



THE CUTTING EDGE

Sharpening Your Management Skills through KSCPM

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KENTUCKY SOCIETY CERTIFIED PUBLIC MANAGERS

Summer Luncheon Meeting

**Tuesday
July 12, 2005
11:30 A.M.**

**Funderburk Building
Room 211
Law Enforcement Complex
Kit Carson Drive
Richmond, KY**

**Speakers
Senator Ed Worley
&
Representative Harry Moberly**

Price: \$8.00

**Reserve by
Tuesday, July 5, 2004**

**(Registration Form page 10)
(Speaker information page 8)**

**Parking is available in the first lot (by
the Stratton Bldg)**



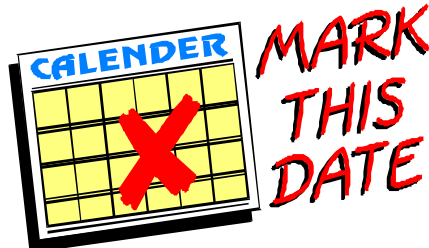
President's Podium

I had not expected to be writing this column until next year, but with the unexpected resignation of Lorraine Moore as our President, the task has fallen to me. We wish Lorraine all the best as she works through the challenges that she faces.

By the time you read this, another group of fellow employees will have been given their Kentucky Certified Public Manager© certificates. These 46 graduates will join the ranks of past program graduates to push the total number of Kentucky "CPMers" to 636. This is a good number, but far below what some states with CPM programs have been able to achieve. Hopefully, the hiatus our program finds itself in currently will be short-lived. (See the OGT website for news.)

Planning is well underway for both the Summer Luncheon

Photo: Larry Totten reads Gov. Fletcher's Proclamation (see page 8).



Program in Richmond in July and for our signature event, the Society's Annual Seminar in Frankfort on August 16. (See pages 8 and 10.) You should also have received information from the New Hampshire Society about the AACPM Professional Development Conference in September. I know it's a stretch, but this would be well worth any member's time if they were able to attend.

Of course, the "big deal" for us is next year's AACPM Conference in Louisville. We need volunteers to make this event a success and an article on page five lays out how everyone can help. Committees need to take shape by this fall; planning for the program itself will begin in September. The success of this endeavor is a direct function of the number of volunteers; please look over the committee functions and consider volunteering.

If you're like me, these days are filled with reading the newspapers and watching the evening news. And, like me, you still find your day filled with the everyday tasks all of us face as state employees. As one who has just been caught up in the outer fringes of these events, all I can say is "Hang in there". The accountant in me says that the debits and credits must eventually balance – and I find that I have to believe it.

Larry P. Totten, CPM, President

"Start by doing what's necessary, then what's possible and suddenly you are doing the impossible."

-Saint Francis of Assisi

KSU President Sias Shares Her Dining Room with Members



Dr. Mary Evans Sias, President of Kentucky State University

Dr. Mary Evans Sias, President of Kentucky State University, presented her views on management and what works for her at the Kentucky Society of Certified Public Managers® (KSCPM) Spring Speaker Luncheon in Frankfort on March 15.

Dr. Sias is a graduate, summa cum laude, of Tougaloo College and earned an MBA from Abilene Christian College. She received a Master of Science degree and a Ph.D., both in sociology, from the University of Wisconsin. She recently came to Kentucky State University from the University of Texas at Dallas (UTD), where she served as senior vice president for student affairs and external relations. Prior to joining UTD, Sias was chief executive officer of the YWCA of Metropolitan Dallas for 13 years.

Some key points from Dr. Sias' presentation:

- Build teams
- As a new manager, don't start by wiping out everything as soon as you begin your job.

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First, evaluate who and what you have.

- You don't want a team of people who "look" just like you—it makes for a weak team. You need people who are not afraid to tell you what they think.
- Ask questions—you need feedback.
- Be fair
- Do not make decisions when you are angry.
- Do your homework—know the numbers better than anyone else.
- Don't ask a question unless you already know the answer.
- Never do anything you have to hide.

When it's time for promotions: if no one is ready, you haven't done your job as a manager.

Several members commented on how much they enjoyed the event. If you missed it, please consider attending the next luncheon scheduled for July 12 in Richmond.

Janice Earnest, CPM

American Academy of Certified Public Managers

17th Annual Educational Symposium

Sept 18 – 21, 2005

Radisson Hotel Manchester at the Center of New Hampshire Manchester, NH



Registration packets for the AACPM September 2005 conference can be found [here](#).

2006 AACPM Conference

In September 2006, the Kentucky Society will host the 18th Annual Professional Development Conference of the American Academy of Certified Public Managers in Louisville at the Galt House. This event will mark the 10-year anniversary from the last time that Kentucky was host. It will also be the 30th anniversary of the establishment of the Certified Public Manager program.

Our theme for the Conference will be "The New Realities – a Decade Later," carrying forward the theme from the '96 event.

While it is still a little early to do much in the way of specific planning, now is the time to encourage our members to volunteer their time toward the successful execution of this event. There's no question that there will be a lot of work to pull this off – the good news is that the more people we have on the job, the easier it will be for everyone.

Job tasks are broken down into five basic committees:

Marketing – This group is charged with the primary responsibility of promoting the Conference. Its main duty is to create and mail the promotional and registration literature sent to Academy members, but other promo activities also fall to this group, such as obtaining giveaway items for door prizes.

Program – This group is responsible for the heart of the Conference: the education program. They will solicit presenters, evaluate responses, and make recommendations. They will negotiate fees and expenses; coordinate A/V needs; obtain CEU credit for the program; and work with presenters during the Conference.

Registration – This group is responsible for keeping track of the Conference registrants and their money. They will be in receipt of registration information prior to the Conference and handle all registration activities on site.

Hospitality – This group is responsible for the social aspects of the Conference, working extensively with the hotel staff. This includes the Conference food functions – Welcoming Reception, Awards Banquet, Presidents Luncheon, breaks - and any other planned meals. They will also put together "What to do in Louisville" information that will be given to registrants, and arrange for any outside activities that are planned.

Exhibitors – This group is responsible for soliciting sponsorships for our events and getting exhibitors to display their products. This will be a very

challenging committee, as an attempt has been made over the past few years to try to get national vendors interested enough in us to be present at the Conference as it moves around the country.

This will be our basic structure; we will add to these if needed and there will be sub-committees within these larger groups.

This is a very Society-focused activity and we need your participation. I think there is something here for everyone's personal interests and talents. We also need your attendance next year as well. This Conference will replace our own one-day event next fall, so it's never too early to start preparing your boss for that in-state travel request. More information will be forthcoming throughout the year.

Please contact me, at larry.totten@ky.gov for more information or to volunteer. Thanks.

Larry Totten, CPM, President



Board of Director's Meeting

May 19, 2005
OGT, Frankfort

Attending

Larry Totten, Robinil Jameson, Glenn Thomas, Helen Koger, Jack Bates, Sherman Bowman, Janice Earnest, Jeanne Olivas

New Business

The resignation of President Lorraine Moore created a vacancy in the office of President and Larry Totten will fill the office of President for the remainder of the term as required by Article VII §D of the Bylaws.

Due to the absence of Secretary Carmen Bishop, we did not have minutes of the last meeting for review.

KCPM Graduation

Robinil Jameson updated the Board about the CPM Graduation scheduled for 2 p.m. on June 6 in the Capitol Rotunda. Seven members of the Society will graduate. AACPM President-Elect, Bill Herman of New Hampshire will attend this graduation and meet with the Board prior to the graduation to discuss the 2006 Conference. Secretary Erwin Roberts mailed letters inviting Cabinet Secretaries.

- All graduates may invite one guest.
- A group photo will be taken in front of the Capitol before the ceremony.
- There will be a reception following graduation.
- The program is expected to last one hour.
- There will be 46 graduates (636 graduates since the program's inception).
- Board members will wear name badges.

There will be an opportunity to market the 2006 AACPM Conference in Louisville.

Members of the Board will assist with seating graduates.

In conjunction with the graduation ceremony, Larry Totten will follow up on awarding honorary memberships for Cabinet Secretaries. We will try to have a Proclamation issued designating June 6 as "KCPM Day." Honorary Membership certificates will be issued to: Cabinet Secretaries supporting the program and Commissioner John Bizzack.

As part of marketing the CPM Program, Jeanne Olivas pointed out that we need a greater presence of CPM graduates. What are we doing to get ourselves exposed? Should we highlight skills of graduates in important positions?

COMMITTEE REPORTS

Membership

Helen Koger reported that Membership packets including 2005 ID cards, brochures, pins and directories have been distributed to all members to date. Members "opting out" (electing to **not** have membership information included in the directory on the AACPM's web site) were not included in the KSCPM directory because the same database is used by both. Currently, the Kentucky Society of Certified Public Managers has 123 members. The Department of Criminal Justice Training has 46 members.

Finance

Jack Bates circulated a proposed budget for 2005 for discussion. Janice Earnest pointed out that

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the \$400 expenditure for the Summer Luncheon in Richmond was excessive because the room is free. The only other Society expense will be for a gift for the speaker, which is generally valued at \$25. Records indicated the expenses for last summer's speaker luncheon were \$287.76 and receipts were \$272, which was about \$17 difference. Jack Bates moved that the budget be accepted as amended and that revenue match expenditures. The motion was seconded by Sherman Bowman. Motion carried.

Program

Sherman Bowman reported the Summer Luncheon is scheduled for Monday, July 18 (later changed to July 12) in Richmond. Plans are progressing. Possible speakers include: First Lady Glenna Fletcher, Senator Ed Worley and Representative Harry Moberly.

The KSCPM Seminar is tentatively scheduled for August 16. Program Chair Sherman Bowman will check on reserving the History Center. We are still working on a theme, and presenters.

AACPM Conference

Larry Totten focused attention on the AACPM Conference scheduled for September 18-21, 2005.

It is time to select delegates for the AACPM Conference. The By-laws state the President, President-Elect and one other person may attend. The \$2500 budgeted in the past may not be adequate for conference attendance. The Board decided to

defer locking in a set amount at this time. Larry Totten is a National Delegate. Glenn Thomas, Helen Koger and Janice Earnest were nominated to serve as Kentucky Delegates. Glenn Thomas requested reimbursement for registration and room only because he will be a paid speaker. Jeanne Olivas seconded the motion. Motion carried.

Henning Award nominations must be received by June 17. Glenn Thomas will gather the nominations.

Robinil Jameson has one sponsor for the 2006 Conference.

Minutes Submitted by:
Helen Koger, CPM, acting for Sec.

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

Secretary Host Speaks in Support of CPM

Former KSCPM President Lorraine Moore contacted all Cabinet Secretaries earlier this year asking them to voice their support of the CPM program.

Secretary Jim Host of the Commerce Cabinet shared his thoughts with her.

"Kentuckians expect and deserve customer service oriented government. Having highly trained public managers is an essential role in providing that service. I applaud Kentucky's state employees that work to ensure that we keep our focus on the customer and encourage others to take advantage of this

opportunity to continue their education."

"He who has a why to live for can bear almost any how."
- Friedrich Nietzsche



**TREASURER'S REPORT:
May 26, 2005**

Beg. Bal. - 1/11/05 \$11,504.08

Receipts:	
Dues Rec	\$ 805.00
Qdoba	30.00
Interest Check	16.35
Interest DC	9.13
Spring Lunch	279.00
Total	<u>1,139.48</u>

Total Receipts \$12,643.56

Expenses:	
AACPM	\$1775.00
Supplies	60.12
Printing	254.40
Catering	674.63
POB Rental	26.00
Filing Fee	4.00
Honorarium	201.78
Annual Rpt fee	4.00

Total Expenses 2,995.93

Ending Balance	
Cash on Hand -	
5/26/05	<u>\$9,647.63</u>

Submitted by
Robinil Jameson, CPM,
Treasurer, KSCPM

"It is only as we develop others that we permanently succeed."

--Harvey S. Firestone

HELP WANTED!

Lorraine Moore has asked that another member take over the duties of the website. This is a very important marketing and information piece for the Society, especially as we move into the Conference season next year. If you would like to take this on, we would be in your debt. We suggest you view the site (www.kscpm.org) and talk to Lorraine first about the particulars.

Also, the Strategic Planning Committee needs staffing as well. Sharon Marcum has agreed to chair the group but she needs some help to get the process going. This work will help define the long-term direction of our Society and will serve to make our organization more beneficial to our membership. Contact her at MARCUM3@aol.com.

Larry P. Totten, CPM, President

KSCPM Interviews/Member Portrait - Correction

The last KSCPM Interview with Ken *Schwendeman* included some gross errors, for which the interviewer apologizes. First of all, his name was misspelled. Second, he works for the *Justice and Public Safety Cabinet*. Prior to that, he was Director of the *Administrative Division of the Department of Criminal Justice Training*.

KSCPM Member Portrait

This month's guest is Carol Etler, who took a few minutes from her responsibilities as Right-of-Way Agent in the District 6 Office (northern Kentucky) of the Transportation Cabinet to speak with us.

Carol Etler isn't always welcomed when she arrives - at a mansion on one day and to a poverty area the next - seeking right-of-ways for the Transportation Cabinet. At a former job with Families and Children, she was a supervisor and also encountered people with diverse disabilities, from different cultures, and sometimes with limited comprehension. In both of these jobs, she understated, "you may have to diffuse people." Given those responsibilities, it is not surprising that she is especially grateful for CPM training that helps her understand personalities. Those "DISCs" have come in handy!

"It is wonderful to learn," Carol said, "and change is constant." Besides appreciating knowledge, she is also dedicated and persistent. Getting her CPM required taking vacation days to attend some of the classes and paying for her own lodging, miles, and meals - and she did all this *before* Certification included a potential salary increase. Yet Carol has no regrets. "I can't say enough good things about the program," she assured me.

While she worked on her Certification, Carol was also pursuing a degree at Northern Kentucky University. Since she was working, raising children, and earning her Public Manager

Certification, it took twelve years - so long, in fact, that she found herself in classes with her sons' friends. She finished last year, telling her family and friends, "I'll be darned if I'll go to school with my *grandsons'* friends!" Her degree is in Organizational Systems Technology, with a concentration in social work: "a lot of business and education, computers, and social work," she explained.

Carol found that her CPM and university classes enhanced one another. She admitted that being a non-traditional student has its peculiar challenges; yet she also pointed out that "We can learn so much from the younger people." Not surprisingly, she was not the only one who benefited from her diligence. The 21-and-under college students in Carol's classes told her that they benefited from her experiences. Professors were grateful for training materials she shared with them, from Sexual Harassment and Violence in the Workplace workshops. One professor told her, "Maybe I should have you teaching this." In fact, one of her professors recognized the breadth of her contributions with a successful nomination to the 2002 issue of Who's Who Among Students In American Universities And Colleges.

In addition to diffusing conflict and understanding people, Carol appreciates her CPM training related to understanding and dealing with change, and to team building. As a supervisor, she was better able to involve employees, especially under changing conditions. She used "the upside-down pyramid process," asking employees,

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"What would you do, how would you do it? How would you do it differently?"

Carol has shared her skills outside of state government, as well. She has worked with the Citizens Committee for Foster Children (now the Foster Parent Association), assisted the KY Employees Charitable Campaign for 10 years, and edited a newsletter for Families and Children's Region 9's "Vision 2000."

These days, Carol shares her enthusiasm for learning with her co-workers, encouraging them to get into the CPM program and develop management skills. She encourages young and older workers alike. "You're never too old to learn," she tells them, "and learning can be fun. It can help you do a better job at whatever you are doing." There's a good chance that she is part of the reason that four people from her office received Certification last year, and six are currently candidates.

Although her work and location in Northern Kentucky keep Carol from attending KSCPM events, she has been a member since 1999, and hopes to sign up employees as soon as they graduate. I asked her why she was such a loyal member.

"I want to see the program continue," was her immediate answer. She encourages KSCPM leadership to continue supporting the program, providing post-graduate education, and generally putting out good PR. Carol's been doing a good job on the latter, with her unwavering support among co-workers in her

agencies, Northern Kentucky University, her employees, clients, and – yes, even among her sons’ college friends.

By Pamla Wood, CPM

"A wise man will make more opportunities than he finds."

--Francis Bacon

Congratulations!

KSCPM proudly announces members who have recently received recognition.

Congratulations, Greg Bell!

Greg Bell, formerly the Information Systems Manager over the Tax Roll Information Management (TRIM) Branch of the Department of Revenue, has been appointed Executive Assistant for the Office of Property Valuation.

Greg is a twenty-year veteran of the Department of Revenue, and the 2004 KSCPM Childress Award recipient. The majority of his career has been spent computerizing Property Valuation Administrators (PVAs) and sheriffs’ offices throughout the state. Currently he and his staff have connected 102 of 120 counties to the wide area network (WAN). Greg is a 1983 graduate of the University of Louisville.

Congratulations, JoJuana Leavell-Green!

As reported in the May 5th Lexington Herald-Leader

Marlene M. Helm and JoJuana Leavell-Green are two of the 100

or more outstanding graduates of historically or predominantly black colleges and universities being honored as Distinguished Alumni at the National Association for the Equal Opportunity in Higher Education National Leadership Summit on Blacks in Higher Education 2005 – 2008 in Washington, D.C. Helm received her degree from Kentucky State University in 1971, and Leavell-Greene graduated from KSU in 1986.

JoJuana is a long-time member of KSCPM and has served on several Election Committees.

Congratulations, Shawn Herron!

Shawn Herron’s project was chosen as the best of the 11 Outstanding Projects that received recognition at the 2004 CPM/CMF graduation. Her applied project for analytical, conceptual, and technical skills, is titled “Consular Notification Requirements for Kentucky Law Enforcement Agencies.” The project resulted in proactive communication with a complex network of law enforcement agencies, correcting legal misconceptions that were causing confusion and extra work.

Asked awardees receive membership in KSCPM and registration fees for some KSCPM and AACPM events.

If you know of a KSCPM member that has received an honor or a new position, please let us know.

Wilkinson SCHOLARSHIPS

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

Qdoba’s Pays Out

KSCPM member support of the March 2005 Qdoba’s fund raiser in Frankfort resulted in our receiving a check for \$30 from the corporation. This increases the total fund raising effort to \$55!

Another Qdoba’s fund raiser was sponsored during the month of May and one is planned again for later in the year.

Thanks to all that continue to support this simple means for us to earn ‘free’ money.

If you know of a fundraising opportunity from which KSCPM could benefit, please contact a board member with the information.

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. If you did not enjoy it, please share why you didn't with me!

If you have an idea for a future newsletter article or would like to submit a book/training review, please contact me.

Glenn Thomas, CPM
glenn.thomas@ky.gov



"Satisfaction lies in the effort, not the attainment, full effort is full victory."

--Mahatma Gandhi

CPM Graduation Held at the Capitol

In conjunction with the graduation of 46 Certified Public Managers, Governor Ernie Fletcher proclaimed June 6, 2005, as Kentucky Certified Public Manager Day. The Proclamation reads:

"In celebration of the accomplishments of all state employees who have achieved this prestigious designation, and to encourage all agencies of the Commonwealth to continue their participation in the Kentucky Certified Public Manager Program."

The presence of AACPM President-Elect Bill Herman added to the prestige of the ceremony, conducted within the marble walls of the Capitol Rotunda amid the statues of prominent Kentuckians. Beautiful weather allowed for a group photo of the graduates to be taken outside on the steps of the Capitol.



Certified Public Manager Graduates

Larry Totten, President of the Kentucky Society of Certified Public Managers, presented honorary membership certificates to several state government Cabinet Secretaries and to Department of Criminal Justice Training Commissioner John W. Bizzack, an avid supporter of the CPM program.

Robinil Jameson, Office of Government Training Staff Assistant (KSCPM Treasurer), did a great job coordinating and planning the graduation ceremony and the reception that followed for graduates and guests.

Janice Earnest, CPM

Think Ahead

In late summer, the Elections Committee will be looking for candidates for the 2006 slate. Are you ready to serve? It will be an exciting year, so please consider getting more involved!

"Don't say you don't have enough time. You have exactly the same number of hours per day that were given to Helen Keller, Pasteur, Michelangelo, Mother Teresa, Leonardo da Vinci, Thomas Jefferson, and Albert Einstein."

- H. Jackson Brown, Jr

The summer luncheon will shed light on leadership and current issues, from legislative leaders Senator Ed Worley and Representative Harry Moberly, Jr.

Senator Ed Worley (D), has represented Lincoln, Madison, and Rockcastle Counties since 1999. He has been Senate Minority Floor Leader for several years. After earning a BS in Political Science, Senator Worley has undertaken diverse responsibilities, including work as a General Contractor and City Manager of Richmond, and service on several boards of directors: the Richmond Industrial Corporation, Richmond Recreational Corporation, Telford YMCA, and Richmond Little League.

Representative Harry Moberly, Jr. (D), has represented Madison County since 1980. He is an attorney, and graduated from Eastern Kentucky University and University of Louisville. He served in the Naval Reserve. He has received numerous awards, some of which are: the Justice Award from the KY Women Advocates, a Governor's Award for the Arts, "Conservation Person of the Year" from the Kentucky Association of Conservation Districts, and "Legislator of the Year" from Kentucky School Counselors Association and Kentucky Association of School Councils Vision Award. He has also been recognized as one of the "most effective" House members.

Pamla Wood, CPM

SUMMER LUNCHEON Features Key Legislators

Summer Luncheon Tuesday, July 12, 2005

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

Funderburk Building Rm 211

*Law Enforcement Complex
Richmond, Kentucky*
Parking is available in the first parking lot
(by the Stratton Building)

Guest Speakers

**Senator Ed Worley
Representative Harry Moberly**

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

Reservations **must** be received by Tuesday, July 5, 2005. – 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

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