



**Statewide  
Training  
Advisory  
Network of  
Delaware**

# Newsletter

## STAND:

**Sharing resources and promoting training and education for professional development**

**Volume 12, Issue 5**

**October 2000**

## A Letter from the President

Dear STAND members and friends,

It seems that every time I write one of these letters we're welcoming another season. If the expression "Time flies when you're having fun" is correct, we must be having a ball!

Autumn in Delaware has been beautiful, with all the leaves changing colors and temperatures going up and down. But the leaves and temperature aren't the only things changing.

The STAND Executive Board has had some changes as well. We are excited to have Lori Watts from Delaware Health and Social Services joining the Board as Member at Large and Larry Trunfio from the State Personnel Office joining as the Communications Vice President. We thank Lew Miller, STAND Board Member at Large and former Communications Vice President, and Jack Turner, Communications Vice President and former Membership Vice President, for their work with STAND.

Much work is being done for the STAND annual conference. The focus of this year's conference will be "The Human Side of Technology: Effective Communications for the 21<sup>st</sup> Century." Each participant will have the opportunity to pick a session dealing with technology and communications and then attend a session on interpersonal communications.

And, speaking of change, please **NOTE the new date for the STAND Annual Conference will be Friday, March 16, 2001 at Polytech in Dover.** This change was made to accommodate those who might be interested in attending both the STAND and Delaware Quality Conference. The Delaware Quality Conference will be held March 7<sup>th</sup> and 8<sup>th</sup> at the University of Delaware's Clayton Hall in Newark.

We are looking forward to **STAND's next general meeting on Friday, November 17th from 9:30 a.m. to noon at Buena Vista Conference Center on Route 13 in New Castle, Delaware. The topic is 360-degree feedback. Also, we're asking each of you to please bring a nonperishable food item. We'll collect the items and take them to Delaware Health and Social Service's Northeast State Service Center. Please bring what you can to share with those in need.**

I encourage each of you to come and find out more about 360-degree feedback and the benefits that it can bring to you and your organizations. Also, Buena Vista is about to be closing down for a while to do some major renovations. So come learn, network, and enjoy the last of this beautiful fall with your colleagues from STAND. See you on the 17<sup>th</sup>.

– Cindy Fauerbach

## STAND Executive Board 2000-2001

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## Mark your calendar: Upcoming meetings

*January 12, 2001*

**Topic: Business Writing--Is the message you think you are sending really what is being received? Speaker: Chris Gillan at the Paradee Center in Dover 9:30 to noon.**

*March 16, 2001*

**STAND Annual Conference "The Human Side of Technology—Effective Communications for the 21<sup>st</sup> Century" at Polytech in Dover 8:30 to 4:00.**

*May 11, 2001*

**Topic to be determined. STAND elections. Paradee Center in Dover 9:30 to noon.**

## The STAND Advocacy and PR Committee Report

The STAND Advocacy and PR Committee has been busy drafting up its mission, goals and activities to work on. They are listed below. We are asking for input from STAND members before we move forward. There will be a discussion at the next General Membership meeting or you can contact one of Advocacy and PR Committee members: Hazel Showell (Chair), Brenda Knight, Kathy English, Ollive Shepherd, Cindy Fauerbach, Hyun-Ju Erin Park, and Hope Ellsworth (Board Liaison).

### Mission:

- The STAND Advocacy and Public Relations Committee will have as its function to improve internal and external communication.

### Goal #1:

- To ensure information dissemination in a timely manner
  - Activity 1: Update the STAND brochure by 1/2001
  - Activity 2: Establish a quarterly media release
  - Activity 3: Get a regular "corner" of the 1<sup>st</sup> State Connection (State employee newsletter)
  - Activity 4: Identify STAND members whose organizations have Newsletters. Determine if we can put a regular article in these newsletters

### Goal #2:

- To promote STAND membership
  - Activity 1: Conduct annual membership drive by Spring 2001
  - Activity 2: Identify State Agencies/large businesses who have no staff involved in STAND. Make a contact to encourage membership.
  - Activity 3: Update member application form

### Goal #3:

- Promote STAND as a learning organization
  - Activity 1: Identify annual conferences held in Delaware to see if we can distribute STAND member information at them
  - Activity 2: Advertise the Program Section of STAND meetings
  - Activity 3: Draft a letter of welcome to new Governor and Cabinet which outlines what STAND is, etc.
  - Activity 4: Hold a training networking activity

Activity 5: Hold a food drive to be given to the Northeast State Service Center Food Closet

## Literature Review

Books Reviewed: *FISH!* & *All The World's A Stage*

If you liked Who Moved My Cheese, you'll enjoy...



### *A Remarkable Way To Boost Morale And Improve Results*

*By Stephen C. Lundin, Ph.D., Harry Paul, and John Christensen*

In this parable, we learn how the Seattle Pike Place Fish Market discovered its potential and became World Famous for uncommonly satisfied customers and employees.

Their four fundamentals are:

- Choose Your Attitude – There is always a choice about the attitude we bring to our work, even if there is no choice about the work itself.
- Play – Allow flow and respectful entertainment into our work. Greater creativity results when adults are able to play and enjoy their work.
- Make Their Day – Engage people through our attention for a constant flow of positive feelings.
- Be Present – Focus externally and be in the moment.

Fish encourages us to build a pattern for meaning in our lives, including our work, out of ingredients such as our views and talents. Read the book to learn more and to enjoy a great story!

For more information...

❖ Visit [www.fishphilosophy.com](http://www.fishphilosophy.com)

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## **“All The World’s A Stage,\*” Including Your Classroom!**

***Tips borrowed from the acting profession can help us perfect our training techniques. The acting profession’s theatrical techniques assist instructors by teaching us to make full use of our body, voice, and environment. Theatrical techniques help to increase our energy, our confidence, and our spontaneity.***

**One useful acting tip involves controlling our “internal stage mother,” the destructive critical voice inside our heads. Actors control their internal stage mother through split-focus concentration -- like learning to rub your stomach and pat your head at the same time.**

**We can learn to stretch our power of concentration through the simultaneous performance of a verbal activity and a physical one. For example, try practicing your verbal presentation while cleaning out a closet or washing a car.**

**The split-focus concentration activity helps us to integrate right brain and left brain functions. An actor uses the left brain to organize the speech aspect of the performance and the right brain to integrate physical movement. When we master doing two activities at once, there is little concentration left over for self doubt or stage mother advice.**

**As trainers, we know we can help our students to retain more if the information we convey is emotionally charged. An acting technique to develop a more highly charged speaking style is to practice speaking in an exaggerated manner. Practice your presentation as you ham it up in various ways. How would you present if you were a prize fighter, a bored bureaucrat, or inebriated?**

**To feel confident we must experience ourselves differently. Using acting techniques helps us to experience what it is like to try on new behaviors and to act in an unaccustomed manner. We can learn from actors how to tune into the energy of a group - how to feel it, step into it, and “be one” with it. Acting techniques help us to shed limitations and develop our best public self.**

Sources:

- ❖ *Teaching As Performance*, American Library Association Conference, July 2000, Monika Antonelli, Joe Dempsey.
- ❖ *Power Talk: How To Use Theater Techniques To Win Your Audience*, Niki Flacks, Robert W. Rasberry, 1982. (available from your local public library through InterLibrary Loan)
- \* Shakespeare, *As You Like It*

**Do you use or know of other resources for actors? Please send your recommended list to Annie Norman,  
[file://spo\\_app/SPODev/training/BMAIL/INBOX/GHUGHES/temp/norman@lib.de.us](mailto:norman@lib.de.us)**

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## Instructions for Getting on the STAND ListServ

We are trying to become more paperless, so please include your e-mail address on our listserv at the University of Delaware and access the newsletter via the web site: [file:///spo\\_app/spo/training/stand/index.htm](file:///spo_app/spo/training/stand/index.htm). When the latest issue is available, you will be notified via the listserv. The listserv will also be used to keep you informed of other important information; so, it's vital that you are on the list. (If you do not have regular access to e-mail or the Internet, we will be glad to continue to mail you the newsletter. Please ensure that Communications V.P. Larry Trunfio has your current address.)

The listserv, STAN-L@UDel.edu, has been active for quite a while now, and many STAND members are already on it. To subscribe, follow these directions carefully:

1. In the "To" field of a Banyan (state e-mail) memo, type:  
**ismtp[majordomo@udel.edu]**  
or if you are not on the Banyan system, simply type: **majordomo@udel.edu**
2. Leave the "Subject" field blank
3. In the message body, type the following only: **subscribe stan-l** (making sure to type a lower case letter "l" - not a number "1" - after "stan")
4. Send the message

You must subscribe individually and have Internet access because the listserv functions via Internet mail. You will receive confirmation of your subscription with a brief welcome message. After you get this confirmation, you can post all messages that you intend for all STAND members to the following address: [ismtp\[STAN-L@udel.edu\]](mailto:ismtp[STAN-L@udel.edu]) or, for non-Banyan users, [STAN-L@udel.edu](mailto:STAN-L@udel.edu). If you have problems or questions with subscribing, please either call Greg Lynch at the U.D. Division of Continuing Education at (302) 831-8836 or e-mail him at: [tglynch@UDel.edu](mailto:tglynch@UDel.edu).