



THE CUTTING EDGE

Sharpening Your Management Skills through KSCPM

On the WWW @:
gsc.ky.gov/kscpm/home.htm

June, 2004
Volume 4, Issue 2

Inside this Issue

- 1** KSCPM Summer Meeting
President's Podium
- 2** Governor Julian M. Carroll
Speaks to Members
Drug Court Manager to be
Summer Luncheon
Speaker
- 3** Membership Grows
KSCPM Board Meeting -
Apr. 28, 2004
- 4** Upcoming Events
New Business
- 5** Canned Good Drive
Treasurer's Report
News from AACPM
Book Review – *On-Time,
On-Task Manager*
- 6** Missing Word Puzzle
KSCPM Scrapbook
- 7** KSCPM Executive
Committee - 2004
- 8** Reservation Form for
Summer Luncheon

KENTUCKY SOCIETY CERTIFIED PUBLIC MANAGERS

Summer Luncheon Meeting

Wednesday
July 14, 2004
11:30 A.M.

Stratton Building
Mezzanine
Law Enforcement Complex
Kit Carson Drive
Richmond, KY

Speaker
Connie Payne
Manager
Kentucky Drug Courts

Price: \$8.00

Reserve by
Monday, July 12, 2004
(Registration Form - Page 8)



Glenn Thomas, CPM

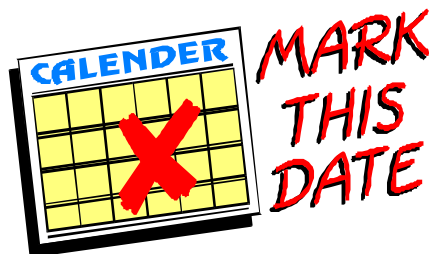
President's Podium

The forsythia and pear trees have bloomed and leafed out, the flowers have blossomed and 15,000+ slices of country ham have been served at the Derby breakfast. That must mean it is springtime in Kentucky.

Several years ago I was given the opportunity to attend the Derby in very nice seats offered by a friend that could not attend. The weather was perfect, the grandstand was packed, and everyone was in their finest attire.

Of course all of the pageantry was forgotten when the starting gates opened and the ground shook under the combined effort of all those horses and jockeys trying to win the famed blanket of roses.

The Kentucky Derby is only one of the many events that make life here in Kentucky unique. When the rich and famous fly in for the first Saturday in May, they miss out on the more realistic view of Kentucky's hard working,



June, 2004

dedicated, and persevering people.

While the sleek beauties that run the 1.2 mile track work 'the fastest 2 minutes in sports', we toil daily, weekly, monthly, yearly at an assortment of duties. We are not covered with roses and put out to pasture in just a few years. Instead, we serve long and successful careers in which we hope to inspire and mentor those that will come after us. Sometimes we are rewarded for the job that we do. Sometimes we are not. Either way, we continue day after day in hopes of making a difference.

Instead of racing against each other, we work as a team, with each member pulling their own weight and occasionally, more than their share, when a co-worker needs a hand up. It is not about finishing first. To us, it is about finishing together.

Without each and every one of you, Kentucky would be a different place. Together, all of us in state government are making a difference in the lives of our fellow citizens. While the work we do may not be as glorious as winning the Derby, many Kentuckians are winners each and every day because of the services we help provide.

Be proud of the work you do. Hold your head high. No matter what position you hold, no matter what duties you perform, *YOU* are the true pride of the bluegrass every day of the year.

I am respectfully yours,

Glenn Thomas, CPM
President, KSCPM

Governor Julian M. Carroll Speaks to Members



Governor Julian M. Carroll receives honorary membership from 2004 KSCPM President Glenn Thomas.

Julian M. Carroll, Governor of the Commonwealth from 1976 to 1980, received a warm welcome by both members and guests that attended the spring luncheon.

Nearly half the Society membership listened while Governor Carroll talked about his days as the chief executive of the Commonwealth and some of the situations he had to face in that position. From spending more than 400 hours developing his own budget, to being known as the 'Blackboard Governor' for his tendency to use one to work out strategies with other top officials in the basement of the mansion, to picnics on the front lawn of the Capitol for state workers, it was all part of making everyone feel as if they were part of 'the team'.

Governor Carroll also talked about his decision to abolish all forms in state government during his tenure to allow for new ideas and new ways to perform day-to-day activities.

"Face up to a situation and do what's right and you're going to come out all right." was a key concept that the Governor

THE CUTTING EDGE

mentioned when facing management issues in state government.

Governor Carroll took questions from audience members and addressed issues ranging from appropriate work attire and levels of bureaucracy to existing budget issues.

Governor Carroll stressed the importance of supporting Governor Fletcher and his team as they work to understand the state 'system'.

Governor Carroll was invited to become a member of 'our team' and as such was presented with an honorary membership in KSCPM and an engraved clock for his many years of dedicated public service.

Several members commented on how much they enjoyed the event, the food and the networking. If you missed it, please consider attending the next luncheon scheduled for July 14th in Richmond. A registration form can be found on page 8 of this newsletter.

Drug Court Manager Selected as Summer Speaker

Ms. Connie M. Payne, Manager of the Kentucky Drug Court, has agreed to be our summer luncheon speaker.

Ms. Payne joined the Administrative Office of the Courts as the Kentucky Drug Court Manager in March 2003. From March 2003 to May 2004, the Drug Court has grown from 30 employees to 70 employees

and now encompasses 55 counties. Since becoming the Drug Court Manager, she has served on Governor Fletcher's Drug Control Summit, Governor Patton's Drug Policy Workgroup, House Bill 843 Committee, UNITE Board, the Kentucky ASAP Board and as a Congressperson with the National Association of Drug Court Professionals (NADCP).

Ms. Payne brings a host of law enforcement and legal experience to this position. For most of her professional career she served as a prosecutor in Fayette County, first as an Assistant County Attorney, and for the past nine years as an Assistant Commonwealth's Attorney where she specialized in drug, domestic violence, and sexual assault issues. During her time at the Commonwealth's Attorney's Office, she represented the office as the Drug Court representative, co-chair for the Fayette County Sexual Assault Nurse Examiner's Response Team and on the Domestic Violence Prevention Board.

Please join us in Richmond at the Stratton Building Mezzanine, Law Enforcement Complex, Kit Carson Drive as we listen to Ms. Payne talk about her work experiences and management / leadership issues. The registration form can be found on page 8 of this newsletter.

"The ultimate measure of a man is not where he stands in moments of comfort and convenience, but where he stands at times of challenge and controversy"
- Martin Luther King, Jr.

Membership Grows

Membership continues to grow in the Society. Our membership chair reported that in the last quarter we acquired another 10 members. We now have a total membership of 113. We are closing on our goal of 150 members by the end of the year but are not there yet. Please continue to talk up the benefits of the Society to graduates you know and encourage them to join. A larger membership means a larger voice in state government!

"You get the very best of others when you give the best of yourself."
-Harry Firestone



Board of Director's Meeting

Wednesday, April 28, 2004
GSC Room 542
Frankfort

Attending:
Pamla Wood, Lorraine Moore, Doug Price, Jane Sampson, Glenn Thomas, Jeanne Olivas, Tony Smith, J.R. Brown, Carolyn Schaefer, Janice Earnest, Helen Koger, Robinil H. Jameson, Pat Bryan, JoJuana L. Greene, and Carmen Bishop.

Guest: Ann Cobb, North Carolina

Administrative

The meeting was called to order by President Glenn Thomas. A

correction to the spelling of Pamla Wood's name was noted. A motion to approve the January 28, 2004 minutes was made by Pamla Wood, seconded by Tony Smith, and the motion carried.

Committees

Membership – We now have a total membership of 113. (109 current, 1 renewal, 2 new and 1 associate member coming from GSC.)

Finance – Doug Price said he reviewed the job duties of the Finance Committee and they have complied with all requirements. In addition, the 2003 audit is complete. It was discussed if additional funds needed to be added to the certificate of deposit. Based on the money that will be spent for the 2006 AACPM Conference, it was believed there would be no extra funds added.

Discussion also occurred about switching the KSCPM checking account to an interest-bearing checking account. Robinil Jameson stated the Commonwealth Credit Union may not meet our needs for protection of a corporate account. Doug Price will look into Farmers Bank's interest-bearing checking account policies and minimums.

Election – The timetable is for the Committee to meet in August, prepare ballots in November and members vote in December. Members interested in running for office or serving on the elections committee should contact JoJuana Leavell-Green.

Newsletter - The next newsletter will be published in June. The

June, 2004

deadline for getting information to Glenn Thomas to include in the newsletter is May 14, 2004.

Programs – Guest Speaker selection for the fall professional seminar is complete. There will be five speakers as follows: Rep. Derrick Graham, Sharon Sloan, Rodger Bingham, Glenn Thomas, and Joel Schrader. The Seminar will be September 28, 2004 at the Kentucky History Center, Frankfort. The theme is “Lead and They Will Follow”.

Planning for the July luncheon is completed as well. It will be held July 14, 2004 at the Stratton Building in Richmond, KY. The Speaker is Connie Payne. Lunch will be box lunches. There was discussion on the price to charge for the lunch. Jeanne Olivas made a motion to charge \$8.00 for lunch the rest of the year, it was seconded by Carolyn Schaefer, and the motion carried.

GSC report - Jeanne announced that the new staff assistant to GSC is Robinil Jameson.

She then discussed the results of a recent CPM survey that was sent to 503 CPM graduates with 177 responses. The survey consisted of five main topics: CPM Program Value, Competencies, KSCPM Value, Agency Benefits, and Personal Benefits.

Overall among CPM graduates, the image of the CPM program is significantly higher than any of the specific attributes of the program. Among the graduates of the CPM program, the image of high overall value remains strong. The ratings of specific attributes of the program,

however, are significantly lower in almost every case.

Agency support for the program is mixed across the cabinets, but in total is less than desired. Although no direct evidence is available, the suspected loss of upper management support could be a result of circumstances regarding the change in administration and their lack of information about the program.

GSC acknowledged the need to market the program to upper management and educate them about the value the program can have on their supervisors and managers. Currently GSC is developing a strategy to gather information on what agencies feel they need from GSC and then market how GSC can best serve those needs, which includes the CPM program. President Glenn Thomas stated he had sent letters to all cabinet secretaries endorsing the program.

Jeanne also stated that some courses are being revised, and that scenario-based case work is being incorporated into the curriculum.

Jeanne then introduced Ann Cobb from North Carolina. She is assessing the CPM Program for re-accreditation, and stated the program would be approved. She then asked the Board members to share with her how the CPM has benefited them individually.

“**Courage is what it takes to stand up and speak; courage is also what it takes to sit down and listen.**”

– **Anonymous**

THE CUTTING EDGE

Upcoming Events

2006 AACPM Conference

Robinil Jameson had received an e-mail from Larry Totten to discuss the need to come up with the theme and logo for the conference. He suggested “Decade Later, A New Reality” but asked for additional ideas.

New Business

Basket for 2004 AACPM Conference (Glenn Thomas) - Robinil Jameson stated she had the tote bags. Each Board member is to try to get one item for the basket. Please keep Helen Koger informed of items so that everyone is not getting the same items.

Website (Lorraine Moore) – The website is up-to-date. However, she stated that it needs a more human factor. She would like to receive quotes on the benefits of the CPM Program and KSCPM from Board members, CPM graduates, and administrators to include on the website.

KSCPM SOPs (Robinil Jameson) – Eleven sections of Standard Operating Procedures for the Society have been completed and she wanted everyone to know that the committee is working on completing the rest.

Scrapbook (Carmen Bishop) - Asked for anyone with pictures from 2000 or prior to please send them to her so the scrapbook can be completed through 2003. In addition, she would like for everyone to review the KSCPM Timeline for any final changes.

Pamla Wood announced she is retiring in August 2004.

Open Comments

President Glenn Thomas called for a motion to adjourn. The motion was made by Jo Juana Greene, seconded by Jane Sampson, and the motion carried.

The next board meeting will be Wednesday, July 14, 2004 1 p.m. – 2:30 pm following the speaker luncheon in Richmond. All members are invited to attend.

Minutes submitted by:

Carmen Bishop, CPM
KSCPM Secretary

“The bridges that span our goals and dreams are built by teamwork. Coming together is a beginning...keeping together is progress...working together is a success.”

– Anonymous

Canned Good Drive

The Society would like to thank those members and guests that brought a canned good with them to the spring luncheon to help the less fortunate.

More than 25 donations were received. These will be combined with donations from the summer luncheon and fall professional seminar to be given to a local food pantry for distribution to those in need.

Please continue to support this effort by remembering to bring a canned good (or two) with you to future Society functions.

Larger donations will also be accepted. Please contact KSCPM President Glenn Thomas for pickup.



TREASURER’S REPORT:

April 28, 2004

Beg. Bal. – 1/28/04 \$6,858.61

Receipts:

Dues Rec	\$ 415.00
Mar luncheon	368.00
Merchandise	25.00
Total	<u>808.00</u>

Total Receipts \$7666.61

Expenses:

AACPM Reg	\$1050.00
Brochures	614.80
Mar luncheon	362.50
Honorariums	175.97
Sept Rm Dep	100.00
AACPM dues	150.00
PO Box	26.00
Annual Rpt fee	4.00

Total Expenses 2,483.27

Ending Balance

Cash on Hand –
1/28/04 \$5,183.34

Submitted by
Jane Sampson, CPM
Treasurer, KSCPM

“No man ever wetted clay and then left it, as if there would be bricks by chance and fortune.”

– Plutarch

NEWS FROM THE AACPM

The newly revised AACPM Newsletter -- "The CPM Connection" is now available. Not only has the newsletter been named, but it has been transformed into a fully electronic document.

Find “The CPM Connection” at <http://www.cpmacademy.org/publications.htm>.

In addition, the AACPM web site has been completely re-designed and is now online for your use.

The Academy Board followed through on its commitment to the membership to update and expand the Web Page as the Academy's primary communication vehicle.

Our own Larry Totten was given special recognition by the 2004 AACPM President, Bill Herman, for working with the new service provider on the update and transformation to the new page.

Please take a look at the new site at www.cpmacademy.org.

“Things may come to those that wait, but only the things left by those who hustle.”

– Abraham Lincoln

BOOK REVIEW

The *On-Time, On-Target Manager*, by Ken Blanchard (The One Minute Manager) and Stephen Gottry (A Kick in the Career), tells the story of Bob the Manager. Bob is a procrastinating ‘last minute manager’ but doesn’t know it. He’s been called to a meeting with his company’s Chief Executive Officer, Dave.

Bob is pretty confident that he's going to get a new position and a raise. When he arrives late, naturally, what he gets instead is notice that he is on probation for late and shoddy work that has resulted in the loss of a \$200,000 account.

Fortunately, Dave believes that Bob's heart is in the right place and so he sends Bob to meet the new company Chief Effectiveness Officer. This 'CEO' explains that Bob needs to learn the three "P's" of 'The Process' and sets up a series of homework assignments for him to work on as he learns each word.

Just what are the three "P's" that will save Bob's job and turn him into an 'On-Time, On-Task Manager'? According to Blanchard and Covey they are:

- Priority
- Propriety
- Commitment

Confused? So was Bob until the CEO explains that if there actually were three "P" words, chances are that he wouldn't be as likely to remember them as he is with this little 'hook'.

The book is a fast read with some basic but well thought out information about the three words and what they mean to business. Of course Bob learns his lessons and is able to apply this knowledge both in the workplace and at home. Bob is a new man ... and a new manager ... but is that the end of the story? What else is in store for Bob? For that information, you'll have to read the book.

At just over 100 large print pages, this is a one night read that just may have you making a copy of the handy little three "P's" tip card for your desktop.

If you ever find yourself working against a deadline, not because of a lack of time, but because you just keep putting off starting in the first place, this book is definitely for you. The first step is admitting you are a 'last minute manager.' The rest is a matter of reading the book and doing Bob's homework too.

"Some of the world's greatest feats were accomplished by people not smart enough to know they were impossible."

-- Doug Larson

Missing Word Puzzle

Too often communication is not effective for any of a variety of reasons. Perhaps it is only one way. Perhaps the environment is not proper. Perhaps the subject matter is not pertinent to the audience. Perhaps the speaker is just plain boring – speaking in a monotone or not interested in the subject matter and unable to disguise that indifference.

Change no more than one letter on each line below to see if you can stop 'boring' and start 'talking'.

B O R E

— — — —
— — — —
— — — —

T A L K

THE CUTTING EDGE Scrapbook

Society Secretary Carmen Bishop has volunteered a considerable amount of her time in the creation of a KSCPM timeline scrapbook.

The scrapbook will be available at all future Society functions for member review and at CPM graduation ceremonies for those considering membership.

There is still some work to be done to fill in missing segments of Society history. If you have any photos of Society events or copies of old newsletters or event flyers, please let Carmen know and she will work with you to get copies made for the scrapbook.

Please take a few minutes at the next Society function to browse through and take a glimpse back in time.

Be sure to also thank Carmen for donating her time and skills to this great project!

"I do not think there is any other quality so essential to success of any kind as the quality of perseverance. It overcomes almost everything, even nature."

--John D. Rockefeller

Recycle

If you enjoyed this newsletter, please share it with a CMF/CPM graduate you may know that is not a KSCPM member as part of our membership drive. If you did not enjoy it, please share why you didn't with me!

If you would like to submit a book/video review, please contact me at glenn.thomas@ky.gov.

Summer Luncheon Wednesday, July 14, 2004

11:30 a.m. - Lunch -- 12:00 noon - Speaker

Stratton Building Mezzanine Guest Speaker – Connie Payne

*Law Enforcement Complex
Kit Carson Drive, Richmond, KY*

*Manager,
Kentucky Drug Courts*

SEND RESERVATIONS TO: ***Kentucky Society of Certified Public Managers
PO Box 42
Frankfort, Kentucky 40602-0042***

Reservations **must** be received by Monday, July 12, 2004. – Cost: \$8.00

Reservations: Member _____ Guest _____ Amount: \$ _____

NAME: _____

ADDRESS: _____

CITY: _____ KY ZIP _____

THE CUTTING EDGE
KSCPM Newsletter
P. O. Box 42
Frankfort, KY 40602-0042



ADDRESS CORRECTION REQUESTED