



THE GRAPEVINE

Volume 17 No1

wlscpmww.org

March 2005

CALENDAR OF EVENTS

April 19, 2005

LSCPM Board Meeting (General Membership Welcome)

Location: Claiborne Building, Room 185
1201 N. Third Street, Baton Rouge, Louisiana
Meeting Time: 3:45 pm

May 17, 2005

LSCPM Board Meeting (General Membership Welcome)

Location: Claiborne Building, Room 185
1201 N. Third Street, Baton Rouge, Louisiana
Meeting Time: 3:45 pm

June 21, 2005

LSCPM Board Meeting (General Membership Welcome)

Location: Claiborne Building, Room 185
1201 N. Third Street, Baton Rouge, Louisiana
Meeting Time: 3:45 pm

Quarterly Business Meeting to be announced

And Just What's In This for Me?

by Caroline Noya, RN Manager
Postpartum Mother/ Baby Unit
Medical Center of Louisiana at New Orleans

“Oh, Lord! *Another* meeting...*another* class to attend...when does my boss expect me to get my work done? And leave this place on time so I don't earn any 'K' time? And with everything done correctly - the first time around? You have got to be kidding! Ohhhh, this is just a joke, right?! Another adventure, right? Right?!”

Sound familiar? Ever thought that before? If you have been in “Management” for any length of time, you have either had these thoughts, said these words or will be thinking them and saying them sooner or later because it is inevitable – like night falls and the sun rises again. If you are a “veteran” manager I *know* you have said or thought this on

more than one occasion in your career. If you are a “rookie” you *will be* saying it sooner than you think.

Why do you think there is a whole society of certified public managers out there to help you with these thoughts? They have been there and are doing that right now. They know this is not just a job but that it is truly an adventure! And they are there to help us make this a fun one! Think of this like a vacation from the office, a change of scenery. As Steven Covey would say, you need a paradigm shift. Change your perception. See how some of the other agencies live and what adventures and challenges they face. More often than not, you will see that you are not the only one having fun! Working your good state job is not as bad as his or her state job. Your boss may not be the ogre you thought...or you will just appreciate him or her more than you did before you were “enlightened”. At any rate, you will meet some other people who work in the various departments of the state government and you will gain in some of your communication skills and interpersonal skills if nothing else. And what is at the root of 90% of the problems in the world today? Communication problems of one kind or another – verbal or non-verbal. These classes help contribute to your arsenal of tools to combat the “less enlightened” members of this big company for which we all work.

Being a good manager does not just happen. It takes some education, life experiences, getting burned once or twice and having a good mentor to make all of this happen. Listening to someone else's experiences and hearing how they handled the situations will hopefully either prevent you from – or

reduce the chances of your - making some of the same mistakes. You will feel more comfortable in performing your job and helping your employees and peers when you have the proper tools to get the job done – correctly and the first time around. It may even boost your self-esteem to know that you did do the right thing for that employee or that patient or that customer’s family, etc. by using something that you learned in the class or heard someone else say.

One of the benefits to taking these CPTP classes is that you learn the “correct”, “legal” way to perform your job according to the rules of the state and the specific agency for which you work. When I was early in my high school career my mother (now a retired state employee) once told me that “a wise man learns from the mistakes of others; a fool from his own.” Well, for the life of me, at age 14, I could not quite figure out exactly what that meant, so I promptly forgot about it and remember thinking that my mom was weird. But as I grew older (and ever so much wiser, mind you...) I thought I knew so much more than she ever did. (How foolish of me!) I began working for the state too. One day, several years later, I came across that old tattered piece of wisdom again that my mom had typed with her old typewriter onto a full sized sheet of paper and stuck on the side of my refrigerator right next to my then 2 year old daughter’s scribbles and beautiful artwork. When I saw it, I was amazed that I remembered that I had heard it *somewhere* before, but this time I knew exactly what it meant. And of course it was also then that I realized that Mom was a pretty smart cookie and that she was really a woman who was truly ahead of her times! It was also then that I *really* started to pick her brain from time to time – but I couldn’t let her know that that was what I was doing (as if she didn’t already know that – and they didn’t even have these classes back then!!). Other times she would just make a poignant comment or suggestion or ask a thought provoking question when she heard me venting about the various aspects of my job – about how difficult or

unpleasant something was at work or how the budget was being cut *again* and how did they expect us to do our jobs with so little to work with and how I had to tell someone that their job was being cut but that they had bumping rights or how to handle the “crazies” that we sometimes have the pleasure of working with on a daily basis.

Mom kept telling me that I did not want to get into Management because it was not all it is cracked up to be. In some ways she is still right, but in other ways, it can be kind of fun. You are truly in a position to be a part of doing something really good and being able to help a lot of other people. But if you abuse that “power” it can really come back to kick you in the teeth if you are not careful. We have all heard the same things – “Why re-invent the wheel?”... “Been there, done that”... “Learn from someone else’s mistakes.”... “There’s more than one way to skin a cat.”... “The more things change, the more they stay the same.”...and so on and so forth...

And so after all of this you still say, “So what’s in it for me? How is this going to make my job easier? Why doesn’t my boss have to do this?” Well, the answers are kind of simple and fairly straightforward.

- You learn how to become a better manager = knowledge, self-confidence and job security.
- You learn how to work smarter, not harder, so you get more done *and* impress your boss = a little more knowledge, a little more self-confidence and a little more job security.
- Your boss has to do it too = misery loves company, but then you have a mentor.
- And if you complete this before your boss does = still more job security and maybe even a little competition for your boss for that big promotion (...if you are a glutton for punishment) and then you become a mentor for one of the junior managers...and so the cycle continues and perpetuates and grows...

The benefits of belonging to the Louisiana Society of Certified Public Managers goes beyond just putting something else on your resume. You belong to a still larger “parent society” and it gives you the tools, the resources and the knowledge to make your job a little more productive, a little more satisfying, maybe a little less stressful and maybe even a little more humorous on some days. As my dad said, “The day you stop learning is the day you die.” So keep learning by becoming a part of this group of professionals. Maybe get a tax deduction by joining this professional organization!...Take road trips to the various classes and conferences around the state...Meet new people...Join a committee...Take a class...Do a project and get credit for it...Be part of the solution...Make it a fun adventure...Enjoy your classes!

“No man is an island unto himself. Each is a piece of the continent, a part of the whole.”

Remember, “Cooperation is doing something with a smile that you have to do anyway.” Have class, will travel...

Treasurer’s Annual Report

The year 2004 was an exciting one for our Society. One of the biggest challenges the Board undertook was the planning of the annual conference. In order to direct more of the registration fees toward the conference content, we elected to forego the professional planner that had been hired in past years. The conference was a great success although a lot of extra work for Board members! We hope to see the one hundred-plus participants again at the 2005 Conference.

Revenue 2004

Dues	\$3,060
Quarterly Meetings	1,182

Annual Conference	<u>12,680</u>
Total Revenue	\$16,922

Expenses 2004

AACPM Assessment	\$ 100
AACPM Dues	1,095
AACPM Delegate Travel	1,401
AACPM Basket	49
Awards	766
Quarterly Meetings	1,098
Newsletter	826
Other Printing	98
Postage	63
Supplies, Misc	20
Travel	44
Web Maintenance	245
Fall Conference Supplies	546
Fall Conference Expenses	<u>9,057</u>
Total Expense	\$15,408

Net Operating Profit	\$1,514
----------------------	---------

Certified by: Judy B. Martin, CPM
Treasurer, LSCPM
Feb 18, 2005

#####

D’Juana Stewart

Profile by Beth Scardina

D’Juana Stewart of Monroe is being featured in this issue of *The Grapevine*. D’Juana was awarded her CST in January of 1993 and completed all the requirements for her CPM which she received in March of 1996. She has been a member of LSCPM since that time. Her 28-year state service career has been almost entirely with the Department of Social Services.

She is currently serving as Community Specialist in the Monroe Region with the newly formed Community Mobilization and Outreach Section in the Office of Family Support. She is excited about new her role Community Specialist, believing that only by working together can we make a difference in our community, state and country. She encourages everyone make a difference in their community by becoming active in community activities.

D’Juana began her career in 1973 with the Richland Parish Office of Family Support as a file clerk. She worked full time, reared a family and attended night school at ULM to earn her Bachelor of Arts degree in Sociology. During her career she has worked as an Eligibility Worker, a Support Enforcement Officer, Eligibility Determination Supervisor 1 & 2, Child Care Regional Manager in the Office of the Secretary and Program Specialist 2. In addition to her employment in the Department of Social Services she has worked as a Manger in DHH/BHSF in the Medical Assistance Program at E. A. Conway Hospital, now LSU. She has also worked as an Administrator in the Contract-Child Support Unit of the Fifth District Attorney’s Office.

She is a member of the Northeast Louisiana Coalition for the Homeless, the Children’s Coalition of Northeast Louisiana, and Richland Parish Heath Consortium. She has served as a

Community Volunteer for the United Way of Northeast Louisiana for the last three years. She is a long time member of the Louisiana Conference of Health and Social Services and served on the board as regional Chair. Currently she is the 1st Vice Chair of Monroe Region. D’Juana is also active in her church, is a member of the choir and has taught in several capacities.



Besides all her accomplishments during her career in state government, she has been a licensed Real Estate Salesperson for 25 years and is a partner with her husband in a Real Estate Investment company. She loves music, painting, sewing and most recently visiting her new granddaughter, Madison in Dallas, TX.

A Time to Renew

by Mike Steinkamp, Membership Director-at-large

“Without leaders, constituents have no energizer to ignite their passions, no exemplar to follow, no compass by which to be guided.” Kouzes & Posner, The Leadership Challenge.

As a CPM or CST we have accepted the mantle of leadership and thus a responsibility to be an energizer, an exemplar, and a compass to our fellow members of the Louisiana Society of Certified Public Managers and our co-workers. The success of our society is dependent upon each and every one of us as a leader to bear that mantle of leadership. Your membership privilege affords you an opportunity to attend presentations that energize your own passions while maintaining a professional relationship with peers. Other benefits are participation in an annual management conference and reception of this newsletter. As an administrator, I enjoy the fellowship and guidance I receive from being a member of the Society. Spending time with other professionals who share the same values and goals is refreshing and serves to renew my vision as well as my passions to be an effective leader in Louisiana government.

I am asking for all energizers, exemplars and compasses to renew their membership. Please make every effort to support your professional organization by renewing your membership today. You can use the application enclosed in this newsletter or visit our website at <http://www.lscpm.org/> to print a copy. Please renew by April 15, 2005. Who knows, it may turn out to be a time of renewal for you personally.

#####

CPTP ADMINISTRATOR'S REPORT

By Sam Breen, CPTP Administrator

The CPTP Policy Board has decided to continue providing the Louisiana Certified Public Manager Program. In order to maintain the program's accreditation, Louisiana will need the full 300-hour CPM curriculum in place by the end of 2006.

Dr. Sharon Naquin is in the process of designing more than 120 hours of new CPM electives. The CPM curriculum electives will be designed to meet the training needs of jobs listed on the Civil Service Supervisory Group 2 and Group 3 lists.

During April and May, LSU will be conducting a training needs assessment for high performing incumbents in Group 2 and Group 3 jobs. Soon, the CPTP Policy Board will be sending a letter to appointing authorities asking them to recommend employees to attend focus groups in Alexandria, New Orleans, and Baton Rouge. The focus groups will provide most of the data for elective design. Electives for the CPM curriculum should be presented to the Policy Board for discussion during the summer.

Karen Puckett, Sharon Naquin, and I are planning to attend the American Academy/ National CPM Consortium 25th anniversary celebration in the fall. If any of you have pictures of group activities of Certified Public Managers in Louisiana, please give Karen a call to make her aware of what you have available to include in a National Consortium PowerPoint presentation covering the history of CPM in the various states.

AACPM Announcements and News

New Hampshire Association of Certified Public Managers® presents:

The 17th Annual Professional Development Conference of the American Academy of Certified Public Managers®

Sunday, September 18-September 20, 2005
(Conference)

Wednesday, September 21, 2005
(House of Delegates)

Radisson Hotel Manchester at the Center of New Hampshire
700 Elm Street
Manchester, NH 03301
(603) 625-1000
www.radisson.com

Rooms: \$119 / night (single/double) plus tax
\$129 / night (triple / quad) plus tax

(Reservations can not be made at this time.)

2005 Brainstorming Session

At the initial business meeting of 2005, the Society conducted a brainstorming session. Many creative ideas were born. They are grouped by the standing committee assignments.

*The following is a list of those ideas. As the committees form and approach their tasks during the year, the ideas will be evaluated. Some of them will be put into practice. The membership is encouraged to participate in the Society through working on committees. As you can see, there are many good and novel ideas to work on, but it takes manpower to put the ideas to work.
---the Editor.*

MENTORING

- Need mentors throughout the state
- Road trip training

- Roadmap to become a Manager

PUBLIC INFORMATION/ NEWSLETTER/ WEB

- People at agencies to write articles for the newsletter
- Fax info to the satellite groups ahead of time
- Explain benefits to new managers
- Add interested persons to distribution list
- Committee participation needed
- Sharing articles for newsletter from satellite groups
- Back ups for electronic newsletter
- Person with editing and computer technical skills needed
- Forward newsletters to interested parties

MEMBERSHIP

- Will need people from other areas for committees
- Encourage co-workers to participate
- Research ideas in committees before bringing to the Board
- 145 CST Grads should be contacted
- Fellow co/workers should be contacted

PROGRAM – ADVOCATE FOR SOCIETY & CPTP PROGRAM

- Speakers in own agencies can be sought for presentations
- Nurture membership
- Bring someone to quarterly meetings
- Engage people early after a Certificate is received
- Note how being a CPM is a benefit
- Receive Assistant Secretary and/or Secretary suggestions for needs
- Suggest employees to present projects
- Need committee involvement
- Flexible on Conference / Mini-conference
- Affiliate groups in other areas of the state (Pineville / N.O./Monroe)
- DVD/Workbook - Capability
- Bring all day conference to other areas of the state (Pineville / N.O./Monroe)
Or - Mini Conference on the road
- Segments from Pineville/ N O./etc.
- Discuss change to the conference -1 day & social with overnight stay
- Managing Resources
- Communication Skills
- Employees Needs
- Help groups interested in the program other than B.R.
- Professionalism
- Synergy w/Other Topics
- Look into paid speaker for Quarterly meetings
- Seek Dept. heads recommendations
- Mix of speakers (Leadership/Goals/Mission Statement)
- Ideas collected for last year - E-mail list.

OTHER COMMENTS

- CPM / CST – lower risk for employee repercussion/ health
- Cut on Risk Management

Society of Certified
Public Managers
P.O. Box 44021
Baton Rouge, LA 70804



ADDRESS CORRECTION REQUESTED

Mailing Address
Street Number and Name
City, State 98765-4321