



BOOTSTRAP

Roger Vreeland, Joyce Wilson, and Teri Wilson Editors



President's Message

By Bruce Martin

Let me explain how I was introduced to LMC/LLDO. It was by a fellow employee asking to go as her guest. I had been employed with Lennox approximately one month and it was late one afternoon when LuAnn Wieland came into my office and asked me to be her guest at a dinner meeting that night. The meeting was at Rubes and the meeting was held by this Lennox organization she called LMC.

LuAnn explained what LMC was about, how long it had been active in Marshalltown, and requested I go as her guest. I turned her down, though I don't remember why. It certainly was not because of the food, as I had already had the pleasure of eating at Rubes. I do remember thinking that this LMC group sounded interesting and maybe I would look them up sometime down the road. Well, LuAnn asked me again in October to be her guest at the luncheon meeting and I said yes. Nearly five years later, I have been given the privilege of serving this organization as President for the 2011 – 2012 program year.

There have been a lot of changes in Lennox and Marshalltown since I joined the company in August of 2006, but one of the constants for me has been the continuously high level of performance by all those associated with LLDO. I replace Kim Barnes, who will be difficult to follow, though I believe just about every President feels the same as I when they take over. LLDO has been blessed over the years with strong leadership, as shown by year after year LLDO being awarded the highest achievement honor given by NMA.

This year's accomplishments will be driven by the membership under the guidance of the Board of Directors. Our Committee Chairpersons have already been at work planning this coming year. What you members put into this program year will have a direct correlation on what we all get out of it.

Let's all remind ourselves of the LLDO Mission Statement: *To provide an avenue for employees to develop, improve, and demonstrate their leadership skills.* This will be a theme that you will hear from me for the next twelve months; first and foremost LLDO is about leadership development. Thank you for your confidence in voting me into the office of President and I look forward to a great program year.

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LLDO Calendar of Events

| Event | Date | Time | Location | Contact |
|-------------|------------|-----------------|----------------|-------------------|
| Blood Drive | August 11 | 8:00 am-4:00 pm | Auditorium | Bob Oetker 4097 |
| Bingo | October 11 | 6:15 pm-9:00 pm | Veteran's Home | Toby Brimmer 4458 |

NMA Mission Statement



NMA creates leadership development products and opportunities that maximize the potential of our members, sponsoring organizations, and communities.

From National

2011 NMA Dates to Remember

July 16 2011, July Board of Directors Meeting, NMA Headquarters, Dayton, OH 45439

September 8-10 2011, NMA Board of Directors Meeting, Hyatt Regency St. Louis Riverfront

September 10-12 2011, NMA Annual Conference in Partnership with ICPM

In Case You Missed It

By Teri Wilson

After enjoying a lunch of prime rib, twice baked potatoes, salad, roll and dessert catered by Canteen, Marshall County ARC and Iowa Care Packages were presented with checks from the LDO fundraiser. Total amount raised was \$7850.00. Both organizations expressed how grateful they were for our efforts.

Next, John Schuler was presented with the Member of the Year award. Kim commented on how John's communication and commitment made the meetings worry free for her, and notes on the nominations turned in for John echoed her comments. Thank you, John, and congratulations on a job well done.

Three new members, Tyler Gerdes, Ali Martinez, and Chuck Strobbe were welcomed and presented their membership pins. Then our key speaker, Lennox Sales District Manager, Lee Eft was introduced.

Lee started out saying "Everything you do makes a difference in the Market. Success starts at manufacturing. Sales succeed only if manufacturing succeeds." Tours given at Lennox have proven to make a difference in sales too, along with weather. If we have three very hot, muggy days followed by three tolerable days, Lennox can keep the market sales, but many muggy days in a row could hurt. Too many muggy days can create a backlog and customers will pretty much settle for anything to get comfort now. So we should all hope for the weather pattern of a few miserable days followed by relief of a few days.

Lee closed saying "Be proud of what you do." And reiterated everything you do makes a difference in the market.

Sworn in as new officers for 2011-2012 were Bruce Martin, president; Sandy Holubar, vice president; Gary Springer, treasurer; Doug McDaniel, secretary; and directors, Tom Taylor and Sam Drella.

Kim awarded our interns with a "you rock" pen for all the work they've done for LLDO. Lastly, was the Lennox Lotto won by Cliff Sorbo.

June Trivia Winner!

Last month's trivia winner was Bob Oetker.

What was Memorial Day formerly known as?

The correct answer: Decoration Day

Bob's prize was a deck of Bicycle clear playing cards.

July Trivia Question

By Bradley Westendorf

On September 5, 2003 Army Regulation 670-1 changed the wearing of the United States flag patch on the Army uniform. How did they change the wearing of the patch and for what reason did they do so?

Please e-mail your answer to Bradley Westendorf by July 11th. One name will be drawn from all correct answers on July 12th.

Community Services

Management Week in America

By Teri Wilson

LLDO Members Relations, along with Community Services held a membership drive as Management Week in America was celebrated. Management Week is observed the first full week of June, Sunday through Saturday. A looping video and pictures of events held this LDO year were displayed.

If you are not already a member and would like to become a member of LLDO, please contact Pam Riemenschneider at extension 4369.



Photo by Pam Riemenschneider
Members and prospective members of LDO enjoy a Morning Glory cinnamon roll in celebration of Management Week in America.

Don't Forget!

Please clip and save Box Tops for our area schools. A collection box is located in the 2nd floor break room.

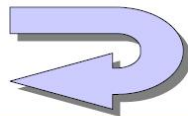


Box Tops Really Count!

Thanks to supporters like you, America's schools have earned over \$250 million in 12 years.

DO YOU CONSUME CAMPBELL'S BRAND PRODUCTS?

If you do, please take the extra time to remove the label that looks like this



Bring the clipped labels in and put them in the collection box. Each label earns the school points and the earned points go toward great products for our school!

School Supply Drive

The annual "Stuff the Bus" school supply drive will be held at the end of this month. Over 850 students were helped last year. Items always needed are wide line single subject spiral notebooks, wide line loose leaf notebook paper, folders, and scissors (blunt tips). Also appreciated are colored pencils, erasable blue and black pens, erasers, school glue or glue sticks and water base markers. Watch for the flyers with more details around the week of July 25th.

Membership

Our current membership count is 96. Please invite non-members to attend meetings with you, and please be sure to welcome and introduce yourself to our new members Chuck Strobbe, Ali Martinez and Tyler Gerdes!

Those who desire to give up freedom in order to gain security will not have, nor do they deserve, either one.
Benjamin Franklin

Fundraiser

By Teri Wilson



Dave Heddens and Sandy Holubar present Wendell Dolezal, center, a set of Iowa Speedway tickets.



John Schuler gives the barrel some turns to mix up ticket entries for the complete home comfort system.



Sandy Holubar reacts as she hears she has won a set of Iowa Speedway tickets.



H.R.'s Stephanie Tatum draws for a set of Iowa Speedway tickets.

Drawings were held June 1st for the raffles conducted by LLDO as fundraisers for Iowa Care Package, Inc. and Marshall County ARC—Camp Marshalltown. Winning the complete home comfort system was **Sue Lane** of Dallas, Texas. She has been a Lennox employee for over 38 years and started in Marshalltown in the Credit Department.

Winners of the other raffles were: 50/50—**Barb Morris**, who won \$102; **Wendell Dolezal** and **Sandy Holubar**, won the two sets of tickets to the Iowa Speedway. **Lu Ann Wieland** won the “Dave Lennox” cardboard stand-up.

A drawing was held May 20th for tickets to the Kansas Speedway 400 NASCAR Sprint Cup race held June 5. Winners were **John Marshall**, Purchasing, and **Jim Chance**, Cooling Fab. Each received four tickets to the race.

A total of \$7,850.00 was raised to be split between the two charities. The committees of all raffle events would like to thank everyone who purchased tickets for these two worthwhile charities.

Iowa Care Package, Inc.
&
Marshall County ARC
(Camp Marshalltown)



LuAnn Wieland, winner of the “Dave Lennox” cardboard stand-up.



Kim Barnes presents the 50/50 winnings to Barb Morris



Fundraiser committee for the Home Comfort System

East Leadership Development Conference Recap

By Bruce Martin

One of the major “perks” of being LLDO Vice-President is you are the LLDO representative at the East Leadership Development Conference (LDC). It was my privilege to attend this event in Savannah, Georgia the first weekend in June. NMA chapters from the Northeast, Southeast and Central regions attend the East LDC.

LDC’s are meant to prepare chapter leadership for the upcoming year and this LDC was no exception. Beginning Thursday afternoon and ending Saturday afternoon, we had seminars and breakout sessions on a large variety of topics on how to lead a successful NMA chapter. I have quite a bit of new reading material from all the sessions I attended. I gathered additional material and I have been able to share that with other officers and committee chairpersons already.

Another fun aspect of any conference is meeting other NMA chapter members and NMA staff and networking with them about issues, problems, solutions, and leadership in general. Those in attendance in Savannah were a wonderful, diverse, and interesting group of people. Being able to talk with them at sessions or just in the lobby proved to be very beneficial to me and I know I have some new ideas on successful chapter leadership that will help me this coming year.

Lastly, I had the privilege of attending the LDC speech contest on Saturday afternoon where the LLDO speech contest winner, Jordan Weber, did an outstanding job of representing himself and LLDO. The caliber of the speeches was extremely high and I mentioned to one of the judges that I was glad I did not have his role as I could not have made a decision. While Jordan was not selected, his speech was outstanding and the judge did tell me that it was a very difficult decision they had to make.

Thank you to all the members for the opportunity to attend this wonderful conference.



LLDO,

I would like to sincerely thank you for providing me with such an amazing opportunity. I had a great time in Savannah, and, though I did not win, it was still a great learning experience.

Sincerely,

Jordan Weber

NMA President, Steve Bailey, speech contestant Jordan Weber, Jordan’s parents Jon and Tina Weber, and Central Area Chairman, David Hanson

Blast from the Past

From the NMA newsletter of June 1967



TEST YOURSELF

“The Management Club – who Needs It?”

Place a check by all applicable statements.

I am already highly motivated to improve my job by being more creative, cutting costs, improving methods, inspiring greater loyalty among my people, and grooming my successor. Not only that, but I know what's going to happen in our industry in the next ten years. Therefore, it is not necessary for me to attend club monthly meetings.

I already know all there is to learn about planning and organizing, I read at top speed, everyone tells me I'm a good listener, new developments in data processing are no mystery to me, I understand every financial statement I've ever seen and I know all about PERT, Critical Path, Value Analysis, and Zero Defects. I'm up to date on all the research in my field.

Why, then, should I attend club management development courses?

I see all members of management of this company frequently. I know all about the problems they are having on the job, particularly with our new lines. I know pretty well how everybody thinks around here, particularly top management. I know everyone's hobby, I've seen pictures of their kids and grandchildren, and I can tell you who was a Marine, a fighter pilot, a dogface, a company clerk, a frog man, paratrooper, dog trainer, medal winner and hero. My wife says she's tired of eating out all the time, and she doesn't want to meet my boss.

So what would I gain by attending club activities?

I'm what is known as a born leader, and there's nothing further I could learn by serving the club as a committee chairman or officer. Besides, the qualities of leadership required in the club are so much different than those required for management of my job that there is nothing for me to gain by serving as a club leader.

I'm fully occupied for thirty nights every month now, so how could I attend club meetings? The best TV programs are on Tuesday and Thursday, there's bowling Monday and lodge some Wednesdays. With high school sports on Friday, I've got to leave a little time for myself on week-ends. So who's got time for the management club?

This company can get along without having everyone mixing with everybody else at meetings. All this stuff about the need for improving communications is for the birds. I like to stick to my desk, put in my eight hours and forget it until tomorrow morning. If the company wants us to get together off the job, they'll call a meeting, tell us what they want to tell, and it's over with. So why should I join?

The very essence of leadership is its purpose. And the purpose of leadership is to accomplish a task. That is what leadership does—and what it does is more important than what it is or how it works.

~Colonel Dandridge M. Malone

NMA Leadership Model

NMA
The Leadership Development
Organization

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 Capability
(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

Officers & Committee Chairs



| | |
|---|--|
|  | President: Bruce Martin x4576 |
|  | Vice President: Sandy Holubar x4270 |
|  | Secretary: Doug McDaniel x4408 |
|  | Treasurer: Gary Springer x4335 |
|  | Programs: Katy Rhinehart x4406 |
|  | Community Services: David Heddens x4328 |
|  | Professional Development: Chad Fridley x4512 |
|  | Member Relations: Pam Riemenschneider x4369 |
|  | Awards: Brent McDowell x4256 |
|  | Public Relations: Teri Wilson x4008 |
|  | Director: John Fink x4301 |
|  | Director: Bob Oetker x4097 |
|  | Director: Sam Drella x4503 |
|  | Director: Tom Taylor x4293 |

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.