



## From the President's Desk...

### NMA LEADS The Way in '08

Steve Bailey, CM  
Dayton, Ohio



NMA is preparing to announce that the prototype for our Leadership Evaluation and Development System (LEADS) is ready for preview. Over a year in development, our online assessment system is unique in the professional society world. Assessments are easy to find... Assessment Systems are rare.

After clicking on the LEADS link, you'll find 120 random questions from a databank of 360, all designed to test your understanding of best industry practices associated with specific leadership attributes and competencies... those spelled out in our NMA Leadership Model. Although you have just logged on, you've only just begun to benefit from this new NMA product.

Immediately after you've taken the hour or so to answer the 120 questions, LEADS will automatically provide a Feedback Report. It scores your understanding of leadership competencies and attributes... and THEN provides recommendations on reading, training, and work assignments that can assist you in your personal and professional development.

Don't be alarmed if your initial LEADS assessment results present you with many pages of improve-

ment recommendations... it was designed that way! After all, "leadership" is a horizon that tends to expand as we approach it. You'd be surprised how many calls we get at NMA from people who have found us on the Internet and want to know what it takes to be a leader. As you might expect, most of those calls usually get routed to Yours Truly! Now I finally have something tangible to offer these eager and sincere individuals.

Your look at our LEADS prototype is FREE for 30 days. After January 15, 2008, there will be a modest \$35 fee. We encourage you to go to <https://www.nmaleads.org> and try it on for size. Then let us hear from you. I already know you'll find some of the questions to be challenging, yet I believe you'll enjoy the journey -- processing through them is actually kind of fun.

Now remember -- when the kids, the grandkids, the dogs, the clutter, and all the food get to be too much... you can escape! Come spend an hour or so with us, at <https://www.nmaleads.org>.

Happy Holidays to all of you.

*Steve*

#### Inside this issue:

Fight Frustration in the Office	2
LMLA's Manager of the Year	3
Palmdale Member of the Year	4
Silver Knight Award goes to...	4
ICPM Corner	5
"You're FIRED!!!" brings smiles	6



## ***Fight Frustration in the Office and Beyond: Tips for Creating Happier, More Productive Days***

**By Dr. Nancy D. O'Reilly**



It doesn't take Monday morning traffic to cause extreme frustration at work. It can even be things as small as a co-worker showing up

to a meeting late, or a client calling to cancel his latest order, or the coffee pot being empty in the break room.

Unfortunately when you don't handle your anger and frustration in a constructive way, it tends to build up. As your stress levels rise, you tend to be less productive, thus finding it harder to concentrate or multitask. Eventually those high levels of stress can take their toll and lead to burn out. The solution is to manage your frustration and stress properly and quickly so that it doesn't get in the way of a productive workday.

Here are some tips for handling frustrating situations in the office and beyond.

- 1. Start off with some affirmations to help you get through the frustration. Here are a few affirmations to help you increase your tolerance of stressful situations. Think of these and say them to yourself the next time you find yourself upset.**

"In the long run, it is more satisfying to take the more challenging route, than to take the easier and less disciplined approach."

"I am happiest when I work on long-term, challenging projects in which I work against inertia and take risks."

"While I may have to do many things that are difficult, unpleasant or boring, they are almost never impossible to accomplish."

"In order to achieve pleasant results, I often have to do challenging things."

"Yes, it is a pain to do this now, but I'll be able to accomplish so much more than by waiting to do it later."

- 2. Follow up with a "workout" that will get you moving – at least your endorphins.**

Although it doesn't seem like a typical fitness program, laughing gives your body a great workout and releases endorphins, which can improve your mood, focus and energy. Even though you may not work up an actual sweat or earn a medal in competition, laughing brings great benefits. So, keep a humorous book on your desk, sign up for a daily knock-knock joke, or just find something amusing to think about during the next frustrating situation.

Pump up the oxygen. One of the ways exercise builds energy is by forcing you to breathe deeply. Each in-breath, or "inspiration," brings fresh oxygen into your body. Laughter does the same thing. Notice that you can't laugh long without having to take a breath. Your brain gets fresh oxygen and you feel great. The deep breathing that comes with a good laugh will also force you to relax.

Pump up your muscles. Working out when you feel tense is a tried and true way to relieve stress and tension in your muscles and your

mind. Laughing does the same thing with a lot less effort! Notice how your muscles relax after you laugh.

Turn on the neurotransmitters. Scientists suspect that laughing resembles exercise in another positive way. When you exercise, your body produces "Happy Hormones" that make you feel great. Norepinephrine makes you feel energetic, endorphins cheer you up, and serotonin helps you feel less tense. It appears that laughing may release these hormones too.

Make it all part of a game. One of the reasons tribal healers often wear wild outfits and perform entertaining antics is to make people laugh. Ancient wisdom taught that laughter and fun on a regular basis keeps people healthy. Organizations that take time for recreation, games and fun also learn that relieving tension helps groups make better decisions.

- 3. Sometimes it takes a bigger change to notice a difference. By implementing just a few of the following lifestyle changes, you will be able to reduce stress and frustration levels. Here are some suggestions:**

- Research shows that companion animals, like dogs, cats, rabbits, and birds, help people live longer and healthier lives. Health benefits of having a pet include lower blood pressure, decreased stress, reduced bone loss, lowered cholesterol levels, and improved circulation. A companion animal also adds new meaning to the life of a person living alone. The pet offers unconditional love and commit-

## *Fight Frustration in the Office and Beyond, Cont.*

ment to its owner. It can act as a friend, therapist, entertainer, and warm, fuzzy, bundle of joy.

- Take up a hobby or something you enjoy. By trying new things or opening your mind to new experiences, you're bound to find something that resonates with your personality and boosts your confidence.
- Find yourself running out of time? On your list of things to do, cross off something you don't enjoy and let someone else do it (they just might enjoy it)
- Create support systems. Learn to confide in your friends and family members during particularly stressful times. Also look into support groups, meet-ups and social

activities that will introduce you to new people and create new friendships. Make an effort to get to know the people you work with; there may be someone at the office you can relate to with more than just office talk.

- Find a place or activity that's stress-free. For some people, walking their dog, going to the park or just being outdoors helps. For others, going to the library or museum can be a stress-reliever. Whatever it is, find that place that allows you to be "you" in a peaceful, stress-free way.
- Help someone else. Become a mentor or volunteer for a community organization. By helping someone else in need, you'll realize your own problems are very small

in comparison - plus you'll feel great about the help you can provide!

- Meditate, pray or open your mind to spirituality. Studies have shown that meditation techniques can greatly reduce stress. An added bonus is you can meditate anywhere! In your car, while sitting in traffic, or in the privacy of your office during a lunch break. It only takes a few minutes to silence your mind and find peace.

When you take the time to understand and overcome the stress in these frustrating situations, you can really improve your emotional and physical well-being. Not only will you improve your mood and your health, but your productivity and energy will also make the office a better place to be.



### **About the Author:**

Nancy D. O'Reilly, PsyD, is a clinical psychologist, researcher and founder of the online resource WomenSpeak.com, based on a decade of research. A member of the American Psychological Association with more than 25 years of experience, Dr. O'Reilly is author of "You Can't Scare Me: Women Speak About Growing Older in a Youth-Oriented Society," and hosts a radio program on **Voice America**, called "Timeless WomenSpeak." For more information, visit her website: [www.womenspeak.com](http://www.womenspeak.com) or call: 417-886-7061.

## **Conner takes LMLA's Manager of the Year**

**Kent Burns, LMLA Past Chairman of the Board**



**Kent**

Caleb Conner, Structural Engineering Manager for the F-117 Program, was presented with the LMLA Palmdale (CA) 2007 Manager of the Year Award. Nominated by his management and team members, he was cited for demonstrating Lockheed Martin's corporate values. He encourages his team to generate new ideas and provide feedback - fostering an environment of teamwork. With the retirement of the F-117 program, many challenges are faced. He consistently provides strong leadership and understands the customer's changing requirements.



*Dr. George Zielsdorff Presenting the Manager of the Year Award to Caleb Conner*

## ***Lisa Dietz honored as Palmdale's LMLA Member of the Year***

**Ellen Bendell, Lockheed Martin Leadership Association, Palmdale, CA**



*Bob MacPherson Presenting the Member of the Year Award to Lisa Dietz*

For her demonstrated leadership, enthusiasm and dedication throughout the year, Lisa Dietz was presented with the Lockheed Martin Leadership Association's Member of the Year Award at the U-

2/F-117 Customer Appreciation Dinner on Oct. 17.

Serving on the Professional Development Committee, supporting the 2006 Membership Drive, and participating in our Community Services Program, Dietz promoted the LMLA's mission through meetings with supervision and was cited as being instrumental in increasing LMLA memberships among represented employees.

Dietz continually managed to carve out time for supporting LMLA goals, while managing her demanding position within the Human Resources organization.

Our sincere congratulations to Lisa Dietz on receiving this honor. A special thanks goes out to her for her steadfast support.

## ***And the 2007 Silver Knight Award goes to... Dr. George Zielsdorff***

**Ellen Bendell**

Dr. George Zielsdorff, Vice President, U-2/F-117 Programs, took home the Palmdale, CA, Lockheed Martin Leadership Association's Silver Knight Award - the highest award NMA chapters can bestow upon an executive who is well-known to the members and whose leadership example has stimulated and inspired them. The recipient is one who regularly applies the principles of the Association's Code of Ethics in his/her daily work, and contributes toward the achievements of the Association objectives. Our chapter honors one who, in business, community, and industrial life, has demonstrated the highest qualities of leadership, and is known for efforts that preserve the American Enterprise System. This year's choice was easy, as Dr.

Zielsdorff continually displays an energetic spirit in all of his endeavors. And through his uncanny ability to motivate and inspire, and

tained "Blue" Contractor Performance Assessment Review ratings - indicative of a perfect customer satisfaction score.



*Dr. George Zielsdorff, Vice President, U-2/F-117 Programs, Receives "Silver Knight Award" Presented by Rick Baker*

because of his unwavering resolve to achieve excellence, he successfully led his team to achieve sus-

An active member of the LMLA since 1993, Dr. Zielsdorff freely gives his time in support of our communities and encourages others to contribute toward the objectives of our Association. For several years, he has spearheaded a special LMLA Dinner Meeting to highlight customer appreciation.

His tenure with Lockheed Martin follows a long, successful career in the United States Air Force from which he retired with the rank of Colonel.

## ICPM Corner: Changes to the CM Program Effective Jan 1, 2008

**Melody Branner**

ICPM • Harrisonburg, Virginia



The Institute of Certified Professional Managers (ICPM) would like to notify you of several pending changes to the Certified Manager Program as outlined below. These changes should be considered when preparing announcements or promotions for CM Programs beginning on or after January 1, 2008.

### 1. Introduction of a new Online Learning Center powered by VCampus™.

– ICPM’s new online learning center will introduce a number of new training enhancements to the CM Program for applicants and instructors. Among them are video clips, flashcards, and a variety of application exercises to reinforce concepts comprising the CM body of knowledge. In addition, practice exams in two formats—timed and with feedback—will allow applicants to assess their competency prior to taking the CM exams.

### 2. Price increase in the CM Program.

– Effective January 1, 2008, there

will be a \$50 price increase in the CM Program as outlined in the table below. The increase will offset the cost of technological enhancements to the CM Program and allow ICPM to maintain high quality training and certification materials. Applicants enrolled in the CM Program **prior** to 1/1/08 will be exempt from the price increase.

### 3. Change in payment options for the CM Program.

– Effective January 1, 2008, ICPM will also change payment options for the CM Program. Pay-as-you-go pricing will be discontinued and replaced by 1-pay and 3-pay options.

**1-pay** = one all inclusive price for CM certification paid at the time of CM application. This option extends an automatic \$50 discount.

**3-pay** = three equal payments of \$230\* each paid at the start of each of the 3 CM modules. The 3-pay option is available to US applicants only.

Corporate groups and NMA chapters that fund a portion of CM Program fees and have applicants pay

a portion are asked to contact ICPM to establish an individualized payment plan.

These changes are effective January 1, 2008; thus you can save now by purchasing the CM discounted bundle before the price increase goes into effect. The bundle includes everything needed to get CM certified--the CM application fee, 3-printed CM study manuals, ICPM’s online learning center, 3-CM assessment exams, recognition materials (CM certificate, lapel pin, and PR Kit) and support.

*icpmcm@mu.edu.*

ICPM values your business and recognizes your continued support of the CM Program. Should you have any questions regarding the upcoming changes to the CM Program, please feel free to call me at 1-800-568-4120 or email me at [icpmcm@jmu.edu](mailto:icpmcm@jmu.edu).

CM Program Payment Options	New Pricing Effective 1/1/2008	
	Domestic	International
1-Pay (Discounted Bundle)	645*	690†
3-Pay (Per Module)	230*	Not available

*For US Applicants: \*Add \$20 per bundle and \$12 per module for shipping and handling.*

*For International Applicants: †Call or email ICPM for a quote on international shipping and handling.*

***“You’re FIRED!!!” brings SMILES to San Diego Chapter***

**Donna Cottingham, NMA National Director**

After helping thousands of fire survivors through the disastrous wildfires the past six weeks, members of our City of San Diego Chapter were ready for a much needed break in our 60+ hour routines! Although we continue to have Disaster Recovery Centers open, we are now utilizing the resources and expertise of retired employees who have come back to help - proof that leadership skills are competencies you keep for life!

So, with a little bit of a break in our schedules, the chapter held its first NMA Leader Lab on December 6. Put simply, we had a blast!

We chose the “Apprentice Audition” Leader Lab from NMA and the evaluations all came back marked EXCELLENT - even from the team that received the “You’re FIRED” Donald Trump bobble head doll we “awarded”. I’ve attached a picture of some of the prizes we found on Amazon.com. The chapter had three teams, totaling 20 NMA members, each at a different location, and all three were connected by conference speakers. The scenarios sent by NMA headquarters were self-explanatory and the Leader Lab certainly lived up to the hype that they’ve received at NMA meetings

in 2007. Of course, I have to credit our chapter leaders who totally took this ball and rolled with it and made it an engaging and value-added educational experience. I would encourage all our chapters to try a Leader Lab as something new and different - proof that learning CAN be fun as well. We look forward to doing another Leader Lab in early 2008.



Front: Sue, Sheri, Martha, Susie; Back: Robin, Matt, Steve, Karen, Joe