

Leadership Link

Newsletter

November, 2014



NMA
THE Leadership Development Organization

President's Message

Pat Borer

Last month I started a series of articles for our newsletter based upon remarks made by Adm. William McRaven in a university commencement address. His remarks consisted of 10 lessons learned in SEAL training which he carried forward through 36 years of naval service. In this series of articles, I expand upon Adm. McRaven's lessons and apply them to my own situation in hopes you will find something valuable for your own life. Thank you for the opportunity to offer these words of encouragement.

The third lesson for Adm. McRaven is: measure people by the size of their hearts, not the size of their flippers. I find it interesting some of the shows we find on TV these days enlarge people's fame and flippers, shows such as Dancing with the Stars, American Idol, and Real Housewives. I also find interesting the number of people who look for and often times purchase expensive tickets to have an opportunity to be next to, in the same room, or in the same arena, as someone they view as famous. Don't misunderstand, there are a lot of people in the world today who are very talented: scientists, musicians, athletes, etc. But think about this! I think every single person is just as talented as those I just mentioned with their own gifts. Maybe you aren't paid a million bucks for your talent or maybe we're not going to name a celestial body after you but the talent you have is just as important as that of others. What it comes down to is not how big your flippers are, it comes down to what difference you are making in the world with your talent. I suspect there are musicians or athletes (or other famous people) that fill arenas and stadiums and are paid millions of bucks but don't impact the world as much as you do or can with your own talent.

So, this is what I try to do and sometimes I don't succeed, but I try. When I attend an event, I look over the crowd and find someone who is standing alone or off to the side away from everyone else. I go over and strike up a conversation and try to find out what makes that person special. Obviously, they are not the most famous person in the room or they wouldn't be alone.

Often times the person is off to the side because people are looking at their flippers and not at what might be in their heart. But I guarantee you this – there is something special about every person. Sometimes what makes them special they choose not to use, maybe you are the one who can find what it is and help them bring it out and in doing so, help make the world a better place.

Again, thank you.

Humbly and respectfully,

Pat



**Leadership Link's
Holiday Community
Service Project
Friendship Home**

Leadership Link will support Friendship Home as our holiday community service project. It is a wonderful opportunity to help a local agency in our community.

Friendship Home exists to support, shelter and advocate for women and children who are victims of domestic violence. You can learn more about the Friendship Home by visiting their website: www.friendshiphome.org

Leadership Link will accept donations (cash or check) and will present our donations to the Friendship Home before Christmas! Checks should be made payable to: Friendship Home.

Donations will be accepted at the December 17th Luncheon meeting!

Donations can also be sent to: Elaine Severe, Leadership Link Secretary ,
Lincoln-Lancaster County Health Department, 3140 N Street, Lincoln, NE 68510



Customer Service Award

Leadership Link recognized three individuals who were nominated for the Customer Service Award at the November Monthly Program Luncheon on November 12, 2014.

The nominees were: Carrie Kimbrough, Shannon Ideus and Sandy Yost

Here is a summary of the nominations that were submitted:

Carrie Kimbrough, Library Service Associate at Bennett Martin Public Library. She has worked for the City Libraries since 2010.

Carrie's friendly demeanor creates a comfortable atmosphere at our service desks in the library. She greets customers as they come into the library and makes the customers feel at ease by conversing with them as she accompanies them to find library materials. The main reason Carrie was nominated was on September 3, 2014, a customer approached the circulation desk to check out an item and Carrie noticed that he was having medical issues. She quickly reported the incident to staff and the 911 Call Center. A customer who witnessed the entire event later commended Carrie and staff for handling the entire event quickly and with care and compassion. Carrie is also described as a good listener and is very knowledgeable of library resources. She is also particularly good working with the Teenage Advisory Board, she listens to the teens and turns their ideas, questions, and concerns into programs or activities for the teens to enjoy.

Shannon Ideus, Senior Engineering Specialist in the Public Works & Utilities Technology Services Division. Shannon has worked for City since 1986 and in her current position since 2003.

Shannon has a great ability to establish a relationship with those that she is serving. She has a very rare ability to quickly diffuse tense situations and get down to the root cause of issues in a totally professional manner. Technology Services is the first line of support for Public Works who utilize over 500 computers. Our customers rarely reach out to IT when they are not having a problem and a tight timeline. It is our responsibility to address the technical issue in a professional and timely manner. Shannon is outstanding at providing the customer more than just simply fixing the issue. Staff have personally seen an angry customer in tears turn into one of their supporters!

Listening and identifying needs is an area where Shannon excels. She is able to use her

reassuring personality and diverse knowledge of the City and County to understand needs and anticipate possible roadblocks to success.

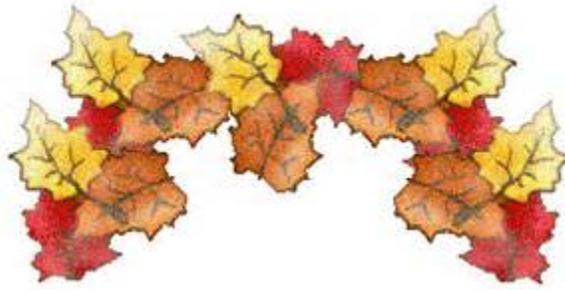
Sandy Yost, Executive Secretary to the Fire Chief Huff at Lincoln Fire and Rescue. She has worked for five Fire Chiefs, starting with Mike Merwick in 1993 and began her employment with the City in 1983.

Sandy was nominated for her exceptional and professional interactions with customers and citizens. She seems to have a calming influence interacting with everyone. All of the Fire Command at Lincoln Fire & Rescue depend on Sandy, sometimes on a daily basis. Sandy has been a cornerstone in the Department since 1993 and she has been depended on by countless individuals. Sandy may not have an answer to your question, but she is always willing to put in the extra effort to help anyone find a solution or response. She has an understanding of the needs from Lincoln's residents and handling the inner workings of the Department. Staff personally admire Sandy and the way she handles herself as she always remains calm. Sandy always has great control over any situation – she seems to make the best out of it.

2014 Leadership Link Customer Service
Award Winner, Sandy Yost



Honorable Mention Winner Shannon Ideus,
Award Winner Sandy Yost,
Honorable Mention Winner Carrie Kimbrough



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**“The growth and development of people is the
highest calling of leadership.”**

Harvey Firestone



Upcoming Events

**December Monthly
Program Luncheon**

“Leadership in the Public Sector”

**Lincoln City Councilman
Doug Emery**

**Room 303
County-City Building
555 South 10th Street**

Wednesday, December 17, 2014 – 11:30 AM

\$5.00 - Members

\$10.00 – Non-Members

**RSVP: Friday, December 12th
to**

**Elaine Severe
esevere@lincoln.ne.gov**

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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

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.

NMA Mission Statement

The mission of the NMA is to provide management and leadership development opportunities and related chapter activities which meet the needs of members and contribute to the effectiveness of sponsoring organizations.

The NMA Leadership Model



Derived from a similar model in *Results Based Leadership* by Ulrich, Zenger, & Smallwood.