

2007 West Leadership Development Conference



By Patricia Vergil, Programs Director

I recently attended the 2007 West Leadership Development Conference (LDC) at the beautiful Crowne Plaza Hotel in San Antonio. This was my first opportunity to attend an NMA conference and I looked forward to learning more about NMA and hearing some new ideas for my position as Programs Director.

I arrived on Thursday and attended the first Time Attendees Orientation. This was a great start to the conference because it gave us 'first timers' a chance to learn about the conference. We were told what to expect, how the conference was scheduled, etc. We also played a very interesting game designed to get our creative juices flowing.

We were given a drawing of an NMA shield which was divided into three parts: one part was labeled Chapter, one was Your Chapter Office, and the third was Expectations for LDC. There were some go-getters who were already filling out their shield before the game began and they were in for a big surprise. We had to describe our chapter, our office in the chapter, and our expectations, not with words but with pictures! And we were given 10 minutes to do this. Most of us had that blank "deer in the headlights" stare on our faces for the first 2 or 3 minutes before we could put our right brain into action. At the end of the exercise, I was amazed at the wonderfully expressive pictures some of the attendees came up with. One person drew a big beautiful tree with branches reaching out – the tree symbolized the NMA and the branches symbolized all the many aspects of that person's organization, from the charity projects, to professional development, the members, etc. All in all, it was a great way to start learning to think out of the box!

After the orientation, I attended the Welcome Mixer. This was a fun way to meet new people and relax. We played a game at this event too, which encouraged us to speak to each other.

As the Programs Director, I especially looked forward to the Programs Workshop on Friday. I was not disappointed. I got some great ideas for planning future programs, not only from the presentation, but also from other Program Directors. We were seated around several large tables and were given the opportunity to brainstorm in smaller groups. I heard some great suggestions for programs, locations, and how to advertise meetings despite our small size and limited budget.

I also attended the Community/Small Chapter Workshop on Friday. Again, ideas were flowing and generating even more ideas. One thing I personally learned is that the Community chapters are made up of people from all walks, including retirees and those people who are not working, but are looking for community involvement.

The classes on Saturday morning were equally informative. The first was a leadership workshop on community services.

The second workshop earned me a Continuing Education Unit (CEU). It was entitled, *LEAD (All you ever wanted to know about leadership models but were afraid to ask!)*. This workshop informed us about the prototype project, Leadership Evaluation and Development (LEAD). LEAD is a web-based, multiple-choice assessment tool designed to evaluate mastery of specific leadership competencies, based on the NMA Leadership Model. When complete it will be accessible to any member, and will be accompanied by reading, training and work assignment suggestions for each competency.

I left the conference informed, brimming with new ideas, and excited about putting some of the great suggestions I was given into action.



For questions or comments regarding this newsletter, or to contribute an article, please contact the Editor, Barb Wagner, at 281.280.6786, or Barb.Wagner@usa-spaceops.com

BELA Vista!

A Note from the Editor

Have you noticed something is different, but can't quite put your fingers on it??



Our NMA Chapter has changed to the **Bastion Employee Leadership Association (BELA), Chapter #401!**

As a result, we have a new **logo** and a new **newsletter name!** A new **website** will be coming soon.

On behalf of the Public Relations committee, we would like to thank you, the loyal members of our chapter, for making our chapter a great success in 2007! We look forward to another great year!

May You Have a Healthy, Prosperous, and Happy 2008!

- Barb Wagner



BELA NMA Members (as of 12/11/07)

Janet Agee	Connie Ischy
Sherry Benson	Diane Jones
Susan Blair	Karren Lang
Lori Broussard	Fawn Nolen
Sandra Culpepper	Lynn Peppard
Debra Dallas	Kirby Pitts
Rick Dilworth	Linda Retherford
Rosemarie Ebdon	Connie Riley
Jim Flannery	Darlene Riley
Donna Gillespie	Patricia Vergil
Elaine Glass	Barb Wagner
Patricia Hollingsworth	Elizabeth Whiting

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Chapter Awards

1991	Excellent
1992	Excellent; Publications 2nd
1993	Excellent, Superior; Publications 1st
1996	Excellent, Superior, Outstanding
1999	Excellent, Superior
2000	Excellent, Superior
2001	Excellent, Superior, Outstanding; CS/AE 1st
2002	Excellent, Superior, Outstanding
2003	Excellent, Superior, Outstanding; Publications 1st; Professional Dev Award
2004	Excellent, Superior, Outstanding; Publications 1st; CS/AE 2nd
2005	Excellent, Superior, Outstanding; Publications 1st
2006	Excellent, Superior, Outstanding; Publications 1st; CS/AE 2nd
2007	Excellent, Superior, Outstanding; Publications 1st; CS/AE 1st

A Letter from our Chapter President

Dear Members,

Welcome to the Bastion Employee Leadership Association (BELA). My name is Fawn Nolen and I am the President of BELA – our local Houston chapter of the National Management Association (NMA). I would like to take this opportunity to introduce you to our BELA Chapter. We have recently changed our name from Hernandez Engineering NMA. We are still part of the NMA, but our emphasis has changed along with our company changing. We are focused on leadership, teamwork, and continued personal and professional development.

Our BELA chapter is dedicated to the growth and development of employees through education, social interaction, committee participation, and leadership responsibilities. Bastion recognizes that the success of the company is dependent upon maintaining a dedicated, capable, and professional work force, which provides services of the highest quality. For this reason, Bastion enthusiastically supports our Chapter through the commitment of financial and facility resources, and most importantly direct participation of Bastion Corporate Management.

The Chapter has bi-monthly programs, which are free to its members, and includes an interesting program. The programs allow all employees to meet in a social atmosphere, leave titles at the door, and get to know one another away from the work place.

The Chapter also provides a Professional Development Program composed of BELA and NMA courses. The courses vary from self-development to professional development. Many of the courses once successfully completed result in the awarding of Continuing Education Unites (CEUs) and Supervisory and Management Skills Certificate by the NMA national office. Courses given to date include Learning Through Discussion, Introduction to Supervision, Communication Skills, Interpersonal Relationships, Management Principles, Coaching and Counseling, Self-Esteem and Peak Performance, and Managing Stress. Classes vary from an interactive class setting to brown bags classes that are set up to be flexible. These classes are free to NMA members and are devoted to the expansion of the professional skills of all employees. Some courses may have material fees.



BELA offers the opportunity to learn and gain experience in leadership skills by participating as an officer, committee chairperson or committee member. This association is exemplified by the commitment you will find in our efforts to improve our professional skills, appreciate American Enterprise, and impart to others our genuine commitment to having good fellowship. Our association also sponsors and participates in community service. Juvenile Diabetes, Bay Area Turning Point, Habitat for Humanity, Christmas Three Wishes, the Hugh O'Brian Youth Leadership Texas Gulf Coast program, and local food banks are just a few community organizations that our BELA chapter supports.

While the lunch meetings and professional development courses are free to members, non-members do incur some costs. Member's dues are very modest and are conveniently handled through a small payroll deduction. These deductions are set up by you once given the applicable information to get you started.

The BELA officers look forward to another successful year in 2008!

- Fawn Nolen



2007 Chapter Officers

President	Fawn Nolen	281.280.6829
Vice President	Susan Blair	281.282.6898
Treasurer	Connie Ischy	281.280.6776
Secretary	Connie Riley	281.280.6734
Member Relations	Donna Gillespie	281.280.6761
Programs	Patricia Vergil	281.282.4880
Professional Development	Sandra Culpepper	281.280.6791
American Enterprise	Rick Dilworth	281.280.3721
Public Relations Associate National Director	Barb Wagner	281.280.6786

President's Corner: Influencing Behavior

by Gary Waits, CM
NMA National Director

On a recent trip to the zoo I could not help noticing how quickly a group of primates moved from a playful, social mood to a contagious mood of fear and alarm. It was if a bolt of lightning had struck near them and immediately changed their behavior. In nature, survival is top priority. We have seen it in flocks of birds – one bird suddenly takes off, and the others, not waiting to see what is going on, also take flight. Otherwise, they could become a predator's lunch.

In these examples, getting caught up in another's negativity is a hardwired survival mechanism. In such cases, the mood contagion serves the function of synchronizing activities of the group. The individual who doesn't stay in tune with what everyone is doing will lose out, like a close formation pilot who loses focus for just a short instance.

Psychologists believe contagion theory is yet another form of our hardwired mimicry. We have an instinctive human tendency to imitate other people's facial expressions, vocalizations, postures, and body movements. Watch someone yawn and stretch, for example, and you will yawn and stretch too. You may even notice that you are feeling more tired than before you witnessed their behavior.

Mimicry is such a strong foundation of our human emotional development that even at a mere one hour old, an infant will mimic a person's facial gestures. That is why you can smile at this one-hour-old baby, and it will smile right back at you! Our human system for mimicry explains why we can transfer our good and bad moods to each other.

Recently *The Journal of Applied Psychology* offered up a study that showed the 'downer' effect of a leader on a group. They took 189 volunteer undergraduates, divided them into 63 groups of 3, and told them they were taking part in a team-building exercise to put up a tent. A leader was chosen of each team, and shown either a video clip of a Saturday Night Live skit or a vignette on torture, to create either a positive/up beat mood or a negative/downer mood. The result: If a leader was up, the team member's moods also rose. But if the leader was down, everyone became down. Psychologists believe this transfer of emotion is another form of empathy between people.

On a more happy note, Howard Friedman, a psychologist at the University of California at Irvine thinks emotional contagion is also why some people can move and inspire others to positive action, like a good coach, a motivational speaker, or even an insightful, affirmative instructor. Perhaps with the knowledge, and information you gain in leadership training, and from hearing powerful speakers, you can choose to focus on transferring a positive mood to your teams and groups, and observe it taking hold and resulting in better performance and team building. By choosing this, you choose to surround yourself more with happy, and productive people, instead of working in a zoo!

Three Wishes Toy Drive



Once again, our generous members stepped up and sponsored several children. The Three Wishes program ensures the children at social services will receive Christmas gifts.



Our Very Own Fawn Nolen Wins the TGCC Gold Knight Award

By Susan Blair, Chapter Vice-President



This year we were proud that one of our own, **Fawn Nolen**, was awarded the very prestigious NMA Gold Knight Award at the annual Texas Gulf Coast Council (TGCC) awards dinner. This award is one of the highest awards TGCC gives out to one individual a year who has gained noteworthy recognition for their accomplishments in the field of management and who conducted their personal and business affairs in a manner in keeping with the Association's Code of Ethics. Here is the criterion to qualify.

1. The recipient must be an executive whose reputation for outstanding leadership is well known in the area served by the council.
2. The recipient must have participated in programs intended to promote public understanding and acceptance of the management profession.
3. The person should be one who has motivated other managerial people to practice the principles of the Association's Code of Ethics and has encouraged others to contribute toward the goals and achievements of the Association.
4. The recipient should be one who has an outstanding influence for the preservation of the American Enterprise System among business, industrial, and community associates.

The following is the nomination submitted to the TGCC:

"Fawn Nolen epitomizes the NMA spirit, service, and Code of Ethics. She leads by example, upholding the Statement of Principles. She is a very good manager, always fair and considerate. Fawn is a great listener, one who values the opinions and ideas of others. She has a call to leadership by inspiring others to have confidence in themselves to become leaders.

Fawn has made significant contributions and offered creative suggestions to enable a small NMA chapter to continue to be successful so that it can continue to provide leadership training and mentoring to its employees. Fawn has pursued ways to involve employees to become

active as NMA committee members and board members. She has eagerly looked for ways to be involved and provide charitable contributions in the local area such as Bay Area Turning Point. Her efforts are second to none. When others have wanted to give up she has kept the spirit of NMA alive. She is an excellent president: unceasingly devoted, and always looking for new ways to improve our chapter.

Fawn ensures all Board members fulfill their duties, such as administrative matters, meeting deadlines, following proper procedures and adherence to quality standards of our programs, professional development, secretarial duties, American Enterprise procedures, public relations, member relations, and treasurer duties. She makes sure our members are satisfied in whatever challenges our chapter encounters; in other words, Fawn is a great inspiration to our chapter."



Fawn Nolen receives Gold Knight award from Gary Waits

We are so proud of Fawn and what she has accomplished!

BELA is COOL

The Community Offerings of Love (COOL) project, in partnership with the Girl Scouts, involved collecting school supplies for local children. BELA collected supplies, as well as clothes, working with United Space Alliance Leadership Association (USALA) to help The Bridge restock their supplies.



National Conference Highlights

By Connie Riley, Chapter Secretary



The 2007 National NMA Conference held in Portland, Oregon November 3rd thru 5th, was outstanding. It was held in the Portland Marriott Waterfront Hotel, which is a beautiful building on the Willamette River in downtown Portland.

A quote from Alan R. Watson, CM, NMA Chairman of the Board explains the goal of the 2007 conference. 'We have come to Oregon to celebrate our team accomplishments by recognizing that extraordinary performance is the result of many people's efforts. A leader understands the importance of bonding, fellowship, and trust. Truly, on most days, we gain strength by realizing "we are all in this together." We want to celebrate that team spirit this weekend.'

And celebrate we did – from the opening Keynote Luncheon on Saturday to the Executive of the Year Banquet on Monday evening it was all fun, friends, food and the fast track of recognition. We recognized the American Enterprise Speech Contestants, the Member of the Year, the accomplishments of the individual chapters and councils, the past Chairmen of the Board, the Hall of Fame Inductee, and the Executive of the Year.

The keynote speech by Kirk Weisler 'It's All About the Love' set the theme of the weekend – Team Building. He followed up with the first CEU session "Cooking Up Great Culture – It's Just What Leaders Do". He said, "Let's commit ourselves to the idea and ideal that we want everyone who walks away from any kind of interaction with us to walk away feeling a bit better about themselves, their value and their potential."

We had six more CEU workshops, an annual meeting and a session on NMA's new Leadership Evaluation and Development System (LEADS) by Dr. Peter R. Kurzhals, CM, NMA Professional Development Committee Chair. It is too complex to present here, but briefly it:

- ❖ Offers a unique opportunity to experience Leadership Your Way!
- ❖ Assesses understanding of the NMA leadership attributes and competencies;
- ❖ Identifies competencies and attributes where industry best practices could help you improve your leadership and performance;

The Bridge Over Troubled Waters, Inc. (The Bridge) began in 1978 with a vision to reach out to those in need; to give them assistance in rebuilding their lives; and to help them to achieve greater self-determination. The Board's desire was to provide a temporary shelter with a home environment that would serve as a "bridge" to assist individuals in returning to useful places in society. The original emergency shelter had the capacity for 6 families.

Today, The Bridge is a comprehensive, nonprofit crisis intervention and prevention center that serves up to 65 women and children in the emergency shelter daily and has expanded its programs to include a 29-family long-term housing complex (with a 2-year transitional housing and permanent housing for women with disabilities), 16-units of scattered site transitional housing, extensive non-residential services, casework provided along the continuum of care, on-site children's services, a 24-hour hotline, and community education. In the State of Texas, The Bridge remains one of the largest crisis intervention centers of its kind, serving more than 20,000 people annually.

The Bridge assists women and children in crisis, particularly survivors of domestic violence, sexual assault and homelessness. To this end, The Bridge advocates for the oppressed; provides shelter, food and clothing to the needy; and cares for and supports the community and itself.

New Year's Basket Drawing

Congratulations to **Darlene Anene**, winner of the New Year's Basket. Happy New Year, Darlene!



- ❖ Provides associated reading, training and work assignments; and
- ❖ Can be accessed at any time from any computer with internet capability.

In nominating Ralph D. Heath as 2007 Executive of the Year, his employees wrote, "Mr. Heath sets an outstanding example in professional business acumen, while establishing a clear company vision. He instills the same values throughout the company, and has a unique ability to inspire others. He is dedicated not only to customers, but to the company, its products, its employees – and he asks each employee to join him in that commitment to quality performance, cost effectiveness, and ethical conduct."

Ralph is the President of Lockheed Martin Aeronautics which employs more than 25,000 women and men in major locations in California, Georgia, South Carolina and Texas.

In nominating Cathy Culver as 2007 Member of the Year, her co-workers wrote, "Our nominee completely exemplified the NMA Leadership Model, the NMA Code of Ethics, and the NMA Statement of Principles as she continued her effective and deep involvement in our NMA Chapter activities this past year." Cathy is a software Engineer Staff, Lockheed Martin Space Systems Company.

The Boeing Aerospace Leadership Chapter in Huntington Beach, CA nominated Mike Mott, Boeing Vice President & General Manager, NASA Systems posthumously, citing his distinguished career in military and government service, as well as his tenure in private industry. His award was accepted by Brewster Shaw, Vice President and General Manager, NASA Systems for Integrated Defense Systems, The Boeing Company. Brewster and Mike were friends for many years and Brewster told a few stories of their experiences as well as expounding on Mike's talents and leadership skills.

The Texas Gulf Coast Council's American Enterprise Speech Contest winner, Linda Ugbah, won third place, a \$3,000 savings bond, in the National contest. All six of the contestants had written very good speeches and presented them well. It was up to the judges to decide and I am certainly glad I wasn't a judge.

Part of the funds for the American Enterprise Speech Contest, are raised by the NMA Shorey Silent Auction. This year over 100 items were donated to the silent auction.

It was fun. I made many new friends. The food was terrific. The weather was wonderful. I squeezed in a dinner cruise with two new friends, short walks and a ride on the streetcar and the tram with the

same two friends, a long walk with another new friend and I rented a car to drive up to Mt. St. Helen's.

Next year's National conference will be in San Diego, California. I'm looking forward to it already.

Member Recognition



Congratulations to **Pam Buck** (right), who received a Member Recognition Certificate for **Outstanding Volunteerism and Community Service**.

Donna Gillespie (left), Member Relations Director, presented the certificate to Pam during the monthly lunch program, which was held on June 27. Pam was recognized for her outstanding contribution for collecting and selling used books to benefit the Laura Recovery Center.



2007 – Year in Review

