

Stepping Up
to the
Challenges of
Leadership



Leadership Link

September 21, 2010
Volume 14 Issue 2

**Please note our new
mailing address:**

Leadership Link Chapter #517
P.O. Box 80901
Lincoln, NE 68501-0901

***The Leadership Link meeting
scheduled for this month
has been cancelled.***

2010-11 Leadership Link Board of Directors

President
Cori Beattie
County Clerk's Office
441-7488

President Elect
Elaine Severe
Lincoln-Lancaster County
Health Department
441-8093

Secretary
Jenny DeBuhr
Assessor/Register of
Deeds' Office
441-7463

Treasurer
Allan Lierman
Public Works & Utilities
441-9455

Save the Date...

The next Leadership Link meeting will be held on Wednesday, October 13, 2010, at 11:30 a.m., at the Lincoln-Lancaster County Health Department. Our speaker will be Rick Carter, Executive Director of the Human Services Federation. Mr. Carter's presentation is entitled, "Lincoln and Lancaster County's Public and Non-Profit Sectors: Opportunities in Trying Times." RSVP information to be forwarded at a later date. Stay tuned...

Nominations Sought for Customer Service Award

Leadership Link is currently accepting nominations for their annual Customer Service Award. The award recipient will be an individual who is recognized as someone who provides superior customer service by demonstrating the following:

- Greets customers/citizens in a welcoming manner.
- Provides courteous and respectful assistance.
- Achieves success with difficult individual(s), remaining calm in demanding situations.
- Turns complaints/questions into valuable feedback.
- Finds answers to difficult questions in a timely manner rather than sending individual(s) to other offices.

The deadline to submit a nomination is **Friday, September 24, 2010**. To obtain a form or for more information on the award, please contact Rich Furasek at rfurasek@lincoln.ne.gov.

NMA VISION STATEMENT

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

Leadership Link Executive Advisors

Gary Chalupa
Director
Veterans Service/General Assistance

Dr. Bruce Dart
Director
Lincoln-Lancaster County
Health Department

Niles Ford
Fire Chief
Lincoln Fire & Rescue

June Pederson
Director
Aging Partners

Dean Settle
Executive Director
Community Mental Health Center

Gwen Thorpe
Lancaster County
Deputy Chief Administrative Officer



LEADS is accessible online 24/7 upon payment of a \$35 registration fee (or \$280 for 10-registration blocks), NMA LEADS (our Leadership Evaluation And Development System) takes you on a unique journey which you, alone, or your entire team can embark on. In a world of unending change, success equates with self inventory and preparedness - both personal and professional.

- Where to sign up: https://www.nmaleads.org/start_here.cfm
- Who to contact: Karen Tobias, Karen@nma1.org, 937-294-0421
Pete Kurzhals, CM, peter.r.kurzhals@boeing.com , 714-896-1123

Certified Manager Scholarship Info

The Leadership Link Board of Directors is exploring the possibility of offering an annual scholarship to a member who is interested in becoming a Certified Manager (CM). Members would be required to utilize the program offered through the National Management Association (for program specifics, see link below left).

The Board is looking for feedback from members with regard to creating this scholarship. Would YOU take advantage of this opportunity to help strengthen your leadership and management skills by becoming a CM? Please contact Cori Beattie at cbeattie@lancaster.ne.gov or 441-7488 with your comments and/or concerns. Thanks!



The Certified Manager (CM) certification program is designed for current and prospective managers, leaders and supervisors.

Completion of the CM program is a reliable indicator that an individual possesses the skills that successful leaders and managers need.

For more information, visit www.icpm.biz.

Coming soon – “Howl for Towels!!”
In October, Leadership Link will be collecting new or gently used towels to be donated to spay/neuter programs in our community!
Start collecting today...drop-off sites TBA.

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.

Website updates coming soon...
Be sure to check back often!

www.lincoln.ne.gov

or

www.lancaster.ne.gov

(keyword: leadership)