"



To enter the contest, find Terry's location and send it to: sima@columbus.rr.com. The contest winner will be selected by random drawing from all correct entries at the next NMA meeting event. Entries must be received by 5 PM July 24 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 2012-JUNE 2013

<u>Officers/Term End</u>	<u>Name</u>	<u>Office Phone</u>	<u>Email</u>
President	Teresa Langer	645-4128	tlanger@columbus.gov
1st Vice President	Terry Neal	221-3132x75480	tneal@columbus.gov
2nd Vice President	Tami Peters	645-2688	tlpeters@columbus.gov
Secretary	Amy Ackerson	645-8119	aackerson@columbus.gov
Treasurer	Elaine Brunney	645-5705	embrunney@columbus.gov
Immediate Past President	Bee Tolber	645-7496	vvtolber@columbus.gov
National Director	Bill Mahaffey		
National Director	Kathy Spatz	645-0487	kaspatz@columbus.gov
<u>Board of Directors</u>			
At Large/2014	Barb Crawford	645-8248	bcrawford1@columbus.gov
Development/2014	Beth Fairman Kinney	645-7116	bfkinney@columbus.gov
Finance-Fleet/2014	Terrell Spencer	645-6133	tlspencer@columbus.gov
Public Safety	Vacant		
Public Service/2014	Randy McMillin	645-3187	rdmcmillin@columbus.gov
Public Utilities/2013	Cindy Fruth	645-7304	cmfruth@columbus.gov
SWACO/2014	Albert Iosue	871-5100	albert.iosue@swaco.org
Technology/2013	Greg Dukes	645-6124	gadukes@columbus.gov
<u>Committees</u>			
Chapter Awards	Leo Ross	645-7258	leross@columbus.gov
Community Service	Bee Tolber	645-7496	vvtolber@columbus.gov
Membership	Carnell Felton	645-3138x1202	cbfelton@columbus.gov
Programs	Lesley Carter	645-8313	lacarter@columbus.gov
Professional Development	Kathy Spatz TEMP	645-0487	kaspatz@columbus.gov
Public Relations	Sima Gellman	563-1389	sima@columbus.rr.com



The Lighthouse is published monthly by the Columbus Service Chapter of NMA, Sima Gellman, Editor; Teresa Langer, Terry Neal and Kathy Spatz, Committee Members. Amy Ackerson, Steve Bailey, Lesley Carter, Teresa Langer and Kathy Spatz contributed to this month's issue. Submit articles to: sima@columbus.rr.com or NMA-Lighthouse@columbus.gov.

