



Published for Members of the Lennox Leadership Development Organization

Online at <http://mtnsrv07/ldo> or <http://nma1.us/chapters/lennox>



Burgess Blog.....

What a beautiful time of year....fall leaves, hot cocoa and lunch-n-learns. Ok, maybe this time of year doesn't make you think of LLDO lunch-n-learns but for those of you that took the opportunity to attend the workshop "Problem Solving: Find Effective Solutions" you might be thinking of lunch-n-learns. It was an opportunity for members to learn about some tools to put to use in their everyday life. Often times we hear "I don't have time to do that" or "I've seen this before". However, a better way to look at it is "I don't have time **NOT** to do this" or "I need to use this tool again". All of us are most likely being asked to do more than we were a year ago. This could be at our job or making our money work harder for us. There is no better opportunity for us to find effective solutions to our problems and improve what we do on a daily basis. As stated in the work shop, it is not just root causes we seek but effective solutions to our problems that we need. Taking the time to find the root cause is one thing; following it up with a solution that fixes the problem is another.

Sometimes when we attend workshops or training sessions it seems like we have heard the message before. To some it could feel like it is packaged different, where to others it is a learning opportunity that they could explore and put to use. If you feel like you have heard the message before you should ask yourself two questions. "Am I using this idea?" -And- "How can I improve it?" As members of LLDO we are fortunate to have opportunities to hear inspiring speakers, attend workshops, and participate in several community service projects. But what are we doing with this information? Are we putting to use these tools given to us? Are we taking advantage of improving ourselves or our job?

Our challenge as employees is to take the ideas that we learn and put them to good use. Over the next few months we will be focusing on a life/work balance. We want to give you tools to manage stress and stay healthy financially and emotionally. Take time to attend the events and listen to the speakers. We hope that we can give you tools to enhance your life and balance the demands of work.

*The world we have created is a product of our thinking;
it cannot be changed without changing our thinking. ~Albert Einstein*



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Vision Statement

NMA is the recognized worldwide partnership of people and businesses inspiring outstanding leadership, and cultivating highly productive workplaces.



Mission Statement

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

Set free the inner journalist in you!

If anyone is interested in contributing articles to the Bootstrap, please contact Joyce Wilson or Sandy Holubar. We're also looking for anyone interested in recapping events and monthly speakers.



LLDO October Program

Don't Manage Your Stress, Rekindle Your Spirit



Join your fellow LLDO members to learn how to better manage stress from Dr. Scott Sheperd.

"Stress is an overused and misused word." according to Dr. Sheperd. "Managing your stress sounds like a lesson in how to be more efficient with your misery."

"I don't want people to just feel good at the end of my talk and have it last 2 hours or even 2 weeks. I want them to have ideas they can use after they leave because that is when the work begins."

"The specific situations people are facing are not as critical to me as what they bring to those situations. All of us are facing life, whether it's a changing workplace, job layoffs, serious illness, or personal problems. Our attitudes, the way we think, what we value, and how hard we are willing to work, all determine how we are going to handle those situations."

Please RSVP to the Meeting Request from Member Relations

Date:
October 15

Time:
11:30 – 1:00 p.m.

Location:
Lennox Auditorium



BLAST FROM THE PAST!

Bootstrap November, 1985

Becoming a “Body Linguist”

What’s the newest tool in the management kit? Body language. It seems that it’s not enough for an executive to be anointed with a sprinkle of communication traits: articulate manner of speech, fast thinker on 2 feet, verbally suave and diplomatic in dealings with employees, customers and the public. But these days – via books, cassettes, seminars and in-house training programs – execs are being coached to use non-verbal channels, such as gestures, postures and facial expressions as clues to people-to-people relationships. Not that body language is some new-fangled discipline in human behavior. Charlie Chaplin didn’t have to open his mouth to make you laugh or cry. Winston Churchill’s two fingered “V” needed no words.

One researcher who is popularizing body language is Allan Pease, author of “Signals”. He is gung-ho over the meanings he gives to movements, poses, nods, winks, leers, stance and pantomime.

And the executive who takes them seriously will add a new string to his or her bow of efficiency.

“Miami Review”, May 17, 1985



Name That Publication Contest!

The (great) entries to rename the Bootstrap are below. Please vote by email to Joyce Wilson for your favorite. Please vote only once. The top 3 entries will be voted on by membership in ballot form at the November meeting.



The entry with the most votes will win and the new name will be used in the next edition of the newsletter. A \$25 Visa Gift Card and endless notoriety will go to the member submitting the winning entry.

LETTER (Leadership Excellence Through Training, Engagement, Repetition)

LETTER (Leadership Excellence Through Training, Engagement, Responsibility)

The Mentor

The Marshalltown Apprentice (MA)

DEVELOP (Development, Excellence, Vision, Engagement, Leadership, Opportunity, Professionalism)

METEL (Marshalltown, Excellence, Through, Engagement, in Leadership)

LEAD (Leadership, Excellence and Development)

Lennox LDO Hot Air News

LLDO Linkage

LLDO "Connection"

The Comfort Zone

Lennox Leadership Lowdown

L3

LLDO Communal Moments

Bootstrap

Innovations

Transitions

Air Flow Zone

LLDO Pilot Light

Building Excellence

The Pulse

The "Innovator - Building New Comfort Zones"

The "Keystone"

"Rising Stars"

Leadership Ledger

Email Joyce with your selection today!

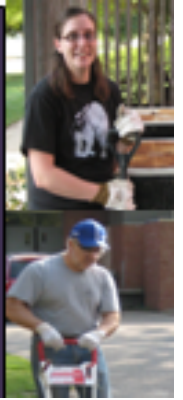


I've missed more than 9,000 shots in my career. I've lost almost 300 games. 26 times I've been trusted to take the game winning shot and missed. I've failed over and over and over again in my life and that is why I succeed.Michael Jordan

Community Services

United Way Day of Caring

On September 16th, five Lennox LDO members (Vicki Miller, Teri Wilson, Brian Maxwell, Sam Drella, Bob Oetker) participated in the United Way Day of Caring, helping with landscaping at Fisher Community Center. The main project was edging the sidewalks and cleaning up debris along the grounds of the Community Center, the Martha Ellen Tye Theater, and the Center Street bridge sidewalk. Marshalltown Community College business students were also on hand to help clean up leaves and pick up trash around the pond. Submitted by Sam Drella



October is Breast Cancer Awareness Month



Starting October 1, Lennox will have Breast Cancer Awareness kick-off items free to all employees in H.R. while supplies last

On October 28, 2009, LLDO will recognize Breast Cancer Awareness by encouraging all to wear pink, AND by allowing employees who donate \$5.00 or more to the American Institute for Cancer Research to wear blue jeans that day!

Employees who donate \$5.00 or more will ALSO be entered into a raffle for pink prizes to be awarded Fri., Oct 30.

Checks should be made payable to LLDO & taken to Sam Drella in H.R., Katy Rhinehart in Medical or Teri Wilson by Tuesday, Oct. 27. Please direct any questions to Katy at Ext. 4406.



Pete with an antique bicycle growing out of the back of his head, Roger pulling an empty vodka bottle from his pocket, Bob with a dead mouse in his pocket, Linda and David on safari, Steve and his Spiderman sandal, and Teri, what's that smell??? Those were just a few sights and smells experienced during the LLDO Fall RACE FOR THE RUBBISH Bike Path Cleanup. It was a brisk, sunny day and as usual, a good time was had by all. Unfortunately there was more garbage than the group had time or bags to collect, but they did pick up a lot of trash. A lunch of soup and sandwiches was served after, with desserts provided by Teri, Maria and Sam. The prize for the most unusual item collected went to Pete Quaife for the old Roadmaster bicycle he found, minus a wheel and tire. Drawing winners were Tom Taylor and Sam Drella. Thanks to all who participated!

Submitted by Sandy Holubar

Resources ✓ 'em out!

The ICPM announced a "Amnesty Program" for those who were a Certified Manager (CM), but your certification has lapsed. The requirements to recertify are to pay the 2009 dues plus \$50, and complete 2010 recertification requirements. This must be completed by Feb 2010.

Questions? Contact David Hanson at Ext.#4072

Director's Corner



Where do I start? I promised that slave driving editor of the Bootstrap that I would get an article submitted and I have come to the deadline and still don't know where to begin. I could mention the National Conference where I heard talk about cave dwellers and divas and that a leader must inspire. There was also talk about "kicking butt" but that would get confusing. There was a Board Meeting with the election of new National Officers, the presentation of the NMA Three Year Strategic Plan, Committee Meetings and reports. Throw in a Nebraskaland Council meeting and I could go on forever.

The Meet the Candidates Reception was the first event of the National Conference I attended. There were employees from high tech companies that launch the space shuttles or build fighter jet to employees that work for insurance companies running for office. There was even a guy from Iowa that helps build furnaces there. It was amazing to me that people from all forms of industry can meet, have a common goal and work together. John Kuntzmann from BAE Systems in California was elected to be the new Chairman of the Board.

At the Board Meeting I learned that the NMA is financially sound with income exceeding expenses though both are below budget. There were 1,224 new members as of September 1 though the organization overall is still down. Company layoffs have greatly affected the chapter membership of company sponsored chapters. The Strategic Plan was reviewed with 4 Strategic Response, Market Growth, New Products, Continuous Process Improvement and Culture of Community. Market Growth is important being both new chapter development and membership growth. The Culture of Community is to increase membership's connection with the national organization.

Committee work and reports was varied. The Association Development / Association Services Committee found that the free LEADS initiative appeared to bring in new members but when asked how many new members took the LEADS assessment found that only 59 had taken it. LEADS does not work for all chapters but there are some who find it useful. The Community & Communications Committee is moving ahead with LinkedIn.com as its new communication method. Look for an article in the NMA Breaktime. The Professional Development Committee provided a One-Stop PD Shop. Check it out on the www.NMA1.org website.

Well, I am running out of room so Nebraskaland Council will need to wait until next month because there are still cave dwellers, divas and inspiring leaders to discuss. If you are wondering about the "butt kicking" you will need to ask me. I only have room to say, don't be a cave dweller and be against everything or a diva and think it's all about you. Be a leader who big job is to inspire others. "Good is not enough when you dream of being great."

David Hanson, National Director for Iowa and Nebraska.

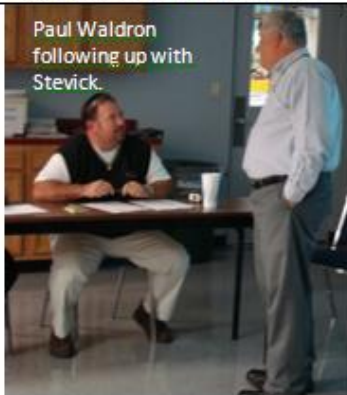
Professional Development Spotlight On: Problem Resolution – Finding Effective Solutions

Submitted by Jillian Kern, Professional Development Chair



Jerry Stevick discusses Problem Resolution with LLDO members.

“It’s not root causes we seek; it is effective solutions.”



Paul Waldron following up with Stevick.

Quality Team Leader Jerry Stevick spoke with LLDO members on September 30 about the *ultimate goal of problem solving*: **Finding effective solutions**. Effective solutions should:

- Prevent recurrence
- Be within your control
- Meet goals and objectives

Stevick outlined some methods for identifying the root cause(s) of problems, principally 5 Why and Cause/Effect analysis, while members enjoyed some “Root Cause” Floats (aka root beer floats).

Key observations from the event include:

- One of the largest obstacles we face as an organization involves accurately defining the problem.
- Cause and effect are different links in the same chain of events. Difficulty in finding true root cause is often caused by a “limited” view of the chain of events.
- You may have to consider two or more causes to ensure the chain is broken.



Coming Soon

Feeling stressed?

You are not alone. The demands of leadership are vast. Everyone seems to need a piece of your time, and if you’re not careful, you find that there is little time left for yourself.

Come find tips and resources to help you restore balance in your life at the

Wellness Fair

**Thursday, October 29
1:00 pm – 5:00 pm
Lennox Auditorium**

Every LLDO member that attends will automatically receive a free pedometer!

More info to follow . . .

Hosted by the
Professional Development Committee

Following up on Root Cause

A follow-up event was held on October 8 to allow members to discuss some of the concepts presented by Stevick. After working through a 5-Why Case Study (see box at right), the group discussed obstacles to finding root cause.

Key observations of the group include:

- Not enough time.
- Failure to make data-driven decisions; Treating observations and speculation as fact.
- Failure to follow through with corrective action.
- Root cause problem solving mentality not engrained in our culture; ~~Not~~ a priority.

Solve a problem, Win money!



- Identify a problem you are facing, either at work or at home.
- Perform a 5-Why analysis. Start by identifying your problem, perform the analysis and arrive at your solution. Document your process and the results. Was your solution effective?
- **Submit your analysis to Jillian Kern by Wednesday, November 4.**
- The Professional Development Committee will review the submissions and select a winner.
- The winner will be announced at the November program meeting and will receive a **\$25 gift card**.

The pessimist may be right in the long run, but the optimist has a better time during the

November Meeting



Jennifer Grafke, a financial planner, will be presenting "How Money Works" for the November 19 program. She will be discussing how to make your money work for you now and in the future.



NMA... THE Leadership Development Organization



Statement of Principles

NMA is dedicated to managerial excellence, personal and professional growth, and leadership development. The following principles identify NMA's core beliefs and provide the basis for the Association's Mission Statement.

- 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.