

STAND NEWSLETTER

November 2004

Volume 13, Issue 5

President's Letter

Greetings Colleagues!

As we near the end of another calendar year and the holidays are upon us, I want to take this time to thank the STAND Board for their support; to the Conference Committee for another successful conference; and to you the membership for supporting STAND in our initiatives. To Christine Sopa, from Elevations Unlimited, and to Mark Claveloux, Training Administrator with the DE Emergency Management Agency, thank you for your informative presentations on Friday, September 10 and Friday, November 6 respectively.

Once again, thanks Larry for another informative, interactive newsletter! I hope that you will take the time to read the information and that you will find it useful. Additionally, Larry has included some important dates for you to put in your 2005 calendars. You will, also, note that individual and organizational recognition is mentioned in newsletter.

As we look forward to our January meeting, let's remember that this is our Pot Luck business and luncheon meeting. Pat Burrell will be in touch with you regarding food donations/preparations. I do look forward to seeing everyone at our Friday, January 14, 2005, meeting at the Paradee Building in Dover.

May your holidays be safe and enjoyable!

Wanda Hyland Isler

Upcoming Events

STAND General Meeting & Pot Luck Luncheon

January 14, 2005

Where: U of D Paradee Bldg.

Time: 9:30 AM – 12:00 PM



STAND Executive Board

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Welcome!

Please welcome our newest members:

Sonia Aguilar & Debra Hopkins
Delaware Economic Development Office

Christopher Klein, Ron Sauls, & Michael Knight
Department of Correction

Herb Brown & Donna Blakely
Dept. of Services for Children, Youth and Their Families

Romona Fullman, Bonnie Pfeiffer Tracey Crews-Hammond, & Judith Convery
Department of Labor

Terry Barton & Denise Robbins
Department of Administrative Services

Lisa Olson & Robert Mathers
Department of State

Sergio Huerta, Barbara McCleary, Trina Cale Rosario
Dept. of Natural Resources & Environmental Control

Mark Claveloux & Michelle Flanders
Dept. of Safety & Homeland Security

Michelle Carter, Michael Cattermole, & Tamara Gibbs
Dept. of Health & Social Services

Gail Evans & Collette Haycroft
State Personnel Office

Christina Greloch, Sheree Talbot, Kim Enss, Mary Wilt, & Betsy Jones
Polytech Adult Education

Valerie Lane
Dept. of Transportation

Lillian Jones Chisholm
Jones & Associates

Coleen Toy
ExecuTrain

Chris Sopa
Elevations Unlimited

Barbara Reagen
Professional Staffing Associates

Catherine Short
Delaware Community Connections

Pauline Higgins
Strategic Initiatives Consulting Group

Neva Anton
Anton Associates

Books Recommended by Members

**The MAGIC OF CONFLICT:
TURNING A LIFE OF WORK INTO A WORK OF ART**
by Thomas F. Crum

The Magic of Conflict has helped thousands of people throughout the world to create powerful relationships, to resolve conflict successfully, and to develop a high quality of life. Here at least is an antidote to the intense personal and professional pressures of modern society: a set of simple techniques—including meditation, breathing exercises, openness and play—that can help you move toward inner peace. Illustrated with the evocative, instructive photographs of the late John Denver and real life experiences, Thomas Crum's approach, based in part on aikido, a martial art and mind-body discipline, helps the reader master conflicts and turn frustration into fulfillment. From overcoming apathy to understanding how conflict can be an opportunity for choice and change, this book turns mind-body integration principles into powerful tools. In *The Magic of Conflict*, struggle becomes success, stress becomes harmony, and life at every level—home, office, personal, political—becomes a work of art.

Full Steam Ahead! Unleash the Power of Vision in Your Company and Your Life
by Ken Blanchard

Ken Blanchard and Jesse Stoner show how to create a vision for your organization, and for your own life, that will unleash your power and potential and allow you to go *Full Steam Ahead!* They offer numerous examples of effective visions and show exactly how to create an enduring vision that will guide you on a daily basis.

The lessons of *Full Steam Ahead* are surprisingly simple, practical and powerful. They demonstrate that vision is not only necessary, but also possible and achievable.

**EMOTIONAL INTELLIGENCE:
WHY IT CAN MATTER MORE THAN IQ**
by Daniel Goleman

Is IQ destiny? Not nearly as much as we think. Daniel Goleman's fascinating and persuasive book argues that our view of emotional intelligence is far too narrow, ignoring a crucial range of abilities that matter immensely in terms of how we do in life.

Drawing on groundbreaking brain and behavioral research, Goleman shows the factors at work when people of high IQ flounder and those of modest IQ do surprisingly well. These factors, which include self-awareness, self-discipline, and empathy, add up to a different way of being smart—one he terms "emotional intelligence." While childhood is a critical time for its development, emotional intelligence is not fixed at birth. It can be nurtured and strengthened throughout adulthood—with immediate benefits to our health, our relationships, and our work.

This eye-opening book offers a new vision of excellence and a vital new curriculum for life that can change the future for us and for our children.

Source of Reviews: Amazon.com

Interesting Website

Are you looking for a speaker or a presenter for your next conference or meeting?

A fellow STAND member discovered the following web site:

find-Speaker.com

According to the web site, Find-Speaker.com is a commission-free service that allows speakers, presenters, consultants and coaches to connect with people who plan meetings and training events.

Do you have left over Halloween candy you'd rather not eat yourself? Here are some ways you can use it in your next training class:

Candy Connections

Use your left over candy to form groups and create team names.

Mix equal numbers of different types of bite-size candy together, making sure there is a piece of candy for each participant. (The types of candy that you have should match the number of groups that you want.) Have the participants choose a piece of candy and use it to locate others with the same kind. The groups that are formed take the name of the candy: the Snickers, the Peanut Butter Cups, the Kit Kats, etc. (You may want to use nuts or an unsweetened treat as one of the choices for people who have special health concerns or for those who are watching their diets.)

Source: www.skihi.org/Tips.htm

Tell Us About Yourself

You can also use the candy as a way to have participants introduce themselves.

Pass around a bag of candy. Tell the students to take as many as they want. Once the candy has been passed around, tell them for each piece of candy they took they have to say one thing about themselves. For example, if the student took three pieces of candy, they would have to say three things about themselves.

Source: www.reproline.jhu.edu

More Icebreakers and Activities

With the winter season approaching, here is an icebreaker activity you might find useful and timely:

Snowball Activity

Have participants write three things about themselves on a piece of paper.

Then have them crumple the paper up into a 'snowball' and have a one-minute snowball fight. At the end of the minute, everyone grabs the closest snowball and has to try to find the person who wrote it. They then introduce that person to the rest of the group, sharing the three facts.

Source: www.education-world.com/a_lesson/lesson131.shtml

Favorite Things

Create a handout for participants that is titled "Favorite Things." Under the title you can include a list of categories such as favorite movie, food, color, TV show, and holiday— or let the heading stand on its own. Have participants write down their favorite things, but tell them not to put their names on their sheets. Collect the sheets and read them aloud. Let the audience try to match the "favorites" to their author.

(Note: You don't have to read everyone's list at once. You can use one every now and then when the audience needs an energizer.)

You can use the list to discuss how having people with diverse skills and interests can make a team stronger. In addition, matching items shows that we have something in common with people, if we take the time to understand them.

Source: www.skihi.org/Tips.htm

Comic Strip Chaos

Set up:

First, find several comic strips and cut them up into individual frames and place them in a larger container.

Activity:

Each participant takes a turn at picking a comic frame out of the container. After the entire group has each chosen one, the participants begin to search for others with the same comic strip sequence. After the participants have found everyone in their group, they must arrange themselves so that the sequence of frames are in chronological order to form the comic strip correctly. Upon completion of sequence, the newly formed group sits down together. Great game to break large group into smaller groups.

Source: www.residentassistant.com/games/icebreakers.htm

What Do We Have in Common?

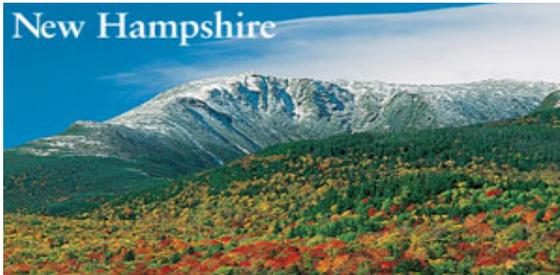
First, pair up participants. Then give each pair 1 minute to come up with 5 things they have in common.

Next, put two pairs together and give the group another 2 minutes to find something all four participants have in common.

Finally, each group can present the list of things they have in common.

Source: www.reproline.jhu.edu

Mark Your Calendar!
NADTAD
2005 Annual Conference
September 18-21, 2005
Manchester, New Hampshire



Congratulations!
To Cindy Fauerbach (SPO)
Cindy had been named President Elect
of NAGTAD.

News flash: It's a boy!
We are happy to report that Jenny Garey had her baby. Clay Shaffer Garey was born on November 17, 2004, at 3:58 p.m., weighing 8 lbs. 4 oz. Baby and family are doing well.

SAVE THE DATE
STAND Annual Conference
March 18, 2005
Polytech Conference Center
Woodside, DE

New Open Enrollment Dates for
SPO Certificate Programs
Management Development Certificate Program
January 14—February 15, 2005
Supervisory Development Certificate Program
March 15—April 15, 2005
For more information about these programs
please visit our web site:
www.delawarepersonnel.com/training/special/

Congratulations also go out to the Del DOT training team who received an award through the Federal Highways Program for teaching street supervisors to be coaches. This training program will be a national model.

First State Quality Improvement Fund Wins
NAGTAD Program of the Year Award

The State Personnel Office is pleased to announce that Delaware's First State Quality Improvement Fund has been named **Program of the Year** by the National Association for Government Training And Development (NAGTAD).

NAGTAD is an organization of training and development professionals from federal, state, county, local, and city governments across the country. Every year NAGTAD accepts and reviews nominations from its membership for their Program of the Year Award. This purpose of this award is to recognize a training and development initiative or program that leads to documented positive impact on the knowledge, skills, and abilities of participants and their agencies in the public sector.

In their selection of the First State Quality Improvement Fund (FSQIF), the review committee said it "was impressed with the program's innovative approach to

addressing both organizational and individual development needs."

As many of you know, the FSQIF provides funding for state agency initiatives that promote long-term commitment to continuous quality improvement. Since it was first implemented in 1997, it has provided 78 grants totaling just over \$1 million to 23 Delaware state agencies for quality initiatives. Each year \$150,000 is allocated to the proposal review team for distribution to agencies to improve services for Delaware citizens by improving work processes, involving state employees, and achieving customer satisfaction.

For those of you who are interested in finding out more about this program, please contact Larry Trunfio at 739-8331 or visit our State Personnel's Training and Development web site:

www.delawarepersonnel.com/training/