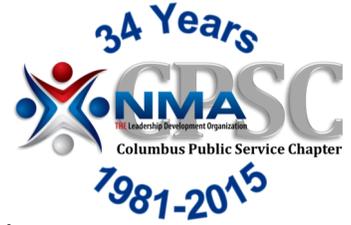




# The Lighthouse



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

## Sherry Kish is Featured Speaker at LDC East Breakfast

By LaVerne Freeman

The May 2015 Member Meeting event was held at the Sheraton Hotel in beautiful downtown Columbus! Members were invited to the kick-off festivities at the East Leadership Development Conference (LDC) of NMA. The pledge of allegiance and invocation were led by Columbus Chapter President, Scott Ward, and Vice President, Jeff Emhuff. National President, Steve Bailey, graciously announced our speaker for the morning, Deputy Chief of Staff to Mayor Coleman, and our own Executive Advisory Committee member, Sherry Kish!



**Mayor Coleman's Deputy Chief of Staff Sherry Kish**

Sherry delivered a powerful message on the "M" word! Although she obtained her lifelong dream of being an attorney, she was able to get a taste of public service during an internship with public safety her last year of law school. She was hooked from that moment on. After law school, she moved to the Mayor's office. She has been the policy advisor and is now Deputy Chief of Staff. She admits that being a manager was the most challenging for her. She did not have a background or training in management. She is most comfortable being a team player in the game with everyone, not the person giving the orders. However, she received encouragement and support from her manager and peers. Once she really understood the difference between a manager and a leader, she understood how impactful her role was on the team. Sherry shared a couple points with us

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## May-June 2015

Visit the Columbus Public Service Chapter website:

[www.nma-cpsc.org](http://www.nma-cpsc.org)

Visit us on Facebook at

[www.Facebook.com/NMACPSC](http://www.Facebook.com/NMACPSC)

Read the latest issue of Breaktime at

[www.nma1.org/nma-breaktime](http://www.nma1.org/nma-breaktime)

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# NMA Family Scrapbook



Members are invited to like our Facebook page, which can be found at

[www.facebook.com/NMACPSC](http://www.facebook.com/NMACPSC).

There is a link to the page from our website, which can be found at

[www.nma-cpsc.org](http://www.nma-cpsc.org).



# NMA's Helping Hands

**NMA believes in Community Service, and our members volunteer many hours of their time to help make a difference:**

**Yvette Anigolu** is the Chair of Weavers of Nigeria Charitable Donations Committee, and volunteers at the Community Outreach with the Center for Healthy Families.

**Bruce Black** is currently President of the Berwick Civic Association, and mentors students from OSU, CAHS and The Graham Schools.

**Julia Carter** volunteers for the Mentoring for Leaders of Tomorrow program

**Jeff Emhuff** volunteers at the Franklinton Tutoring Program at Avondale Elementary School.

**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.

**Debbie Ioia** is Secretary of the Executive Board at Central Ohio Chapter of Huntington's Disease Society of America (HDSA).

**Beth Fairman Kinney** is president of the United Crestview Area Neighbors Civic Association; mentors students from OSU, CAHS and The Graham School

**Teresa Langer** continues to sell candy bars to support the NMA speech contest.

**Lisa Landoll** volunteers at the information desk at Riverside Methodist Hospital.

**Victoria Landrum** volunteers with Behind Their Eyes

**Terry Neal** volunteers on the Board of Directors for the Eastgate Garden Civic

Association.

**Tami Peters** continues to volunteer for the Ginkaku-Ji Karate Dojo.

**Kasia Richey** volunteers with the Project Mentor Program at South High School with Big Brothers, Big Sisters of Central Ohio.

**Kathy Spatz** volunteers on the Westerville Shade Tree Commission.

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

**Bee Tolber** continues to volunteer as a mentor in the Alpha Minority Youth Engineering program.

**Jeff Ushry** is a tutor at Eastmoor Academy where he also volunteers for the Touchdown Club.

**Scott Ward** is an Executive Board Member for American Legion and the Association of the United States Army.



## Announcements

# July Officer Installation Event

**DATE:** Tuesday, July 28, 2015  
**TIME:** 5:30-8:00 PM  
**LOCATION:** El Vaquero Mexican Restaurant  
 3230 Olentangy River Road

**MENU:**

Family Style to include: Enchiladas, Taco Bar, Burritos and Quesadillas with or without shredded chicken or ground beef; refried beans, Mexican rice, guacamole, chips and salsa

**AGENDA:**

- 5:30 Registration & Social Time
- 6:15 Invocation and Pledge of Allegiance
- 6:20 Dinner Is Served
- 7:00 **Speaker:** NMA President, Steve Bailey  
Installation of Officers
- 7:30 Awards: Member of the Year, Manager of the Year and Silver Knight
- 7:35 President: Jeff Emhuff
- 7:40 50/50 Raffle & Bonus Bucks Drawing
- 7:45 Adjourned

Please make your reservations by  
 Friday, July 24 to Judy Johnson,  
[jajohnson@columbus.gov](mailto:jajohnson@columbus.gov) or 645-0526  
 (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*

## Benefits Available for NMA Members!

**Your "key to savings!"**

**AND MORE...**

NMA members have access to exclusive savings on our endorsed programs. The savings that people enjoy can more than cover their annual national (and often local) membership dues.

Through NMA, members are treated to special, competitive offers, dedicated customer-service teams, and individualized treatments in order to offer you multiple opportunities to save money via your Association membership.

To view a list of your member benefits and access links for all of them, go to [www.nma1.org](http://www.nma1.org).



## LDC East Notes



### Featured Speaker

Continued from Page 1

Every act of conscious learning requires the willingness to suffer an injury to one's self-esteem. That is why young children, before they are aware of their own self-importance, learn so easily.

Thomas Szasz

that make for an effective manager. The points are basic and often times forgotten. We could all benefit by reminding ourselves of these foundational qualities.

She began with this statement: There is a difference between being a manager and a leader. Someone can be both, but it requires extra work to have those leadership qualities. All of us may know someone who can oversee a project and get the work done, but their team would not follow them if the paycheck wasn't there forcing them to follow that manager. You don't want to be that type of a manager! You want to be a leader! A leader works with the team to shape and grow their employees and work with them through tough issues.

Secondly, different employees have to be led differently. There is not a "one size fits all" style that works for everyone. You have to get to know your employees; what makes them tick, what motivates them? If you have to discipline, know how to discipline them properly. You have to know how to effectively communicate to get the best output available from each employee! That doesn't mean you coddle the employee, but you go deeper to bring out their greatest potential.

Thirdly, management and leadership are full contact sports! You have to be fully engaged with the team, be down in the trenches with them! Sherry shared a quote by E.M. Kelley, "The difference between a boss and a leader; a boss says, "Go," a leader says, "Let's go!" Again, the message is not for managers to do the work for the employees, but rather working out issues and solving problems side by side. In times past, Sherry has shared her projects and experiences so that others could see and learn strategies to complete their work. Sharing tasks allows everyone to see that each member plays a valuable role. Ultimately, each position, task, and role is much more appreciated!

Fourth and finally, have fun! We are only on this earth for a limited time. We all have to work for a living so why not make it fun? Being a new mom has helped Sherry appreciate every moment in life! You may want to celebrate birthdays or schedule lunch out of the office once a month. Spend time thinking about how to make your team motivated, valued, and cohesive!



Board Member Teresa Langer welcomes chapter members and LDC participants to breakfast

## LDC East Notes

### Conference Highlights

By Teresa Langer

“Influencing the Path Forward” was the theme for the East Leadership Development Conference otherwise known as the LDC that was held in our city this past May 28-30<sup>th</sup>. Where else could a conference with this theme named be held but in our great City! This conference moves from city to city each year and is hosted by the chapter located there. They not only get to show off their city, but the talents of those chapter members involved in making it successful.

The Downtown Sheraton at Capitol Square was the location for this three day event with members coming as far as California to attend. Designed especially for the new officers coming in, sessions were facilitated by seasoned members from other chapters and our own. Thanks to Terry Neal, Elaine Brunney, Judy Johnson and Teresa Langer, sessions covering the different offices and committees were covered.

As part of National Director Kathy Spatz’s hosting responsibilities, she ensured things were running smoothly, on time and at the right locations. Starting out with a tour of the Mid-Ohio Food Bank, coordinated by Terry Neal, for those chapter members who got in early enough to go; then on to the welcome mixer. Members were ready for networking and informative sessions the next day. Ending the conference was the Speech Contest with contestants from six other chapters. Our local winner, Asia Livingstone, competed against the best, and unfortunately did not place first or second, but was a winner just the same.



Kathy Spatz and Nancy Bennett CM with First Place Winner Sarah Bogen, sponsored by Lockheed Martin of Moorestown, NJ, Chapter #611 and Second Place Winner Sachi Arora, sponsored by Blue Cross Blue Shield of Michigan, Chapter #141



Participants enjoying lunch at the Sheraton



The closing banquet



Nancy Bennett and Candi Creel flank (R to L) Asia Livingstone, Anjalia Mahadevia, Sarah Bogen, Sachi Arora, Joseph Wilson Jr. and Zachary Brandon



## LDC East Notes

### LDC Participants Tour Mid-Ohio Food Bank

By Terry Neal

Hello NMA Members and Retirees, the 2015 East Leadership Development Conference held in Columbus, Ohio May 28<sup>th</sup> through the 30<sup>th</sup> was a huge success. On Thursday, May 28<sup>th</sup> we started with a tour of the Mid-Ohio Food Bank's Warehouse Complex in Grove City. Since 1980, the agency has been working with grocers, food companies, Ohio farmers, the USDA, and community partners to obtain food and distribute it to 625 food pantries, soup kitchens, shelters, after-school programs, and senior housing sites across central and eastern Ohio. This complex also has a training center where organizations can hold meetings then be trained as volunteers to clean, sort and package various food items.

We also had the opportunity to visit the Urban Farm of Central Ohio (UFCO) on Groveport Road. This facility is located on a seven acre lot of a closed Columbus Public elementary School. They are currently planting 31/2 acres of various vegetables to be sold to local restaurants and families in the neighborhood. Their goal is to eventually make the farm self-sufficient, all expenses will be offset by the income from selling vegetables and fruit.

On Saturday I accepted donations totaling \$700.00 from the NMA Chapters of the Northeast Region attending the conference. This really touched my heart, because every dollar collected will purchase \$10.00 worth of food for needy families. Our total donations in food will be \$7,000.00. With so many people going hungry in our country, this will help the organization end hunger one nourishing meal at a time.



LDC participants with Food Bank CEO Matt Habash (3rd from left)

## LDC East Notes

### The Value of Leadership

By Kathy Spatz

Columbus Public Service Chapter was the host chapter for the 2015 East Leadership Development Conference and instrumental in the planning, organization and the facilitation. NMA members from east of the Mississippi River representing diverse corporate and community chapters met in downtown Columbus May 29th and May 30<sup>th</sup> to share ideas and professional ideals of leadership and management.

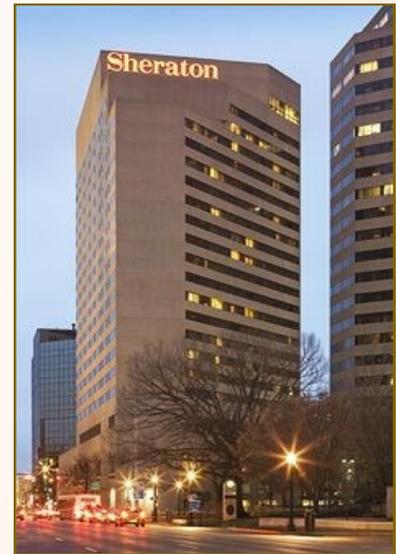
Nancy Bennett (CM), the NMA 2015 Chairman of the Board offered welcoming remarks describing the importance of “influencing the Path Forward”. Her comments incorporated promoting collaboration and continued engagement for leadership development in yourself and others. NMA President Steve Bailey supported these remarks by suggesting that the hallmark of leadership is to honor the contribution of others.

The keynote speaker for the conference was Sherry Kish, Deputy Chief of Staff for Mayor, Michael B. Coleman. She shared her philosophies of leadership from both empathetic and legal perspectives with humor and anecdotal stories. The overall messages were that leaders do have the ability to impact lives, and there is a great deal to learn while listening to others. Also, be flexible. There are often times when jobs and situations change paths, so be open to opportunities and the unknown possibilities.

The two day conference was packed full of program activities focusing upon the value of leadership and communication. The collaborative spirit of the attendees resulted in significant learning opportunities, discussions regarding best practices and generated new ideas to bring back for professional practice.

Several attendees have sent notes and letters expressing their gratefulness to the chapter and an appreciation of the efforts of the Columbus employees that have a role in the service to the city. They were impressed with the cleanliness and the diversity of culture.

Thanks must be offered to Terry Neal, Rhonda Brown, Scott Ward, Jeff Emhuff, Teresa Langer, Elaine Brunney, Carnell Felton, Beth Fairman-Kinney, Bee Tolber and Kathy Spatz for their key leadership roles in this successful conference. A special thank you is extended to Sherry Kish for her participation and leadership.



**Ultimately, leadership is not about glorious crowning acts. It's about keeping your team focused on a goal and motivated to do their best to achieve it, especially when the stakes are high and the consequences really matter. It is about laying the groundwork for others' success, and then standing back and letting them shine.**

Chris Hadfield

## June Meeting Notes

# NMA Calendar 2015

### July

- 3 Independence Day observed
- 4 Independence Day
- 9 Chapter Board Meeting
- 16 NMA Webinar: *Partners & Facilitated Courses*
- 26 Parents' Day

### August

- 13 Chapter Board Meeting
- 21 Senior Citizens Day
- 26 Women's Equality Day

### September

- 7 Labor Day
- 10 Chapter Board Meeting
- 11 Patriot Day
- 13 Grandparents' Day
- 14 Rosh HaShana (Jewish New Year)
- 23 Autumn Equinox
- 24 Yom Kippur (Jewish Day of Attonement)
- 28 First Day of Sukkot (Jewish Festival of Booths)

## Managing Success

By LaVerne Freeman

The June member meeting was held at Peking Dynasty located at 2210 E. Livingston Avenue. Teresa Langer conducted the meeting as President, Scott Ward, is out on military duty. Vice President, Jeff Emhuff, was also absent due to a recent loss of a loved one. Our sincere condolences go out to Jeff and his family!

Invocation was led by Judy Johnson following the Pledge of Allegiance directed by Teresa Langer. Along with lunch, we were introduced to our keynote speaker, Piper Moore.

Piper delivered sound food for thought to inspire managers to build productive employees by knowing them! She starts by asking us to remember the first time we were asked what we want to be when we grow up; when we decided we were going to succeed. Remember the people who helped us along the way. None of us go through the success journey alone. Most of us are at management level or aspiring to be there soon! Piper conveyed that we will not manage people only, but their personalities as well! We need to begin to think about the success of our employees individually. Learn what motivates your employees. Then figure out a way to use that knowledge to your advantage? Focus on the strengths and motivations of the employee because, motivated employees are productive employees.

Everyone desires to have success as defined by them individually. One way to get started is to schedule a staff meeting. Ask staff to respond to the following three questions:

Continued on Page 9



Members enjoyed networking at the June event

## June Meeting Notes

### Managing Success

Continued from Page 8

What are your aspirations and goals?

What does success look like to you?

How do you define success for the entire team?

Once you have delegated the tasks, schedule a follow up meeting within 2-3 weeks. Use that meeting for team building allowing the employees to discuss the answers to the questions. When all the information is gathered, write out and plan a vision statement for your team. The path and direction for a successful and productive work environment is up to you from that point.

For those who don't understand or know what the secret to success looks like, Piper shared a story. The moral of the story is when you want success as much as you want to breathe when you're drowning, then, and ONLY then, will you have success. Thank you Piper for sharing with us!

Bee Tolber asked to keep the 2016 speech contest in mind. It will be here before you know it!

Kathy Spatz gave a big thank you to all the LCD participants who volunteered. Each member made the conference a success!

Welcomed visitors Garrett Baker from Public Service and Christie Carney from the Division of Fire to our June Member Meeting!



Teresa Langer presents Piper Moore with an NMA tote

### June Winners

The 50/50 winner was Cindy Fruth. The cash prize was \$51.

Jan Reese was the bonus bucks winner. She would have won \$40. Next month's prize will be \$50.

Piper Moore is a University of Georgia, Certified Executive Coach and State of Ohio Certified Public Manager. She has received the Competent Communicator Award from Toastmasters International through the City of Columbus Toastmasters. She has more than 13 years in municipal government which began with the City of Middletown. During her tenure, Piper was selected as the first voice system administrator for the City of Middletown where she developed the Customer Service Initiative and employee training programs.



Piper has served on the Board of Directors for Charter Schools and as an Advisory Board member for a mentoring program. She has conducted pro-bono coaching and training services for non-profit organizations. Current memberships are held with the International Coach Federation, and National Coalition for 100 Black Women Central Ohio Chapter and she has served as Past President for Toastmasters International.

She currently serves under the direction of the City of Columbus Mayor Michael B. Coleman as an External Affairs Coordinator and Homeless Advocate.

**Management is the opportunity to help people become better people. Practiced that way, it's a magnificent profession.**

Clayton Christensen

## Professional Development

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**

**NMA now has a full calendar of webinar discussions and pre-recorded programs. Many of the third Thursday webinars are available for CEU credit. The full calendar can be found at <https://www.nma1.org/nma-webinars-calendar>**

### 2015 Professional Development Calendar

Month	Topic	Facilitator(s)
July 16	Partners & Facilitated Courses, e.g. BTE	Steve Bailey, CM
August 19	Effective Performance Appraisals (CEU)	Lisa Hart
September 17	Making Assumptions (CEU)	Bob Noel
October 15	Business Communications	Melinda Hester, CM (Tentative)
November 19	Presentation Skills	TBD
December 17	Building Websites	Judd Sloan, CM

**SPECIAL NMA pre-Recorded Series Coming in 2015**  
A series of videos designed to help chapter leaders and members learn how their association is organized and how to benefit from that knowledge.

July 2015	<b><i>NMA Series: The NMA Leadership Model</i></b>	Lisa Hart
August 2015	<b><i>NMA Series: Organizational Structure of NMA</i></b>	Steve Bailey, CM
September 2015	<b><i>NMA Series: Professional Development</i></b>	Renée Stewart, PhD.
October 2015	<b><i>NMA Series: Member Services</i></b>	Judd Sloan, CM
November 2015	<b><i>NMA Series: Communications</i></b>	Joe Morano, CM
December 2015	<b><i>NMA Series: Recognition</i></b>	Laura Spamer

#### The NMA Leadership Model



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

## 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.

## NMA OFFICERS AND BOARD MEMBERS – JULY 2014-JUNE 2015

<b>Officers/Term End</b>	<b>Name</b>	<b>Phone</b>	<b>Email</b>
President	Scott Ward	645-1834	<a href="mailto:RSWard@columbus.gov">RSWard@columbus.gov</a>
1st Vice President	Jeff Emhuff	645-3655	<a href="mailto:JTEmhuff@columbus.gov">JTEmhuff@columbus.gov</a>
2nd Vice President	<b>Vacant</b>		
Secretary	Amy Ackerson	645-8119	<a href="mailto:aackerson@columbus.gov">aackerson@columbus.gov</a>
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At Large/2015	Barb Crawford	645-8248	<a href="mailto:bcrawford1@columbus.gov">bcrawford1@columbus.gov</a>
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Public Utilities/2015	Cindy Fruth	645-7304	<a href="mailto:cmfruth@columbus.gov">cmfruth@columbus.gov</a>
SWACO/2014	Albert Iosue	871-5100	<a href="mailto:albert.iosue@swaco.org">albert.iosue@swaco.org</a>
Technology/2014	LaVerne Freeman	645-0550	<a href="mailto:lafreeman@columbus.gov">lafreeman@columbus.gov</a>
<b>Committees</b>			
Chapter Awards	Geneva Christensen	645-5384	<a href="mailto:gchristensen@columbus.gov">gchristensen@columbus.gov</a>
Community Service	Bee Tolber	645-7496	<a href="mailto:vvtolber@columbus.gov">vvtolber@columbus.gov</a>
Membership	Carnell Felton Terrell Spencer	645-3138x1202 645-6133	<a href="mailto:cbfelton@columbus.gov">cbfelton@columbus.gov</a> <a href="mailto:tlspencer@columbus.gov">tlspencer@columbus.gov</a>
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	<b>Title</b>	<b>Agency</b>	
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*The Lighthouse is published monthly by the Columbus Service Chapter of NMA, LaVerne Freeman, Editor; Sima Gellman, Geneva Christensen, Teresa Langer, Terry Neal and Kathy Spatz, Committee Members. Amy Ackerson, Judy Johnson, Beth Fairman-Kinney, Kathy Spatz and Teresa Langer contributed to this month's issue. Submit articles to: [lafreeman@columbus.gov](mailto:lafreeman@columbus.gov) or [NMA-Lighthouse@columbus.gov](mailto:NMA-Lighthouse@columbus.gov).*