



THE GRAPEVINE

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The Grapevine invites you to submit articles of interest to our membership. This year, we would like to focus on good customer service. We want to share your experiences and best practices. Articles can be submitted to frances.smith@SSA.GOV or to any board member.

As we near the last quarter of the year, you may be thinking of the fast approach of the year 2008. There will be many opportunities for the Society in the coming year to make a difference within your individual areas of State government. There will be opportunities to further the management principles taught through the CPM program.

If you are interested in more active participation in your Society, you may wish to contact one of the officers or board members. You may wish to run for an office or offer to serve on one of the committees.

OFFICERS AND BOARD OF DIRECTORS FOR 2007

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Director-at-Large (Conference)
vacant

Sharon Parker previously served as the Conference chairman in 2006 and 2007. The Board thanks Sharon for her dedicated service to the Society.

Director-at-Large (Newsletter)

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**CPTP ADMINISTRATOR'S
REPORT**

The following is a summary of a recent interview between the editor and Sam Breen, CPTP state administrator:

In an interview with Sam Breen, I learned that his health is improving. He is almost up to his old self. Sam had a wreck some time ago which has caused him considerable inconvenience. He is working with LSU on the development of useful programs and classes administered by the CPTP program. There are currently two certificates available to those wishing to start down the road to a full Certified Public Manager credential. However, at the current time, the full CPM program is not available in Louisiana. The current programs offer almost 150 hours of management level classroom training. A fully accredited CPM program has to have course offerings of at least 300 hours of training, including one or several projects demonstrating understanding of the management principles taught in the program. Those people who are interested in the full CPM program should at least avail themselves of the current Certificates. It is hoped that a full program is on the horizon.

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

[Sam Breen](#) [CPTP Administrator](#)

[The following is free article found on the internet.](#)

Sixth Century Wisdom for 21st Century Changemasters

by Eileen McDargh

With a wobbly U.S. economy, unsettled change continues to bombard us. Mega-mergers boggle the mind with the endless zeros streaming behind a behemoth's financial size. We gasp at the number of employees who are cast off from a consolidated giant. We see plant closures and layoffs in everything from clothing manufacturing to banking. Overnight web companies turn almost under-age youth into millionaires and executives at age 40 are left scratching their heads. And then dot.coms fail, leaving bewildered employees in the rubble. Technology shifts overnight. Medical research makes DNA a poster child for both dreams and nightmares. There's so much, so fast. Despite statistics that put this as the lowest employment rate in decades, there's pain and inaccuracy behind these cold numbers. And in all of this, we are working more but feeling as if we're earning less. There's too much to do and too little time.

The cry echoed across business publications, employee surveys, human resource conferences, and on-line chat rooms is this: help us with chaos and balance! Within a 48-hour period, the headlines of the Los Angeles Times business section, a cover story in the latest issue of Fast Company, and the lead article from Fortune all proclaimed the same thing: workers want help with turbulent change and work/life balance.

This article is meant to offer some thoughts on how to deal with the challenging issue: how to deal with the chaos of unending change and the role of the team.

In the sixth-century, the Rule of Saint Benedict asked monks to take vows of

stability, conversatio(Latin), and obedience. Stability emphasized the need to work for the good of the community. Hence, all actions taken were in the context of "will this be of assistance to all rather than just a few?" Certainly this wisdom must be at the center of Synovus Financial, a company rated by Fortune Magazine as one of the top places to work. Employees at Synovus Financial say it has " a culture of the heart."

Obedience meant that once the monastery had made a decision (after a practice of hearing from the many members of the community), the monks followed. Independent thinking is good, to a point, in business but then the team has to move in the same direction.

Of even more significance is the word conversatio, a term that is difficult to translate. Conversatio connotes a commitment to live faithfully in unsettled times and to keep one's life open. Such a paradox: remain settled; stay open to change! For the monks of the Middle Ages, living faithfully meant listening to an inner voice and responding to the call. For those of us in the 21st century business world, living faithfully also means listening and responding. Here's what we need to listen to: the stories we tell and those around us tell regarding an organization's consistent adherence to values shown by actions that match core beliefs. If there are no stories, there's trouble. It means listening with empathy and responsiveness to the needs of others within the organization. It means being open to the differences of others, being willing to change perspectives yet stay firm in one's core values. How well do you practice conversatio?

Surely, at a time when we hear terms like "spirit" and "soul" more frequently in the workplace, the wisdom of a sixth century monk might help us all deal with the realities of a demanding world.

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AACPM NATIONAL CONFERENCE **MADISON, WISCONSIN** **SEPTEMBER 9-12, 2007**

Madison, Wisconsin was the site for the 19th Annual AACPM National Professional Development Conference. The conference was held at the Madison Concourse Hotel and Governor's Club September 9 – 12, 2007. The 2007 Conference Planning Committee of the Wisconsin Society of Certified Public Managers worked diligently to prepare a thought provoking and fun experience. The conference title was "Forward in Public Management.

State Societies submitted their ASKEW award winners to the Academy for consideration of the national Askew awards for outstanding projects. This year there were seventeen states receiving an Askew award. Some of the projects were created by individual, others were teams. All of the projects were outstanding.

There were seven nominees for the Henning Award. The Louisiana nominee for outstanding achievement as a CPM was Gail Gibson of New Orleans, immediate Past

President. The national winner was Kay Rogers of South Carolina. All of the candidates were outstanding, shining examples of the CPM principles. Congratulations to Gail on her nomination.

A Presidential Award was given to Stephen J. Mastro (NC/CA) for "going the extra mile".

The Louisiana Society is allowed three representatives in the House of Delegates where the national issues are discussed and decided. The three official voting delegates usually are the President, Past President, and the President Elect. Louisiana was represented by Tom Patterson, Gail Gibson, and Nancy Dewitt. The delegates must be officially certified at least thirty days before the meeting of the House of Delegates. The delegates and alternates must have completed the full Certified Public Manager program and be members in good standing of the state society. Academy business was conducted on Wednesday at the meeting of the House of Delegates. Discussions included general Society business issues, the budget, and the direction for services the national Society will provide in the future. The national election was unavoidably delayed. Nominations have been reopened for a brief period and HOD delegates will conduct the election by mail for the 2008 officers. Gail Gibson has been nominated for the national board position for Membership. Results will be announced at a later date. Last, but not least, the final event is a fun raffle. Each state society puts together a basket with goodies representing their state. State by State, each basket is raffled. There may have been cheese in the Wisconsin basket and Tabasco in the Louisiana gift. Money raised supports the national Society.

Next year's conference will be held in Columbus, OH. The exact date has not been set but it will probably be in September.

A national conference is a wonderful experience. There are wonderful speakers and presentations during the week on current management topics. It is also a nice opportunity for a family vacation. Notice the picture of Wisconsin in the fall below. Make plans and think about attending next year. More information can be found on the web site: WWW.CPMACADEMY.ORG

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FAMOUS QUOTE:
"You have to do your own growing, no matter how tall your grandfather was."
Abe Lincoln

1 Lake Towanda, Wisconsin



Membership Committee **Mike Steinkamp, chairman**

In the fall, the leaves are turning yellow, brown and red. The air is getting cooler. Football is everywhere. Baseball is about to reach its highest moment of the season. And, the time has come for membership renewal. The membership renewal is for calendar year 2008. Any new members joining during this last quarter of 2007 will have their membership count for the rest of 2007 and for all of 2008. The application for membership can be found on the web site: www.lscpm.org. Please forward you membership renewal to:
Treasurer Judy Martin

Calendar of events:

AACPM National Conference
COLUMBUS, OH
FALL 2008

LSCPM Board Meeting
October 23, 2006
November 23, 2006
December 20, 2006
3:45 PM
Claiborne Building, Baton Rouge

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