



# THE CUTTING EDGE

## Sharpening Your Management Skills through KSCPM

www.KSCPM.org

July, 2007  
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### KENTUCKY SOCIETY CERTIFIED PUBLIC MANAGERS

#### KSCPM SUMMER LUNCHEON

*Dr. Kendra Stewart*  
*Associate Professor*

*Department of Government*

*Eastern Kentucky  
University*

*Thursday, August 30, 2007*

**DEPARTMENT OF  
CRIMINAL JUSTICE  
TRAINING, ECU**

**RICHMOND, KY**

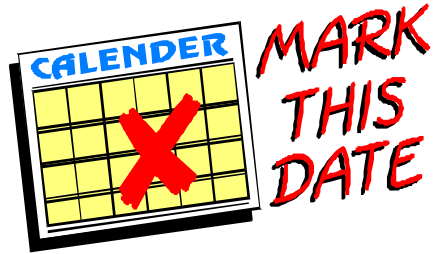
### President's Podium



We have begun a new membership year for the Kentucky Society of Certified Public Managers® (KSCPM), and I want to request your continued support for this important organization.

2007 brings the revitalization of the Society newsletter. Our committees have already been hard at work and their reports can be found in this newsletter. Your support is vital to us this year as we face some important decisions in marketing our CPM designation and its' value to employers, and other important matters of professional advocacy.

*And the sins of a few redound on the group as a whole."* Sixty people registered for the May 1<sup>st</sup> Seminar, which was held at Thomas D. Clark Center for Kentucky History. The food and service were excellent, rivaled only by our speakers .



But the Society did experience one setback, we incurred a \$600 loss due to mendacity, which equals registration for two delegates to the 19<sup>th</sup> Annual Professional Development Conference in Madison, Wisconsin.

Since we turned away approximately 20 people who wanted to attend, our policy will be reinforced that all registrations for seminars and luncheons must be accompanied by either payment or a purchase order number only.

Robinil H. Jameson, CPM  
President, KSCPM

**Kentucky CPM Graduation  
April 3, 2007**

Society members attended the April graduation ceremony at the Frankfort Convention Center to greet the CPM graduates and invite them to join the Kentucky Society of Certified Public Managers®. Of the 208 graduates from the Kentucky Certified Public Manager® program, the following were members of the KSCPM.

*KSCPM 2007 Graduates*

- Robert Todd Bailey
- Thomas G. Blankenship
- Janet Lee Brockwell
- Robert O. Brown
- Elyse Christian
- Richard W. Parkos
- Sallie E. Razor
- Jeanettie Sam Riedling
- Stan Riley
- Larry O. Roberts
- Barbara B. Rucker
- Michael S. Schwendeman
- Candy Simms
- Robin S. Whitaker



Seated: Robin Whitaker, Janet Brockwell, Barbara Rucker  
Standing: AACPM Member-at-Large/KSCPM President Robinil Jameson, KSCPM Secretary Helen Koger, Dick Parkos, Elyse Christian, Stan Riley, Larry Roberts, Robert Brown, Todd Bailey, KSCPM Treasurer Carmen Bishop, KSCPM President-Elect Tony Smith

KSCPM also recognized graduates who submitted exceptional project reports as part of their program requirements. There were seven graduates who received an award from President-elect Tony Smith for their excellent work. KSCPM selected one of the projects by Laura Lynne Best as the Kentucky Askew Award winner to be recognized at the American Academy of Certified Public Managers® Professional Development Conference in Madison, WI in September. KSCPM President and AACPM Board Member-at-Large Robinil Jameson delivered an inspirational message at the ceremony, on behalf of AACPM President Ron Buchholz.

**2006 KSCPM Project Award Winners**



Russell Wright, Michael Schwendeman, Stephen Lynn, Tami Stetler, Latonia Dooley, Rebecca Blessing, KSCPM President-Elect Tony Smith, Laura Lynne Best



KSCPM Seminar

On May 1, the KSCPM held their 8th Annual Professional Development and Educational Seminar at the Thomas D. Clark Center for Kentucky History in Frankfort, KY. The theme, "Management: Visions and Opportunities Shifting in the Workplace," focused on leadership challenges and issues of today and tomorrow facing public sector managers.

Society members, and other state employees, as well as graduates and current students enrolled in the KY Certified Public Managers® program, attended the all day session and heard from Justice Mary C. Noble, elected to the Supreme Court of Kentucky in November 2006 to serve the 5th Supreme Court District. Justice Noble gave an overview of the four Kentucky courts—District, Circuit, Court of Appeals, and Supreme Court. She said, "The District Court is where most people live—Traffic, Criminal Offense, Misdemeanor, Estate under \$4,000, Small Claims under \$1,500, and Juvenile Court fall under District Court. Felony Criminal cases and large civil cases are handled in Circuit Court. The right of appeal is the next court up. All subsequent appeals to the next higher court are at the discretion of that court."

Personnel Cabinet Secretary Brian J. Crall instructed us to "Under promise and over deliver." Also, work on 'continuous improvement.'"

Aaron Thompson, Ph.D., Associate Vice President for Academic Affairs and Professor of Sociology at Eastern Kentucky University, said, "A key component of leadership is trust. It is only when you have followers, those who have placed trust in you, that you have moved into a role of leadership. Do not be afraid to get your hands dirty and do share good news with your employees."

Priscilla McCowan, a Training Manager for the Education Cabinet, Department of Workforce Investment, provided humorous management tips: "Humor at work improves customer service, fosters open communication, improves employee morale, decreases absences and inappropriate behavior and decreases negative conflict. If you take care of employees, they will take care of customers."

A copy of the PowerPoint presentation "The Role of Leadership in Effective Management" is posted on the KSCPM website:

<http://www.kscpm.org/Role-of-Leadership-in-Effective-Management-5-1-07.ppt>



KSCPM President-Elect Tony Smith, Laura Lynne Best

2006 Askew Award Winner

Laura Lynne Best works as the internal policy analyst IV for the Office of Housing, Buildings, and Construction. She has worked there since 2004. Laura Lynne wrote both of her projects so well that either could have been considered for an outstanding project. Laura Lynne is from Shelbyville, Kentucky where she lives with her daughter.

She wrote one project on the Dust Explosion Meeting, utilizing skills from Facilitation Skills workshop; and the other on Structured Behavioral Interviewing for Network Technician II; which was the Askew award winner. The detail included in this project made it an award winner. She described the need for the position, and developed a thorough job analysis. The first step in determining what skills, knowledge, or abilities you need for a particular job. The job analysis then helps to develop the dimensions that allow you to write questions on the actual skills needed for the position. A good behavioral interview relies on the quality of questions and how well they match the need for the position. Questions should not be on information that can be gained from the application. You are looking for information on how they have done something in the past. There is a close correlation between what you have done and what you will do in the future. Laura Lynne's project matched the two questions to each important dimension. She then developed her interview guide with the information about the applicant all in one place. The interview guide had captured the educations, and job experiences of each person interviewed. Laura Lynne also wrote out each thing that needed to be said during the interview process to make sure her team was consistent with each applicant.





Dr. Aaron Thompson, Associate Vice President for Academic Affairs and Professor of Sociology at Eastern Kentucky University speaks to seminar attendees.



Priscilla McCowan, a Training Manager for the Education Cabinet, Department of Workforce Investment



Justice Mary C. Noble - 5th Supreme Court District



Personnel Cabinet Secretary Brian J. Crall



American Academy of Certified Public Managers®  
19th Annual Professional Development Conference



DR. KENDRA STEWART WILL BE  
LUNCHEON SPEAKER IN RICHMOND

The KSCPM Summer Speaker Luncheon will be held Thursday, August 30 in the Funderburk Building on the Eastern Kentucky University Campus in Richmond.

We are pleased to have Dr. Kendra B. Stewart, Associate Professor, Department of Government at Eastern Kentucky University, as our guest speaker. Please plan to join us at 11:30 a.m. for lunch, followed by the program.

**Wilkinson Scholarships**

KSCPM/AACPM members may apply for a one-year Wilkinson scholarship to support educational pursuits. The Deadline is August 1st. Scholarship funds are up to \$750 per year; an application should soon be on the AACPM website:

[http://www.cpmacademy.org/members\\_only.htm](http://www.cpmacademy.org/members_only.htm)

**Recycle**

If you enjoyed this newsletter, please share it with a CMF/CPM graduate you may know but who is not a KSCPM member - as part of our membership drive.

**Newsletter Submissions**

If you have an idea for a future newsletter article or would like to submit a book/training review, please contact Douglas Holt. Final submissions for the next newsletter must be received no later than September 7, 2007



September 9 – 11, 2007  
The Madison Concourse Hotel  
Madison, WS

You should have received the brochure for the American Academy of Certified Public Managers' 19<sup>th</sup> Annual Professional Development Symposium, It will be held September 9 –11, 2007 at The Madison Concourse Hotel and Governor's Club Madison, Wisconsin. Lt. Governor Barbara Lawton will open the conference Monday morning. Lawton will share her experiences as Wisconsin's Lt. Governor. Tuesday, Chief Justice Shirley Abrahamson will offer her view of the responsibilities we share in our service to the public in "A View From the Bench". Kevin Miller will close the conference with his presentation titled "That We Might Have Joy: Living a Balanced Life". Kevin is an internationally known speaker, trainer and leadership consultant whose high-energy presentations and tool-packed seminars delight audiences everywhere.

Register on-line at:

<http://www.bondsconsulting.com/registration/>



### Capstone Projects Are Helping State Government

The Capstone project requirement began in June 2001. The final Certified Public Manager's project was to demonstrate how the CPM candidates could use workshop knowledge, models, and skills to assist state government agencies.

The Office for Employee and Organizational Development placed the people in teams of five participants. The Capstone teams were developed based on a survey from the team members of their competency in six skills needed for a project. The teams had five weeks to research and complete the project presented to them by an agency or cabinet sponsor.

Then in 2005, the Justice Cabinet requested a team to do research on sex offender programs in all 50 states. Because the scope was so big, we divided the project into two teams doing the research that was used in developing the legislation that passed in the 2006 legislative session. Ken Schwendeman, Executive Director of the Justice Cabinet said, "The Capstone groups provided the information that was needed to develop a law that protects all citizens of the Commonwealth of Kentucky."

The Lt. Governor, as the Secretary of the Justice Cabinet, saw the benefit of the Capstone groups to help his cabinet research how other states deal with issues, to make changes within his cabinet. We have had at least one project for each Capstone from the Justice Cabinet since the beginning. The research that one group did on how other states handle local jails saved the state \$10,000, according to Dr. Price Foster, from the University of Louisville, who is using the research. La Donna Thompson, Deputy Commissioner of Corrections had 12 projects during the three year span. She has collected information on practices of transporting inmates, impact of education and reentry programs to the rate of recidivism, as well as how other states operate the local jails.

Capstone groups have done research on wellness programs around the country, developed a manual on the orientation needed for public health nurses, studied the need for more satellite offices for motor vehicles licensing, provided a process for rolling out a new program, as well as helping a cabinet begin the work on assessing their personnel needs. One project had the team observing how things were done in an office to make recommendation on changes needed. The changes were implemented, and the efficiency of the office improved.

As of this time we have worked with seven of the nine cabinets in Kentucky government. We have also done a project for the Minority Empowerment Office, and the Commission on Women in the Office of the Governor.

The Capstone program has been well received by the participants. They like that the work is something that needs to be done for efficient use of limited state resources. Another benefit of the program is the networking done by the team members. Team's members learn more about the operation of Kentucky's state agencies and what other states are doing, which build better appreciation of the work that has to be done from all aspects of the executive branch.

### Treasurer's Report Variance to Budget June 11, 2007

|                   |                   |
|-------------------|-------------------|
| Income:           |                   |
| Member Dues       | \$2,705.00        |
| Product Income    | 20.00             |
| KSCPM Seminar     | 4,300.00          |
| Bank Interest     | 23.72             |
|                   | <u>\$7,048.72</u> |
| Total Receipts    | \$7,048.72        |
| Expenses:         |                   |
| AACPM Dues        | \$1,455.00        |
| Lunch Expense     | 78.04             |
| Website           | 450.00            |
| AACPM Assessment  | 100.00            |
| Print & Postage   | 309.10            |
| KSCPM Seminar     | 2,149.88          |
| Misc. Exp         | 4,161.33          |
| Total Expenses    | <u>\$8,703.35</u> |
| Net Income        | (1,651.63)        |
| Beginning Balance | **10,897.68       |
| Ending Balance    | <u>\$9,246.05</u> |

\*\* CD's - \$2,000 @ 4.75%  
\$2,000 @ 5.20%

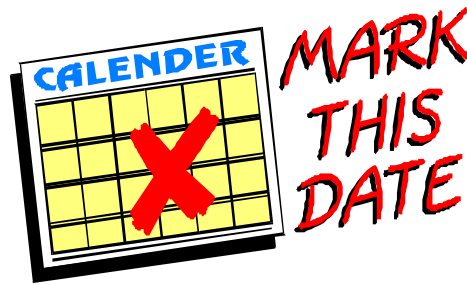
# Kentucky Society Year 2007 Calendar – Dates to Remember

**Summer Luncheon – August 30, 2007**  
**Department of Criminal Justice Training, ECU, Richmond, KY**

**AACPM Professional Development Conference – September 9-11, 2007**  
**Madison, WS**

**Fall Luncheon – October, 2007**  
**Date & Location TBA, Frankfort, KY**

**KSCPM Annual Membership Meeting – December 4, 2007**  
**Kentucky Higher Education Assistance Authority Bldg – Frankfort, KY**



The mission of the **Kentucky Society of Certified Public Managers** is to establish, promote, enhance, and recognize the management profession through comprehensive training, networking, professional growth, and ethical standards of behavior; to promote service consistent with efficient and effective management practices; and to demonstrate vision and competence in professional management.

## KSCPM 2007 BOARD OF DIRECTORS



(L-R) Brenda Crosman, Robert Armstrong, Tony Smith, Helen Koger, Jeanne Olivas, Rebecca Conley, Larry Totten, Robinil Jameson, Carmen Bishop, Janice Earnest, Sherman Bowman (Absent from photo: Doug Holt, Katy Cave, Pamla Wood.)

|                                      |                                    |  |                                       |
|--------------------------------------|------------------------------------|--|---------------------------------------|
| Robinil H. Jameson                   | President                          | <a href="mailto:RHJCPM@aol.com">RHJCPM@aol.com</a>   | 502-875-5466                          |
| Tony Smith                           | President-Elect                    | <a href="mailto:tonyb.smith@ky.gov">tonyb.smith@ky.gov</a>   | 502-564-4319                          |
| Helen Koger                          | Secretary                          | <a href="mailto:helen.koger@ky.gov">helen.koger@ky.gov</a>   | 859-622-3801                          |
| Carmen Bishop                        | Treasurer                          | <a href="mailto:carmen.bishop@ky.gov">carmen.bishop@ky.gov</a>   | 502-573-3390                          |
| Larry P. Totten                      | Immediate Past President           | <a href="mailto:larry.totten@ky.gov">larry.totten@ky.gov</a>   | 270-343-2449                          |
| Jeanne Olivas                        | OEOD Liaison                       | <a href="mailto:jeanne.olivas@ky.gov">jeanne.olivas@ky.gov</a>   | 502-564-8170                          |
| Janice Earnest                       | Election Committee                 | <a href="mailto:janice.earnest@ky.gov">janice.earnest@ky.gov</a>   | 859-622-8062                          |
| Katy Cave                            | Program Committee                  | <a href="mailto:Katy.cave@ky.gov">Katy.cave@ky.gov</a>   | 502-564-8170                          |
| Douglas Holt                         | Publications & Publicity Committee | <a href="mailto:douglas.holt@ky.gov">douglas.holt@ky.gov</a>   | 502-564-6746                          |
| Rebecca Conley                       | Membership Committee               | <a href="mailto:rebecca.conley@ky.gov">rebecca.conley@ky.gov</a>   | 502-573-3390                          |
| Robert Armstrong                     | Finance Committee                  | <a href="mailto:robert.armstrong@ky.gov">robert.armstrong@ky.gov</a>   | 502-245-9091                          |
| Larry P. Totten                      | Awards Committee                   | <a href="mailto:larry.totten@ky.gov">larry.totten@ky.gov</a>   | 270-343-2449                          |
| <b>Special Appointed Committees</b>  |                                    |  |                                       |
| Sherman Bowman                       | Legislative Committee              | <a href="mailto:sherman.bowman@ky.gov">sherman.bowman@ky.gov</a>   | 502-564-7000<br>Ext. 4172             |
| Janice Earnest                       | Historian & Archivist              | <a href="mailto:janice.earnest@ky.gov">janice.earnest@ky.gov</a>   | 859-622-8062                          |
| Janice Earnest<br>Robinil H. Jameson | Standard Operating Procedures      | <a href="mailto:janice.earnest@ky.gov">janice.earnest@ky.gov</a><br><a href="mailto:RHJCPM@aol.com">RHJCPM@aol.com</a> | 859-622-8062<br>502-875-5466          |
| KSCPM                                | Web Page                           | <a href="http://www.KSCPM.org">http://www.KSCPM.org</a>  | POB 42<br>Frankfort, KY<br>40602-0042 |
| AACPM                                | Web Page                           | <a href="http://www.cpmacademy.org">http://www.cpmacademy.org</a>  |                                       |



July, 2007

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KSCPM Newsletter  
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ADDRESS CORRECTION REQUESTED

