



THE GRAPEVINE

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www.lscpm.org

September 2006



The Grapevine invites you to submit articles of interest to our membership. This year, we would like to focus on the extraordinary events following Hurricane Katrina. We want to share your experiences. Articles can be submitted to frances.smith@SSA.GOV

Message from the President...

By Gail Gibson, RN MN

It's hard to believe we are approaching the fall and the last few months of the year. The last twelve months have brought many challenges, successes, and a mix of emotions. As we approach the anniversary of Katrina with the rest of state and many parts of the world, we continue to look back and learn from the past, but push forward with the goals of the future. Your Board has continued to push forward with advancing the goals of your Society.

Although we continue to be challenged as a Board we have moved forward with working to stabilize the organization with a revision and update of the strategic plan as well as the initial work on a five (5) year business plan.

Elsewhere in this newsletter you will read about two exciting conferences, the Louisiana Society CPM Annual Conference in January 2007 as well as the most recent American Academy CPM 18th Annual Professional Development Conference in Louisville, Kentucky in September. The annual conferences are a great way to complete the needed educational training as well as network with managers throughout the state and country.

Lastly, it is time to start considering nominees for open 2007 Board offices. Please review the information available in the Newsletter and consider lending your skills or recommending a co-worker for a Board Office.

Gail P Gibson, RN MN
Associate Nursing Administrator
Maternal/Neonatal & Medical Surgical
Services
(504)903-2574 (office)

Contact Gail at ggibso@lsuhsc.edu.

*******QUARTERLY BUSINESS LUNCHEON*******

A quarterly business luncheon has been scheduled for October 5, 2006 at the Claiborne Building in Baton Rouge. The guest speaker is Dr. C. John Pine, a well-known trainer and lecturer from LSU who is becoming an expert in leadership styles in rapidly changing emergency situations. Lunch will be \$15.00, catered by Drake Catering. For reservations, contact Sharon Parker at Sharon.parker@la.gov . Also, look for a registration form in your e-mail. Please register by Tuesday before the lunch. If you register after the deadline, contact Sharon Parker.

CPTP ADMINISTRATOR'S REPORT

The web site has been updated with the latest offerings of the CPTP program.

Sam Breen attended the board meetings in June, August and September. This is a summary of his report to the board: Significant progress has been made toward developing the new CPM program. Sam Breen and Dr. Sharon Naquin have several new ideas for revising the CPM training program. Before anything definite can be approved, the CPTP policy board has to meet and review any changes. It is anticipated that the board will meet

sometime late this summer or early fall. Until the new programs are implemented, there are classes under the current certificate available to staff who are interested in management training. These can be seen on the CPTP web site, located at www.state.la.us/cptp/cptp.htm. Mr. Breen is confident that Louisiana will in the near future have a full CPM program available to supervisors and managers and that it will be one of the finest in the nation. The ideas developed by Dr. Naquin have been well received by the American Academy. On a concept level, the ideas are relevant and focused on the outcomes you would hope to have in a top flight training program aimed at producing professional management in state government. The board thanked Sam for his continuing support of the Louisiana Society of CPM. At the August meeting, Sam stated the Policy Board has scheduled a meeting on August 30 at 9:30 AM. At the September board meeting, Sam reported the board met and elected Anne Soileau as the Policy Board Chairperson. Also, the board approved the new Certificate for Professionals.

Sam Breen CPTP Administrator
(as recorded by the editor)

Employee Discipline and Performance Problems - Quicktips For Managers

By Robert Bacal (article found on the internet and reprinted with special requirements as mentioned by the author)

1. Never procrastinate with a performance problem. If you don't address the issue when it arises, staff will question whether you are doing anything at all.
2. When talking to an employee about a problem, phrase your comments in terms of preventing the problem from recurring. Use the inappropriate performance as a jumping off point, indicate why it is problematic, and then quickly move on to preventing re-occurrence. This moves the focus from blame to improvement.
3. Whenever possible, elicit the employee's suggestions about how to prevent the problem from recurring. Put the responsibility for suggesting solutions with the employee. When possible, help the employee implement their solution.
4. Make it clear that your comments pertain to behavior or performance, and not the person. Restrict your comments to particular instances of inappropriate performance and avoid inferring cause (lazy, uncaring, incompetent).
5. Remember that to improve problem performance it is often necessary to "drive out fear". Some think that putting the fear of God into

employees will spur them on to better performance. Fear is more likely to reduce performance, loyalty and effort.

6. If you never recognize effective performance, and do not praise those who perform well, you will not be effective in dealing with problem performance.
7. Above all, remember that even the best of employees will find a discussion about inappropriate performance to be unpleasant. Some will take it personally, some will not. Be prepared for some defensiveness, and do not rise to the bait. Stay in control of yourself, and the situation.

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Robert Bacal is a noted performance management author, consultant and trainer, and is the author of a number of books published by McGraw-Hill including Performance Management - A Briefcase Book, Manager's Guide to Performance Reviews, Perfect Phrases For Setting Performance Goals, and the best seller, Perfect Phrases For Performance Reviews. For more free information and help with performance management, reviews, and appraisals, visit the Performance Management & Appraisal Help Center at

www.performance-appraisals.org In addition to over 800 articles on performance related subjects, you will find tools to help with diagnosing performance, using progressive discipline, and setting objectives at <http://performance-appraisals.org/learn-to>.

Article Source:

www.EzineArticles.com/?expert=Robert_Bacal

Membership Committee Mike Steinkamp, chairman

The time has come for membership renewal. The application for membership can be found on the web site: www.lscpm.org. Please forward your membership renewal to:

Treasurer Judy Martin
Louisiana Society of CPM
PO Box 44021
Baton Rouge, LA 70804-4021

Member Profile: Sharon Parker By Beth Scardina



Sharon Parker receiving the CST of the Year award from Tom Patterson, Awards Chair, 2001 at the Annual Awards Ceremony and Fall Convention

Sharon Parker is currently serving as a board member for the society. She received her CST in August, 1999 and has been active in the society for the past 3 years. She received the Louisiana Society of Certified Public Manager Association award for Outstanding Individual in Certified Supervisory Techniques in 2001. Sharon is currently participating in DROP with 30 years in state service.

Sharon is an environmental scientist professional employed with the Department of Environmental Quality. She has over sixteen years of leadership and supervisory responsibilities as a staff advisor and expert to agency staff. She provides assistance to the public in the regulation of environmental impacts from industrial, commercial, governmental, and construction activities. She currently works in the Legal Division, Regulation Development Section managing activities involved with the research, drafting and promulgation for regulations and guidelines for all environmental media.

One of her responsibilities is to prepare documentation for state program authorization from the Environmental Protection Agency and the Nuclear Regulatory Commission of various environmental media. In the regulation development process, she also prepares economic impact statements and cost/benefit studies for review by the legislative fiscal office prior to rulemaking.

Some of her career highlights are:

- Primary developer and responsible for making Louisiana's RCRA program authorization 2nd in the nation and first in EPA Region VI;
- Co-chair of Solid Waste regulation update workgroup implementing a stronger but more flexible program for state;

- Sr. staff member responsible for making the department the leading state agency in rulemaking; and
- First appointed Total Quality Management facilitator for the department.

Her other awards include the Louisiana Environmental Health Association Presidential Citation Award and the Girl Scout Angel Award.

Sharon is a member of the Louisiana Environmental Health Association where she has held the offices of president, vice-president, secretary and board member. She also belongs to Comite Hills West Homeowners Association and serves as a Board member and is a member of the Girl Scouts.

Sharon is married to Mike Parker of Baton Rouge and they have 2 children both currently attending SLU. Benjamin is 23 and Rachel is 19. She and her husband are active members of Florida Boulevard Baptist Church. Sharon loves saltwater fishing, traveling and just having a great time with friends!!

OFFICERS AND BOARD OF DIRECTORS FOR 2006

Due to the shortened year and the disruption the storms caused with the normal calendar of events in the CPM year, the board met as a whole to

decide on a slate of candidates for 2006. Many of the major public activities of the Society are held in the latter part of the year; many were cancelled due to the two hurricanes. The Board proposed an extension of the service of the 2005 board to allow them the opportunity to carry out the normal activities that the Society sponsors. Gail Gibson agreed to continue as President for 2006. Tom Patterson agreed to continue in his new role as President- Elect and will serve as President for the 2007 board. Sandy Scallan agreed to extend her tour as Past President. Treasurer Judy Martin will serve the second year of the normal two year term.

Other Board members have agreed to continue on for another one year term for 2006: Sharon Parker, Convention; Mike Steinkamp, Membership; Frances Smith, Publicity; Chuck Handrich, Mentoring; Sabrina Perkins, Secretary. If any officer is unable to complete the extended term in office, a special election will be held to fill the position during the year.

Nominations are now being requested for the 2007 officers and board members. Election of officers for 2007 will take place through email.

Nominations are needed for President-Elect, Treasurer, Secretary, and all of the Directors at Large. If you are interested in placing your name on the ballot or would like to nominate someone for an office, contact Mike Steinkamp.

AACPM News

THE AMERICAN ACADEMY OF CERTIFIED PUBLIC MANAGERS HOLDS ITS 2006 ANNUAL PROFESSIONAL DEVELOPMENT CONFERENCE

The American Academy hosted the 18th annual training conference on September 10-13, 2006, in Louisville, Ky. National officers for the 2007



year were elected at the House of Delegates meeting on Wednesday. The new national president is Greg Hyland from Arizona. There was

a lot of good-natured and friendly campaigning. Individuals seeking office met with our delegation during the week and did a good job on presenting their campaigns for office in a most professional, but spirited, manner. The three official voting delegates representing Louisiana were President Gail Gibson, Past President Sandy Scallan, and President-Elect Tom Patterson. The alternate delegate was Nancy DeWitt.

The conference featured a host of remarkable speakers who were both informative and inspiring. Part of the fun included a raffle of State Baskets with proceeds directed to the host state of next year's conference. Each delegation put together a

basket of goodies representing their state; the variety of items reflecting the culture and history of each state was amazing.

A banquet was held on Tuesday night which included the presentation of AACPM national awards. The awards included a scholarship for continuing education in professional management, the Askew awards for outstanding CPM projects, a president's special award for outstanding contributions to the Society, and the prestigious Henning award. The winners will be posted on the national web site shortly.

The next conference will be held at Madison, Wisconsin, September 9-11, 2007. Reservations at the Madison Concourse Hotel (608-294-3013) are already being taken as an Iron Man competition is scheduled in Madison during the same week. It is recommended that you make reservations now; they have a 48 hour cancellation policy. The host CPM chapter expects hotels to be booked during that week due to the Iron Man event, so book early. This is an excellent conference with great management training in the breakouts. And the trip, itself, will be a nice break from the office. Make plans to attend so Louisiana can have a great representation.

LSCPM Annual Conference Will Resume in January 2007!

Mark your calendars for a great conference to discuss the management lessons we have learned from our experiences of the past year in dealing with extraordinary events. Our theme will be based on the four R's: React, Respond, Rebuild, and Rebirth. The conference is a one-day event featuring a number of outstanding speakers on leadership challenges and responses to rapidly changing environments. Lunch will be included. The information for the conference is stated below. The registration fee is \$85 for Society members and \$100 for non-Society members. Registration brochures will be going out in November. If you have questions about the conference please contact Sharon Parker @ 225-219-3559 or by email at Sharon.parker@la.gov.

MARK YOUR CALENDAR:

LSCPM ANNUAL CONFERENCE

Management Styles: Traditional vs. Crisis

January 18, 2007

Claiborne Conference Center, Room 136

1201 N. Third Street, Baton Rouge, LA

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The latest issue of the AACPM newsletter is now available online. Please visit:

www.cpmacademy.org

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Reading Material: On the Mississippi CPM program website, there is a reading list on management topics. The following are two selections from their list that you might be interested in:

BANISHING BUREAUCRACY: THE FIVE STRATEGIES FOR REINVENTING GOVERNMENT, by David Osborne and Peter Plastrik

BEHAVIORAL CONCEPTS IN MANAGEMENT, by David R. Hampton

Calendar of events:

AACPM National Conference
Madison, Wisconsin
September 10-12, 2007 (plan ahead)

LSCPM Board Meetings
October 17, 2006
November 21, 2006
December 19, 2006
3:45 PM

Claiborne Building, Baton Rouge

LSCPM QUARTERLY LUNCHEON
OCT 5, 2006

11:00 AM to 1:00 PM

Speaker: Dr. John Pine, LSU

Video-conference available in New Orleans

RESCHEDULED: LSCPM Annual Conference

January 18, 2007

8:00 AM – 4:00 PM

Claiborne Building,

1201 N. Third St., Baton Rouge

Louisiana Society of Certified
Public Managers
P.O. Box 44021
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