

NORTHEAST REGION (FEW)

Proudly serving Maine, New Hampshire, Vermont,
Massachusetts, New York, Connecticut,
New Jersey, Rhode Island, Europe, Puerto Rico,
and the U.S. Virgin Islands



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Are you a member of the T.E.A.M.?

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Regional Manager's Message

Good news! The Big Apple Chapter received its charter at the National Training Program in New Orleans, July 16, 2010! Christine Cantine, President, is joining the Regional Board to represent her chapter! Welcome, Christine and members of the Big Apple Chapter, to the Northeast Region!

The NTP was wonderful! April Etter, Regional Secretary, is gathering articles and photos for a Special Edition devoted just to the NTP, so I won't go into a lot of detail here. There is an article under National FEW News devoted to the NTP, too, as well as an NTP Special Edition in the works, so I won't go too much into the NTP here. I'm pretty sure, too, that your fellow FEW members who attended the NTP are still talking about it, so you'll have plenty of opportunity to learn more in the coming weeks.

While in New Orleans, I spoke with Cathy Fletcher, outgoing Vice President for Diversity, about a role on the Regional Board. Jeri Peterson, incoming Special Assistant for Persons with Disabilities, has charged the Regional Managers with filling this position on their Regional Board. This seemed like a good fit for Cathy, so I asked her about it and she accepted. When I returned home, I asked for the Regional Board's approval to appoint Cathy to the position of Persons with Disabilities Chair on our Board. The vote was an overwhelming "Yes!" Welcome back to the Regional Board, Cathy!

Shortly after I returned, Lisamarie Rykowski, Brookhaven Chapter, volunteered to serve as the Region's Policy and Procedures Chair. Again the vote was unanimously "Yes!" Welcome to the Regional Board, too, Lisamarie!¹

¹ Lisamarie Rykowski is a past Regional Manager for the New York Region.

Regional Manager's Message (cont.)

I am, however, still seeking members to serve as Regional Representative, Newsletter Editor, and Parliamentarian.

If you are interested in these roles, please contact me, with a cc to your Chapter President, at Dawn.M.Nester@irs.gov or by phone at 603-433-0560 to discuss these opportunities.

The Region continues to receive calls and e-mails from people around the region expressing interest in starting chapters. To date, we are working on starting a chapter at the National Passport Center in Portsmouth, NH; the Veterans Administration in Bedford, MA; DFAS in Rome, NY; and Department of Interior in Kinderhook, NY. The Region will continue to pursue these avenues of interest in hopes of starting new chapters.

Also while I was in New Orleans, I participated in the National Board of Directors meeting that started on Friday afternoon and concluded on Saturday, July 17. Highlights of the meeting include:

- Jayne Cousins, NTP Scholarship winner from the Northeast Region, served as a Teller on Friday
- The FEW Membership booth took in 59 new member by Friday's meeting, 6 new Diamond memberships, and 8 renewals.²
- The 2013 NTP site selection was voted on and Orlando, FL, won. The other site was Seattle, WA.
- NTP 2010 was a huge success! There were 95 booths in the exhibit hall, including one for the Northeast Region. A huge thank you goes out to Jayne Cousins, Kristina Tiedke, Linda Fielding, and Catherine Colon for staffing the Region's booth. In addition 18 agencies held forums; and 18 agencies participated in the Career Fair.

- Best of all, attendance was up from 2009 by over 500 people! Approximately 2,600 people attended the 2010 NTP.
- I was accepted into the Board's mentor-mentee program. I was paired with Becky Simmons, incoming Regional Manager for the Southwest Region. My previous mentee, Marsha Stracknay, Rocky Mountain Region, will now become a mentor.
- The Fall Creek Chapter in Great Lakes Region received an extension on its waiver to continue building their chapter.
- Peninsula and Tidewater Chapters in the Mid-Atlantic Region merged, with the Tidewater Chapter remaining the name of the Chapter.
- The Vice President for Membership and Chapter Organization (VPMCO) moved to amend the National Policies and Procedures (NPPM) to add a benefit to the Diamond Lifetime membership category. After discussion and a friendly amendment to the original motion, the motion carried.
- The VPMCO also moved to reduce the wait to become a lifetime member from five years to three years. After discussion, the motion carried. However, it was not unanimous.
- The VPMCO also moved to clarify existing language in the NPPM regarding the benefits received by Diamond Lifetime members. This motion also carried.
- Cecelia Davis, past Vice President for Congressional Relations, accepted a committee responsibility to work with the GEICO representative to develop a Community Service Award at the national level.
- National FEW has set aside monies for Regions to use to send a member to another Region's Regional Training Programs.

² Those numbers will have increased by the end of the NTP. That is just what was reported on Friday, July 16, 2010.

Big Apple Chapter

It's official! As of July 16, 2010, the 101st chapter of Federally Employed Women was chartered to conduct business in New York City. We named her Big Apple FEW. Membership has already exceeded twenty members, even though fifteen members are mandated to start a chapter. We'll likely have least at thirty members by our first event.

On August 26, we will be commemorating the formation of Big Apple FEW as well as celebrating Women's Equality Day. We are in the process of lining up a guest speaker. We have already secured an attractive space on the 30th floor of 290 Broadway allowing guests a spectacular view of the city. The Planning Committee will be meeting again on August 3 to discuss the final details.

The Planning Committee consists of about eight women from various backgrounds. We have full time student working on her Masters Degree, a Corporate Trainer who has also served in the National Guard for about 20 years, an Image Consultant who also works for EPA, a VP for the Bank of New York and Budget Analyst who works for IRS, just to name a few. There was a very nice article written about us and posted on the IRS intranet regarding the formation of Big Apple FEW and Sue Webster's visit. That should help with recruitment!

I've already participated in my first Regional Board meeting. What an experience! All of us in the Big Apple Chapter are excited to be the newest Chapter in the Northeast Region. Thanks for the great welcome, everyone!

Brookhaven Chapter

New Chapter officers were installed on July 22, 2010, at Applebee's. We also conducted a business meeting and discussed the next two years' goals. We plan to build out the chapter committees and rename our Chapter scholarship in honor of either a chapter retiree or our Brookhaven IRS champion.

In addition, we discussed upcoming activities. On October 22nd, we will host our annual Halloween party at the Crowne Plaza Hotel. This is also a fundraiser.

Upcoming trips include:

- o November 13 - Foxwoods resort in Connecticut.
- o February 19, 2011 - Mohegan Sun Casino and Resort in Connecticut
- o May 14, 2011 – Atlantic City, NJ (maybe we can meet some of our FEW sisters from the Fort Monmouth Chapter while we're there!)

Fort Monmouth Chapter

The Fort Monmouth on-line survey of members concluded on July 26th. The survey achieved a 50 percent response rate. The results indicate a strong desire to keep the Chapter going, which is good news. Regional Manager Dawn Nester has offered to host a conference call for members to discuss our next steps toward rebuilding.

Greater Boston Chapter

The Chapter continues to meet monthly in person and by call-in.

Chapter Updates (cont.)

Greater Merrimack Valley Chapter

We are planning a joint installation with the Northeast Region officers for early September 2010 in Methuen, MA.

In the meantime, chapter work continues. The turn-over of information and changing the bank account is progressing. Names and contact information for new officers was turned in to the Vice President for Membership timely.

Five members of the Chapter participated in the NPT, two of whom were national officer shadows. Jayne Cousins shadowed Sue Webster and Arlena Fitch-Gordon. Lisa Lombardi shadowed Sue Webster.

Western New York Chapter

The July 19th meeting was held via conference call. Karen Higgins is our Legislative Chair. She discussed legislative issues and will give a more in-depth presentation at our August meeting. Fundraising was also discussed. Discount cards will be ordered for sale. Members are going on a local cruise aboard the Miss Buffalo on July 30, 2010. This will be a great opportunity for networking as well as a lot of fun.

Two members from our chapter attended the NTP and reported on their experiences – very worthwhile! Melvie Hall-Bellinger served as a shadow to Michelle Crockett, Vice President for Compliance.

The next chapter meeting will be August 26th in the Batavia area, mid-way between Buffalo and Rochester, NY.

Autumn Regional Training Program by Christine Cantine, Danielle Harrington, Lesly Galloway, Linda Badaszewski, Jayne Cousins and Dawn Nester

Membership Report by Kelly Badzo

The Region is pleased to welcome these new members:

While you are talking to friends, family, and co-workers about FEW, be sure your membership is current. If you are due to renew this month, please be sure you go to FEW's secure web site (<http://secure.few.org>) to renew on-line. Or, if you are uncomfortable with paying by credit card, simply write a check for \$45, made payable to FEW, add your membership number and chapter name on the memo line, and mail it to:

Federally Employed Women
P. O. Box 75551
Baltimore, MD 21275-5551

Updated information about FEW's annual contest is below.

The 2009-2010 Membership Contest has closed. Prizes were awarded to the winners on FEW Friday during the NTP in New Orleans, LA, July 16, 2010. The Northeast Region had a winner!

- **Linda Badaszewski**, acting President, Western New York Chapter, was the second prize winner! She won five (5) years of FEW Membership (value \$250.00) for recruiting 29 new members!!

Linda continues the tradition. Valerie Foxx and Lisa Lombardi won membership prizes in 2008 and 2009, respectively. Congratulations, Linda!

Continue recruiting friends and co-workers while you watch for information about the 2010-2011 membership contest, coming out soon! You could be a winner from the Northeast Region at FEW Friday in Philadelphia! Happy recruiting!

The 2010 Autumn Regional Training Program (RTP) team is being put together as this article is being written. The first Planning Committee conference call is scheduled for August 3, 2010, at 7:00 p.m.

Here is what we know at this time:

- The Autumn RTP will be held on October 22, 2010.
- Georgia Thomas, Vice President for Diversity, is a CONFIRMED speaker.
- Clara Anderson, Vice President for Training, is a CONFIRMED speaker.

As soon as the location is confirmed, Regional Manager Dawn Nester will send a letter of invitation to Congresswoman Carolyn Maloney (D-NY) to be our luncheon speaker. If she is away in Washington (hopefully, voting on FEW's legislative issues!), we will welcome Congresswoman Maloney's Chief of Staff to speak in her stead, as she did last autumn.

Keep watching this column for additional information as the planning committee confirms it.

National FEW News



www.fewntp.org

The NTP in New Orleans, LA, was a HUGE SUCCESS! More than 2,600 attendees participated in classes, visited the Exhibit Hall, and attended FEW's special functions throughout the week.

The NTP kicked off with a Welcome New Members reception on Sunday (repeated on Monday evening), lead by Robin Sutton, DCG Technology Learning Centers, one of FEW's business partners. New members learned a little about how the week would flow and had an opportunity to mix, mingle, and network with members of the National Board of Directors.

There were 19 agency forums this year, going on all day. Attendees were encouraged to participate in their agency's forum to learn specialized information in small group settings. Many attendees took advantage of the opportunity.

Tuesday's highlight was the annual Awards ceremony. Award winners will be posted on the FEW website soon, including the President's Leadership Award being presented to Northeast Regional Manager Dawn Nester.

Wednesday evening, the ten regions hosted their annual membership meetings. National President Sue Webster, outgoing and incoming Executive Vice Presidents Bernice Waller and Arlena Fitch-Gordon, respectively, and Sue's shadow, Lisa Lombardi, from the Northeast Region (Greater Merrimack Valley Chapter), stopped in to as many of the annual meetings as possible.

Speaking of members who were shadows, the Northeast Region had two others. Jayne Cousins, also from the Northeast Region (Greater Merrimack Valley Chapter) shadowed Arlena and Sue Webster over a two-day period, and Melvie Hall-Bellinger (Western New York Chapter) shadowed Michelle Crockett, Vice President for Compliance. All three shadows were helpful, attentive, and learned a lot! Hopefully, a lot more shadow volunteers will come from the Northeast Region for our NTP in Philadelphia next year!

Thursday was the Mardi Gras ball! It was wonderful to see 2,600+ people in costumes and masks, celebrating their experiences at the NTP and in New Orleans! Jayne Cousins and Lisa Lombardi were captured by our official photographer and posted on the jumbo screen in between events.

FEW Friday was highlighted by remarks from Christine Griffin, Deputy Director, Office of Personnel Management (OPM), and the installation of Regional Managers by Past National President Dorothy Nelms, and the incoming National Board of Directors by first Past National President Allie Latimer.

Information about the upcoming NTP in Philadelphia was shared by Suzi Inman, NTP Chair, before Carolyn Malone and Pat Wolfe, NTP 2010 Co-Chairs, officially closed the training in New Orleans.

Information was also shared about ***FEW's first-ever cruise!*** Cabin space is limited and will go fast! We're going to the Caribbean in August 2011, so go to the FEW NTP website (www.fewntp.org) and download the flyer and registration form today! Contact [Dawn Nester](#), Regional Manager, for more information.

A big thank you goes out to all of the Northeast Region attendees! Share what you learned with others who weren't as fortunate to be there in person. Mark your calendars and plan to attend NTP 2011 in Philadelphia!



Georgia Thomas
Vice President for Diversity



Hello, members of the Northeast Region! I am delighted to have the opportunity to share information with you through this column in your regional newsletter. I look forward to working with Mary Hahnen, your Regional Diversity Chair, as well as the Chapters' Diversity Chairs, and Dawn Nester.

As Cathy Fletcher, my predecessor, has done, I will continue to provide you with information you can use through National FEW's website as well as this column, in the area of Diversity. I look forward to being invited to participate in your region's training programs, as well.

I will also continue to work with Dawn and FEW's IT Committee to bring you cyber exhibits throughout the year. Watch for our next one on Women's Equality Day.


I can be reached at Georgia.A.Thomas@irs.gov or by phone at (713-209-3814).

Future Cyber Exhibits include:

August	Women's Equality Day
September	Hispanic Heritage Month
October	Disability Awareness Month
November	Native American/Alaskan Native Heritage Month
December	To be determined

Legislative Report

Training Report

 <p>(Photo not available yet) Matthew Fogg Vice President for Congressional Relations</p> <p>Thank you, members of the Northeast Region, for your votes of confidence in my ability to serve as your Vice President for Congressional Relations. I look forward to working with Janet Kopenhaver, FEW's representative on Capitol Hill, Regional and Chapter Legislative Chairs, and the National Board of Directors to advance FEW's legislative agenda to our elected officials.</p> <p>I look forward, too, to participating in the Northeast Region's Regional Training Programs. I have already talked to Dawn Nester about coming to the Northeast. I hope we can work something out soon.</p> <p>I can be reached at (240) 375-3580 or by e-mail at matthew.fogg@leap.cc or u.s.marshall@writeme.com.</p>	<p>(Photo not available yet) Clara Anderson Vice President for Training</p> <p>Hello, members of the Northeast Region! I am looking forward to meeting many of you at your Regional Training Programs over the next two years, starting this October. I have known your Regional Manager, Dawn Nester, for many years as we have served on the National Board of Directors in our several capacities. I look forward to working with Jayne Cousins, your Regional Training Chair, and the Chapter Training Chairs.</p> <p>I am also available to your chapters for training, if not in person, then certainly as a call-in participant. For those chapters that have call-in capability, please do not hesitate to call on me to participate in a chapter meeting to offer training, as well. I can be reached at (321) 427-8553 or by e-mail at cmanderson8@cfl.rr.com. Let's make 2010-2012 the "Year of Learning!"</p>
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Here are 11 Networking Tips for Women written by Diane Danielson who is the founder of the Downtown Women's Club. Diane was the keynote speaker at the 2008 Northeast RTP which was held in Lowell, MA. She is a former attorney who found networking for women in the male-dominated profession of corporate law to be extremely challenging and wrote *Table Talk: The Savvy Girl's Alternative to Networking*.

11 Tips for your next networking event

1. Have a goal (or two). The following work for any event.

- Learn something new.
- Meet someone new with whom you would want to follow up.
- Reconnect with someone with whom you wanted to follow up with but never found the time.

2. Pick the right event/organization.

- Are the decision makers you need to meet going to be in attendance?
- Does the organization hold events that fit your budget? Personal time clock (i.e. evening events if you're not a morning person)? Preferences (cocktails or coffee)?
- If you're introverted, focus on events with facilitated groups and/or speakers.

3. Bring a buddy. This works for exercise and it works for networking.

- However, make a pact to introduce each other to new people.
- For introverted networkers, try teaming up with an extrovert. They tend to know everyone and if they don't, they will soon.

4. Find loners and make a buddy.

- Anyone standing alone wants you to come up and say hello (even a panelist or speaker!).
- No loners? Break into a group rather than a duo (two people might be having a private conversation

5. Prep your small talk before you go.

- Pick a low-pressure event like a local Downtown Women's Club (DWC) chapter meeting to practice.
- Read up before you go – e.g., your local paper, an industry rag, relevant blogs, or check out the most popular NYTimes, WSJ and USAToday stories online.

6. Move along. You're at this event to network. If the conversation lulls, politely excuse yourself by:

- Saying, "I've really enjoyed speaking with you, but I'd like to meet a few more folks before I go."
- Grabbing your new contact and suggesting, "Why don't we try to meet some new people together."

7. Play a role.

- Volunteer to help at the event (DWC chapters always need ambassadors, hosts and greeters).
- Play reporter. Pretend you have to write a report about at least one person you meet. Ask the questions a good journalist would ask.

8. Smile. Who wants to hang out with Mr. or Ms. Grumpyants?

9. Dress your best.

- Call ahead to confirm the proper attire: business casual means different things to different people.
- Dress for the position you want, not the position you have.

10. Make yourself memorable. Do any of the following to boost your "memorable-ness":

- Raise the energy/intellectual level of the conversation
- Ask for advice or solve a problem
- Make the other person feel comfortable

11. Follow up. All of the above is meaningless if you don't follow up.

For more insights on networking and other career topics:

<http://www.downtownwomensclub.com>.

Compliance Report



Michelle Crockett
Vice President for Compliance

I was delighted to hear Christine Griffin, Deputy Director, Office of Personnel Management, speak at the NTP about initiatives in several areas that FEW is following.

Now that we have returned from the National Training Program, it is time to return to the business at hand, namely, bringing the members of the Northeast Region information needed to ensure compliance within agencies.

As you know, I monitor the EEOC.gov website and other sources for information that may be of interest to you. I thought this article from GovExec.com might be of interest.

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PRESS RELEASE
7-20-10

EEOC Chair Berrien Promotes Equal Pay Task Force Recommendations at White House Event

WASHINGTON – U.S. Equal Employment Opportunity (EEOC) Chair Jacqueline Berrien spoke today at an event hosted by Vice President Joseph Biden to release the recommendations of the White House Equal Pay Enforcement Task Force. The recommendations were issued as a part of a broader effort coordinated by the White House Middle Class Task Force and the White House Council on Women and Girls to develop solutions for families balancing the dual demands of work and caring for family.

The Task Force Recommendations, developed with the input of the EEOC and other federal agencies with wage discrimination law enforcement authority, include a range of actions to ensure full compliance with wage discrimination laws. At the White House event, Chair Berrien discussed the ways in which unequal pay for women persists, and what the EEOC is doing to enforce the federal laws that prohibit wage discrimination in the workplace. “Our national commitment to equal employment opportunity will not be achieved until all women are included as equal partners in the workplace,” said Chair Berrien. “We take our enforcement responsibilities in the area of wage discrimination very seriously.”

In accordance with the Task Force recommendations, the EEOC will work with the Departments of Labor and Justice to improve interagency coordination and enforcement efforts of wage discrimination laws, and to increase outreach and education on wage discrimination. The EEOC will also work to evaluate its wage data collection needs and capabilities, coordinating with the Office of Federal Contract Compliance Programs (OFCCP) to minimize reporting burdens on employers. Working with the Office of Personnel Management (OPM), the EEOC will work to ensure that the federal government acts to eliminate wage disparities between male and female federal employees performing identical work.

The Middle Class Task Force is chaired by Vice President Joseph Biden. Other speakers at the event included U.S. Attorney General Eric Holder; Secretary of Labor Hilda Solis; Senior Adviser to the President and Assistant to the President for Inter-governmental Affairs and Public Engagement Valerie Jarrett; Director of Domestic Policy Council Melody Barnes; and Mrs. Lilly Ledbetter, the namesake of the Ledbetter Fair Pay Act, who worked for 19 years in an Alabama tire factory before a co-worker alerted her to the fact that she

Compliance Report (cont.)

was being paid less than her male colleagues. The Ledbetter Act was the first piece of legislation President Barack Obama signed into law on Jan. 29, 2009.

Over the last three fiscal years, the EEOC has seen a 30% increase in charges of wage discrimination based on sex. Through the administrative enforcement process alone, the EEOC obtained about \$19 million in relief for victims of wage discrimination in FY 2009. The Commission is currently litigating 14 cases that include allegations of sex-based wage discrimination. The EEOC enforces federal laws prohibiting employment discrimination. Further information about the EEOC is available on its web site at www.eeoc.gov.



FEW Foundation for Education and Training

Linda Fresh, Vice President

The FEW Foundation enjoyed meeting so many FEW members through our booth at the National Training Program (NTP) in New Orleans, July 12-16! Thank you to everyone who participated in our give-aways, too! Winners were:

- o *Feticia Guest* from Washington, DC,
- o *Lisa Everett-Robinson* from Ohio,
- o *Laurie Hamilton* from Arizona,
- o *Deirdre Neighbors* from Washington, DC, and
- o *Rosemary Johnson* from Washington, DC.

The FEW Foundation's new banner stood proudly in the forefront of our booth. A big thank you goes out to Jack Kenner, Johanna Altland and her staff at Grantham University, and Marie Argana for ensuring we had our new booth in time for the NTP! It looks great.

Many of our booth visitors picked up information about our continuing webinar series. The July webinar was held on the 22nd and featured information about the new legislation recently passed that will affect federal hiring practices. Over 200 participants heard timely, relevant information from Kathleen Troutman, a trainer based in Baltimore, MD.

Booth visitors also received information about the FEW Foundation's proposal that will be posted to the Pepsi www.RefreshEverything.com website on August 1st. This is a slight change from what was reported last month in that by July 3rd the entries for the month had closed. We were not able to get our proposal in for July. However, we have a strategy in place to ensure we are

included on August 1st, so, please go to the RefreshEverything website and look for the FEW Foundation proposal under the Education category...and *vote, vote, vote!* Visitors to the site may *vote* up to six times for their favorite proposal. And, we ask that you encourage your family, friends, and co-workers – and their networks – to *vote* for this proposal as well.

The RefreshEverything site is run along the lines of a reality show, where members of the public have the final say in who wins and who doesn't. The FEW Foundation's proposal will be up against some stiff competition in the Education category, so we truly do need everyone's votes! See our flyer at the end of this newsletter and get out there and **VOTE!** Thank you for your support.

Management Tip

Five Meeting Mistakes by Robbie Hyman, GovExec.com, July 21, 2010

"It's almost time for our weekly staff meeting. I'm eager for it to start."

Those words have never been spoken or written without sarcasm, anywhere, ever.

Why is that? With e-mail and instant-message software fragmenting professional teams into isolated workers, meetings should be a welcome opportunity to bond with colleagues, share information and even get inspired. Instead, many professionals view meetings with dread.

Often, just one mistake can turn a meeting from the productive, team-building event it could be into an energy-sapping waste of time. Here are some of the biggest meeting mistakes -- and how to avoid them.

#1 Having No Clear Purpose

"It's Monday" is not a good enough reason to have a staff meeting. If you don't have useful information to share with your team -- information they'll need to perform their jobs -- then it might make more sense to let them spend that hour working, rather than sitting in a meeting "just to get caught up" with the group.

Meetings are so ingrained in office culture that you'll probably find it difficult to cut back on them. But a shift in how you view one-hour meetings might help. Think of it this way: If you have seven employees, then a one-hour meeting isn't consuming only an hour of the workday. It's actually consuming eight hours -- seven hours of your staff's time and an hour of yours.

Now you can ask yourself before scheduling a meeting: "Does the agenda for this meeting represent the most productive way to spend eight hours of my staff's time?"

#2 Presenting Useless Updates

At a meaningless jargon update, you go around the room asking attendees to summarize the status of their projects. Sounds reasonable. But then the information technology staffer discusses new server architecture and a packet-loss problem, while attendees from the facilities and public affairs departments daydream about lunch.

Most attendees simply tune out these updates, because each speaker uses their job's unique lingo and includes way too many details that have no effect on the rest of the group. So these meetings become meaningless.

Washington provides a good model. On political talk shows, the anchor often moderates a panel of pundits. When a pundit slips into jargon ("I think they're going to try reconciliation"), a good moderator adds context so anyone in the audience can understand ("Reconciliation is a Senate legislative practice to make budget adjustments to bills"). The moderator often will guide a panelist who drifts into unnecessary detail back on topic.

As a meeting leader, think of yourself as that TV moderator. Stop attendees when they drift into jargon and ask them to rephrase it -- or rephrase it for them -- into terms that everyone understands. And if they get into details that don't contribute to the discussion, ask them to stick to the bigger picture.

When you refocus the discussion this way, attendees will appreciate it. Everyone will become more aware of their own jargon and minutiae. And attendee updates will become clearer, more focused and more relevant to the group.

#3 Drifting Off Topic

In many cases, an attendee will raise an issue or ask a question that moves the discussion away from the meeting agenda. In other cases, a discussion will move to an area of interest to only a few attendees.

Management Tip (cont.)

For example, you're updating staff on the department's new budget, and this leads to a discussion between two employees from the accounting department about bookkeeping tactics. Soon all the other attendees are daydreaming about lunch again.

Use a whiteboard or flip chart in your meeting as a "parking lot" for valid but off-topic ideas, issues and questions. When someone raises a topic or question that's worth discussing but would derail the meeting, you can "park it" by writing it on the board. This lets attendees know the issue will be addressed. It also reinforces to others that they should contribute ideas or questions, because those will be noted and taken up during another discussion.

#4 Ignoring Call-Ins

Often a meeting includes several people who call in from other locations. Remote attendees are represented simply by the speakerphone in the center of the conference table. The problem is some people in the room speak in a low voice, and the callers often can't hear every word in the meeting. They also miss important gestures and other nonverbal communication. And most people in the room naturally forget the remote employees are even there. This weakens morale among dial-in attendees, and the meeting becomes less valuable to them. It also can deprive others of insights the callers might contribute if they were treated as full participants.

To avoid this, write the names of dial-in attendees on both sides of a sheet of paper, and prop it up beside the speakerphone so people at the table can "see" them. You can make this more fun by placing large photos of the callers beside the speakerphone. Also, remind all attendees before each meeting to keep their voices up so the dial-in

attendees can hear them. And set a good example as the meeting leader by referring to and soliciting information from the remote employees when you can.

#5 Wasting a Learning Opportunity

Professional staffs and departments often operate as silos -- communicating only among themselves, rarely learning how their functions affect the rest of the organization or the public.

When you hold meeting after meeting with your staff or department -- without any outside representatives -- you risk creating a bubble. Your team might be operating on information or priorities that are outdated or incomplete. If you don't talk with people from other departments or other agencies, then how will you know?

Here's where your meetings can provide great insight for staff -- and even inspire them.

Invite representatives from other departments, other agencies, or even interested members of the public, to your meetings. Hear what they have to say. Let your team ask them questions.

With this strategy, your team will find meetings much more informative, productive and enriching. This also can lift the quality of your staff's work, because they'll be operating with a broader, richer base of knowledge than they would have if they had talked only to one another.

Robbie Hyman is head of Robbie Hyman Copywriting, which writes documents and other content for federal agencies. He can be reached at robbie@robbiehymancopywriting.com.

Regional Board Vacancy Descriptions

Regional Representative – The Regional Representative is the Regional Manager’s back-up for attending national level meetings; works with chapters in her (or his) vicinity to resolve issues, assists with recruiting, and participates in events; assists with on-site travel arrangements when National Board of Directors visit her (or his) vicinity; and conducts agency visits to agencies without chapters in her (or his) vicinity.

Legislative Chair – The Legislative Chair works with the National Vice President for Congressional Relations to share information to Chapters through the Region. The Legislative Chair may also be called upon to work on ad hoc committees related to FEW’s Legislative Agenda. The Legislative Chair holds one vote on the Regional Board.

Parliamentarian – The Parliamentarian serves as the governing voice for Regional Board meetings, ensuring the Regional Board conducts business by approved parliamentary procedure (as defined by the current version of *Roberts Rules of Order*). The Parliamentarian will be provided a copy of the current version of *Roberts Rules of Order* to maintain for the Region and have readily available during meetings to resolve questions of procedure. The book is turned over to successive Regional Parliamentarians. Training is available for anyone who is interested in serving as the Regional Parliamentarian. The Parliamentarian holds one vote on the Regional Board.

Policy and Procedures Chair – The Policy and Procedures Chair works closely with the Regional Bylaws Chair to ensure there are written procedures for how the Region conducts its business and to ensure the procedures aren’t in conflict with either National FEW or Regional bylaws. This will be a new initiative for the Region as past practices have not been captured in writing, to date. Once the initial work is done and approved by the Regional Board, the work becomes less time-consuming (e.g., once a year review, ad hoc meetings with the Regional Bylaws Chair, responding to Regional Board requests for information, etc.). The Policy and Procedures Chair holds one vote on the Regional Board.



www.fewfoundation.org

THE FEW FOUNDATION for EDUCATION AND TRAINING **NEEDS YOUR VOTE!**

The FEW Foundation will be submitting a proposal on August 1, 2010, to www.RefreshEverything.com to offer FEW members a ***free LEADERSHIP BOOT CAMP*** in October 2010.

The Leadership Boot Camp will be an intense full week of ***Mentoring and Workshops*** (e.g., identify your leadership style, strategic planning, data mining, influencing and leading without authority, and much more!) that include role-playing, brainstorming, and homework...yes, overnight homework! Participants will stay on-site for the *full week, free of charge.*

To be a successful competitor, we need every FEW member, their family, friends, and co-workers' – and their networks - vote, vote, vote! Did we mention we need votes? Yes, we need votes!

www.RefreshEverything.com/



Important NOTE: Without the funding from this grant, the FEW Foundation will **not** be able to offer this Leadership Boot Camp.

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Thank you for your support!