



# The Grapevine

[www.lscpm.org](http://www.lscpm.org)

September, 2003

Volume 17, Number 2



## Message from the President:

There are not many reasons to be happy about the demise of Summer, but one of the best reasons is that, if you are going to be busy it's better if it is not 105 degrees outside! This is the busiest and most exciting time of year for the LSCPM organization.

The Board has worked hard to plan its October 22<sup>nd</sup> Annual Conference. We listened to the recommendations of last year's attendees and tried to build upon the good things that you liked. Read all about the conference later in this newsletter and make plans now to be with us on the 22<sup>nd</sup> of October.

Board meetings are now held at the Claiborne Building which has a special bonus for LSCPM. By meeting there, Sam Breen will allow us to use the video conferencing facilities so that members can participate from remote locations. We will be trying this out for the first time on September 19<sup>th</sup> with Mentoring Chairperson Gail Gibson from New Orleans. If this works well, we hope to use it to develop affiliate chapters of LSCPM in other parts of the state. There are a number of LSCPM members in Alexandria and Shreveport who work at facilities with compatible teleconferencing equipment. Using this up-

graded form of communication we hope to tap into new leadership opportunities for the organization. If any of our North and Central Louisiana members can work on this project with us, PLEASE contact one of the Board members.

The Awards Committee and the Membership Committee have pooled information in an attempt to get out the word about LSCPM Awards. We sent a letter to agency heads which included a list of their employees who are LSCPM members. We asked them to forward their letter to appropriate supervisors of LSCPM members. We hope this increases the number of nominations we receive for awards. It is not necessary to be a member to nominate someone for an award, but the nominee must be a LSCPM member. The forms are on the website and the deadline is Tuesday, September 30<sup>th</sup>. Contact Judy Martin or me for further information.

Remember, spread the word about the Annual Conference on October 22<sup>nd</sup>. If you need additional brochures to give to individuals not on our mailing list, just contact one of the Board members by e-mail or phone.

See you in October!

Vivian

**Louisiana Society of Certified  
Public Managers  
2003 Board of Directors**

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**The Grapevine**

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Public Managers.

**CPTP ADMINISTRATOR'S REPORT**

The results of the final chance to complete the CST project requirements are in, and it is certain that we will have more than 150 new CSTs. We are planning to conduct their graduation ceremony some time during the week of December 8-12. Specific information about the graduation ceremony will be sent to the new graduates at least a month before the ceremony. I certainly hope that this new group of graduates will choose to become active on the Society's activities.

To better manage our resources, CPTP is now issuing four schedules per year. Because of the frequency of schedule changes, we have decided not to issue paper copies of the schedule. Please refer anyone interested in attending classes to the CPTP web site ([www.doa.state.la.us/cptp/cptp.htm](http://www.doa.state.la.us/cptp/cptp.htm)) for the latest information on class offerings, including a listing of classes which are already full.

For individuals wishing to earn one of our new Management Development certificates, the Managing People certificate has been redesigned to make it the logical choice. We will be putting all the classes that are included in this certificate on every schedule. Classes for other certificates will probably not be consistently available until after June 30, 2005.

I'm looking forward to seeing many of you at the fall conference on October 22.

-- Sam Breen

***IN MEMORY...***

It is with regret that we inform the membership that an active member of the Society has passed away. Mary Sue Trull was an employee of the Department of Public Safety. She worked for the State Police Crime Laboratory in Baton Rouge. She had attained the CST certificate and has been a member of the Society for some time. Our sympathies go out to her family, friends, and co-workers.



## **MEMBER PROFILE**

### **LANCE ARMSTRONG**

Lance Armstrong is a native of Baton Rouge and a graduate of LSU where he received a B.S. in General Studies with a major in Mathematics. Lance began his state career as an entry-level programmer with the Division of Administration in June 1977. He held a series of progressive data processing positions working on state agency systems ranging from the Legislature to Group Benefits to the Secretary of State. In 1984 he left state government and spent 15 years in private industry working for Georgia-Pacific, ITT Telecom, and TexasGulf/PCS in a variety of technical positions. In July 1999, Lance returned to Louisiana and to state service with the Division of Administration at the Office of Statewide Information Systems (OSIS) as an IT Statewide Systems Manager. He has been the Information Technology Director for the Louisiana State Employees' Retirement System (LASERS) since August 2000.

Lance was an early participant in the Management Development Program and received his CST in June 1983. Lance also completed classroom and test portions of the CPM and is working on a proposal for his CPM project. He joined the Society upon his return to state service in 1999 and is currently serving on the LSCPM Board as a Member-at-Large and Conference Committee Chair for 2003.

Lance's other professional activities include being a member of the Council of Information Services Directors (CISD), Association of Information Technology Professionals (AITP) and the Public Retirement Information Systems Management (PRISM) organization. He has made several professional conference presentations and served on a variety of technical advisory committees.

Outside the office, Lance spends time with his wife and family - especially his 5-year-old granddaughter. He is also active with St. Alban's Chapel at LSU.

## **FALL LSCPM CONFERENCE**

**MARK YOUR CALENDARS!** The annual LSCPM Conference will take place **OCTOBER 22, 2003** at the Lod Cook Conference Alumni Center on the campus of LSU in Baton Rouge. A block of rooms has been reserved at a special rate for those needing to stay overnight.

This year's theme is "Performance, Perks, and Personalities in the Workplace", and we have a great group of speakers to address each of these areas. First up is long time LSCPM supporter, Dr. Christel Slaughter, to discuss performance appraisals and merit-based reviews. Dr. Slaughter was intimately involved in the development of the current state Performance Planning and Review process and ongoing efforts to evaluate and improve it. Next up a panel consisting of Alan Reynolds, Director of Civil Service, Bob Borden, Executive Director of LASERS, and Kip Wall, CEO of Group Benefits will discuss recent developments and current trends in state employment and state benefits as well as taking questions from the floor. Following the lunch sponsored by the LA Community Development Authority, Dr. Sharon Naquin, Director of the Public Management Program will provide us with an update on the management certification process. Finally, Steve Morgan will give us the tools to identify (and communicate with!) the many and varied personalities we meet everyday in the workplace - a magic show that you will not want to miss!

For more information and a registration form, see the conference brochure included in this issue of the Grapevine or contact any Board member.

# ANNUAL LSCPM CONFERENCE



## **P**erformance, **P**erks, and **P**ersonalities in the Workplace

**October 22, 2003**

**Lod Cook Conference  
Alumni Center at LSU  
3838 West Lakeshore Drive  
Baton Rouge, LA 70808**



a professional development program  
designed for state government  
supervisors and managers



## CONFERENCE PRESENTERS

### **Robert L. "Bob" Borden, Executive Director, LA State Employees' Retirement System**

Prior to being named the new executive director for LASERS in 2002, Mr. Borden had served as Chief Investment Officer for the agency since 1995. He has 20 years of institutional investment experience, specializing in pension plans, banking and insurance. He also serves as Vice Chairman of the LA Deferred Compensation Commission. Prior to coming to LASERS, he was Treasurer and Senior Manager of Financial Services for the Texas Workers' Compensation Insurance Fund in Austin, TX. Mr. Borden is a Chartered Financial Analyst (CFA), the most rigorous professional credential in the investment field. He holds a Masters Degree in Finance from LSU.

### **Steve Morgan, Training Consultant**

Mr. Morgan is a high-energy training consultant who uses humor effectively to help motivate employees and thus increase productivity, team-building, and office communication. He has degrees in personnel management and psychology from the University of Louisiana at Lafayette, and has been a top performer with Carlson Learning Company since 1981. As a training consultant, he has achieved great success in helping organizations -- including many Fortune 500 companies -- reinvent themselves and in helping workers enhance productivity and job performance.

### **Dr. Sharon Naquin, Director, Public Management Program**

Dr. Naquin is an Associate Professor for Human Resource Development at LSU and the Director of the Office of HRD Research. She has served as the lead researcher on HRD research grants in the areas of organizational needs analysis, community workforce development systems, business and industry needs assessment, and management development evaluation. An accomplished writer, she has published numerous books and technical reports as well as articles in English literature and philosophy prior to pursuing her degree in HRD/Adult Learning. In addition, she has 11 years' experience in corporate human resources, including her last position as Vice President of Savings Operations and Human Resources with a major bank.

### **Allen H. Reynolds, Director, Louisiana Department of State Civil Service**

Mr. Reynold's career with State Civil Service spans three decades beginning in 1973 as a Selection Specialist. He then moved into personnel management, employee relations, and became the Undersecretary in 1980. Four years later he was promoted to Deputy Director and held that position for 12 years. In 1997, he was appointed Director by the Civil Service Commission. Mr. Reynolds holds a B.S. from LSU and MBA from Nicholls State University. He has been an adjunct instructor in LSU's Public Administration Program and a lecturer in the Governmental Leadership Institute at the University of New Orleans.

### **Dr. Christel C. Slaughter, Vice President, SSA Consultants, Inc.**

Dr. Slaughter is a nationally recognized speaker and specializes in total quality management, performance improvement and strategic planning and has provided training for thousands of employees in organizations from every sector of the economy. She received her doctorate in management from Louisiana State University in the areas of systems management and organizational design, subsequently spending seven years on the school's faculty. She serves on several community boards and is a past chairman of the Baton Rouge Chamber of Commerce.

### **A. Kip Wall, Chief Executive Officer, Office of Group Benefits**

Mr. Wall joined the Office of Group Benefits in 1998 as chief operating officer and was appointed chief executive officer in 1999. During his tenure at the Office of Group Benefits, he has focused on developing new plan options for plan members and upgrading the agency's operating systems. He has overseen development of policy issues to address the rapidly changing health care market and has facilitated relationships with local, regional and national health care professional organizations and vendors. Previous work experience includes that of chief deputy commissioner at the LA Department of Insurance for seven years. He has taught life and health insurance at the LSU School of Business and has served on numerous boards and commissions. Mr. Wall has a Masters Degree in education and a Juris Doctor from Loyola Law School.



## About the Hotel

A block of rooms has been reserved at a rate of \$65 single or double at the Cook Conference Center and Hotel at LSU. Rates include a continental breakfast. Participants can make reservations by calling (225) 383-2665. The deadline for the room block is September 30. After that date, accommodations will be based on availability of rooms and rates may increase. When reserving your room, please indicate that you will be attending the conference for the Certified Public Managers Association.

NOTE: The meeting and luncheon will be held in the Lod Cook Alumni Center which is adjacent to the LOD Cook Conference Hotel.

## Registration is Easy!

Just fill out the registration form below and mail it with your payment to the address indicated. The registration fee of \$125 covers all sessions, course materials, refreshments and lunch. Registration should be received on or before October 10. There will be a \$10 late fee for registrations received after that date. Full refunds will be made for cancellations up to October 10; from October 11-17, a \$30 cancellation fee will be withheld. There will be no refunds after October 17.

## Additional Information

Billie Tripp, Coordinator  
LSCPM Conference  
P.O. Box 1029  
Gonzales, LA 70707  
Phone: (225) 644-0619  
Fax: (225) 644-0122  
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Lance Armstrong  
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LASERS  
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**"Performance, Perks,  
and Personalities  
in the Workplace"**  
October 22, 2003  
Cook Conference Center  
LSU, Baton Rouge

### Registration Fee

- \$125 per person
- \$ 10 late fee after 10/10

### Credit Card Payment

- VISA  MasterCard

Account # \_\_\_\_\_

Exp. Date \_\_\_\_\_

Name on Card \_\_\_\_\_

## Registration Form

Name \_\_\_\_\_

Badge Nickname \_\_\_\_\_ Title \_\_\_\_\_

Agency \_\_\_\_\_

Address \_\_\_\_\_

Street or P.O. Box City State ZIP

Telephone ( ) \_\_\_\_\_ Fax ( ) \_\_\_\_\_

Email \_\_\_\_\_

Make check payable to LSCPM Conference and return to

Billie Tripp, Coordinator  
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"**P**erformance, Perks, and Personalities in the Workplace" will be the focus of this one-day seminar designed for state government supervisors and managers.

Dr. Christel Slaughter will kick off the seminar with a session on performance appraisals and merit-based reviews. A few years ago, the LA Department of Civil Service undertook an ambitious project to revise the Performance Appraisal System for the State of Louisiana. SSA Consultants assisted them in this endeavor from design through implementation. LDCS was recently notified that they have won the IPMA-HR 2003 Large Agency Award for Excellence for the year 2003, as a result of their redesign efforts as well as the institution of the Performance Planning and Review System.

A panel of Louisiana experts will address recent developments in state employment, retirement and group benefits and what they see coming in the future. A question and answer period will follow this discussion.

The afternoon workshop with Steve Morgan promises to be high-energy and hilarious as you learn how to identify the primary behavior tendencies and personalities of the people around you in 60 seconds or less! It includes lots of audience interaction amid all the laughter. You'll find yourself applauding with delight as you exclaim, "That's the truth!"

The mission of the LSCPM is to foster leadership and professional management in government. This conference offers you an opportunity to network with your peers while gaining valuable job-related information.

## PROGRAM AGENDA

Wednesday, October 22

8:00 a.m.

Registration and Coffee & Pastries

8:30 a.m.

Conference Opens

- Welcome - Vivian Guillory, LSCPM President
- Introduction - Lance Armstrong, LSCPM Conference Chair

8:45 a.m.

"Performance Appraisals and Merit-Based Reviews"

- Dr. Christel C. Slaughter, Vice President SSA Consultants, Inc.

10:15 a.m.

Refreshment Break

10:30 a.m.

"Panel on Recent Developments and Trends in State Employment and Benefits"

- Robert L. "Bob" Borden, Executive Director LA State Employees' Retirement System
- Allen H. Reynolds, Director LA Department of Civil Service
- A. Kip Wall, Chief Executive Officer LA Office of Group Benefits

12 -1:15 p.m.

Luncheon and Awards

sponsored by

- LA Community Development Authority

1:30-1:45 p.m.

"Certificate Update"

- Dr. Sharon Naquin, Director Public Management Program

1:45-4:00 p.m. (with a break)

"Coping with Challenging Personalities and Behavioral Styles in the Workplace"

- Steve Morgan Training Consultant

4:00 p.m.

Closing Remarks

- Vivian Guillory, LSCPM President

## LSCPM Calendar of Events

- October 21  
3:45 PM  
LSCPM Board Meeting  
Claiborne Building, Room 185
- October 22  
8:00 AM-  
4:00 PM  
Annual LSCPM Conference  
***"Performance, Perks, and Personalities in the Workplace"***  
Date: Oct 22, 2003  
Location: Lod Cook Conference Alumni Center at LSU  
3838 West Lakeshore Drive, Baton Rouge
- November 18  
3:45 PM  
LSCPM Board Meeting  
Claiborne Building, Room 185
- Dec 3 or 4  
11:15 AM  
Quarterly CPM Luncheon/Business meeting  
*Location and speaker to be announced*  
*Look for your e-mail notice*
- Week of Dec 8-12  
CPTP Graduation Ceremony for all recent  
CST or Module graduates  
Claiborne Building, Baton Rouge  
*Times and exact date to be announced*  
*Look for your e-mail notice*
- December 16  
3:45 PM  
LSCPM Board Meeting  
Claiborne Building, Room 185

**Louisiana Society of Certified Public Managers**  
**P. O. Box 44021**  
**Baton Rouge, Louisiana 70804-4021**

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Baton Rouge, LA 70809

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LASERS' Board



# CONNIE CARLTON

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#4

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# CONNIE CARLTON

*Retired State Employees - LASERS' Board*



*Retired State Employees,*

*Soon you will be casting your vote for representation on the Board of Trustees for Louisiana State Employees' Retirement System (LASERS). As previous Assistant Director of LASERS and with the experience I gained after serving on the Board of Trustees for 8 years as an active member, I know the issues facing state retirees and LASERS. I have included my qualifications, experience, and platform for your consideration. Your vote and support is important to me.*

*Connie Carlton*

**Vote  
#4**

## **~ QUALIFICATIONS & EXPERIENCE ~**

- 28 years state service.
- Assistant Director of LASERS 2000 - 2003.
- Member LASERS' Board 1986 - 1994. Board Chairman 1988. Chairman Investment Committee 1989, 1992, 1993.
- Only active state employee elected to serve on Board of Retired State Employees' Association (RSEA).
- Certificate of Achievement in Public Plan Policy and Employee Pensions from International Foundation of Employee Benefit Plans.
- Certified Public Manager since 1984. One of founding members of Louisiana Society of Certified Public Managers. Served as Treasurer, President-Elect, President, and Past-President.
- Member Women in Management since 1981. Served as Program Chairman, Membership Chairman, President, and Advisor.
- Member of nominating committee of LA CAP Credit Union since 1989.
- BS Mathematics/MS Library and Information Science.

## **~ PLATFORM ~**

- I will listen and address your concerns.
- I will work for a solution to permanently fund a cost of living increase for retirees.
- I will fight against special interest legislation and any reduction in benefits.
- As Assistant Director of LASERS, I placed emphasis on improving services and was responsible for improvements in the telephone system and instituted continuous satisfaction surveys of services. If elected, I will continue to place emphasis and support efforts for additional improvements in services.
- I will provide oversight of LASERS' assets ensuring sound investments and support new ways to increase funding to make our system more stable and capable of providing better benefits.