



# ***Celebrating 20 Years*** ***1987 - 2007***

## **Arkansas Society of Certified Public Managers**

**P.O. Box 2724  
Little Rock, AR 72203**

**September 2007**

**Arkansas Society of Certified Public Managers, PO Box 2724, Little Rock, AR 72203-2724  
Web site: <http://ualr.edu/iog/apac.html> (click on Certified Public Manager®)**

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## **September 6, 2007 – Regular Meeting Information**

Our next regular meeting will be held September 6, 2007 at the Whole Hog Café at **1:00**. A buffet will be provided by the society. Go directly to the banquet room - don't pay at the front. The address for the Whole Hog Café is: 2516 Cantrell Road, Little Rock.

If you have not e-mailed Tim of your attendance, please do so at: [Tim.Lampe@arkansas.gov](mailto:Tim.Lampe@arkansas.gov).

We would like to have everyone attending the luncheon to bring a school supply, which we will donate to the Junior League of Little Rock to help them with their fund raising efforts. If you can't bring a school supply, monetary donations will be accepted.

## ***Celebrating 20 Years***

### ***Arkansas Society of Certified Public Managers***

A General Membership 20<sup>th</sup> Anniversary Celebration Meeting and Luncheon was held June 14, 2007 at the Capitol Café in the State Capitol Building in Little Rock. We had approximately 50 Society members and their guests in attendance honoring the creation of the Society.

The event was highlighted when President Tim Lampe presented a Proclamation from the Governor to the Arkansas Society of Certified Public Managers. The Proclamation read the following:

### **APAC & ASCPM websites**

To reach either of these web sites, go to the Arkansas Public Administration Consortium website:

[Hhttp://ualr.edu/iog/apac.html](http://ualr.edu/iog/apac.html)  
H

When you "arrive" at the APAC home page, click on Certified Public Manager® (that's you). When that page comes up, scroll to the bottom, and click on Arkansas Society of Certified Public Managers.

From here, you can review past graduates of the CPM program, review board members, join (or rejoin, if you have let your membership lapse). Enjoy! These websites are for your information.

- WHEREAS: The Arkansas Society of Certified Public Managers promotes continuing management training and education for public sector managers; and
- WHEREAS: The Society encourages recognition of the Certified Public Managers designation, performing their professional duties with honesty and fairness; and
- WHEREAS: The Society enhances the public's image of State and Local Government employees by respecting the sensitivity of information obtained in the course of professional activities; and
- WHEREAS: The Society advocates policies that improve the operation of State Agencies and Local Governments while maintaining the highest degree of professionalism; and
- WHEREAS: The Society is actively involved in issues important to State and Local government employees; and
- WHEREAS: Celebrating the twentieth anniversary of its creation, the Society works to raise the standards of excellence of the profession;
- NOW, THEREFORE, I MIKE BEEBE, Governor of the State of Arkansas, by virtue of the authority vested in me by the laws of the State of Arkansas, do hereby proclaim June 7, 2007 as the Twentieth Anniversary of the Arkansas Society of Certified Public Managers across the State of Arkansas.
- IN TESTIMONY WHEREOF, I have hereunto set my hand and caused the Great Seal of the State of Arkansas to be affixed this 25<sup>th</sup> day of May, in the year of our Lord 2007, Mike Beebe, Governor and Charlie Daniels, Secretary of State.

## *President's Message*

Recently, I came across an article that is worth sharing with all of you. The article was entitled "Learning with Our Hearts" and contains many words of wisdom. Here it goes . . .

As Certified Public Managers, we have been called to the monumental task of leading a group of great men and women in the State and Local government. Behind successful State and Local governments are dedicated, educated, and well trained public managers. Many, if not all of us, took the CPM course to improve our skills, to learn how to do a better job, and to be better managers. The completion of our training signifies that we all want to learn and truly contribute to our agencies. As a result of our training, we now have sharpened the tools to translate ideas into action. And we have also learned to understand that all employees have something to offer.

What is a Certified Public Manager? The word "certified" means to confirm in writing a quality as being true and accurate. In other words, CPMers are the real thing. Always remember that it is an honor and a privilege to be a manager. We should use our hearts when dealing with our staff and our heads when executing a plan. In a manager's role, there are ways that we can do wrong and many ways that we can do right, but it's important to always go in the same direction as your employees. You must not be left behind, or walk ahead. Always be one with them. You are not above them and they are not beneath you. Always make them feel that they are part of both the process and the result. Live with them in the present, prepare with them for tomorrow, and learn with them from the past.

The word "certified" means that we have the wisdom – and we should have the courage to use it. What we do with it from here depends so much on how big our hearts are. Managers should be fair. No favoritism. And if we do these things, people will like us and respect us.

As managers, we want to do the right thing. If this is what we want, then we must be sensitive to the needs of our employees. We can add ten minutes during staff meetings to ask them how they're doing. Make each employee feel like a person instead of just a worker. As managers, we become our staff's representative. As such, we need to be reminded of that role in every situation. We should ask ourselves:

- Do we defend our employees, or do we leave them cold?
- Do we make them feel valued?
- Do we always remember that each of our employees plays a part in the group's success and failure?
- Do we make the effort to learn how we can help our employees work together?
- Are we judgmental of our employees? Do we label them to be good, smart, bad, or lazy employees? Remember that judgment turns into discrimination.
- Do we know that as managers we can truly learn much from our employees, only if we listen?
- Do we allow ourselves to be the hook and our employees to be the picture, meaning, do we let them shine instead of us? Or do we always want to grab the spotlight?

A manager's job comes with responsibilities. It is us who makes a job become a position. It is what we do with that position that turns it into a career. It is Service' that marks the difference between the joy we feel and the happiness around us.

As managers, we should not be afraid to be human. We must admit that we make mistakes, that we do not know all the answers, and that we can never be successful without the help and support of our staff. In a meeting I attended in the past, one of the speakers encouraged us to use five magical statements. When we use these, we will find out an improved working relationship with our staffs. We should use the following sentences as well.

- I admit I made a mistake.
- You did a great job.
- What is your opinion?
- If you please.
- Thank you.

As we ponder what kind of certified manager we are, consider the following: Are we mountains or valleys, paper or scissor, valentines or firecrackers, knives or spoons, passive or aggressive. No matter what we are, we should always execute our plans with our head but lead with our heart.

In our own respective offices, some of us might be facing some obstacles in implementing our CPM knowledge. We should not give up, but rather find ways and means within our power to use our knowledge. I would like to share a poem by Theodore Roosevelt, entitled "Dare Mighty Things."

"In the battle of life, it is not the critic who counts; nor the one who points out how the strong person stumbled, or where the doer of a deed could have done better. The credit belongs to the person who is actually in the arena; whose face is marred by dust and sweat and blood, who strives valiantly; who errs and comes short again and again, because there is no effort without error and shortcoming; who does actually strive to do deeds; who knows the great enthusiasms, the great devotion, spends oneself in a worthy cause; who at the best knows in the end the triumph of high achievement; and who at worst, if he or she fails, at least fails while daring greatly. Far better it is to dare mighty things, to win glorious triumphs even though checkered by failure, than to rank with those timid spirits who neither enjoy nor suffer much because they live in the gray twilight that knows neither victory nor defeat."

As CPMers, much lies in our hands. We were trained and now we have to become the visionaries in our departments, agencies, and our State and Local governments. But always remember that we can become what we want to be, only if we are one in focus with the people that we work with.

One unknown writer said, "Watch your thoughts, for they become words. Choose your words, for they become actions. Understand your actions, for they become habits. Study your habits, for they will become your character. Develop your character, for it becomes your destiny."

Catch you next time . . .

Tim



## *The 19th Annual AACPM Professional Development Conference Highlights*

**National CPM Consortium Annual Business Meetings:** The National Certified Public Manager® (CPM) Consortium is the accrediting body of all CPM programs throughout the United States. The Consortium's Annual Business Meetings are scheduled prior to each annual AACPM Conference. This year's meetings include an orientation for new Consortium members on Friday, with committee meetings and the start of the Annual Meeting on Saturday. The Annual Meeting concludes Sunday, followed by a Roundtable during which members share highlights of their past year's programs. The Consortium values the opportunity to hold its meetings in conjunction with the annual AACPM Conference to maintain a strong relationship between the two organizations.

**Pre Pre-Conference Events:** Please come early to the AACPM Annual Conference and attend one or more of our special events on Saturday and Sunday. Saturday includes a golf outing and tours of Frank Lloyd Wright architecture, the UW-Madison Campus, and one of the local art museums. Saturday evening also includes a reception at the Pyle Center on the shore of Lake Mendota. On Sunday, you can watch the Iron Man competition and join us for our Tailgate Party.

**Keynote Sessions:** Keynote presentations will be given both Monday and Tuesday. Lt. Governor Barbara Lawton will open the conference Monday morning and share her experiences as Wisconsin's Lt. Governor. Tuesday, Chief Justice Shirley Abrahamson will offer her view of the responsibilities we share in our service to the public in "A View From the Bench". Johnna Johnson will close the conference with his presentation titled, "Just Jump: From Mediocrity to Excellence!" It takes courage to Just Jump out of your comfort zone and into the unknown; whether out of a plane or into a new career, Johnna Johnson will provide you with uncommon inspiration, education and tools for remarkable transformation, which result in the confidence and courage you need to Just Jump!

**Vendor Exhibits:** Vendor Exhibits will be open and available in the University Rooms and Grand Ballroom Foyer of The Madison Concourse Hotel and Governor's Club during the Conference Monday and Tuesday.

**Awards Banquet:** In addition to good food, the Awards Banquet is the high point social event of the Conference. This is the time to recognize achievements, and contributions of Academy, Member Society and CPM program members and recognize special individuals with honors. The Awards Banquet also recognizes contributions of Academy Board Members and committees. Special awards include Wilkinson Scholarship Awards, George F. Askew Awards for outstanding CPM projects and the Academy's President's Award. The highlight of the evening is the presentation of the Henning Award to the "active Academy fellow who, through their efforts have made the greatest contribution to the Academy, their Society, or the prestige of the CPM public image."

### The 19th Annual AACPM Professional Development Conference Highlights (Continued)

**Breakout Sessions:** There will be 16 training sessions divided among four tracks. In keeping with our conference theme, “Forward in Public Management” the four tracks are: “Forward in Innovation”, “Forward in Communication”, “Forward in Leadership”, and “Forward in Management”.

**House of Delegates Meeting:** The AACPM House of Delegates (HOD) is the governing body of the Academy. The HOD consists of three Delegates from each Member Society, seven Members of the Academy’s Board of Directors and three preceding Past Presidents of the Academy. The HOD discusses and votes on issues brought before the House and annually elects the Academy Board of Directors.

**AACPM Board of Directors Meeting:** The seven-member Academy Board of Directors holds one of its two annual meetings in conjunction with the annual Professional Development Conference. Typically, the Board Meeting is scheduled after the Conference and the HOD Meeting so the Board can review and take action on issues that arose during the Conference and HOD Meeting.

**Special Events:** Special events include a welcoming reception at UW-Madison, a tail gate party at Capitol Brewery, Native American dance presentations by Art Shegonee, and a Door County, Wisconsin style Fish Boil on the shore of Lake Mendota.



### ***Arkansas Public Administration Consortium (APAC) Update:***

Although the deadline has passed, APAC will keep accepting nominations for the Certified Public Manager Program. Over the past 23 years, the CPM program has been assisting mid to upper level managers in public agencies and local government in developing their management skills through a series of seminars.

The CPM Program remains dedicated to providing participants with the tools necessary to be highly effective and efficient managers. Through the program, participants are given the opportunity to determine their own management style and technique and develop the skills necessary to meet the changing roles and resource challenges facing public organizations.

Successful graduates are eligible to become members of ASCPM, an alumni organization responsible for promoting excellence in public management. The CPM Program is part of a national consortium and certification is honored in all States.

Society members are encouraged to nominate individuals who work for them. Nominees must supervise at least two people and be able to document managerial and educational experience. If the nominee does not supervise two or more people, a job description must accompany the application explaining why he/she is considered a manager.

Questions can be referred to Naomi Fletcher, the CPM Program Coordinator, via email ([nffletcher@ualr.edu](mailto:nffletcher@ualr.edu)) or telephone (501-569-3090).

## *ASCPM Web Page Update*

Doris Anderson has been diligently working on the initiative to create a new Society webpage. Your Board of Directors voted to approve designing our own web page and to place the responsibility of the web page to the Corresponding Secretary; however, the Corresponding Secretary can designate another Board member to update the web page. Lori Morrison was chosen the current designated "web master." These recommendations were presented to the General Membership for a vote and it was subsequently approved. In the next few months, we will start the development of our web page and Society members are encouraged to send any recommendations to either Doris or Lori.

## *ASCPM By-Laws Revision*

William Davis, Parliamentarian, has been working on updating our By-Laws. He has provided a draft copy to the Board and incorporated their comments. The revised By-Laws will be presented by the Board to the general membership for their vote during the September luncheon. The updated By-Laws will also need to be provided to the Arkansas Secretary of State Office. We will then use the new By-Laws to help create our Standard Operating Procedures (SOPs) in Calendar Year 2008.

## **SPECIAL ANNOUNCEMENT**

**I know all of you have had an opportunity to work with Naomi Fletcher and know that she is in the military. Her unit has been mobilized and she will have limited contact with us for the next year. I know each of you join me in wishing Naomi the best and hope that she returns to us safely. During her mobilization, please contact Michael Waters for any assistance you need. [mawaters@ualr.edu](mailto:mawaters@ualr.edu).**

## *ASCPM Committees*

**Membership:** Chair President Tim Lampe, Barbara Mahoney, Doris Anderson, Naomi Fletcher

**Nominating:** Chair President Elect Doris Anderson

**Newsletter:** Chair Corresponding Secretary Glenda Higgs

**Finance:** Chair Immediate Past President Cynthia Nixon

**Program/Professional Development:** Chair any Board member

**Seminars:** Chair any Board member

**ByLaws:** Chair Parliamentarian William Davis, Barbara Mahoney

**Public Relations:** Chair Immediate Past President Cynthia Nixon

## *ASCPM Special Committees*

**Standard Operating Procedures:** Chair Emma Lay, Becky Bryant, Doris Anderson, Barbara Mahoney

**History:** Chair Doris Anderson, Leon Cornett, Ray Stephens, Cynthia Nixon

## Resignation News

Glenda Higgs has accepted a new position with the Division of Medical Services and has given her notice resigning as Corresponding Secretary for the Society. We will miss Glenda but wish her well in her new position.

## APAC Classes

As a graduate of the APAC program you can attend any APAC Class at a reduced cost. APAC is offering two new classes next year. Network Management and Strategic Management. To sign up for any of the classes offered by APAC contact Michael Waters at [mawaters@ualr.edu](mailto:mawaters@ualr.edu).

## 2007 Board Members of the Arkansas Society of Certified Public Managers (ASCPM)

<p><b>TIM LAMPE – President</b> <span style="float: right;"><b>12/31/07</b></span>            Department of Health and Human Services            Division of Child Care &amp; Early Childhood Education            700 Main Street            PO Box 1437, MS S140            Little Rock, AR 72203-1437  <a href="mailto:tim.lampe@arkansas.gov">tim.lampe@arkansas.gov</a>            (501) 683-4286 phone            (501) 682-2317 fax</p>	<p><b>WILLIAM E. DAVIS – Parliamentarian</b> <span style="float: right;"><b>12/31/07</b></span>            Department of Information Services            Production Control Manager            One Capitol Mall, 3<sup>rd</sup> Floor            Little Rock, AR 72203  <a href="mailto:william.e.davis@arkansas.gov">william.e.davis@arkansas.gov</a>            (501) 682-4915 phone            (501) 682-4979 fax</p>
<p><b>DORIS ANDERSON – President-Elect</b> <span style="float: right;"><b>12/31/07</b></span>            Arkansas Department of Labor            Administrative Services – IT Manager            10421 West Markham            Little Rock, AR 72205  <a href="mailto:doris.anderson@arkansas.gov">doris.anderson@arkansas.gov</a>            (501) 682-1154 phone            (501) 682-4535 fax</p>	<p><b>L PAIGE – Member at Large</b> <span style="float: right;"><b>12/31/07</b></span>            Director, Community Services &amp; Housing            Pulaski County            201 S. Broadway, Suite 220 A            Little Rock, AR 72202  <a href="mailto:lpaige@co.pulaski.ar.us">lpaige@co.pulaski.ar.us</a>            (501) 340-6157 phone            (501) 340-8951 fax</p>
<p><b>CYNTHIA NIXON – Immediate Past President</b> <span style="float: right;"><b>12/31/07</b></span>            Arkansas State Bank Department            400 Hardin Road, Suite 100            Little Rock, AR 72211  <a href="mailto:cnixon@banking.state.ar.us">cnixon@banking.state.ar.us</a>            (501) 324-9019 phone            (501) 324-9028 fax</p>	<p><b>GARRY CAMPBELL – Member at Large</b> <span style="float: right;"><b>12/31/07</b></span>            Former Mayor, City of Greenwood            12004 S Hwy 96            Greenwood, AR 72936  <a href="mailto:garrytina@centurytel.net">garrytina@centurytel.net</a>            (479) 996-5630 phone</p>
<p><b>LORI MORRISON – Treasurer</b> <span style="float: right;"><b>12/31/08</b></span>            Arkansas State Bank Department            400 Hardin Road, Suite 100            Little Rock, AR 72211  <a href="mailto:lmorrison@banking.state.ar.us">lmorrison@banking.state.ar.us</a>            (501) 324-9019 phone            (501) 324-9028 fax</p>	<p><b>LEON CORNETT – Member at Large</b> <span style="float: right;"><b>12/31/08</b></span>            Arkansas Department of Labor            OSH-CFOI BLS            10421 West Markham            Little Rock, AR. 72205  <a href="mailto:CornettL@states.bls.gov">CornettL@states.bls.gov</a>            (501) 682-4542 phone            (501) 682-4535 fax</p>
<p><b>BARBARA MAHONEY – Recording Secretary</b> <span style="float: right;"><b>12/31/07</b></span>            Arkansas State Bank Department            400 Hardin Road, Suite 100            Little Rock, AR 72211  <a href="mailto:bmahoney@banking.state.ar.us">bmahoney@banking.state.ar.us</a>            (501) 324-9019 phone            (501) 324-9028 fax</p>	<p><b>EMMA LAY – Member at Large</b> <span style="float: right;"><b>12/31/08</b></span>            Department of Workforce Services            Program Operations Manager            PO Box 34047            Little Rock, AR 72203  <a href="mailto:emma.lay@arkansas.gov">emma.lay@arkansas.gov</a>            (501) 682-3376 phone            (501) 682-3211 fax</p>
<p><b>GLENDA HIGGS – Corresponding Secretary</b> <span style="float: right;"><b>12/31/08</b></span>            Department of Health and Human Services            Office of Financial Administration            P O Box 1437 Slot W403            Little Rock, AR 72203-1437  <a href="mailto:glenda.higgs@arkansas.gov">glenda.higgs@arkansas.gov</a>            (501) 682-6476 phone            (501) 682-6477 fax</p>	<p><b>NAOMI FLETCHER, APAC LIAISON</b>            AR Public Administration Consortium            UALR, Ross Hall 634            2801 South University            Little Rock, AR 72204  <a href="mailto:nffletcher@ualr.edu">nffletcher@ualr.edu</a>            (501) 569-8469 phone            (501) 569-3021 fax</p>