

KALEIDOSCOPE

VENTURA
MANAGEMENT
COUNCIL
COUNTY

Newsletter

Management Growth Thru Communication, Training, and Personal Development

President's Message...by CHRISTY MADDEN

With all of the chaos at the State with the recall, a special election with an exhausting cast of characters threatening to be on the ballot, and a budget that merely defers even more fiscal pain to the future, it is easy to lose sight of our role as public servants. It seems that in all walks of life – from government, to sports, to religion and business, there are those individuals who – ostensibly in leadership positions – stretch, if not strain, the definition of what a leader is and should do.

Given the Council's emphasis on promoting good leadership, particularly in government, I thought I'd share something found in Former Air Force General William Cohen's book called "The Stuff of Heroes". In it, General Cohen identifies eight laws of leadership. Whether one is a supervisor, partner, parent or coach, these laws embrace important competencies like knowledge, communication skills, commitment, optimism, caring and a powerful sense of duty. These are characteristics that should be prevalent throughout our

lives, and they certainly represent qualities the Council would like to see emanated throughout our organization!

General Cohen recognizes that the foundation of the successful leader is character, including complete trustworthiness, honor and courage. The best leaders draw on these moral qualities to influence others through inspiration,

persuasion, trust and loyalty. They do the right thing despite the costs and risks, and do it, not because it will yield approval or advantage, but simply because it is the right thing to do.

In these cynical times, it's easy to think such leadership is unattainable, particularly given the obstacles we face in government. Yet in every walk of life hundreds of men and women fit the mold. What's more important, every one of us could be among them. If you know a fellow manager who epitomizes any of these qualities, please be sure to nominate them for an award in this year's Management Council Awards program (more information found elsewhere in this newsletter).

While the press and some members of the public seem to find perverse pleasure in highlighting what's wrong with government, the Council wishes to celebrate all that's right. The Annual Awards Program is designed to do just that. So please – take a few minutes to nominate your peers for the recognition that they deserve!

So here's the list:

- 1. Maintain Absolute Integrity,**
 - 2. Know Your Stuff,**
 - 3. Declare Your Expectations,**
 - 4. Show Uncommon Commitment,**
 - 5. Expect Positive Results,**
 - 6. Take Care of Your People,**
 - 7. Put Duty Before Self, and finally,**
 - 8. Get Out in Front.**
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Management Council Board of Directors

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Christy Madden, *President* CEO
 Mazie Chauvin, *Vice-President* HR
 Don Hansen, *Treasurer* Treasurer
 Roberta Rodriguez, *Secretary*. Clerk of the Board
 Linda Vesper, *Historian*. HR

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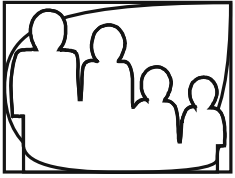
Tom Berg RMA
 Ron Coons PWA
 Bob Roper Fire

Board Members

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 Matthew Taylor HSA
 Vickie Lemmon Public Health
 Virginia Randolph ISD
 Johnny Johnston, Ex-Officio CEO
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Social Doings

Luncheon/Welcome Reception

Join us on September 18th for a luncheon and welcome reception for Supervisor Linda Parks. Now that she's gotten her feet wet dealing with the budget and folks have returned from vacation, it's time for the Council to officially welcome her to the County family. The event will be from 11:30 a.m. to about 1:00 p.m. at the Poinsettia Pavilion in Ventura. Lunch to be provided by Adelblue Catering – for those of you in the know, they have wonderful food (I'm particularly fond of the lasagne!).

The event will also include a brief recognition of our founding members in the Council; their certificates and plaques will be available for pickup at the event.

The discounted fee for lunch is \$9.00 for our sustaining members (\$5/pay period) and \$10.80 for supporting members (\$2/pay period). The fee for all others is \$12.00 – still a bargain! For information or registration, please contact Shelah Harris at 654-3195.

Annual Holiday Party

Mark your calendars – the annual holiday party will be held on December 11th at the Wedgewood in Ventura. Considered by many to be the premiere event for the Council, this year's festivities will once again include culmination of this year's Awards Program. Be sure to save the date and join your colleagues for fun, camaraderie, good food, drink and entertainment. Look for more information in the next issue of the Kaleidoscope, in your e-mail box and on the council's new website (up and running later this month).

United Way Kickoff

Save the Date – Tuesday, October 7th from 11:30 to 1:00 p.m.! Yes it is time again for an opportunity to meet with United Way of Ventura County member agencies to hear about all the benefits your donations provide to our neighbors in need – right here in Ventura County!

Your United Way Committee (of which the Management Council is a member) is planning FUN events to celebrate our grand kick-off. Among them is a Great Tricycle Race featuring our own co-workers! The winning team will be able to designate a specific donation to their favorite United Way member agency. Come on out and cheer YOUR team on!

Back by popular demand is our Department Theme Booth competition. Again, you will be able to show your own skills as you name that tune, putt to success, and other endeavors – and vote for your favorite booth!

Of course, no event would be complete without lots of food and exciting door prizes including a spa day for two at the Oaks, an all day Santa Cruz Island excursion donated by Island Packers, a Compac desktop computer, a Discovery Flight donated by Channel Islands Aviation, gift certificates to area restaurants and many, many more. Door prize tickets will be available from your department coordinator beginning in September and continuing through the Kick-Off celebration.

So plan to be there October 7th and plan to "Care enough to share . . . it all comes back to you!" ◀

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Management Growth Thru Communication, Training, and Personal Development

If you have a contribution or suggestion for an article you would like considered for inclusion in the next edition of Kaleidoscope, please contact the Editor, Christy Madden, at CEO Loc #1940, by FAX at 654-5106, by phone at 654-2679 or through the County e-mail system.



Spotlight on: The Ventura County Management Council

What an exciting time for the Management Council! We are embarking upon a re-birth of the organization with implementation of our member driven financing strategy. While there was some apprehension about making the break from the support of the general fund, membership dues is driving the organization to be responsive to those that we serve. Here are just a few of the things in store for the 2003-04 fiscal year:

Management Council Web Page – We are in the process of developing a new web page for the Council. Look for us at <http://www.vcmanagementcouncil.org> within the month. From this site you will be able to view bylaws, register for classes and seminars, read bios of the board of directors, volunteer to participate on subcommittees, download nomination materials for the annual awards program, view pictures from events, and send e-mail to the Council.

New Education Certificate Program – In an effort to enhance the education programs already offered by the County, the Management Council has invested in some new modules and seminars for our members. These additional classes promote knowledge in areas that we believe are important, including liability exposure, navigating change and team building. And now, if you take any six classes offered by the Council during the fiscal year and attend one of the seminars, you can earn an education certificate. Remember, supporting and sustaining members register for all classes at a discount!

Second Annual Awards Program – With the tremendous success of last year's awards program, this one promises to be even better. We've worked out the bugs (we think!), streamlined the categories, and are making nominating fellow management and unrepre-

sented employees even easier through our new web page! As was the case last year, the awards will be bestowed upon the deserving winners at the annual holiday party on December 11th. Employee recognition is a high priority for the Board and thus awards are a primary focus for our December event.

Quarterly Workshops – At least once per quarter, the Council will sponsor a half-day workshop with an innovative, dynamic and informative speaker who will motivate, educate and entertain you. These workshops are designed to reveal fresh perspectives on personal and/or professional issues that affect each of in the performance of our jobs. The first workshop for the year will be September 30th in Camarillo – look elsewhere in this newsletter for registration information.

Annual Membership Meeting – For those who are contributing financially to the organization, there will be an annual membership meeting to review the organization's performance over the past year, and to do advance planning for the future. At this time elections will also be held as necessary to fill Board vacancies.

These are but a few of the efforts underway for the coming year. As you can see we have many activities and efforts designed to enhance the programs and services for our membership. Although I've said it before, I'll say it again – the organization is only as strong as those who contribute to its viability. Your Board of Directors continues to pursue changes that we believe are priorities for you. There are ample opportunities for you to contribute; whether you volunteer for a subcommittee, make suggestions for new classes or recommend a speaker for a workshop, we welcome your input. We are now truly a member driven organization and look forward to its evolution into a strong, viable entity. ◀

Education Certificate – New Benefit for Members!

Your Council has embarked upon an expanded education program – in addition to the periodic 1/2 day seminars offered throughout the year, we are enhancing our educational program with a menu of 12 four-hour classes exclusive to our members. Supporting and sustaining members will

receive discounts for registration. As an added benefit, those attending a minimum of six classes throughout the course of the year along with attendance at one of our quarterly seminars, will be earn a Management Council Education Certificate to be issued at an annual member's event in the Spring.

The following classes are available in 4-hour segments (with one exception). If you have taken the Zenger-Miller (ZM) series, you may want to review descriptions for the following classes updated when ZM was sold to Achieve Global in 1984:

- 1) The Basic Principles for a Collaborative Workplace;
- 2) Giving and Receiving Constructive Feedback;
- 3) Coaching: Bringing Out the Best in Others;
- 4) Proactive Listening;
- 5) Identifying Work Priorities and Setting Verifiable Goals
- 6) Moving from Conflict to Collaboration.
- 7) The Leader in Each of Us;
- 8) Personal Strategies for Navigating Change; and

- 9) Moving the Organization Forward: Defining your Team's contributions.

Two new classes presented by Michele Jackman:

- 10) Stress Management and Wellness;
- 11) Managing Change and Conflict; and

A special workshop from Leibert Cassidy Whitemore:

- 12) How to Stay Out of Hot Water Without Getting Iced!

The discounted registration for these classes is \$60 for sustaining members, \$72 for supporting members, and \$80 for all others. Class schedules and registration can be made online through our website at www.vcmanagementcouncil.org by the end of the month.

David Rabiner Workshop

On September 30, 2003, from 8 a.m. to 12 noon, we will be presenting David L. Rabiner, a Corporate Trainer & Special Event Speaker. His seminar titled "How to Succeed, Stay Sane, and Have FUN at Work" will be held at The Orchid Room, 816 Camarillo Springs Road. This training is open to all employees, so be sure to let your staff know about it.

David is a graduate from the Edward R. Murrow School of Communications at Washington State University. He has presented to more than 65,000 people in 38 States and ten countries. Orange County and Los Angeles County highly recommend his training and have used his services many times.

He combines the captivating style of a great speaker with a deep understanding of what it takes to learn. His funny and down-to-earth presentation style helps people visualize and grasp the topic, and motivates them to make the changes necessary to keep pace, stay balanced, and succeed.

"How to Succeed, Stay Sane, and Have FUN at Work" is his most popular presentation. It's not only funny, but provides practical and useful tools for getting along better, succeeding through better managing and communicating, and teamwork.

With the budget "crisis" not only here at home but statewide, we can all use some help and LAUGHTER. Join us for this terrific presentation. The cost is \$50 a person, discounts as Sustaining and Supporting Members apply, and registrations must be received by August 30th. For more information, either call (654-3195) or email Shelah Harris (shelah.harris@mail.co.ventura.ca.us).

Hope to see you there.

State of the County

Are you curious how adoption of the state budget will impact you and your agency? What impact does the economic and political condition of the State have on the future for Ventura County? Find out the answers to these questions and more in the next State of the County series with our CEO Johnny Johnston. Plan to attend one of two events scheduled on October 1st at 3:00 p.m. in the Board of Supervisors Hearing Room, or on October 9th at 10:00 a.m in the Assembly Room at the Camarillo Airport. ◀

2003 MANAGEMENT COUNCIL AWARDS PROGRAM

It's time once again to recognize individual Ventura County managers for excellence in public service. Nominations are now being accepted for the second year of our annual Management Council Recognition Program. This year's award plaques will again be presented to the winners at the annual Holiday Party. Conveniently enough, a copy of the nomination form appears on the reverse side of this announcement.

Only County employees included in the Management, Confidential Clerical, and Un-represented Others Resolution are eligible to be nominated. Eligibility will be confirmed as part of the nomination review process.

This year's award categories, and associated criteria, are as follows:

INTEGRITY: Awarded to a person who is noted for his/her honesty, openness, forthrightness, doing the right thing, honoring commitments, etc. Winners might include such people as those who speak truth to power, who are willing to take unpopular but technical correct actions, and who error on the side of accuracy rather than political correctness.

SUPERIOR CUSTOMER SERVICE: Awarded to a person who is noted for his/her dedication to consistently high levels of service to stakeholders and clients, be they tax payers, citizens in general, fellow employees, etc. A winner of this award would be someone who meets and indeed exceeds client expectations consistently, with good humor and enthusiasm. Such managers consistently give government a good name.

MENTORING: Awarded to a person who is noted for his/her commitment to nurturing, supporting, guiding, and training of new team members (including new staff, encouraging their success in the art and career of public sector service. This person role models the ideal "team supportive" behaviors. This person is the kind of manager other managers hope to emulate and who employees hope to work for.

INNOVATION: Awarded to a person who is noted for his/her ability to "think outside the box," one who has developed new and/or creative solutions to work place problems and job demands, exudes creativity, and is successful in generating clever and insightful ways of doing things, etc. Given the current budget situation, innovation in the areas of cost savings and greater efficiency is particularly worthy of recognition. A typical winner would be someone who does more with less and/or someone who approaches a problem in a whole new (better!) way.

HUMANITARIAN: Awarded to a person who is making a mark in the greater community in addition to service to Ventura County. Such a person is actively involved in making a positive contribution to groups, causes, or other endeavors that help make their neighborhood, city, Ventura County, the state or the world a better place.

NOTE: Please nominate an individual for only one award category.

-SEE NOMINATION FORM ON PAGE 4!-

MANAGEMENT COUNCIL AWARDS PROGRAM NOMINATION FORM FOR 2003

Nominee's Name: _____

Nominee's Department: _____

Award Category: _____

Please answer all of the following questions. Assume reviewer does not know the person being nominated. Keep your total answer to no more than two pages, using 12-point font.

1. JUSTIFICATION:

2. For example . . . (Please note a specific example that exemplifies the nominee's qualifications in this award category) -

3. In a word . . . (Please write a one sentence description that epitomizes the nominee) -

4. Reference: (Identify one other person [and his or her telephone] we may contact for additional references about the nominee's qualifications) -

Nominated by: _____

Department: _____

Telephone: _____

BROWN MAIL TO: Tom Berg, RMA L-1700

For electronic copies of this form visit <http://www.vcmanagementcouncil.org>