



BOOTSTRAP



President's Message

By Kim Barnes

February, the month of love, snow, President's day and a very busy one for LLDO! This month we have our LLDO Speech Contest on Tuesday, February 15 and we possibly have 6 young adults competing. I am so excited to hear them speak and to see what their ideas of leadership are. We also have an upcoming blood drive and at our program meeting, will be learning about "servant leadership." This month we are also making plans for the upcoming fundraiser and all the approaching spring activities; it will be here before we know it!

Another activity being held this month is very dear to my heart and it is the pajama (PJ) drive that is being put on by the Community Services committee. We will be collecting PJs and donating them to the Domestic Violence Alternatives (DVA)/Sexual Assault Center (SAC) here in Marshalltown. The pajamas will be given to victims that seek shelter from their abusers, as many times they come to the shelter with only the clothes on their backs. Coming from a childhood home where domestic abuse occurred, I can relate to the rushed leaving of the house to avoid the further violence. Thankfully, we had family to turn to but there are many people that don't. It might seem like PJs are a funny thing to give but they probably mean the world to that person that just wants to feel warm and safe...even if it's just for a night.

The DVA/SAC not only provides shelter for victims, they also provide counseling, are medical advocates, provide criminal justice support and many more valuable services that are too numerous to list here. If you would like to help in more ways than donating pajamas, please contact Mike Bair (extension 4472) or myself and we will provide more information to you. With the help of the DVA/SAC hopefully more and more families suffering from domestic violence will get out of their negative situations forever, just like our family did.

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Director's Corner

By David Hanson

I just returned from the annual January NMA Board Meeting. The cold weather in Dayton, Ohio did not prevent the directors from getting down to business. Several from the southern part of the country want the venue changed to San Diego, but headquarters was warm, so the sub-zero temperatures outside were soon forgotten...at least until it was time to leave.

Bill Kitchen, the new Chairman of the Board, directed our attention on Friday for the need to "Sustain and Grow" in a planning meeting with the Executive Board, Committee Chairs and Area Chairs. The full board met on Saturday with all committees meeting late that morning and afternoon. The theme of Sustain and Grow was evident as the full board met again in the wrap-up meeting late that afternoon.

As the National Director, I am bringing this theme back. How are we doing at sustaining? Is there room for growth? The challenge is before us. Can we as a chapter "Sustain and Grow"?

The ability to convert ideas to things is the secret to outward success.

~ Henry Ward Beecher

Community Services

Blood Drive

By Bob Oetker

Lennox LDO will be sponsoring a Blood Drive on Wednesday, February 9 in the auditorium. Three \$10.00 punch cards to Canteen will be given away, one to a first-time donor and two to repeat donors. All first-time donors will also get a t-shirt. You can sign up on the attached link or in Human Resources or the Nurse's office.

Due to the winter weather this week, the Blood Center had cancellations of nearly 400 units of blood donations making our blood drive next week much more important! Please consider donating.

Contact Bob Oetker x4097 or Dave Heddens x4328 for details.

We are prone to judge success by the index of our salaries or the size of our automobiles, rather than by the quality of our service relationship to humanity.

~ Dr. Martin Luther King, Jr.

Books & Beasties

By Teri Wilson

The LLDO Community Services, "Books & Beasties" book and toy drive netted 303 books and 116 "beasties" from factory and office employees. The program encourages children to read by providing a book and matching "beastie", a stuffed animal or toy relative to the book subject. Books & Beasties project manager Ellen Harbaugh stated "by giving children a book and an animal, we hope they learn reading is fun and becomes something they want to do." Thank you to all who donated to this worthy project.

Congratulations on a successful project!



Photo by Trisha Miller

Pajama Drive

By Mike Bair

The LLDO Community Services Committee is sponsoring a pajama drive for the Domestic Violence Alternatives/Sexual Assault Center. Pajamas will be donated to sheltered victims of domestic violence or sexual assault, as many of the people sheltered come in with only the clothes on their backs. The DVA serves Marshall, Tama, Jasper and Poweshiek counties.

Pajama Drive held February 7-18

Donation locations: Outside the main cafeteria doors and outside the double glass doors

Needs: Winter weather pajamas in women's size L-2X, All children's size pajamas, Pajama's for men

Items also appreciated: Slippers for adults & children, Deodorant, Boxes of Kleenex, Brushes and Combs

Bowl For Kids' Sake

By Teri Wilson

BFKS is Saturday, March 5 at Marshalltown Totem Bowl. For the first ten teams to sign up, LLDO Community Services will sponsor \$25.00.

Teams must consist of 4 or 5 people and each person on the team is asked to raise at least \$50.00. You do not need to be an LLDO member, but at least one person on the team must be a Lennox employee to be eligible for the sponsorship. *Team rosters and shirt sizes must be completed and turned in by February 25th.*

Contact Craig Broyles x4227, Terry Frederickson x4373 or Kim Meyer x4041 to sign up.



Above: Joey Fink, son of John Fink, and the kindergarten class at Achievement First Charter School in Hartford, CT with the Books and Beasties that were sent to his class. Photo by John Fink

Programs

In Case You Missed It

By Trisha Miller

The January LLDO speaker was Juli Burney. Juli is a multiple award-winning teacher, humorist and author from the state of Nebraska, where she was named Artist of the Year because of her ability to help improve people's lives through humor and effective use of communication tools.

After a delicious meal of smoked pork and beef from Smokin' G's, we all sat back in our chairs and enjoyed an hour of Juli's storytelling. Many of her stories seemed to hit home with the people in the room, as we all have been in similar situations. This was evident by the laughter and the looks on people's faces as she was telling her stories.

Juli's presentation was very humorous as well as informative. She had everyone in the room laughing and at the same time, the message that she gave was very profound. Juli told humorous stories of every day endeavors in her own life to illustrate how important it is for us to find joy in each moment. She reminded us that we have the strength within us to face any of life/work challenges that may come our way.



Photos by Trisha Miller

Juli spoke about "owning the moment" and how important it is for us to be in charge of our reaction to any situation, whether it be good or bad. It's important to remain cool under pressure and keep problems in perspective. She explained how stress is a perception of an event and that we may not be in control of the events happening around us, but we can control our response to those events. According to Juli, this is when a sense of humor is essential in the workplace.

Juli talked about "breaking the pattern" and that patterns of negative thinking and negative communication can create inefficiency in both our personal and professional lives

It was very refreshing to listen to Juli speak. She talked about how important it is for us to laugh every day. After listening to her speak for an hour, most of us in the room that day fulfilled our daily allotment of laughter.

Coming in this month *from Professional Development*

By Paul VanderKley

The LLDO Professional Development Committee will be presenting the LLDO program meeting this month. The topic for the meeting will be Servant Leadership. Jayson Henry, Director, Continuous Improvement for Vermeer Corporation in Pella, will share how the Servant Leadership Model dramatically changes the lives of people and the organizations they work in. Jayson will present personal experiences of implementing Servant Leadership at multiple manufacturing sites. You will learn how to apply the principles of Servant Leadership in your daily life, and come to understand that the most effective leader is a morally aware individual who focuses on helping others succeed, rather than simply handing down decisions.

February 17, 2011
11:30 – 1:00
Auditorium



Presidents' Day



February 21

LLDO Professional Development Book Review

By Paul VanderKley

“What the CEO Wants You to Know”

The Professional Development committee-sponsored book review of “What the CEO Wants You to Know” concluded February 1. Through this book, we learned how business leaders really think like a street vendor and became familiar with the basic measures and language of money making: cash generation, return on assets, velocity, margin, and growth.

The book helped us see the “big picture” when it comes to running a business. We studied examples of how great business leaders cut through complexity using their business acumen to establish specific priorities for action and provide focus for their organizations. In order to turn this focus into a money-making reality, these leaders also needed skill to identify and grow the right talent needed to make it happen.



Throughout the review, we were challenged to take what we learned and apply it to our areas of influence here at Lennox Industries. I know of 3-4 actions I can take in my area of responsibility, and have already started acting on these opportunities.

Best of all was the interaction between the group members. Talking through what we were learning and the casual back-and-forth that went on around the table helped make this book review a rewarding experience. Thanks for all who participated.

Bingo and the Rewards of this Event

Submitted by Teri Wilson

The Spring BINGO Event at the Iowa Veteran's Home is scheduled for Tuesday, April 5th 2011. BINGO events have been sponsored by the Community Services Committee of our chapter dating as far back as February of 1983. Toby Brimmer, an honorary member today, has been involved for nearly all of them and still is 'official caller'. After every BINGO event, Toby has been approached by veterans thanking him for coming. He says they love taking our money.

It was in March of '85 when Quakerdale youth in New Providence joined in helping with this event. The Quakerdale group got started with LLDO, then known as LMC, Lennox Management Club, because of a program they had going at Gardner Cottage. The "Helping Hands" program worked on inter-generational activities. The young men would visit an Eldora nursing home each week and spend time with the residents. The social worker at Gardner (who incidentally was instrumental in getting the Lennox/Quakerdale event going) thought working with us at the Iowa Veterans Home was a natural extension of that project. The Quakerdale youth still join in volunteering to help with the by-yearly event.

This event is open to all Lennox employees and their families and also to those employees with scout troops who like getting the experience and thorough enjoyment of helping. One of the boy scouts looks up to Toby as a "Professional Bingo Caller!" and other boy scouts hope to come back to help the same veterans at the next BINGO event because they have talked with them, look up to them, and are encouraged by them to never quit!

Mark your calendars for April 5th, 6:15 – 9:00, to join in the fun!

Something New!

A new feature will be added to the Bootstrap beginning with the March issue....."**You've Done What?!?!?**" This feature was a suggestion from an LLDO member and it will spotlight an LLDO member, listing any and all occupations...big or small...that this particular member has accomplished. The Public Relations Committee is excited about this new feature and we appreciate any ideas/feedback you may have. It will be fun to find out what your fellow members have done in the past to make them who they are today. Watch for it in the next issue of the Bootstrap, and if you would like to submit your name or another LLDO member's name for this article, please let one of the committee members know.

Submitted by Trisha Miller, Teri Wilson & Sandy Holubar
Public Relations Committee

Don't Forget Your Valentine...February 14!



Calendar of Events

Event	Date	Time	Location	Contact
Book Review	February 1	12:00-1:00 pm	Auditorium	Paul VanderKley 4401
Pajama Drive	February 7-18	Collection Boxes: Outside Cafeteria and Outside Glass Double Doors		Mike Bair 4472
Blood Drive	February 9	10:00-4:00 pm	Auditorium	B. Oetker 4097, D.Heddens 4328 or Benjamin Fenton 4340
Speech Contest	February 15	7:00 pm	Large Auditorium	Sandy Holubar 4270
LLDO Meeting	February 17	11:30-1:00	Auditorium	Paul VanderKley 4401
Book Review	February 22 (Tentative)		Auditorium	Paul VanderKley 4401
Bowl For Kids' Sake	March 5	7:00-9:00 pm	Totem	Kim Meyer 4041, Craig Broyles 4227 or Terry Frederickson 4373
Bingo	April 5	6:30-9:00 pm	Veterans' Home	Toby Brimmer 4458

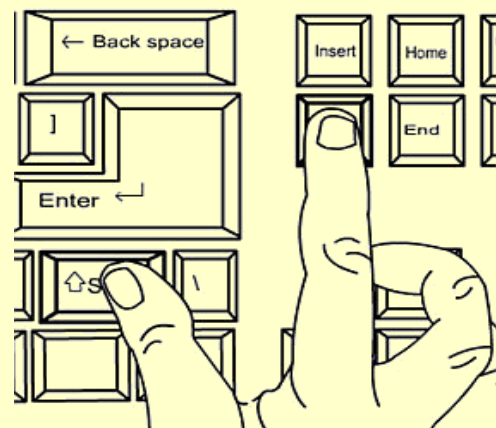


Professional Development

Shortcuts

As a monthly feature, the Professional Development Committee will contribute several keyboard shortcuts for compiling information faster in Excel. Be sure to try them out!

Keystroke	Function
[Ctrl][Shift]~	Apply general format
[Ctrl][Shift]\$	Apply currency format
[Ctrl][Shift]%	Apply percentage format
[Ctrl][shift]#	Apply date format
[Ctrl][Shift]@	Apply time format
[Ctrl][Shift]!	Apply number format



For the most part, fear is nothing but an illusion. When you share it with someone else, it tends to disappear.

~Marilyn C Barrick

Blasts from the Past

Taken from Bootstrap archives



February 28, 1984

Thirteen club members participated in the Bingo Night held for residents of the Iowa Veterans Home February 28. The activity was held from about 6:00 p.m. until 9:00 p.m. in the Leisure Resources Center of Malloy Hall. Cash prizes were awarded game winners. About 150 residents of the Home took advantage of the activity.

Members helping with the Bingo were Wayne Cordes, Chuck Long, Dennis Kennedy, Don Snyder, Harold Lang, Doug Bruster, Larry Petermeier, Roger Schroeder, Doyle Barnett, Blaine Bernard, Virgil Schewe, Della Morgan and Terry Frederickson.

Management Club members were responsible for helping some of the residents to the room where the event was held, supervising and helping some residents with their cards and then returning the wheel chair residents to their rooms.



October 27, 1987

The semi-annual Bingo Night for residents of the Iowa Veterans Home was held October 27. The event is a club project sponsored by the Editorial/Public Relations Committee.

Eleven members of the management club participated and were joined by the young men from Gardner Cottage of Quakerdale in New Providence. A total of \$112.00 was given as Bingo prizes to residents of the IVH.

Club members involved in the activity included Toby Brimmer, Bob Chaloupek, Del Runner, Keith Fry, Don Hodges, Doug Bruster, Wayne Cordes, Blaine Bernard, Jim Thomas, Della Morgan and Terry Frederickson.



February 26, 1991

The semi-annual Lennox Management Club-sponsored Bingo activity at the Iowa Veterans Home was held on Tuesday night, February 26. Management Club members and their guests escorted the residents down from their rooms and aided any that needed help playing Bingo.

There were over 120 residents participating in the activity. A total of \$127.00 in cash prizes was awarded during the evening.

Involved with the activity were: Mary and Brent Clark, Glenn and LuAnn Harmelink, Toby and Sharon Brimmer, Della Morgan, Don Snyder, Virgil Schewe, Larry and MaryAnn Petermeier and son, Mim Ryan and Terry Frederickson.

Also assisting were the young men from Gardner Cottage at Quakerdale in New Providence.



Interview with a Past President



This month's past president interview is with Tom Taylor.

Kim: What year were you president of LMC (now LLDO)?

Tom: 1994 - 1995

Kim: Who was your vice president?

Tom: Steve Bachellor

Kim: Who mentored you through your presidency?

Tom: Don Merritt mentored me through my presidency. I was secretary for Toby Brimmer and I really learned a lot from him and Mary Clark. We had a fun time.

Kim: What was your most memorable moment in the year that you were president?

Tom: The only time I ever won the Lennox Lotto was when I was president. It was at the Country Club for Top Management night and I called out the numbers and waited and waited so I finally looked at my number and I had won. I had to make a split decision about whether I was going to keep the money or not and I decided to keep it since I figured I would never win again. I also got to meet John Norris Jr. and that was neat.

Kim: Do you have a favorite program that was held the year you were president?

Tom: Not when I was president but I was Program Chairman a couple years prior and we sat down and planned the entire year out and one month I forgot to send a follow up letter to the speaker. The meeting was at Axel T's and I stood there waiting and then I realized I had not followed up with the speaker and he was unable to come. Earl Lewis was the Spotlight speaker that night and just spoke the whole time. I still get teased about that.

Kim: Did you attend any of the NMA conferences? Where was it?

Tom: I attended a regional conference in South Bend, Indiana and I attended the national conference in Las Vegas. It was a nice networking opportunity. The NASA Chapter was there and it was nice to get to know them.

Kim: What advice do you have for me as current president?

Tom: I think you're doing a good job; I don't give advice to people. I will say this; I have been to more meetings this year than I have in the past. Good topics.

Kim: Well, that's all programs though. I can't take any of the credit for that.

Tom: Back in my day the president was usually a member of the program committee.

Kim: If there is anything you can change about LLDO, what would it be?

Tom: I miss the nighttime meetings, the social aspect and going to the restaurants in town, but back then, there were more restaurants that could accommodate us. I'm in Iowa Valley Leadership class and we met in the Board Room last month and they asked a lot of questions about LLDO, the purpose it served and what we did. They were very envious of what we have going on and the professional development opportunities we have and the good speakers that we get to listen to.

Kim: Is there anything else you would like to say?

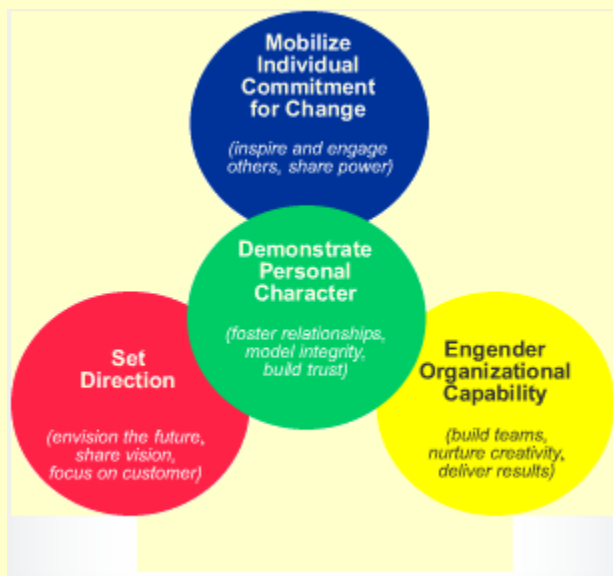
Tom: I've just been impressed with how through the years we've maintained a solid chapter and maintained our membership. It seems like every year the program committee comes up with meetings that are new, interesting and not redundant. I remember when we would go to the council meetings and the other chapters would struggle with membership. I've never considered not being a member. I just want to thank Lennox for supporting the organization (LLDO) and giving us these opportunities.

Kim: I want to thank Lennox for supporting us too. We are very fortunate.

NMA Leadership Model

Mobilize Individual Commitment for Change (inspire and engage others, share power)

Stress open and honest communications
 Energize, excite & motivate others
 Lead by example with high expectations
 Convey purpose & mission to motivate others
 Celebrate successes & learn from disappointments
 Implement continuous improvement aimed at world-class performance
 Build teams to maximize success
 Inspire in ways consistent with the organization values



Demonstrate Personal Character (foster relationships, model integrity, build trust)

Model the organization values
 Earn trust & respect
 Promote integrity & ethical behavior
 Meet your commitments
 Be accountable for your actions & decisions
 Keep promises under pressure
 Marshall all leadership attributes

Engender Organizational Capacity (build teams, nurture creativity, deliver results)

Take advantage of diversity
 Provide effective controls/metrics
 Mentor and coach for growth & success
 Maintain an effective customer network to spot issues
 Demonstrate strong operational skills
 Use complexity as leverage
 Ensure operational performance
 Capitalize on unanticipated opportunities

Set Direction (envision the future, share vision, focus on customer)

Maintain internal & external customer focus
 Translate strategy into actionable objectives & plans
 Share vision, values & accountability at all levels
 Maintain direction & consistency in big-picture & daily challenge
 Create a win-win atmosphere
 Create an environment where all can stretch, take risks, create, contribute & learn
 Seize changes as opportunities

Leadership Begins at Home Posted on Harvard Business Review by Tony Schwartz

One of the greatest gifts you can give your kids is help in foregoing immediate gratification, by setting boundaries for them and by modeling the behavior yourself.

That's also one of the greatest gifts you can give to those you lead or manage.

I got to thinking about all this after reading "Growing up Digital: Wired for Distraction," Matt Richtel's superb, often heartbreaking front page article in Sunday's *New York Times*. It's about the effect of all the new technology on the attention span of kids.

Compelling as it was, I suspect few read to the end of the article. It was long, and we ourselves are struggling with the same issue our kids are. Just last week, I wrote about it under the headline "Warning: Your Attention is Under Siege."

When it comes to the impact of our increasing obsession with being connected electronically, kids are simply an exaggerated version of the rest of us. They're also more honest about the costs.

By staying relentlessly busy sending thousands of text messages a day, playing endless hours of video games, and checking Facebook every three minutes, kids are addressing two core needs. They're eliciting brief, tiny bits of gratification and reassurance, and avoiding loneliness and fear. "Video games don't make the hole," a student named Sean McMullen poignantly tells Richtel. "They fill it."

The most obvious cost is that when they're preoccupied with technology for entertainment or escape, kids aren't engaged in learning or any sort of complex thinking.

In one recent study, 47 percent of heavy users of technology were found to have poor grades, versus 23 percent of light users. The kids Richtel describes struggle at school nearly in direct proportion to the amount of time they spend online.

The analogy at offices is that most of us are quick to shift attention from our work every time we hear the "ping" of a new email that promises instant gratification (but rarely delivers). Email also interrupts whatever else we're doing. When we turn attention from one task to focus on another, it dramatically increases the time it takes to finish the first task, and adds to the number of mistakes we make.

Nothing better fuels high quality work and productivity, or makes us feel more satisfied, than deeply immersing ourselves in a task. But really focusing requires resisting the instant gratification of other distractions, and that takes effort.

There are lessons here for parents, but also for leaders.

First, model the behaviors you hope to see. If you're forever on your iPhone, or watching TV, your kids get that message. If you're always looking over at your computer screen when you're meeting with people, they too get the message.

Second, recognize that these technologies are as addictive as any other drug or diversion that provides an instant hit of pleasure and/or an escape from pain.

"Sometimes I'll say: I need to stop this and do my schoolwork, but I can't," Vijay Singh tells Richtel, echoing his friends. Parents must set firm boundaries restricting the use of electronics.

It's not about banning them, which is unrealistic and extreme, but rather about helping kids to regularly experience the deeper satisfaction that comes from becoming truly absorbed in and mastering a complex challenge.















Leaders, meanwhile, need to encourage their employees to turn off email entirely at times, in order to focus uninterrupted attention on their most difficult tasks.

Third, parents and teachers alike ought to encourage a new way of working. Whether it's for homework or for office work, the best way to get things done is in periods of interrupted work no longer than 90 minutes, followed by true renewal.

We embed, contextualize, and synthesize learning during downtime—which is what we've sacrificed in our addiction to constant connection.

The new technologies aren't going away, nor should they. The real issue is whether we can learn to manage them more skillfully, so they don't end up managing us. Who's going to lead the way?

Officers & Committee Chairs

	President: Kim Barnes x4007
	Vice President: Bruce Martin x4576
	Secretary: Sandy Holubar x4270
	Treasurer: Joyce Wilson x4337
	Programs: John Schuler x4060
	Community Services: Mike Bair x4472
	Professional Development: Paul VanderKley x4401
	Member Relations: Deb Kerr x4528
	Awards: Bruce Martin x4211
	Public Relations: Trisha Miller x4455
	Director: Linda Andrews x4275
	Director: Dane Wills x4367
	Director: John Fink x4301
	Director: Bob Oetker 4097



NMA The Leadership Development Organization

Statement of Principles

- We believe in the highest standards of personal and organizational integrity and respect for the individual.
- We believe in lifelong learning, continuous improvement, and the development of a workforce capable of sustaining a competitive posture in the global economy.
- We believe management is a creative, dynamic, and essential process enabling people to achieve personal and organizational objectives.
- We believe that managerial responsibility is shared among all individuals at all levels of the organization and that leadership is critical to management success.
- We believe that individuals and organizations have a community and civic responsibility.

Code of Ethics

- I will recognize that all individuals inherently desire to practice their occupations to the best of their ability.
- I will assume that all individuals want to do their best.
- I will maintain a broad and balanced outlook and will recognize value in the ideas and opinions of others.
- I will be guided in all my activities by truth, accuracy, fair dealing and good taste.
- I will keep informed on the latest developments in techniques, equipment, and processes. I will recommend or initiate methods to increase productivity and efficiency.
- I will support efforts to strengthen the management profession through training and education.
- I will help my associates reach personal and professional fulfillment.
- I will earn and carefully guard my reputation for good moral character and good citizenship.
- I will promote the principles of our Free Enterprise System to others, by highlighting its accomplishments and displaying confidence in its future.
- I will recognize that leadership is a call to service.