

## Information for Colorado State Employees from the



Summer, 2010

### **Message from the President Georgia Roberts, Higher Education**

#### CFMA/CSMA Fort2: Forging Opportunity in Tough Times is a Success

Another successful CFMA/CSMA Spring Educational Conference, presented in cooperation between the Colorado Fiscal Managers' Association (CFMA) and the Colorado State Management Association (CSMA), has concluded. This year's May 6th and 7th event hosted by the two associations was held at the Fort Collins Hilton Hotel, and was made possible through the support of 11 vendor/sponsors, and the dedication and hard work of this year's organizers: **Kelli Cheshire** (CFMA); **Roger Cusworth** (Higher Education); **Andrea Eurich** (CFMA); **Joe Montoya** (CSMA); **Jon Reitan** (CSMA); **Susan Thomson** (CFMA); **Louis Zorn** (CSMA); and **Georgia Roberts** (CSMA).

Three educational seminar tracks were offered by CFMA, CSMA, and representatives of Higher Education, giving the over 200 attendees an array of professional programs to enhance their knowledge about changes in governmental processes and offering ways to improve professional and personal skills. Program highlights included "Making Ethics Count: The Great Financial Meltdown" presented by **Dan Chenoweth** of the Colorado Society of Certified Public Accountants; the enlightening perspective of consultant **Brenda Wagenknecht-Ivey, Ph.D.**, in her "Taking Charge of Change: Tips that Work"; the State's Chief Information Officer, **Michael Locatis'** "Transforming Colorado Government for Today and the Future"; and CBI Agent **Kevin Hyland's** cautions about "Identity Theft and Why Colorado Government is a Target." Kevin is an experienced investigator and forensic accountant, currently with the Colorado Bureau of Investigation's Identity Theft and Financial Crimes Unit. Concluding the conference with a General Session presentation was PERA's Chief Executive Officer, **Meredith Williams**, who provided the ever-popular PERA Legislative Update.

Conference highlights included a vendor night, providing an opportunity for conference sponsors and attendees to mingle and learn about each other's contributions to state agencies and the services provided.

*(continued on page 2)*



**Message from the President** (continued from page 1)

In keeping with tradition, one of the more memorable conference moments was the acknowledgment and award presentation to former and current state employees for their outstanding contribution toward improvement of government efficiency; contribution toward the mission of CSMA; and for the betterment in providing customer service. This year, three amazing individuals were recognized by CSMA for their exceptional contributions. **Randi C. Wood**, Director of C-SEAP, nominated by Georgia Roberts for the 2010 CSMA Recognition Award, was honored for her 20-plus year affiliation with C-SEAP and for the ongoing contribution to the goals and objectives of CSMA. In her years of public service to state agencies and state staff, Randi has demonstrated tireless, professional and personal dedication toward educating state employees and enhancing their interpersonal customer service skills; and offering assistance for the improvement of home-life, work-life and the overall workplace environment. Randi's seemingly never-ending efforts to reach employees with a message of wellness, life-balance, and conflict management have resulted in major and far-reaching contributions, making her an ideal candidate for this year's CSMA Recognition Award.



Georgia Roberts, left, presented Randi Wood with the 2010 CSMA Recognition Award. (Photo: Jane Crisman, CSMA)

**Candy Herring**, the Colorado Secretary of State's Administrative Rules Program Manager, nominated by **Teresa Lawser**, truly is another example of an employee providing exemplary state service, above and beyond her position's stated job functions. In her capacity with the SOS office, Ms. Herring facilitated the much needed improvement of the State's rule making process through the implementation of an electronic filing system. In addition, while under Candy's leadership her unit and the Colorado Secretary of State's office



Candy Herring's sister, Janey, accepted the 2010 CSMA Recognition Award on Candy's behalf. (Photo: J. Crisman)

were awarded in 2007 the *Robert J. Colborn, Jr. Innovation Award*, a national award presented by the Administrative Codes and Registers Section of the National Association of Secretaries of State (NASS). Candy and her office received this coveted national recognition for increasing public accessibility to the internal operations of state agencies. The Colorado Secretary of State's Office embarked on an ambitious project to put the entire rule making process online so that citizens and other interested parties could follow the process and comment during the required public hearings. This goal was met in July 2007 when the online Code of Colorado Regu-

lations became the official source for Colorado administrative rules.

NASS selects annually only one state agency in the country to receive the Colborn Award. The deserving recipient must "demonstrate creativity and innovation" in providing public access to, or managing, the state's administrative rules. In presenting this coveted award to Ms. Herring, NASS recognized that "Colorado's program is a model for the rest of the nation in improving government efficiency and the delivery of services to citizens, businesses, and other governmental entities."

The CSMA Recognition Award was presented by **Andrea Smith**. Accepting on behalf of Candy Herring was Ms. Herring's sister, Janey, daughter Lauren and son Michael. CSMA's thoughts were with Candy that night, and continue to be with her family during this time of personal challenge and loss.



*Jon Reitan, left, presented Dave Cuneo with the 2010 CSMA Service Award. (Photo: J. Crisman)*

**David Cuneo** is the third, but certainly not the least, of the 2010 CSMA award recipients recognized by CSMA at the Spring Conference. Mr. Cuneo, nominated by **Jon Reitan** for his long-time dedication and outstanding service to the state and its citizens in the area of fiscal management, received the 2010 CSMA Service Award in particular for maintaining integrity in the State's

financial accounting systems throughout his public sector career, and for his recent participation in the development and clarification of fiscal reporting processes under the American Recovery and Reinvestment Act (ARRA) of 2009.

It was an honor to be a part of this year's CFMA/CSMA Educational Conference's planning committee. However, as a novice in this endeavor, I personally want to thank and applaud the outstanding efforts of the other members in rallying a stellar group of program speakers; wrangling the vendors as conference sponsors; arranging a first-class venue at an extremely reasonable cost to attendees; and in presenting another memorable Spring Educational Conference. As a CSMA Board member and state employee, my hope is that the attendees found it to be an enjoyable, professional and personally rewarding event, and that we will continue to partner with the dedicated members of the Colorado Fiscal Managers' Association and with Higher Education representatives for another successful conference next year in the Spring of 2011.

\*\*\*

## MEMBERSHIP RENEWALS ARE DUE!

CSMA runs on the state's fiscal year for its dues. So, if you haven't yet renewed for FY 2010-11 (due in July), please renew now! Dues remain at \$25 per year.

### Renew and pay online:

<https://secure25.securewebssession.com/csma.info/forms/membappl.htm>

### Print a renewal form to pay by check:

<http://www.csma.info/pdf%20files/CS-MAMembAppl0910.pdf>

## Events and Calendar

**Watch for e-mail blasts later this summer with dates and details about a fall workshop and another Brown Bag at Lunch Bunch offering!**



Always on-line at: <http://www.csma.info/Events.htm>

### On the calendar this summer and early fall:

- August — National American Indian Heritage Month
- August 1st — Colorado Day
- August 19th — National Aviation Day
  
- September 6th — Labor Day
- September 15th-October 15th — National Hispanic Heritage Month
- September 17th-September 23rd — Constitution Week
  
- October — National Disability Employment Awareness Month
- October 11, 2010 — Columbus Day (observed)



For information on CSMA Officers and Board Members, as well as Governing Board Meetings, visit: <http://www.csma.info/board.htm>

**CSMA OFFICE CONTACT INFORMATION**  
Ms. Kathy J. Barta, CSMA Office Administrator  
P.O. Box 19276

Denver, Colorado 80219-0276

Phone 303.922.3736 Fax 303.922.5295 E-mail: [adminoffice@csma.info](mailto:adminoffice@csma.info)

Visit CSMA on the web: [www.csma.info](http://www.csma.info)

## Exercise caution in the summer heat

As the warm days of summer set in, keep these safety tips in mind to avoid stressing your body as you work outdoors:

1. Perform your heaviest tasks during the morning. If you have work that will require you to exert a lot of energy, it's best to do it in the cooler hours of the morning.
2. Build your tolerance. It usually takes a good two weeks for your body to acclimate itself to working in the heat, so give yourself time to adjust to higher temps.
3. Use the buddy system. That way you can keep an eye out and get help if needed.
4. Drink water. Health experts say you should drink a small cup every 15 to 20 minutes when you're working in the heat to stay hydrated and cool.
5. Take breaks. Give your body a chance to cool down by heading off to a cool area for a few minutes.



## Gone Green?

*Keeping cool doesn't have to be expensive.*

The summer months are usually hot ones, and keeping your house cool and comfortable can be an expensive proposition as energy costs increase. You can conserve on cash, keep cool, and help the environment with these cost-conscious tips:

- **Don't be a wimp.** Commit to using your air conditioning only when you really need it. Get a thermostat you can program to turn on at a certain preset temperature, and try to keep it at 80 degrees or above when you're home during the day. Set it to a higher temperature at night and when you're away.
- **Check your fan.** A ceiling fan can cool a room, but only if it's blowing air downward so hot air moves away from you. If you're not sure, stand beneath the fan and look up: If the fan

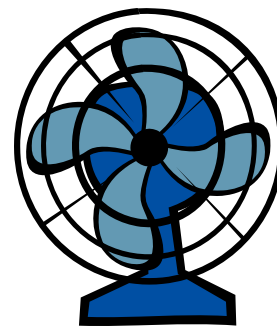
blades are rotating counterclockwise, it's pushing air down.

- **Don't cool everywhere.** You may not need to keep the entire house or apartment cool if you use only a few rooms. Close the registers, but be careful not to block too much air, or you may cause a leak in the ducts. Talk to an A/C service professional about what's safe.

- **Limit use of appliances.** Try to avoid cooking indoors, at least during the daytime. Your oven and stove will be battling your air conditioning. Use your grill or microwave to cook meals. Open up your dishwasher to let dishes air-dry instead of using heat. Run your clothes dryer at night when temperatures are cooler.

- **Close your curtains.** Keep shades drawn and curtains closed, especially covering windows that face west or south. This will prevent the sun from adding more heat to your house.

- **Maintain an even temperature.** Don't turn your air conditioning completely off during the day even if you won't be home. Set it to a reasonable level on days expected to be 85 degrees or higher to avoid overworking it in a hot house when you come home and turn the system back on.



*I have found that being honest is the best technique I can use. Right up front, tell people what you're trying to accomplish and what you're willing to sacrifice to accomplish it.*

*—Lee Iacocca*

## Be a winner at work

You can't take your job for granted these days. If you want to become irreplaceable and move up in your organization, you've got to take an active role in your workplace. Get started with this advice:

- Be productive. The first step to success at any job is to prove you can do it. Go beyond the job's minimum expectations to prove your potential.

- Be a problem solver. When you see something that needs fixing or a process that could be improved, don't just tell your manager about it. Deliver a solution along with the news, and you'll showcase your creativity and commitment.

- Be a team player. Support the people you work with. Find out their goals, and help them achieve their objectives. Offer assistance when your co-workers have a problem to solve. Get familiar with your organization's mission statement and strategic objectives so you can pitch in and help accomplish them.

- Be heard. Speak up when you have ideas. Share your own goals with colleagues so they know what you're looking for in your career. Ask for opportunities to stretch your skills and show your strengths.

- Be positive. Your attitude has an impact. Employees and managers want to work with people who are upbeat and enthusiastic. Even on bad days, remember to smile and be nice to those around you.

## Employees need to know they can ask questions

Do your employees come to you for advice when they hit a roadblock at work? If so, be thankful.

According to a survey of British employees conducted by the Chartered Management Institute (CMI) and the British Library, 85 percent of workers would go somewhere else—seemingly anywhere else—before asking their supervisors for help.

The good news (if there is any): Only 23

percent said they turn elsewhere because they don't trust their boss's judgment or ability to help. Instead, 48 percent said they didn't want to bother their managers, while 30 percent said they were afraid of looking incompetent and 20 percent worried about being negatively judged for not knowing what to do.

Remind employees that you're there to assist them, and don't punish them for asking reasonable questions. Your job is to enable them to do their jobs.

## Editor's Corner by Jane Crisman

I don't know about you, but I love to read—particularly short but packed articles that have some immediate relevance to work, home, gardening, and life in general. I'm also a bit of an etymologist, and new phrases and meanings fascinate me.

So, when I read *The New Talent Dictionary* by Kevin D. Wilde, it hooked me with its first line: "To the editors of the Oxford English Dictionary (OED): With each new edition of your esteemed publication, you introduce entirely new words or interesting uses for existing words."

Wilde goes on to nominate some new words and word uses he believes will become commonplace in the next five years and mark important trends in the field of talent management.

Think you know what "care bear" means? What about "helicopter promotion?" You'll love his definition of "pipefitter," too. I think my favorite is, "Thumbinar: A seminar where it is permissible for participants to keep thumbs actively working their smart phones, constantly checking e-mail, Facebook and Twitter during presentations.

Please read Kevin's article at:

<http://www.talentmgt.com/columnists/learning-connections/2010/January/1160/index.php>

*Kevin D. Wilde is the vice president and chief learning officer at General Mills. This article is linked by permission from Mike Prokopeak of MediaTec Publishing.*

Be confident, not  
certain.

—Madeleine Albright

## Don't take the either/or approach to conflict

In any employee/manager conflict, the manager seems to have all the power. Most of the time, a good manager tries to maintain a positive relationship even in the face of deep disagreement. The alternative—forcing employees to “Do it my way” or get fired—is rarely constructive.

Try to avoid such either/or situations and take an approach that brings you together. Find something in the situation that you can agree on, and use that as the basis for a solution: “Both you and I want this project to succeed, so let's work together to find a way that works.” Then listen to the employee. You don't have to give up your authority, but you do need to let the employee know you take his or her concerns seriously. This should motivate the employee to consider your point of view more honestly. Then, even if you disagree, you can start from a point of mutual interest.

Chances are neither of you wants to prolong a fight, so the dialogue can begin a process of cooperation instead of continued conflict. ☞

## Managing or working with older workers? Eliminate the stereotypes

You may have lots of younger workers, but that doesn't mean you can afford to neglect your older workforce. Baby Boomers may have skills and attitudes that younger workers haven't mastered yet. Here are some tips on effectively managing older workers:

1. **Address your attitude first.** Eliminate stereotypes from your thinking, positive or negative. You may believe older employees are harder

workers, or that they're just waiting for retirement. Treat every employee as an individual without jumping to conclusions based on age. Stereotypes often keep us from tapping talent.

2. **Give them feedback.** Many younger managers are a little hesitant to give older workers feedback. But remember that older workers need to know their value to a team or the importance of their work. And they need to know where and how they need to improve.

3. **Consider making them mentors.** Older workers have a mountain of experience. Make use of it. They can help steer younger workers through mine fields that are never written in the policy manual, and they can provide insights based on their own successes and failures. ☞

## Do your instructions produce the intended results?

When you tell employees what you want them to do, be sure to focus on the right tasks. Here's a story: One company decided that customer responsiveness was its priority. Managers instructed employees to answer every phone call on the second ring. They emphasized the rule until employees got it right.

Then they noticed that their workers were indeed answering every call on the second ring—but immediately putting the caller on hold while they took care of other calls first. Customers experienced significant and frustrating delays because of the “second ring” rule.

Think through the consequences when you tell workers what to do. You'll avoid problems down the line.

The *Leaders' Digest* is published four times per fiscal year by the Colorado State Management Association as a benefit for its members. If you are reading a borrowed copy, please consider visiting CSMA at [www.csma.info](http://www.csma.info) and if you like what you read, joining our association. CSMA would welcome your participation!