



# Leadership Link

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Leadership Link Chapter #517  
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## September Monthly Meeting Announcement

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### Stephen R. Frederick

Manager of the Health Data and Evaluation Division,  
Lincoln-Lancaster County Health Department

Date: **Tuesday, September 15th**  
Time: **7:30am – 9:00**

**Location:** People's Choice Federal Credit Union – Lower Level  
Parking Available in the North Lot

**Topic for our September program:** September is National Disaster Preparedness Month. Steve will talk about how important it is for individuals and the community to plan and prepare for that next emergency.

**Please RSVP by noon on Friday, September 11th to:**  
**Cori Beattie by calling 441-7488 or email [cbeattie@lancaster.ne.gov](mailto:cbeattie@lancaster.ne.gov)**



**Hope to See You There!**



### Call for Volunteers

Leadership Link needs volunteers interested in serving on the following committees:

- Programs
- Community Service
- Member Relations
- Public Relations

Please call Lana at 441-6456 if you are interested in becoming more involved with Leadership Link.



## Professional Development

In August, Leadership Link sponsored two online trainings offered by the National Management Association (NMA). First up was **Accountability – Communication Tools That Build Accountability**. We were introduced to the idea of carrying an “Accountability Toolbox”. In our toolbox we have ownership, coaching, involving others in decision making, listening, giving positive feedback, goal setting, delegation, setting positive expectations, relationship building, When we apply our tools we have defined expectations, employees that feel empowered, improvement in performance and results, and strong relationships. This online training will be offered again Thursday, October 1<sup>st</sup> from 1030-1130. Click here for a copy of the handouts for this session ([Accountability Tools](#)).

Our second training was **Risk Management –Use a Reasonable Approach**. An organization needs a process in place in order to keep the “risks” it contends with under control. An organization benefits by having systems in place which detect, prevent and protect. This online training will be offered again Wednesday, October 21<sup>st</sup> from 1330-1430. Click here for a copy of the handouts for this session ([Risk Management](#)).

NMA online trainings cost \$25.00 a link. The trainings start and end on time. For a complete list or to learn more about each session, visit: <http://nma1.us/lrc/online.pdf>. To register go to [www.nma1.org](http://www.nma1.org). These could be just the ticket for you and/or department.

### Leadership Link Executive Advisors

Gwen Thorpe  
Lancaster County  
Deputy Chief Administrative Officer

June Pederson  
Director  
Lincoln Area Agency on Aging

Dr. Bruce Dart  
Director  
Lincoln Lancaster  
Health Department

Dean Settle  
Executive Director  
Community Mental Health

Niles Ford  
Fire Chief  
Lincoln Fire Department



### Training Alert:



As you know if you have 10-30 minutes to search the web it is amazing what you will find. We have been searching for training resources which offer e-newsletters and online programs (free or at low cost). We came upon the American Management Association (AMA) [www.amanet.org](http://www.amanet.org).

AMA offers that they are a world leader in professional development, advancing the skills of individuals, teams, organizations and government agencies. With over 85 years of experience delivering 140+ training seminars throughout the country, AMA has refined their training programs to meet today’s challenges.

On September 9<sup>th</sup> from 11-12pm our team at the Youth Services Center will join a webcast called **Fierce Conversations**. Click here for information on the webcast (<http://www.amanet.org/training/webcasts/7056.aspx>). Since it is a webcast it can be accessed from your own department and/or office. We would encourage you to check out AMA’s site and consider registering for this webcast. You are also welcomed to come out here if you like just email [jmachmer@lancaster.ne.gov](mailto:jmachmer@lancaster.ne.gov) so we can expect you.



### MAKE A DIFFERENCE...MAKE HISTORY...MAKE STRIDES

This year is the 9<sup>th</sup> Anniversary of the Making Strides Against Breast Cancer 5K (5 kilometers) event at Holmes Lake Park on Sunday October 18, 2009. There are two ways you can participate. First, Leadership Link Board Members Michelle Schindler and Elaine Severe are looking for partners to help reach their fund raising goals. Please contact Michelle at 441-7093 or Elaine at 441-8093 and they will make sure your donation is used in the fight against breast cancer. Second, you can join Michelle and Elaine at Holmes on October 18<sup>th</sup> by signing up today at [www.cancer.org/stridesonline](http://www.cancer.org/stridesonline)

## Seeking Customer Service Award Nominations

Do you know someone who you would like to recognize for their superior customer service? Leadership Link is currently accepting nominations for their Annual Customer Service Award!



### CUSTOMER SERVICE AWARD CRITERIA

The person receiving this award will be an individual who is recognized by peers and those he/she serves as someone who provides superior customer service by demonstrating the following:

- Greets customers/citizens with a cordial and welcoming manner.
- Provides courteous and respectful treatment for all those needing assistance.
- Is a good listener in order to determine customer/citizen needs.
- Achieves success with difficult individual(s), remaining calm in demanding situations.
- Turns complaints/questions into valuable feedback.
- Finds answers to answer questions in a timely manner rather than sending individual(s) to other offices, agencies.

### LEADERSHIP LINK CUSTOMER SERVICE AWARD NOMINATION FORM

(Using the above criteria explain why the individual you are nominating should qualify for the award and return the form to Joan Ross email at [jross@lincoln.ne.gov](mailto:jross@lincoln.ne.gov) or Richard J. Furasek email at [rfurasek@lincoln.ne.gov](mailto:rfurasek@lincoln.ne.gov) by September 30, 2009).

[Click here for the Customer Service Award Nomination Form](#)



### NMA VISION STATEMENT

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



### Leadership Link Board of Directors

President  
Lana Tolbert  
441-8214

President Elect  
Cori Beattie  
441-7488

Secretary  
Elaine Severe  
441-8093

Treasurer  
Brenda Nepper  
441-7538



## NMA 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 professional 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 American Enterprise System to others, by highlighting its accomplishments and displaying confidence in its future.
- I will recognize that leadership is a call to service.



## NMA 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.

