



# THE CUTTING EDGE

## Sharpening Your Management Skills through KSCPM

On the WWW @:  
<http://WWW.KSCPM.ORG>

December, 2004  
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**Happy  
And  
Safe  
Holiday  
Wishes**

**From  
the  
Executive  
Committee  
of  
the  
Kentucky  
Society  
of  
Certified  
Public  
Managers**



### President's Podium

The season of Holidays is upon us once again and that means it is time for me to pass the torch of leadership to the incoming President. The year has simply flown by. It's been an incredible experience for me and I know that I am changed as a result of it. I feel that the Society has made significant advancements in the past 12 months. I hope that you feel the same. Be sure to review the 2004 Annual Report that will be posted to our website after the first of the year.

I recently visited Southern Lights with my family and watched as my daughter sat next to Santa in his sleigh telling him her 'wish list'. It made me think what I would give if I had his magic bag for one night.

To the members of the executive committee that have worked so hard this year to provide quality service to the KSCPM membership and the AACPM, I would fill their hearts with the sense of satisfaction that I have at our accomplishments and offer them the knowledge that all the wrapping paper in the world could not contain the heart-felt thanks that I send to them.

To the staff at OGT, I would give the continued patience to endure those that don't really want to be there so they can train those that do.

For the graduates of the CPM program that have not joined the

December, 2004

KSCPM, I would give the understanding that numbers are power. There can be no clearer example of this than the unity of the teachers during the recent insurance issues for 2005.

To the graduates of the program that have joined, I would offer the posting on internal mobility of the management job of their dreams.

To the administration, I would offer the wisdom to understand that supporting the Educational Achievement Awards for graduates of this, or any institute of higher learning, is an investment in the future of the Commonwealth and should not only be endorsed, but encouraged.

In this season of peace and joy, don't lose sight of what you can give to those around you wherever you are, whatever you do. Remember that a smile and a 'Thank You' are priceless gifts that should be shared with as many people as possible all year long.

Thank you again for the opportunity to be your President over the last year. It has truly been a wonderful experience.

And they heard me exclaim as I faded out of sight ... Happy Holidays to all and to all a good night!

Glenn Thomas, CPM  
President, KSCPM

*"We have always held to the hope, the belief, the conviction that there is a better life, a better world, beyond the horizon."*

- -Franklin D. Roosevelt--

### Society 2005 Elections

Under the supervision of JoJuana Leavell-Greene, Election Chair, a vote for acceptance of the 2005 Slate of Officers was conducted at the annual awards luncheon on December 8th.

Elected Officers for 2005 will be:

President Elect – Larry Totten  
Secretary – Carmen Bishop  
Treasurer – Robinil Jameson

As President-Elect in 2004, Lorraine Moore will serve as the 2005 Society President.

*"The leader shows that style is no substitute for substance, that creating an impression is not more potent than acting from one's center."*

-Lao Tzu-

### CPM Graduation November 9, 2004



KSCPM President Glenn Thomas addresses CPM graduates as OGT Executive Director Ann Lovejoy looks on.

The Frankfort Civic Center was abuzz with activity as CPM program graduates signed in, then visited with former classmates and instructors before taking the spotlight to receive their certifications.

### THE CUTTING EDGE

It was another outstanding year for the program with 119 individuals graduating from the Kentucky Certified Public Manager program while 321 more individuals were recognized for completing Phase I, the Certificate of Management Fundamentals.

Office of Government Training Executive Director Ann Lovejoy presided over the ceremony. Glenn Thomas, KSCPM President, was on hand to recognize individuals who had submitted exceptional project reports as part of their program requirements. There were ten recipients of this award for excellent work.

The Society was also present in the lobby of the Civic Center with a table set up with our new presentation display. Several members of the Board were on hand to distribute information to graduates interested in joining the Society. They were also selling gifts and KSCPM merchandise to those wishing to honor their graduates with a gift to commemorate the occasion.

Photos from the graduation should be available on the [OGT website](#) after the first of the year.

### Outstanding Project Awardees 2004

Congratulations go out to the following individuals who were recognized at the CPM graduation with awards from the KSCPM for their outstanding individual projects submitted during their CPM training.

- Darlene Cain
- Sheree Combs
- Shawn Estep
- Shawn Herron
- Trina Wilkins Jennings
- Gerry Morford

Ann Myre  
Rita Phillips  
John Roberts  
Glenn Thomas

The KSCPM Awards committee is currently reviewing these projects to select the Kentucky Askew Award winner to be recognized at the AACPM Symposium in New Hampshire in September 2005. The winner will be announced locally in a future issue of *The Cutting Edge*.

"Words are mere bubbles of water, but deeds are drops of gold."  
-- Chinese Proverb--

**Committee Participants Needed**

Is one of your New Year's resolutions going to be to take a more active role in the Society? If so, why wait until January? We are currently recruiting members interesting in working on any of the Society committees (Programs, Membership, Elections, Strategic Planning, Publications, and Awards). Please take a minute and contact an existing committee member or 2005 elected official and offer some of your time and energy to help make our Society a stronger voice for Certified Public Managers in the Commonwealth.

**Fall Professional Seminar**

By Janice Earnest, CPM



Program Co-Chair, Janice Earnest presents a gift to Seminar presenter Rodger Bingham

The Kentucky Society of Certified Public Managers® (KSCPM) held its annual Professional Seminar at the Kentucky History Center in Frankfort, Kentucky, on September 28. The theme of the seminar was "Lead--And They Will Follow!"

The speakers included state representative Derrick W. Graham who explored the seminar theme and answered questions from the audience. He advised managers to encourage risks, invite dissent and simplify.

Joel Schrader, spoke about "Empowering Employees—Managing From A Pennsylvania Avenue Perspective" and shared knowledge gained from working with the CIA and in Kentucky's Office of Homeland Security. Mr. Schrader encouraged the cross training of employees so everybody has a chance to advance. He pointed out that employees are the best assets for suggestions to make improvements in the workplace, and encouraged senior employees to mentor junior employees. He referred to the U.S. Dept. of Homeland Security website, [www.Ready.gov](http://www.Ready.gov), where you can find an overview of emergency procedures and practices for emergencies of all kinds.

Doug Robinson, Executive Director of the National Association of State Chief Information Officers, shared his insights on "Leading With IT," gained from over 25 years experience in information technology. He stated that chief information officer leadership is critical to state government to provide direction.

KSCPM president, Glenn Thomas, introduced the film "Would I

Follow Me?" which examined six effective leadership behaviors.

AACPM members may be familiar with one of our speakers—Rodger Bingham (Kentucky Joe), who appeared on the hit TV show *Survivor: The Australian Outback*. Rodger currently serves as the Deputy Executive Director of the Office of Agricultural Marketing and Product Promotion for the state of Kentucky. He spoke about "Teamwork, The Key To Survival" and related his experiences on the show to working as a team in your profession—finding your niche and contributing to the best of your ability. Rodger travels extensively in Kentucky promoting agriculture and speaking to schoolchildren about living a healthy lifestyle. The audience thoroughly enjoyed the chance to ask questions or get an autograph or photo.

Each seminar attendee received a glass box with the KSCPM logo on the lid. After a delicious buffet lunch, they had time to tour the exhibits at the History Center or visit the various booths in the resource area, before the next session began. The seminar concluded with a drawing for door prizes.

(Reprint from Dec '04 AACPM Newsletter)

"I don't know who my grandfather was. I am much more concerned to know what his grandson will be."

-Abraham Lincoln-

**By-Laws Change**

During the annual Awards/Election banquet held on December 8<sup>th</sup>, a vote was passed unanimously on the following change to the KSCPM by-laws:



December, 2004

Article VII, Section 1, sub 1, will read:

*The President, the President-Elect, and one member elected by the Board will serve as the delegates from the Kentucky Society.*

This change will be reflected in the by-laws presented to the AACPM during the 2005 calendar year.

"That which we persist in doing becomes easier - not that the nature of the task has changed, but our ability has increased."

--Emerson--



**TREASURER'S REPORT:  
December 8, 2004**

Beg. Cash Bal.	
10/28/2004	\$6,888.99
Receipts:	
Dues	200.00
Dec Lunch	8.00
Sale Mdse	<u>26.00</u>
Total	234.00
Total Receipts	\$7122.99
Expenses:	
Board meeting \$	84.50
Project awards	<u>109.50</u>
Total Expenses	\$194.00
Ending Balance	
12/8/2004	<u>\$6,928.99</u>
Submitted by	
Jane Sampson, CPM	
Treas., KSCPM	

"Parties who want milk should not seat themselves on a stool in the middle of a field in hope that the cow will back up to them."

- Elbert Hubbard-

**2005 AUDIT  
Statement of Cash**

Beg. Cash Bal.	
11/3/2003	\$5,531.39
Receipts:	
Dues	5,105.00
Sale Mdse	88.00
Spring Lunch	368.00
Summer Lunch	272.00
Dec 2004 Meet	8.00
Seminar	<u>5,036.00</u>
Total	10,877.00
Total Receipts	\$16,408.39
Expenses:	
AACPM:	
Conf Expns	\$ 2,386.87
Member Dues	1,710.00
Assessment Fee	<u>100.00</u>
	4,196.87
KSCPM:	
Seminar 2003	440.35
Seminar 2004	1,882.66
Spring Lunch	547.40
Summer Lunch	287.76
Board Mtgs	236.18
Awards	186.88
Printing	614.80
PO Box/Postage	54.26
Gifts	268.31
Corp File Fee	4.00
Domain & S'ware	447.49
Supplies	172.44
CASE Membership	100.00
Refunds	<u>40.00</u>
	5,282.53
Total Expenses	\$ 9,479.40
Ending Balance	
12/1/2004	<u>\$6,928.99</u>
Submitted by	
Doug Price, CPM	
KSCPM Finance Chair	

**THE CUTTING EDGE**

"The greatest good you can do for another is not just to share your riches, but to reveal to him his own."

- Benjamin Disraeli-

**BOOK REVIEW**

**1001 Ways to Reward Employees**

With everyone focused on the holidays and the giving of gifts, I felt this was the perfect time to do a review of this wonderful book.

It has been stated time and again in survey after survey of employees that the one thing they wish for more of - is recognition of a job well done. Praise doesn't cost a dime but that doesn't mean it should be cheap.

Be honest with your praise and make it as specific as possible. A comment such as, "Bill, great job on that thing last week," as you walk by on your way to a meeting comes off sounding extremely hollow and will likely hurt your credibility more than it will help morale.

Bob Nelson has put together a wide variety of ideas on how to reward those people that make you look good day in and day out. Celebrating its 10<sup>th</sup> anniversary, this book is as essential today as it was in 1994.

The book is broken down into headings covering informal and formal rewards, and awards for specific achievements and activities. For most Commonwealth supervisors and managers, the informal rewards section is the go-to area.

This section of the book covers such areas as no-cost, low-cost, communication, social rewards, fun/celebrations and public recognition. Each of these sections

is chock full of ideas of every shape and size to fit the diversity of your workforce.

One idea that I have personally used with success is the use of candy as rewards. When an employee has done a specific job above and beyond, I've gone in and said "I wish I could offer you a raise for the great job you did on the (fill in the blank) but how about a PAYDAY instead. It never fails to get a chuckle and it **is** appreciated. Similarly, a bag of LIFESAVERS goes a long way toward thanking someone for 'saving the day' by averting a crisis or resolving it quickly after it is identified.

This is also the perfect time of year to treat your staff to lunch or provide them with a small token of appreciation for the job they do. If the numbers are large, ask the next level of management to assist with the cost or suggest a pot-luck. This distributes the cost but still allows the employees to be gathered to hear honest words of praise and appreciation from management.

If you are at a loss for creative ways to reward your employees, this could be the book for you. It is available for checkout from [The Kentucky Department of Libraries and Archives](#) or used copies can be purchased on Amazon.com for as little as \$1.00. (Be sure to access Amazon via the [AACPM](#) website to assure they receive a referral reward for the purchase!)

### CANNED FOOD DRIVE

Thanks to the generous donations provided by KSCPM members attending society functions throughout the year, a total of 50 canned goods have been donated to the needy this year.

### Errata

In the September issue of The Cutting Edge, KSCPM member Helen Koger's name was misspelled in photo captions and within the article entitled, "KY Delegates Bring Home AACPM baskets".

*"Enjoy yourself. These are the 'good old days' you're going to miss in the years ahead."*

*--Anonymous--*

### The Year In Pictures



Governor Julian M. Carroll addresses members at the spring luncheon



'Kentucky Joe', Rodger Bingham, signs autographs for Society fans of Survivor



Members of the Executive Committee prepare for the Annual luncheon



Robinil Jameson registers delegates at AACPM House of Delegates in Topeka



2005 President Lorraine Moore addresses members at Annual luncheon



Representative Derrick Graham speaks at the Fall Professional Seminar

*"No one gets an iron-clad guarantee of success. Certainly, factors like opportunity, luck and timing are important. But the backbone of success is usually found in old fashioned, basic concepts like hard work, determination, good planning and perseverance."*

*--Merlin Olsen--*

## KSCPM Committee Information - Year 2005

KSCPM Executive Committee			
Lorraine Moore	President	<a href="mailto:Lorraine.Moore@ky.gov">Lorraine.Moore@ky.gov</a>	502-564-5183
Larry Totten	President-Elect	<a href="mailto:Larry.Totten@ky.gov">Larry.Totten@ky.gov</a>	270-343-2426
Robinil Jameson	Treasurer	<a href="mailto:Robinil.Jameson@ky.gov">Robinil.Jameson@ky.gov</a>	502-564-8170
Carmen Bishop	Secretary	<a href="mailto:Carmen.Bishop@ky.gov">Carmen.Bishop@ky.gov</a>	502-573-3390
Glenn Thomas	Immediate Past President	<a href="mailto:Glenn.Thomas@ky.gov">Glenn.Thomas@ky.gov</a>	502-564-1404
Jeanne Olivas	O.G.T. Liaison	<a href="mailto:Jeanne.Olivas@ky.gov">Jeanne.Olivas@ky.gov</a>	502-564-8170
Tony Smith	Elections	<a href="mailto:Tony.Smith@ky.gov">Tony.Smith@ky.gov</a>	502-564-6927
Pamla Wood	Membership	<a href="mailto:pamlaw@iglou.com">pamlaw@iglou.com</a>	
Sherman Bowman	Programs	<a href="mailto:Sherman.Bowman@ky.gov">Sherman.Bowman@ky.gov</a>	502-564-7000
Glenn Thomas	Publicity	<a href="mailto:Glenn.Thomas@ky.gov">Glenn.Thomas@ky.gov</a>	502-564-1404
Jack Bates	Finance	<a href="mailto:Jack.Bates@ky.gov">Jack.Bates@ky.gov</a>	502-564-5576
<i>Special Appointed Committees</i>			
Glenn Thomas	Awards	<a href="mailto:Glenn.Thomas@ky.gov">Glenn.Thomas@ky.gov</a>	502-564-1404
Tony Smith	Legislative	<a href="mailto:Tony.Smith@ky.gov">Tony.Smith@ky.gov</a>	502-564-6927
Lorraine.Moore	Web Site	<a href="mailto:Lorraine.Moore@ky.gov">Lorraine.Moore@ky.gov</a>	502-564-5183
Janice Earnest	Historian & Archivist	<a href="mailto:Janice.Earnest@ky.gov">Janice.Earnest@ky.gov</a>	859-622-8062
KSCPM	Web Page	<a href="http://www.KSCPM.org">www.KSCPM.org</a>	PO Box 42 Frankfort, KY 40602-0042
AACPM	Web Page	<a href="http://www.cpmacademy.org">www.cpmacademy.org</a>	

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