

THE MISSISSIPPI MANAGER



Official Publication of the Mississippi Society of Certified Public Managers

Volume V, Issue I

Dedicated to Improving the Quality of Public Management

FEBRUARY 2008

For some interesting demographic information check this website: <http://www.zipskinny.com/>



Mar/Apr/May CPM Calendar

March 6—Web site meeting

April 3—Web site meeting

May 13—16 — MCPM Conference

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MISSISSIPPI PUBLIC MANAGER PROGRAM GRADUATES 80 IN RECENT CEREMONY



Ms Pat Robertson, Executive Director, Public Employees' Retirement System, welcomed and congratulated eighty proud individuals at the graduation ceremony. The ceremony was held in the Mississippi Department of Education Auditorium on December 14, 2007. Mr. Colby Lane brought greetings from Governor Haley Barbour's office. MSCPM President, Ray Balentine, likewise, congratulated the graduates and challenged each of them to become members and be active in the Mississippi Chapter of the Certified Public Managers.

The graduates from the CPM program selected Mr. Dallas Baker from the MS Department of Environmental Quality to represent their class and share the challenges and opportunities they experienced throughout their classes and projects they had recently completed.



Guest speaker and Executive Director of the Division of Medicaid, Dr. Robert Robinson, shared his philosophy on management and leadership with the audience. Dr. Robinson suggested that his experiences taught him to seek out and appoint good and talented individuals to key deputy positions. He also added that a top management position executive should "take all the blame and give out lots of praise."

Graduates were recognized by CPM Program Coordinator, Ms. Jennifer P. Sledge and certificates were presented by Executive Directors and Representatives from their respective departments.



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President's Message

It is hard to believe 2007 is over and 2008 is in full force. I want to let each of you know how very excited and honored I am to be serving as President of the Mississippi Society of Certified Public Managers for 2008. I am looking forward to working with you in the upcoming year and to meeting the members I have yet to meet.



Rachel Britt, CPM

As always, the Annual Legislative Breakfast at the State Capitol was an outstanding way to jump start our year. For the fourth year, MSCPM co-hosted the Legislative Breakfast with the Mississippi State Personnel Board. It was an excellent opportunity to speak with legislators across the state to emphasize the importance of continuing funding for professional training for our State Employees and to inform them about what the CPM program is all about. We made sure no one left hungry because we had delicious sausage biscuits and coffee a plenty for the wonderful turnout.

The MSCPM Annual Conference this year is definitely a **must** attend conference. We have scheduled some outstanding speakers, wonderful food, chances to tour beautiful antebellum homes, and some excellent opportunities to network with persons from different agencies. Everyone be sure to mark your calendars for May 13 - 16, 2008. The conference location will be the beautiful historical city of Natchez, MS. We need everyone to make sure to attend the Business Meeting on Friday of the conference because we will be voting on some very important bylaw changes. So make your plans now to attend the conference. I look forward to seeing you all there!!!



MONEY, MONEY, MONEY!

Easy come, easy go! As I step back in as Greg Duncan so casually walks out the door to a life of retirement, we all want to wish Greg well and thank him for his service to the Society.

I am please to report that currently the Mississippi Society of Certified Public Managers is financially strong.

I want to wish all of you a great year with the MSCPM and look forward to seeing each and every one of you in Natchez at the conference this year.

Please make note of the message below, and I would appreciate your help with your financial folks in making this happen this year. Thanks for your help with this.

NOTE FROM THE TREASURER: WHETHER PAYING MEMBERSHIP DUES OR REGISTRATION FEES, IF YOU ARE PAYING VIA PAYMODE, THE MEMBER'S NAME MUST APPEAR ON THE PV LINE. IT IS EQUALLY IMPORTANT FOR THE MEMBER TO MAIL A COPY OF THE INVOICE /REGISTRATION ASAP TO THE TREASURER. FAILURE TO DO SO MAY RESULT IN MSCPM BEING UNABLE TO ASSIGN PROPER CREDIT TO THE MEMBER. IT WOULD BE HELPFULLY, IF THE PAYMENT VOUCHER NUMBER OR PAYMENT REFERENCE NUMBER IS NOTED ON THE INVOICE OR REGISTRATION FORM.

Linda Chase, CPM
Treasurer

NOTE: It is very important to note that if you pay your dues via PAYMODE, the members name must appear on the PV line. It is equally important for the member to MAIL a copy of this invoice ASAP to the treasurer.

Active (CPM) and Associate (CSM) annual membership is \$30

Affiliate (Non-voting) annual membership is \$20

CPM Vendor # V0001146820

MSCPM and SPB Co-Hosts the 2008 Annual Legislative Breakfast



The Annual Certified Public Managers' Legislative Breakfast held at the New Capitol on the first floor rotunda on Tuesday, February 5, 2008. The Mississippi Society of Certified Public Managers (MSCPM) and the Mississippi State Personnel Board (SPB) once again co-sponsored the event. The breakfast was held to promote the Society and the CPM Program to members of the legislative body and the public.

The breakfast provided an offering of sausage biscuits and coffee and for the attendees. It was a morning full of visiting with old friends and making new ones!

Special thanks go out to Shelly LeGrand for ensuring that the food and drink arrived safely! And, thanks to all of the society members and others that came out to show their support of the CPM program. For those of you that were unable to attend, we hope to see you at the breakfast next year!

CERTIFICATES IN SUPERVISORY MANAGEMENT (CSM)

Banking & Consumer Finance

Ennis Pender

Finance and Administration

Perry DuBard Margaret Sanders

Rehabilitation Services

Leigh Partridge Brian Strickland
Charles Schaub Cathy Webb
Carolyn Sterling

Employment Security

Thomas Jameson Ruby T. Walker

Environmental Quality

Paula Neal John Sanders
Sam Qarqish Michael Usry
Donald Russell

Health

Jacqueline Mallett Debra Wilson
Carrie McFarland

Information Technology Services

Annie H Kirkham Susan McMichael

MS Development Authority

Sherry Brown Markita Grady

Medicaid

Melia Arrington Martin "J.J." Dunn
Victoria Donaho

Mental Health - Boswell Reg. Center

Thomas Moore Cynthis Quick

Mental Health- Central Office

Christy Miller Karen West
Eze Uzodinma

Mental Health – East MS State Hosp

Shearmaine Calaway Curtis Jones

Mental Health – Ellisville State School

Roshonna Edwards Mary Sullivan

Mental Health – MS State Hospital

Stacey Davis Kathryn Ford
Gary Strehlow

Mental Health – North MS Regional Center

Kimberly Bryant

Mental Health – North MS State Hospital

Debra Bates Alda Price
Kim Sistrunk

Personnel Board

Bill Tanner

Public Employees Retirement System

Thomas Roark

Soil & Water Conservation Commission

Robert Underwood

Tax Commission

Jennifer Wentworth Niki Meadows

Transportation

Kelly Castleberry Steve Lyle
Matthew Dunn Yolanda Lowe
Steven Edwards Amy Mood
Kenneth Marshall John Murray



CERTIFIED PUBLIC MANAGERS (CPM)

Dept. of Finance & Administration

Lee Anne Culp James L. White

Dept. of Rehabilitation Services

Rosie Gibson

Environmental Quality

Dallas Baker Andy Dyess
David Cobb Karen Stephens

Health

Keith Junkin

Insurance Department

Wanda Magers

Mental Health – Boswell Regional Ctr.

Belinda Arrington Barbara Buie

Mental Health – Central Office

Ginger Steadman Monica Wilmoth

Mental Health – East MS State Hospital

Ann Glazar Rachael Scarborough

Mental Health – Ellisville State School

Althea Fisher

Mental Health – Life Help

Phaedre Cole

Mental Health – MS State Hospital

Alison Opdyke

Mental Health – North MS Regional Center

Kimberly Sallis

Personnel Board

Randolph Dampeer

Public Employees' Retirement System

Mariam May-Clayton

State Fire Academy

Pam Ladner

Tax Commission

Jennifer Summerlin Donna Woolery

Transportation

Skip King Travis Wampler

Additional Professional Development Options

After MCPM graduation, many Society members look for continuing educational outlets. I want to pass on information about Belhaven College's new Master's of Public Administration Program. The program states that it is an accelerated program designed for the adult working student. The first class will start this March. There are currently seats available in the program. The program will "wave" three hours for completion of CSM and another three hours for completion of the CPM Program. Also, there is a 10% tuition discount for current participants as well as graduates of the MCPM Program.

For more information about the Master's of Public Administration please contact Meredith White at (601) 965-7043 or mwhite@belhaven.edu.

Mississippi State University also "waves" at up to nine credit hours in their Master's of Public Policy and Administration Program for the completion of CPM. For more information about the program please contact Dr. Jerry Emison at 662-325-7865 or emison@ps.msstate.edu.

There are several other colleges and universities that will "wave" hours for completion of our CPM program. Please contact the school you are interested in for more information and documentation requirements to receive credit.

Keep learning and growing,
Jennifer Sledge, CPM
MCPM Program Director

Mississippi Society of
Certified Public Managers

Presents

“From Good to Great in 2008”



“Unleash Your Inner Greatness!”

2008 Annual Conference

May 13 - 16, 2008

Country Inn and Suites

Natchez, MS

Conference Agenda

Tuesday, May 13, 2008

3:00 – 6:00 Registration
 6:00 – 9:00 Welcome Reception and Karaoke

Wednesday, May 14, 2008

8:00 – 4:00 Registration
 7:30 – 8:30 **Continental Breakfast**
 8:30 – 8:45 **Welcome**-MSCPM President Rachel Britt & President Elect Melissa Collier
 Opening Comments-Don Thompson, State Personnel Director (Invited)
 Opening General Session – Johnna Johnson, “*Just Jump*”
 8:45 – 10:15 **Opening General Session** – Johnna Johnson, “*Just Jump*”
 10:15 – 10:30 Refreshment Break
 10:30 – 12:00 **Educational Breakout Sessions**
 Session A: Johnna Johnson, “*Raising the bar: From Mediocrity to Excellence*” [1.5
 hours of CSM credit]
 Session B: Kathleen Fewel, “*Estate Planning?*”
 Session C: Randy Vinzant, “*Who’s Got Your Back: Trust in the Workplace*” [1.5 hours
 CPM credit]
 12:00 – 1:30 **Lunch Provided**
 1:30 – 3:00 **Educational Breakout Sessions**
 Session A: Janet Leach and Diane O’Toole, “*What’s in Your Backyard*”
 Session B: Melissa Medley, “*The Elements of Greatness*” [1.5 hours CSM credit]
 Session C: Randy Vinzant, “*Who’s Got Your Back: Trust in the Workplace*” [1.5 hours
 CPM credit]
 3:00 – 3:15 Refreshment Break
 3:15 – 4:45 **General Session** – Robert E. Hays, “*Protecting Your Emotional Health: Understanding
 Stress and Burnout*” [1.5 hours CSM credit]
 Dinner on Your Own

Thursday, May 15, 2008

7:30 – 8:30 **Continental Breakfast**
 8:30 – 10:00 **General Session** – Will Strycker, “*Creative Conflict Management*” [1.5 hours CPM
 credit]
 10:00 – 10:15 Refreshment Break
 10:15 – 11:45 **Educational Breakout Sessions**
 Session A: Will Strycker, “*Moving From Conflict to Success*” [1.5 hours CPM credit]
 Session B: Kathy Van Cleave, “*How to Survive in the Sandwich Generation*”
 Session C: Stacy Ruth, “*The Three A’s of Past Present and Future*” [1.5 hours CSM
 credit]
 11:45 – 1:00 **Lunch on Your Own**
 1:00 – 4:00 **Educational Tour of Natchez**
 5:30 – 8:30 **Dinner at Monmouth Plantation**

Friday, May 16, 2008

8:00 – 9:00 **Continental Breakfast**
 9:00 – 9:30 **Business Meeting** – President Rachel Britt
 9:30 – 11:00 **Closing General Session** – Stacy Ruth, “*The Bucket List*” [1.5 hours CPM credit]
 11:00 – 11:30 **Closing Remarks and Door Prizes** - President Rachel Britt

You might think that you are pretty good at what you do. Others may think so too. But can you be better? We all have room for improvement, both in our work and in our lives. But how do you do it? How do you get better? How do you tap into and then unleash your inner greatness? The Mississippi Society of Certified Public Managers wants to help you do just that! This year's annual conference is jam packed with speakers to help you discover your inner greatness. Make 2008 the year you go from good to great! Take a peak at what to expect!

CONFERENCE SPEAKERS AND THEIR SESSIONS

Wednesday, May 14, 2008



Our opening session Wednesday morning features **Johnna Johnson** of Johnna Johnson & Co. Johnna has worked extensively in both the private and government sectors along with numerous professional associations nationwide. As our keynote speaker, her presentation on "Just Jump!" will provide you with uncommon inspiration, education and tools for a remarkable transformation, which will result in the confidence and courage you need to Just Jump! out of your comfort zone and into your true potential of greatness! More information on Johnna Johnson can be found at www.JohnnaJohnson.com.

Following our keynote speaker we will begin our morning breakout sessions. **Johnna Johnson** will continue her keynote address with a breakout session entitled "Raising the Bar: From Mediocrity to Excellence." From identifying the dynamic force of our vision and creating a winning attitude to discovering the courage to "just jump" into action, this high-impact workshop will truly motivate those who attend to raise the bar and strive for excellence in all areas of their lives. (1.5 hours CSM credit)

How can you go from good to great in you personal life? One way is make plans as to what happens to your personal property when you are no longer available to make that determination on a day to day basis. Estate planning can provide you with a satisfaction and peace of mind that enables you to focus on other areas of your life. It lets you have some control over what happens after you die. Join **Kathleen R. Fewel** as she brings us a session on estate planning that will

provide the tools you need to prepare your plan now.

Who's got your back? Do the people you work with trust you? Do you trust them? How do you develop and win trust? Join **Randy Vinzant** as he presents "Who's Got Your Back: Trust in the Workplace."

Developing an environment of trust is essential to an effective organization and team. This course will demonstrate how important trust is for morale, productivity, satisfaction, and commitment. Randy will help you understand the impact trust and betrayal have on the workplace and identify the interpersonal skills necessary to trust building. You will learn techniques to promote a more trustworthy work environment. This session will be offered both during the morning and the afternoon on Wednesday. Don't miss it! (1.5 hours of CPM credit)

Unleashing your inner greatness requires physical and mental agility. You must take time to nurture yourself in order to have the strength to obtain greatness. How do you do this? By getting away from the mundane activities of your daily routine. Take a short trip to see new and interesting things. Finding time in your busy schedule to do this may seem impossible. A one or two day "mini-vacation" may be just the ticket! Mississippi has a lot to offer its citizens! After all, tourists come from all over the country to see what we have right here in our own backyard! **Janet Leach and Diane O'Toole** from the Mississippi Development Authority (MDA) Division of Tourism will explain Mississippi's big business of tourism and what exactly is in our own backyard!

It is not enough to simply be the best when you have the ability to be great! Being the best is a judgment that is based on other's perceptions of what has been achieved to date. **Melissa Medley** brings us "The Elements of Greatness." Greatness is based on our ability to think beyond what is currently considered "best" and to do what each of us can uniquely do to make a situation better. This inspiring session will benefit you as a leader to reach inside and discover our own "greatness" and to help bring out this characteristic in others! (1.5 hours CSM credit)

We close our meetings on Wednesday with a general session on "Protecting Your Emotional

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We close our meetings on Wednesday with a general session on "Protecting Your Emotional Health: Understanding Stress and Burnout" pre-

sented by **Robert E. Hays**. Robert is currently with the Division of Medicaid and is a Forest, Mississippi native. In this session you will learn that everyone suffers from some stress in every environment. Some stress is actually good. However, too much or the wrong kind of stress can lead to burnout. This course examines the differences between the two and offers ways to cope with each. *(1.5 hours CSM credit)*

Thursday, May 15, 2008

Thursday morning we begin the day with a general session brought to us by **William K. Strycker** of Employment Relations Consulting (ERC). Will provides training throughout the United States on large variety of leadership topics. He brings to us for

the general session "Creative Conflict Management." This interactive presentation will identify several creative approaches and tools to effectively address various types of conflict situations. The importance of effective communication and its true understanding will be covered. The Collaborative Decision Making (CDM) model will be explained. CDM is a powerful process that can be used in various conflicts, problem solving or process improvement situations. More information on ERC can be found on-line at www.collaborative-consult.com. *(1.5 hours CPM credit)*



Breakout sessions for Thursday morning bring us a variety of topics. **Will Strycker** will continue providing us with his expertise in a breakout session entitled "Moving from Conflict to Success." Many of the tools that are applicable to resolving conflicts can also be used to enhance organizational and personal effectiveness, thus unleashing your inner greatness! Understanding the continuum/anatomy of conflicts can help remove emotion and assist in applying the most appropriate strategy at each particular point. Using the Collaborative Decision Making (CDM) process can greatly enhance team and individual success! *(1.5 hours CPM credit)*

Caring for an aging parent can certainly be rewarding and challenging – all at the same time. Caregivers in the "sandwich" generation often battle stressors of numerous types. In her pres-

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Caring for an aging parent can certainly be rewarding and challenging – all at the same time. Caregivers in the "sandwich" generation often battle stressors of numerous types. In her presentation entitled "How to Survive in the Sandwich Generation," **Kathy Van Cleave** will review basic information about Alzheimer's disease and other forms of dementia, the warning signs, diagnostic strategies, coping skills, and treatment strategies. This workshop will also review the importance of caregivers support and social networks. Kathy received her Masters in Social Work from the University of Southern Mississippi and currently serves as Director for the Department of Mental Health Division of Alzheimer's Disease and Other Dementia.

Our third breakout session for Thursday morning is presented by **Stacy Ruth** and is entitled "The Three A's of Past Present, and Future." Are you ashamed of the past? Are you anchored to the present? Or are you afraid of the future? In this interactive session, Stacy will help us recognize what we can learn from the past, what we can change in the present, and how to embrace the future. You will find this information useful at work, at home and in your relationships! *(1.5 hours CSM credit)*

Friday, May 16, 2008

After a short business meeting on Friday morning **Stacy Ruth** returns for our closing session with her presentation "The Bucket List." Where do you want to go? What do you want to see? How do you get there? This course will help challenge you to examine your lives and decisions. Stacy will show you how to ask for and understand directions or desired goals for work and life. She will help you identify what you want to change and

help you find the best possible route to get there! *(1.5 hours CPM credit)*

CONFERENCE ACTIVITIES

Welcome Reception – On Tuesday night MSCPM will host a welcome reception featuring Karaoke Night! The reception will be held at the Country Inn and Suites. A DJ will spin the tunes as you provide the signing! Join us starting at 6:00 p.m. for refreshments and hors d'oeuvres and lots of fun!

Dinner at Monmouth Plantation – Thursday night a wonderful evening is planned featuring a reception and dinner sponsored by MSCPM at beautiful Monmouth Plantation. We begin at 5:30 p.m. with a reception in the Court Yard. A tour of the main house will also be provided. Dinner will follow in the Carriage House beginning around 6:30. Monmouth Plantation, a National Historic Landmark, is situated on twenty-six beautifully landscaped acres with pebble paths that meander throughout the property. Please visit www.monmouthplantation.com to discover the beauty of this breathtaking plantation!

Educational Tour of Natchez – The details of this event are still being finalized. But be assured it will be interesting and fun!

OTHER ACTIVITIES AVAILABLE DURING YOUR STAY IN NATCHEZ!

The musical "**Oklahoma!**" will be performed on Friday evening, May 16, brought by the 18th Season of the Natchez Festival of Music. Contact the Festival of Music at 601-442-7464 or visit www.natchezopera.com for more information.

Natchez is known for its many antebellum homes. From Dunleith to Stanton Hall and Shields Town House to Longwood, you will find all of the antebellum homes beautiful and a must see during your stay! Many of the homes offer daily tours!

The entire downtown area is an architectural phenomenon. Beautiful St. Mary's Basilica, built in 1841 is not to be missed. Trinity Episcopal Church built in 1822 boasts two rare art-glass windows designed and installed by the famous

Louis Comfort Tiffany. The Natchez Museum of Afro-American History and Culture resides on Main Street in the old post office. The museum chronicles Afro-American life in Natchez from the end of the Civil War through World War II. At the Stratton Chapel Gallery in the First Presbyterian Church you'll find nearly 100 years of Natchez history captured in photos.

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These are just a few examples of the attractions you will find in Natchez. Many of the attractions are in walking distance to one another. Natchez is the perfect town to take an afternoon stroll and enjoy all the majesty of the old south! You may want to extend your trip into the weekend and take the opportunity to see as many of these sights as you can! Go to www.visitnatchez.com for information on these and other available activities!

(Graphics by Lauren Hastings)

Make your reservations now
to attend the

Annual Conference
May 13-16, 2008, in
Natchez, MS

Updates from the MCPM Program

Every five years each of the CPM programs "gets to" go through the administrative version of a root canal. Well, this year the MCPM Program is scheduled for its reaccreditation review by the National Certified Public Manager Consortium. Shondra and I are busy getting together a mountain of paperwork for our evaluator, Howard Balanoff of Texas State University. All joking aside, we are looking forward to our reaccreditation to see how well the program is doing and for ways we can make the program stronger.

Howard is scheduled to be with us sometime in July. During his evaluation there will be time for him to meet with members of our Society as well as the MCPM Advisory Board, the MCPM Curriculum Committee, program instructors and current students. If you would like to volunteer to meet with Howard please feel free to contact me.

There has been a change to the program which was effective January 1, 2008. As of the first of this year the minimum required score to pass the Level I, II and III test was raised from 70 to 80. This was done, after much discussion, deliberation and input from other programs, to maintain the academic excellence of our program. So far the change has been received well by the current students, after the first round of hyperventilation any way. I am please to report that we have had record numbers of participants scoring a perfect 100 on the tests.

Also, the 2007 Profile of Excellence highlighting those participants who submitted "model" projects in the 2007 calendar year is complete. The Profile can be viewed from our website www.spb.state.ms.us and should be published in hardcopy form in the next few weeks.

Thank you for your continuing support of the MCPM Program and please feel free to contact me with your questions or concerns.

Jennifer Sledge, CPM
MCPM Progrm Director



MSCPM
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Jackson, MS 39207-3366

Submission Information

The Mississippi Manager is the official publication of the Mississippi Society of Certified Public Managers. *The Manager* will publish articles and photographs of general interest to Society members. Direct submissions should be sent to P.O. Box 3366, Jackson, MS 39207-3366 or emailed to the Member-at-Large for Publications (bgreenleaf@mdoc.state.ms.us).

This publication is self funded and published for and by the Mississippi Society of Certified Public Managers. No part of this publication may be reproduced without express permission of the MSCPM Executive Board.

We're on the Web!
www.msccpm.state.ms.us

*(still undergoing
exciting renovations—look for
new site before the conference)*

"Freedom is never more than one generation away from extinction. We didn't pass it to our children in the bloodstream. It must be fought for, protected, and handed on for them to do the same. "

- Ronald Reagan

OUR OBJECTIVES

Promote a standard of behavior which demonstrates a high level of ethical responsibility in the performance of official duties as set forth in the Society Canons of Professional Responsibility.

Promote efficiency and productivity in government and **lead by example and innovation.**

Improve communication, cooperation, and coordination among government organizations.

Pioneer professional works and facilitate positive changes which enhance the delivery of services.



"Moderation in temper is always a virtue, but moderation in principle is always a vice."

- Thomas Paine (1737-1809)