



THE CUTTING EDGE

Sharpening Your Management Skills through KSCPM

February, 2004
Volume 4, Issue 1

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KENTUCKY SOCIETY CERTIFIED PUBLIC MANAGERS

Spring Luncheon Meeting

**Wednesday
March 10, 2004
11:30 A.M.**

**Personnel
Training Room
801 Teton Trail
Frankfort, KY**

**Speaker
Julian Carroll
Governor of the
Commonwealth
1976-1980**

Price: \$8.00

**Reserve by
Monday, March 3, 2003
(Registration Form - Page 11)**



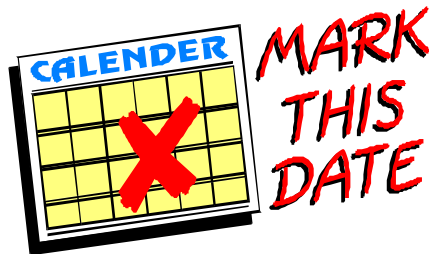
Glenn Thomas, CPM

President's Podium

As I tossed out my 2003 calendar and tacked up a new one for 2004, I was reminded yet again that change is the norm in all our lives. Change is everywhere around us. The digital clock in my office flashes to remind me that every second is different than the one before. Day fades to night and returns in a new, slightly changed form hours later. Almost before our eyes days turn to weeks, weeks to months, and another year has passed.

This year will likely bring change to each of us in our private and professional lives. I also know it will bring change to the Society.

This year we have the opportunity to grow our membership well beyond the century mark for the first time. With the large number of CFM and CPM graduates, we must do more as a Society, and as individuals, to recruit these new graduates as active members. The more active the membership, the stronger the Society and the more



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opportunities we all have for interaction, discussion, and the advancement of Society goals.

I would challenge each of you to recruit at least one new member this year. If a graduate is unsure as to the benefits of membership, share your own experiences with Society events, point them to our webpage, and encourage them to attend a luncheon as your guest. Explain to them that there are many opportunities within the Society; opportunities to learn, to grow, and to advance.

I would encourage you to be active in the Society and to attend as many events as possible, including the quarterly board meetings. A schedule of events for the year is posted on our webpage for planning purposes. New this year, we are planning several family social events, just for fun, without the constraints of business lunch hours.

Finally, I ask each of you to send me your thoughts about how the Society can better serve you. One of our Society objectives is to "serve the interests of its membership." We cannot fulfill that objective if we don't know what concerns you have, or what information you need.

I hope to have the opportunity to meet each and every one of you this year through board meetings, luncheons, and other Society events. I also wish you continued success in your career as a public servant.

I am respectfully yours,

Glenn Thomas, CPM
President, KSCPM

KSCPM Officers for 2004

President – Glenn Thomas,
Office for Technology, Frankfort

President-elect – Lorraine
Moore, Medicaid Services,
Frankfort

Secretary – Jennifer L. Turner,
Natural Resources - Forestry,
Frankfort

Treasurer– Jane Sampson,
Kentucky Department of Library
and Archives, Frankfort.

Please contact any officer if you are interested in serving on the KSCPM Board in the future or want to get more involved with a committee right now. We welcome your ideas. A complete list of Board members can be found on page 9.

Governor Julian M. Carroll To Speak

Julian M. Carroll, Governor of the Commonwealth from 1976 to 1980, will be the first of a series of high-quality guest speakers that members can look forward to hearing in the coming year.

The title of Governor is only one of many Julian Carroll has held. His years of public service encompass a wide range of positions.

Governor Carroll has agreed to share his years of insight on several topics including management/employee relations in the public sector.

Mark your calendar now to spend an educational hour with one of Kentucky's finest living statesman – Governor Julian M. Carroll.

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Make your luncheon reservation by filling out and mailing the form on page 11 or the one available on the website at <http://gsc.ky.gov/kscpm/SpringLuncheonFORM.doc>

Disclaimer

Guest speakers are selected up to a year in advance regardless of political party or aspirations. Individuals are selected based on their past history of public service, management expertise, and/or demonstrated leadership capabilities. Selection as a guest speaker in no way serves as a political endorsement by the Kentucky Society of Certified Public Managers, its officers or board members.

American Academy of Certified Public Managers

June 20 – 23, 2004
Capitol Plaza Hotel
Topeka, KS

House of Delegates Meeting
June 23, 2004

The KSCPM Delegates to the AACPM conference are:

Glenn Thomas, President
Jane Sampson, Treasurer
Jennifer Turner, Secretary

Registration packets for the conference can be found at <http://www.cpmacademy.org/RegDft04.pdf>

Additional information is available at the AACPM website.

"We are what we repeatedly do. Excellence, then, is not an act, but a habit."

-Aristotle



KSCPM President Wood, Commissioner Bizzack, Gene Childress and AACPM President Larry Totten

Gene Childress Award Winner Announced

One of the highlights of the Annual Election and Awards Luncheon, held in December, was the awarding of the first Gene Childress Leadership Award.

Mr. Childress served as the first Executive Director of the Governmental Services Center (GSC) beginning in 1981 and instituted a training program that later became affiliated with the Certified Public Manager Consortium. Because of Childress' history with and support of the Kentucky Certified Public Manager program, the Gene W. Childress Leadership Award was created to honor like-minded individuals.

This prestigious award recognizes outstanding leadership and long-term dedication to public management as a career, excellence as a role model, exceptional level of service to the public, and performance above and beyond the call of duty.

After an inspirational speech from Mr. Childress, the Award was presented to **Commissioner John W. Bizzack** of the Department of Criminal Justice Training.

In presenting the award, J.R. Brown, Past-President of the KSCPM, introduced the

Commissioner as a "life-long public servant, educator, author, scholar, businessman, visionary, and most of all a leader." The Commissioner fully supports the CPM program and many of the DOCJT's employees are Certified Public Managers or are enrolled in the program."

Commissioner Bizzack has led his agency since July 1996 and the organization has grown threefold in that time. The Department of Criminal Justice Training is the first training academy in the nation to be accredited by the Commission on Accreditation for Law Enforcement Agencies' Public Safety Training Academy Accreditation Program and is recognized as one of the top law enforcement training agencies in the nation.

The Commissioner's favorite statement is "Leadership is a behavior, not a position." He truly models that statement, exemplifies the role of a leader, and is very deserving of the first Gene Childress Leadership Award.

"Yesterday is a cancelled check; tomorrow is a promissory note; today is the only cash you have - so spend it wisely."

- Kay Lyons

Kentucky Askew Award Winner Announced

Ms. Connie Burton was surprised when notified that she would be the 2004 Kentucky recipient of the Askew Award.

Connie's name and project have been submitted to the American Academy of Certified Public

Managers (AACPM) to receive the honored George C. Askew Award.

Ms. Burton is the Fiscal Officer at the Morehead Youth Development Center, Department of Juvenile Justice. You may read her award-winning project on our webpage under 'Awards.'

This award is presented annually by the American Academy of Certified Public Managers (AACPM) to recognize high quality CPM projects. Burton was selected for her project entitled, "Learning-by-Earning Program." She developed this as an applied project to demonstrate Analytical/ Conceptual, Technical Skills.

The project discusses how three independent programs that allowed youths at the center to earn income (weekly allowance, work experience, and outside work projects) were redesigned into one. The new, simplified and unified accounting system still allowed for residents to earn money, learn through work experiences and learn responsible spending and budgeting habits. It also reduced the number of staff hours required and cut the costs of materials and supplies.

The Askew Award will be presented at the American Academy of Certified Public Managers symposium held in Topeka, Kansas, in June.

Kentucky Askew Award winners are honored by KSCPM with:

- Free one-year membership in the KSCPM and the AACPM.
- Registration paid for the fall KSCPM seminar.

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- Registration Fees paid for the AACPM annual symposium.
- Paid KSCPM luncheons.

The Askew Award is given in memory of George C. Askew, who was the first individual to be certified by a Certified Public Managers program. CPM student projects are reviewed against seven individual grading criteria. The highest-scoring projects are submitted by the Governmental Services Center, and the KSCPM Award Committee selects “the best of the best” to submit to the AACPM as the Kentucky winner.

Former Askew Awardees from Kentucky include: Mary Jilka, Douglas Holt, Fannie Louise Maddux, and Cathy Higginbotham.



Board of Director’s Meeting

Wednesday, January 28, 2004
 Department of Local
 Government, Frankfort

Attending:

Jack Bates, Pat Bryan, Janice Earnest, Robinil Jameson, Helen Koger, Jeanne Olivas, Lorraine Moore, Doug Price, Jane Sampson, Carolyn Schaefer, Tony Smith, Glenn Thomas, Larry Totten, Jennifer Turner, Pamla Wood.
 Guest: Carmen Bishop

Administrative

President Glenn Thomas called the meeting to order. Officers

and Board members introduced themselves.

The minutes of the last meeting were circulated and no corrections were made. The motion was made to accept the minutes by Robinil Jameson, and seconded by Jeanne Olivas. Motion carried.

Treasurer’s Report

The bank balance is \$6,858.61.

A check was issued for 97 members to the American Academy of Certified Public Managers for 2004 dues.

The financial report was approved by Doug Price and seconded by Jeanne Olivas. Motion passed.

Committees

Membership – Robinil reported we currently have 103 members (6 life members, 96 paid members and one Askew award member). This is the first time Society membership has topped 100. Our membership drive goal for the year is an additional 50 members. Pamla will follow-up with Sharon Marcum to see if she received her life membership card.

Finance – Doug stated that because of schedule conflicts he had been unable to meet with Jane Sampson, Society Treasurer, prior to this meeting so there was nothing to report. A report will be prepared by the next quarterly board meeting.

Election – Helen Koger reported there is no activity by the committee yet because all board positions are currently filled. Lorraine made the suggestion that

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Sharon Marcum be considered for President of KSCPM during the 2006 year when the AACPM conference will be in Kentucky. The election committee will follow-up with Sharon to see if she might be interested.

Newsletter - Glenn Thomas raised the question should the retired employee registration be left in the Spring newsletter? It was determined that it should be mentioned but the actual form will be removed and put on the website instead. Lorraine will follow-up. The deadline for getting information to Glenn for the newsletter is February 13.

Programs - Janice Earnest reported the luncheon speaker for March will be former Governor Julian M. Carroll. Concerns were expressed over Governor Carroll using this time as a campaign opportunity. Glenn agreed to discuss the limitations with him. A schedule of events for the year was distributed.

GSC report - Jeanne Olivas stated that GSC is working on a new curriculum. They will not be adding any new students to the program until July. The CMF program will have the most changes.

The changes have been made to the joint GSC/KSCPM survey. Jeanne will need assistance to get it mailed out. Pam, Lorraine, Robinil, and Jane agreed to help.

Glenn Thomas will attend Capstone events this year to discuss the benefits of KSCPM with those completing the CPM program.

Legislative - Tony Smith will continue to be our representative for the Coalition of State Employees and Pat Bryan will continue to attend meetings. Tony will provide Coalition minutes for circulation to the KSCPM membership.

“Life is like riding a bicycle. You don’t fall off until you stop pedaling.”
- Claude Pepper

Upcoming Events

Preparation for March Luncheon

Glenn will get the honorarium for Governor Carroll.

In the budget, the word ‘gifts’ will be changed to ‘awards/honorariums.’ This is a more precise definition.

Jeanne will call Kathy Wade to have her invite the CMF and CPM people to the luncheon. Glenn will prepare a statement for inclusion with the invite.

Carmen Bishop will help Pamla with a scrapbook of past Society events to put on display for future luncheons and meetings.

2006 AACPM Conference

AACPM Immediate Past President Larry Totten reported that the Galt House has quoted rates of \$108 per night single or double occupancy and \$118 per night triple occupancy. Larry made the motion to accept the Galt House’s quote for rooms. Jeanne seconded. Larry stated that the National Association for Government Training and Development, NAGTAD, is looking into having their 2005

conference at the same time as the AACPM’s 2005 conference. They will use the same hotel, keynote and general session speakers. They have not made a commitment for the 2006 conference in Louisville. This is important because the National Certified Public Manager Consortium establishes and preserves standards for the Certified Public Manager (CPM) designation and they are also members of NAGTAD. By overlapping the two conferences, members of the Consortium will not have to choose which to attend.

New Business

Member Notification of Board Meetings: Information will remain on the website and in the newsletter.

Canned Food Drive: Members and guests are asked to donate a canned good to help the needy when they come to the luncheons this year. Glenn will put something in the newsletter. A new Community Service Committee may need to be formed.

Presentation Board: Glenn showed examples of a tabletop display to purchase for promoting KSCPM at local events. Discussion will be tabled until June - after expenses for the AACPM are determined.

Social Events: Discussion was brought up about having social events for KSCPM members to get together. One suggestion was all meeting to see the Lexington Legends or the Horsemen. Everyone would pay their own way but we would meet as a

group and families would be welcome. CMF and CPM participants in the program now may also be invited as part of the membership drive. Glenn will look into some possible dates and times.

Askew Award Winner – Connie Burton: Glenn will contact her.

Henning Award: The deadline for this AACPM award is March. Helen nominated Larry Totten for the award. Jeanne seconded the motion. Robinil and Pam will do the paperwork.

Flyer printing: For distribution at Capstone Feb 6, 2004. Robinil is checking names. It is ready to go to print.

Misc.: Janice needs door prizes for the luncheons and the seminars.

Open Comments

The next board meeting will be Wednesday, April 28, 2004 11:30 a.m.-1 p.m. in the Office of Local Government Conference Room, Frankfort. All members are invited to bring their lunch and attend.

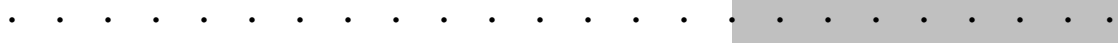
Minutes submitted by:

Jennifer Turner, CPM
KSCPM Secretary

“There is no more noble occupation in the world than to assist another human being - to help someone succeed”
- Alan Loy McGinnis

KSCPM GOLF SHIRTS

KSCPM has a supply of golf shirts for purchase at \$25 each.



These are sold at cost to promote the Society. We have navy blue, California teal, and beige/tan in sizes large and extra large.

Please contact Membership Chair Robinil Jameson if you wish to purchase a shirt. Shirts will also be available at Society events



**TREASURER'S REPORT:
January 28, 2004**

Beg. Bal. -11/03/03 \$5,531.39

Receipts:

Dues Rec \$3,570.00
Total 3,570.00

Total Receipts \$9,101.39

Expenses:

AACPM Mem \$1455.00
Postage 28.26
Honorarium 129.62
Dec Luncheon 440.35
Mar Rm Res 125.00
Jan Board Lunch 64.55

Total Expenses 2,242.78

Ending Balance

Cash on Hand -
1/28/04 \$6,858.61

Submitted by
Jane Sampson, CPM,
Treasurer, KSCPM

"The reputation of a thousand years may be determined by the conduct of one hour."

--- Japanese Proverb

SNAKES ALIVE!

In the book, "29 Leadership Secrets from Jack Welch" by Robert Slater, Welch, the former CEO of General Electric, comments that any problem you have to face can be put into one of two categories - and both should be thought of as snakes and handled appropriately.

The first type of problem is the "rattler" because it should be killed as quickly as possible. These are the type of problems that should be handled with a simple, quick 'Yes' or 'No' answer. To prolong making a decision on these problems will simply add to the backlog of pressure you put on yourself.

The second snake, the 'python', is the more convoluted problem that we face routinely as leaders and managers in state government. These problems require more information in order to make a good decision and seldom result in a clear 'Yes' or 'No' answer. Like handling a python, you may have to unwrap yourself from it and twist it around several times to get to the real issue in order to be able to deal with it.

The next time you have to face down a problem, think of it in terms of what kind of snake it is, act accordingly, and don't get bit.

The chapters are like talking directly with Jack - right to the point - and the lessons learned are valuable. This quick read is worth it for anyone wishing to pick up a few new nuggets of management wisdom.

If you have recently read or listened to a management book

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and wish to offer a review of it in The Cutting Edge for the benefit of Society members, please forward your review to glenn.thomas@ky.gov for use in a future issue.

NEW FORMATS AT KDLA

Did you know that the Kentucky Department for Libraries and Archives now offers some training materials on CD and DVD instead of just cassette and VHS formats? This will make it easier than ever to catch up on that management reading you've wanted to do while making more effective use of your commute time.

I recently checked out the DVD 'Would I Follow Me?' a short, 18-minute movie that highlights the one thing that you never get to do as a leader - watch yourself lead. It shows a supervisor looking back on decisions he had made several years prior when he was just starting his management career and then jumps to the present to show how different he handles similar situations now.

Not only was the picture quality superior but the DVD also contained the full content of the training leader's guide, which could easily be printed out for discussion groups at work.

If you are looking for the latest materials in the latest format, why not check out the KDLA at <http://www.kdla.ky.gov>.

"Leaders emphasize vision - not supervision."

--Jack Welch

Retiree Registration

If you are a retired state employee, we request that you take a moment to fill out the membership directory registration form now available on our website under 'Membership' and forward to Robinil Jameson, Membership Committee Chair.

"All work and no play makes Jack a dull boy."

-Dictionary of Cultural Literacy

Hidden Word Puzzle

As a fellow Society member told me, "sometimes you just need a little break." With that thought in mind, I offer the Society membership a little something to flush the cobwebs from your brain. On the following page you will find a 'hidden word' puzzle that contains 56 words found on our updated website. Print it out and take a few minutes for yourself to see how many you can find. Words can be horizontal, vertical, or diagonal and either forward or backwards. Good luck!

**Let's Get Together
And
Have Some Fun!**

KSCPM members are invited to attend two upcoming sports events for the sheer purpose of having a good time and getting to know each other better.

Join with other KSCPM members in watching Dusty Bonner as he leads the **Lexington Horseman**, of the National Indoor Football League, against the Tupelo FireAnts at Rupp Arena, April 24

at 7:30 P.M.. Tickets are only \$8 for upper arena seating and just \$6 for children ages 3-12. Have a fun night out with other KSCPM members. You never know who you could be sitting next to and what you may start talking about.

Paid reservations must be received by April 7. Group discounts may result in a refund. Please use the form on page 10.

On Friday, May 21, at 7:05 P.M., join us to watch the **Lexington Legends** play the LakeWood BlueClaws. Box seat admission is only \$7 per seat. Group discounts may result in a refund. Baseball at Applebee Park is a great way to spend an evening. Bring the whole family! It is also 'Fly Away Friday' which means that Bluegrass Airport will be giving away two round trip tickets to some lucky winner. It could be you ... but only if you are there!

Paid reservations must be received by May 3. Please use the form on page 10.

I hope to see many of you at one of these events. Attendance at these two events will help determine if there is significant interest to justify having future social activities – including a possible summer cook-out.

"Snowflakes are one of nature's most fragile things, but just look what they can do when they stick together."

--Vesta M. Kelly

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!

"Believe in yourself! Have faith in your abilities! Without a humble but reasonable confidence in your own powers you cannot be successful or happy. Formulate and stamp indelibly on your mind a mental picture of yourself as succeeding. Hold this picture tenaciously. Never permit it to fade. Your mind will seek to develop the picture. Do not build obstacles in your imagination. Do not be awestruck by other people and try to copy them. Nobody can be you as efficiently as you can."

--Norman Vincent Peale



HIDDEN WORD PUZZLE

T A S E N N A T I O N A L C O N F E R E N C E E
T N E M T T I M M O C P I H S R E B M E M C F L
S R R E K A E P S T S E U G B B U D G E T F A C
O S R E A K D N E T T A M V W E K S A A A T C M
C C E R T I F I E D Y N N O I T A V O N N I I M
I O T R A N D F S S L G J T I A M S A E E P L A
E D S H D R E L E E E C H E M C M T M M T R I N
T R O W A L C C L C I L B U P A U N E P W O T A
Y E F W L I I U S W A L Y B R D R E O L O H A G
C F A O L V D H R E C I F F O E O V S O R O T E
O F W C R E R Z C L N M Q O V M U E L Y K N O R
N I C E H U O A M E E S T O E Y Q Q R E O O R A
S C S C L E P A M A N A G E M E N T E E O R C M
O I S E P S R A O D U E S T E V E N H H E A T E
R E S P T R E S P E C T G A N U T C K D D R R R
T N G O A L S M E R D M E E T I N G A E S Y A I
I T N A N O I S I V C H A I R U L I A I S O N C
U E M P O W E R I N G G I O L P O H S K R O W A
M D E T I D E R C C A C O M M U N I C A T I O N
E N N E W S L E T T E R L A N O I S S E F O R P

Think you know everything about KSCPM? Test your knowledge by finding all 56 of the hidden words. Words can be forward, backward or diagonally.

ACADEMY
ACCREDITED
AMERICAN
ASKEW
ATTEND
AWARD
BUDGET
BYLAWS
CAPSTONE
CAREER
CENTER
CERTIFIED
CHAIR
COMMITMENT
COMMUNICATION
CONSORTIUM
DUES
EFFICIENT
EMPLOYEE
EMPOWERING

EVENTS
FACILITATOR
FELLOW
FOSTER
GENE CHILDRESS
GOALS
GOVERNMENTAL
GUEST SPEAKER
HONORARY
IMPROVEMENT
INNOVATION
LEADER
LIAISON
LUNCHEON
MANAGEMENT
MANAGER
MEETING
MEMBERSHIP
NATIONAL CONFERENCE
NETWORK

NEWSLETTER
OFFICER
PROFESSIONAL
PUBLIC
QUORUM
RESPECT
RULES
SCHEDULE
SEMINAR
SERVICES
SOCIETY
STYLE
TEACHER
VISION
VOTE
WORKSHOP

TICKET RESERVATIONS



Saturday, April 24 7:30 PM

Adult Tickets _____ x \$8.00 = \$ _____
Children (3 - 12) _____ x \$6.00 = \$ _____

Total Due (Make checks payable to KSCPM) \$ _____

Must be received by APRIL 7

Name _____ Agency _____

Address _____

Office Phone _____ E-mail _____

Mail to:

KSCPM , POB 42, Frankfort, KY 40602-0042



Friday, May 21 7:05 PM

Box Seat Tickets _____ x \$7.00 = \$ _____ (Make checks payable to KSCPM)

Must be received by MAY 4, 2004

Name _____ Agency _____

Address _____

Office Phone _____ E-mail _____

Mail to:

KSCPM , POB 42, Frankfort, KY 40602-0042

Spring Luncheon Wednesday, March 10, 2004

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

Personnel Training Room Guest Speaker – Julian M. Carroll

*801 Teton Trail
Frankfort, Kentucky*

*Governor
1976- 1980*

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

Reservations **must** be received by Monday, March 3, 2004. – Cost: \$8.00

Reservations: Member _____ Guest _____ Amount: \$ _____

NAME: _____

ADDRESS: _____

CITY: _____ KY ZIP _____

OFFICE PHONE: _____ E-MAIL: _____

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



ADDRESS CORRECTION REQUESTED

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