



The Grapevine

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President's Message

It's hard to believe that my year as President of the Society is drawing to a close. I guess it's true that time passes quickly if you're having fun, or maybe it's just as you're growing older!

Looking back over our goals for the year from last January's brainstorming meeting, I believe we have had a successful year 2000. Despite the budget problems in many departments, we had a well-attended and well-received professional development conference. The Society was well represented at the AACPM Conference and as outspoken as usual at the AACPM House of Delegates meeting. As you will note elsewhere in this issue, we developed criteria for scholarships to assist members in attending both the state and national CPM conferences. We published an updated membership directory and through outreach to both older and recent graduates increased our membership to 105 persons. We had three successful quarterly meetings, including last month's meeting in conjunction with the CST graduation ceremony. We have been and continue to be closely involved with the redesign of the CPM curriculum.

Last but not least, we began an effort to identify new approaches (or in some

cases revive old ones) to attracting and retaining new members and to better serving our current membership.

While the Board continues to work on these issues, each and every member can help. For example, if you work with or know any of the recent CPM and CST graduates (the list is in the last newsletter) talk to them about joining the Society. Better still, bring them along to the next meeting or luncheon. In addition, let the Board hear from you. If you have suggestions about a time or place for a meeting, something you would like to see in the newsletter, a great speaker for the conference, starting a Society chapter in your city, or any other idea, let a Board member know. Your input is valued.

In closing, let me say it has been a great privilege to serve as President of the Society. My sincere thanks to the Board members, committee chairs, and other members who have volunteered their time and effort over this past year. Without their dedication these accomplishments, not to mention the completion of routine Society business, would not have been possible.

Hugh Eley, CPM

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CPTP ADMINISTRATOR'S REPORT

My thanks to all of you who helped to make our recent graduations and receptions a success. We graduated 27 new CPMs on October 27 and 69 new CSTs on November 17. Because several of the new CST graduates from Huey P. Long Medical Center in Pineville were unable to attend the graduation ceremony in November, we will be going to Huey P. Long on January 12 to do a recognition event for them. Please let Beth Roberts know if you wish to join the CPTP staff for this event.

The CPTP Policy Board's Curriculum Committee is still in the process of evaluating our new management classes in order to put together a recommendation for new certification requirements. I hope to be able to finalize the new certification criteria before the end of January and make a presentation to the Society at that time.

A service provided through CPTP that many of you may not be aware of or using is computer-based training (CBT). CBT is very popular throughout the world because learners often have an immediate need to know a particular skill and do not have ready access to an instructor-led class. CPTP provides over 50 CBT courses to state agencies in a number of delivery methods, including delivery over the Internet. For more information about how your agency is using CBT, contact your agency CPTP coordinator or the CPTP administrative office. We have also posted information about this program on our web site, www.state.la.us/cptp.cptp.htm, so please visit us online.

As Hugh Eley completes his term as President of the Society, I want to thank him for his help to CPTP. I called on him often and he was always ready to give his time to further our shared goals of improving management and professionalism in state government.

I look forward to working with the Society and your new officers in 2001. Please don't hesitate to call on me if you wish further information about CPTP or just have some ideas you would like to share.

Sam Breen

2000 LSCPM Conference Highlights

The Society held its annual Professional Development Seminar on October 25, 2000 at the Radisson in Baton Rouge. Evaluations by the 95 persons who attended were very complimentary. While a few words can not really do justice to the presentations, for those of you who were unable to attend, a brief summary of the conference is provided below.

Dr. Alan Kirk, Director the Social Work program at Southeastern La. University and Director of Officer Leadership Training for the Air Force Reserve Command, presented on “Essentials of Organizational Excellence: Building Leaders...Not Followers.” Dr. Kirk began by noting that successful leadership is not just about your ability, it’s also about the organizational culture you operate within. He pointed out that the natural temptation for many leaders is to nurture followers. It is easier than building leaders and may appear to enhance one’s power and control. For the organization to be truly successful, however, leaders must develop other leaders within their organization. Techniques for doing this include: 1) anchoring all decisions in values, 2) empowering rather than coercing, 3) teaching communication skills, 4) recognizing that conflict is good and establishing rules of engagement, and 5) encouraging modeling and accountability. Dr. Kirk recommended a book entitled “What Leaders Need to Grow” by John Maxwell.

Lisa D. Traina, CPA presented on “Technology & Generation X”. Ms. Traina noted that new technology is not always the answer to organizational problems. One must have a good business reason to change and must plan and budget for training. Even the best new technology will not be perfect or solve all problems. Contrary to many people’s expectations, when new technology is introduced productivity falls in the short run then begins to rise. Eventually it will plateau at a higher level. However, if changes are made too frequently it can eliminate the plateau. After providing some interesting facts about Generation Xers, Ms. Traina offered these tips for managing and motivating them: 1) train continually using innovative, stimulating training methods, 2) provide constant feedback, 3) use mentoring & personal relationships, 4) be creative with incentives, 5) give as much information as possible, and 6) respect quality of life issues.



Former Governor Buddy Roemer addresses members lunching at the LSCPM conference on October 25, 2000.

Former governor **Buddy Roemer** was our luncheon speaker. He shared with us his four “Keys to Success” - be Fast, Flexible, Focused and Friendly. He illustrated these concepts with examples from his current business activities.

Amy Whitten, J.D., a consultant and instructor in the Mississippi CPM program, presented on “Growing Our Own: Succession Management in the Public Sector.” Ms. Whitten pointed out that as “baby boomer” managers are reaching retirement age, the public sector is failing to recruit and develop younger managers to take their place. The smaller cohort of post-boomer workers, the thriving economy, and higher private sector wages make it more and more difficult to attract workers to the public sector. Ms. Whitten offered a plan for addressing this situation. It begins with an assessment of the pending leadership shortage in your agency and an identification of the key skills and competencies the organization will need. From this information one can determine where the gaps will be and begin to develop current staff or recruit outside help. She suggested state government must redefine recruitment, including marketing those areas where we have an advantage over the private sector, such as leave. Developing managers from within calls for assessing core skills and tailoring individual training plans for each potential future manager. Finally, she suggests agencies try to retain veteran managers by using such techniques as flex time, part-time, and phased retirement.

Yvonne Lewis Day, a training specialist with the East Baton Rouge Parish government and a professional writer and speaker, gave an interesting and provocative presentation entitled “How Men and Women Communicate Differently.” Ms. Day provided numerous examples of differences in body language and communication styles that tend to be gender-related. She also gave some fascinating information about brain functions, facial expressions, and other non-verbal communication. Some of the items she noted were: 1) hand to eye coordination tends to peak between 2:30 and 4:00 p.m., 2) brain dominance (right side vs. left side) switches every 90 seconds or so, and 3) one’s pupils widen up to 45% when you see something you like. Ms. Day also showed some fascinating photos demonstrating how the two sides of a person’s face may differ. She said the right side of the face tends to be the “public” side while the left is the “private” side. She advises looking at the left side of the face when trying to read non-verbal communication.

Hugh Eley, CPM

Membership Renewal

It's time to renew your LACPM membership. Our membership is for a calendar year, so please check your mailing label to see what year is printed on it. **If it says 2000, you need to renew.** If it says 2001 you are one of the handful of members who have already paid for next year!

Please complete the revised membership application included in this newsletter and mail with your check made out to Louisiana Society of CPMs to Treasurer, Louisiana Society of Certified Public Managers, P.O. Box 44021, Baton Rouge, LA 70804-4021.

Remember, a professional organization is only as strong as its participating members. Your involvement is critical and your continued support is invaluable.

Tinka McFarland, CPM

Society Members Receive Dunbar Recognition

Congratulations to Nancy DeWitt, CPM and Sheila LeJeune, CPM on their recognition by the Louisiana Civil Service League. Nancy is a winner and Sheila is an Honorable Mention in this year's Charles E. Dunbar, Jr. Career Service Awards Program. The prestigious program recognizes career civil servants for outstanding contributions in the workplace and community. Nancy, Sheila and other recipients will be honored at a luncheon in New Orleans on January 19, 2001.

Sally Gilbert, CPM

Scholarships to LSCPM and AACPM Conferences Available

The Society Board has approved a proposal to award scholarships to help persons attend the LSCPM and AACPM annual conferences. The Board believes such scholarships will benefit more members than would a scholarship for academic work.

Beginning in 2001, the Society may award two \$500.00 scholarships to the AACPM conference (\$1000.00 total) - one to the winner of the Askew Award from Louisiana and one to a CPM member based on service to the Society and/or the Academy. In addition, the Society may award up to five (5) members scholarships for the registration fee for the LSCPM annual conference, not to exceed a total of \$500.00. These awards will also be based on service to the Society and/or the Academy

The Askew Award is given by the AACPM to the outstanding CPM project from each state. The winner of this award will automatically receive one of the AACPM scholarships. The other AACPM scholarship recipient and the LSCPM scholarship recipients will be selected from applications submitted to the Society. The criteria for selection will be LSCPM involvement 50%, AACPM involvement 35%, and community service 15%. Application forms will be posted on the Society web page and published in a future newsletter.

Hugh Eley, CPM



Hugh Eley (center) poses with some of the Society members who graduated in a ceremony at the Governor's Mansion on October 27, 2000. They are (left to right) Chuck Handrich and Tinka McFarland who received a Certificate in Human Resource Development and Pam Percy and Joe Wills, who were awarded their CPMs.

Bi-Annual Business Meeting

The Fall Bi-Annual Business Meeting was held on November 17, 2000 at The Marriott hotel in conjunction with the CST graduation ceremony. The meeting was attended by 38 people, including nine CST and CPM graduates. Mr. Tom Patterson, AACPM President-Elect, spoke on the strategic planning effort of the Academy and the direction the Academy will be taking in the coming years.

The business conducted at the meeting included a motion to change the dues structure for the Society. Currently dues are \$20 to be a member of the Society and an optional \$10 to be a member of the Academy. The motion, which passed unanimously, will change the annual dues beginning January 1, 2001 to \$30 to include membership in both LSCPM and AACPM. This motion was necessary because the Academy will begin charging each state society \$10 for every state society member. Dues for retirees will remain at \$10.00. The new slate of officers for 2001 was also announced. They are Beth Roberts, President, Jodi Miller, President-elect, Sandra Norman, Secretary, Judy Martin, Treasurer, and Vance Edwards, Tinka McFarland and Don Leger, Members-at-Large.

The next Society meeting will be the installation of officers and general business meeting in January. We will brainstorm goals and objectives for the coming year at this meeting. Please watch for a meeting notice to announce date and location.

Beth Roberts, CPM

LSCPM Award Winners

The Louisiana Society of Certified Public Managers is proud to announce its award recipients for 2000. They are Judy Cain, the CPM of the Year, and Dianne Barksdale, Tom Patterson and Lanie Phares, who received Certificates of Merit.

Judy has served as Society president and continues to serve on at least one committee each year. Though no longer on the Board, she is a faithful attendee at Board meetings. She designed the first pin and logo used by the Society, as well as the awards used for the CPM and CST of the year and the Presidential Citation. She is very active in the American Academy and currently serves as its historian.

Dianne, Tom and Lanie were recognized for their "lifetime" achievements in the Society. All are Past-Presidents and continue to serve on numerous committees, while Tom is current President of the American Academy.

Congratulations to these deserving individuals.

