

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

I draw your attention to our new regional logo above! It adds a wonderful look to our newsletter. A big "**Thank you!**" went out to Toni Jones of the D.C. Metro Region for sharing her creative talents to incorporate Valarie Briggs' theme and our diversity within FEW. I will be incorporating this logo into our Spring Regional Training Program materials, as well.

With spring comes our annual Spring Regional Training Program, FEW Awards, as well as FEW, FEW Foundation Scholarships, and FEW partner opportunities for learning. I hope all of you are taking advantage of all of the opportunities that have been announced lately. In addition, FEW celebrates Diversity Month and its own anniversary in April. "Happy Anniversary, FEW!"

The Region has been getting a fantastic response to its letter campaign. This effort is in support of President Sue Webster's goal of a "Chapter in Every State." The Northeast Region has eight states, as well as overseas, in the region. At this time, however, we only have chapters in three of them – Massachusetts, New York, and New Jersey. Since the letter campaign began in January, we have received contacts for more information and/or requests for agency visits from:

- Housing and Urban Development, Manchester, NH;
- Housing and Urban Development, Newark, NJ;
- Housing and Urban Development, Hartford, CT;
- Environmental Protection Agency, Boston, MA;
- Environmental Protection Agency, New York;
- General Services Administration, Boston, MA;
- Food and Drug Administration, Parsippany, NJ;
- Veterans Administration, Manchester, NH;
- Veterans Administration, Bath, NY; and,
- U.S. Army, Germany (at least two locations)

Regional Manager's Message (cont.)

We are responding to the requests as fast as we can, all while continuing to send out more letters to agencies throughout the Northeast Region. Keep your fingers crossed that new chapters will form in these locations!

Membership Report by Kelly Badzo

We are welcoming back several members for 2009. Dawn Nester, Regional Manager, has instituted a Chapter Recognition program to recognize our chapters as they meet certain milestones. So far, the Brookhaven, Greater Boston, and Greater Merrimack Valley Chapters have received "Over 25...Members, that is!" certificates to recognize their returning members. Congratulations to these chapters!

We are also welcoming new members this month. They are:

Mary Jane Diggins, Brookhaven
Carlene Vigna, Fort Monmouth
Shirley Gakuru, Greater Boston
Coreen Malone, Greater Merrimack Valley
Sheila Swarbrick, Greater Merrimack Valley
Alan Swarbrick, Greater Merrimack Valley
Lisa Williams, Greater Merrimack Valley

Welcome back returning members. Welcome to FEW, new members!

2009 Regional Training Program by Jayne Cousins and Lisa Lombardi



"The future belongs to those who believe in the beauty of their dreams." – Eleanor Roosevelt

Registrations are being received! The catering for the luncheon as been ordered. The plans for the Thursday night meet-and-greet are in place. Come for free health screenings, meet vendors, take a chance on great raffle prizes! It's all here for one low-cost day of training!

Send in your reservation today by fax, e-mail, or USPS and join the excitement!

Legislative Report



FEW.ORG



Cecelia Davis
Vice President for
Congressional Relations

From the April 1st Legislative Alert, Janet Kopenhaver writes, "There have been quite a few exciting developments on Capitol Hill that will positively impact federal workers, including movement on the Paid Parental Leave Act, and **PASSAGE** of the Federal Employee Retirement System (FERS) Redeposit bill and Unused Sick Leave. We are making a lot of progress very early in the congressional session. But remember – FEW's most important weapon in these efforts, and a big contributing reason for our successes so far, is our grassroots advocacy network. Visit www.capwiz.com/few to see how you can help."¹

If you have not received your copy of the Legislative Alert, contact your Chapter's Legislative Liaison or Lisa Lombardi, Regional Legislative Liaison, (lisa.t.lombardi@irs.gov) to request a copy today. Being a grassroots organization, FEW relies on its members keeping themselves informed and actively participate in the calls for action. As Janet notes, we are making a lot of progress and that is because members like you make your voice heard. Keep up the good work!

I was pleased to receive Dawn's invitation to participate in your autumn Regional Training Program in October in New York. I am checking my calendar and hope to be able to accept that invitation.

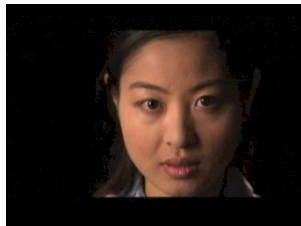
¹ If you want to do more than view the site, remember to access capwiz.com/few from your home computer.

Diversity Corner



Cathy Fletcher
Vice President for Diversity

April is Diversity Month. I commend the Greater Merrimack Valley Chapter for showing video entitled, "Ouch! That hurts!" as part of their continuing series on FEW's Focus Areas.



"OUCH! That hurts!"

From the TrainingABC.com web site, "Staying silent in the face of demeaning comments, stereotypes or bias allows these attitudes and behaviors to thrive. This undermines our ability to create an inclusive workplace where all employees are welcomed, treated with respect and able to do their best work.

Yet, most employees and leaders who want to speak up don't know how. So, we say nothing. *OUCH!* Learning Objectives:

- Understand the impact of stereotypes and biased statements, even when casually said;

- Identify the most common reasons people sit silent in the face of bias and stereotypes; and,
- Enhance skills for speaking up against stereotypes without blame or guilt."

Visit the TrainingABC.com website to order this 12-minute DVD or any of the others in their diversity series, such as "Harassment Hurts: It's Personal," "Diversity: Face to Face," "As Simple as Respect: Diversity, Respect, and Inclusion in the Workplace," or "The Great Minds" series.

Dates to Remember in May 2009:

1-31	Asian Pacific American Heritage Month
5	Cinco de Mayo
10	Mother's Day
25	Memorial Day (observed)

Compliance Report



Michelle Crockett
Vice President for Compliance

I continue to participate with EEOC and to watch for news items of interest. Below is one such item. I encourage you to visit the EEOC's web site (www.eeoc.gov) and click on the News link.

PRESS RELEASE
3-26-09

THE STAR TRIBUNE COMPANY TO PAY OVER \$300,000 FOR SEXUAL HARASSMENT OF FEMALE WORKERS

Court Approves Proposed Settlement in EEOC Suit Against Media Company

MINNEAPOLIS – The United States District Court for the District of Minnesota has approved as final a

Compliance Report (cont.)

proposed settlement of a sexual harassment lawsuit by the U.S. Equal Employment Opportunity Commission (EEOC) against The Star Tribune Company for more than \$300,000 and significant remedial relief, the EEOC announced today. The suit was filed on behalf of female employees at the plant which produces The Star Tribune newspaper, one of the nation's largest papers.

According to the EEOC's suit, The Star Tribune created a sexually hostile work environment at its Heritage Production Facility "mail room" for two named women who had filed charges with the EEOC, and a class of similarly situated women. The jobs held by the women involved compiling newspapers and placing inserts into them – a historically male-dominated position. The harassment of the women included vulgar comments, dirty jokes and sex-based statements, the EEOC said in the suit, filed in September 2008 under Title VII of the Civil Rights Act (Civil Action No. 08-cv-5297).

"Sexual harassment remains a persistent problem in the 21st century workplace," said EEOC Acting Chairman Stuart J. Ishimaru. "Employees should never have to endure a sexually hostile work environment in order to earn a paycheck. The EEOC has a long-standing history of filing lawsuits against employers who allow sexual harassment to occur."

Under the consent decree, recently approved by Judge Ann D. Montgomery, The Star Tribune will pay between \$305,000 and \$325,000, depending on the number of women who step forward. The monetary allocation applies to female employees in the mail room at the Heritage Production Facility between August 2005 and the present. The EEOC notified the women receiving distributions under the proposed settlement of the amount of the proposed distribution and told them of their right to object to the settlement. There were no objections.

As part of the consent decree, The Star Tribune also agreed to substantial equitable relief to create a discrimination-free workplace going forward. The EEOC shall maintain oversight on the compliance over the decree's two-year term. The non-monetary relief agreed to by the company includes:

- An injunction against sex harassment or retaliation of its female employees in the mail room;
- Employing a supervisor or manager for the mail room for every shift;
- Employing a human resources representative who will have responsibility for the human resource function for the mail room, including monitoring and resolving complaints of employees on working conditions in the mail room; and
- Providing annual training on preventing sexual harassment and retaliation to its mail room managers and supervisors during the decree's term.

John Hendrickson, the EEOC's regional attorney in Chicago, said. "When the EEOC can reach a settlement that reduces the chance of harassment occurring again, and one where no person receiving relief under the consent decree objects, it is a victory for the EEOC, the employer, and current and former employees."

According to its web site, www.StarTribune.com, "The Star Tribune is a news and information company serving the Minneapolis/St. Paul area. The Star Tribune newspaper is one of the 20 largest newspapers in the nation," and its web site is "the most frequently used local news and information service in the Twin Cities market."

The EEOC enforces federal laws prohibiting employment discrimination. Further information about EEOC is available on the agency's web site at www.eeoc.gov.

Training Report



Arlena Fitch-Gordon
Vice President for Training

Training opportunities seem to be “springing up” for FEW members. National FEW offered scholarships for the 2009 NTP, Retirees, and Collegiate).

The window to apply for the FEW Foundation’s Grantham University scholarship is still open. As the blast e-mail stated, this opportunity can be extended to your spouse and/or dependent children, too.

In addition, many regions and chapters offer scholarships.

I have been sharing training opportunities through our partner, the American Management Association.

In these times of economic hardships, now is the time to take advantage of these exciting opportunities to further your own or a family member’s education and, through the training, your career. I offer my best wishes to everyone who applied in the Northeast Region!



<http://www.fewfoundation.org>

**FEW
Foundation
for
Education
and Training**

Linda Fresh,
Vice President

The Board of Trustees is pleased to announce that it has awarded Regional Training Program scholarships to the D.C. Metro and Northeast

Regions since your last newsletter. Congratulations to Joyce Gottlieb and Valarie Briggs, respectively. We are pleased to be a small part of your learning experiences.

We also send a big “**THANK YOU!**” to the members of the D.C. Metro Region who supported the FEW Foundation through their 2008 Combined Federal Campaign. Because of your generosity, the FEW Foundation will receive income from the CFCNCA for the next 12 months. And, best news yet, the FEW Foundation has been accepted for the 2009 campaign in the CFCNCA! We will be sharing more information as the 2009 CFC kicks-off later this year.

In partnership with Grantham University, a member of the Office of Program Management’s www.GoLearn.com initiative, the FEW Foundation is pleased to be offering a 4-year, fully-funded scholarship to Grantham. The tuition covers any course of study offered by Grantham. Be sure to read the cover letter carefully to ensure your application is complete. The application period closes on May 31st. For all the details, visit the FEW Foundation’s web site at www.fewfoundation.org today.

National Training Programs

Future NTPs will be held:

- 2009 – July 20-24, Orlando, FL, at the Orlando World Center Marriott; visit www.fewntp.org today!
- 2010 – New Orleans, LA, at the New Orleans Marriott
- 2011 – Philadelphia, PA, at the Marriott
- 2012 – Detroit, MI, at the Marriott at the Renaissance Center

Keep these dates in mind when talking with your manager about training needs.

Management Tip

Listen With Your Eyes, Tips for Understanding Nonverbal Communication by Susan Heathfield, www.About.com

Is there ever any doubt in your mind as to the mood of a coworker upon their arrival at work? Nonverbal communication is the single most powerful form of communication. More than voice or even words, nonverbal communication cues you in to what is on another person's mind. The best communicators are sensitive to the power of the emotions and thoughts communicated nonverbally.

Nonverbal communication ranges from facial expression to body language. Gestures, signs, and use of space are also important in nonverbal communication. Multicultural differences in body language, facial expression, use of space, and especially, gestures, are enormous and enormously open to misinterpretation.

To gauge your expertise in interpreting nonverbal communication, take these [nonverbal communication interpretation quiz questions](#) from the University of California at Santa Cruz. Each link leads to pictorial quiz questions and explanations.

One of the funniest – yet saddest – nonverbal exchanges I have ever witnessed occurred in the registrar's office at a major university. A multinational student tried to communicate his problem to an older, white female. He gesticulated constantly waving his hands to punctuate his communication.

- He tried to narrow the distance between himself and the university employee who kept backing away to maintain her level of spacial comfort. By the end of the conversation, the student was chasing her the of the countertop still gesturing with his hands heatedly. The employee told me

later that she had been terrified of the student who was merely trying to tell her that he had already paid the bill he had just received from the university.

One study at UCLA indicated that up to 93 percent of communication effectiveness is determined by nonverbal cues. Another study indicated that the impact of a performance was determined 7 percent by the words used, 38 percent by voice quality, and 55 percent by the nonverbal communication.

If you want to mask your feelings or your immediate reaction to information, pay close attention to your nonverbal behavior. You may have your voice and words under control, but your body language including the tiniest facial expressions and movement can give your true thoughts and feelings away. Especially to a skilled reader of nonverbal cues, most of us are really open books.

Here are several tips for improving your reading of nonverbal information. No matter your position at work, improving your skill in interpreting nonverbal communication will add to your ability to share meaning with another person.

Shared meaning is my definition of communication. Correct interpretation of nonverbal communication will add depth to your ability to communicate.

Tips for Understanding Nonverbal Communication

- Recognize that people communicate on many levels. Watch their facial expressions, eye contact, posture, hand and feet movements, body movement and placement, and appearance and passage as they walk toward you. Every gesture is communicating something if you listen with your eyes. Become accustomed to watching nonverbal communication and your ability to read nonverbal communication will grow with practice.
- If a person's words say one thing and their nonverbal communication says another, you are wont to listen to the nonverbal communication – and that is usually the correct decision.

Management Tip (cont.)

Listen With Your Eyes (cont.)

- Assess job candidates based on their nonverbal communication. You can read volumes from how the applicant sits in the lobby. The nonverbal communication during an interview should also elucidate the candidate's skills, strengths, weaknesses, and concerns for you.
- Probe nonverbal communication during an investigation or other situation in which you need facts and believable statements. Again, the nonverbal may reveal more than the person's spoken words.
- When leading a meeting or speaking to a group, recognize that nonverbal cues can tell you:
 - when you've talked long enough,
 - when someone else wants to speak, and
 - the mood of the crowd and their reaction to your remarks.
- Listen to them and you'll be a better leader and speaker.

Understanding nonverbal communication improves with practice. The first step in practice is to recognize the power of nonverbal communication. I'm sure you've had gut feelings that what a person said to you was untrue. Listen to your gut. Along with your life experiences, training, beliefs and all that make up your past, it's your inner expert on nonverbal communication.

Source: <http://humanresources.about.com>

News You Can Use



Check the "News You Can Use" link on the Northeast Reigon's web site frequently as new articles are posted almost daily. Check it out

at <http://www.nerfew.org>.

~ ~ ~

Congratulation to a Member of the Greater Merrimack Valley Chapter

Kathleen Sousa, Food and Drug Administration, recently became a new Mom. Her note says, "Jonas Sousa Coletta was born 02/17/09 at 4:19pm. He weighed 6lbs 13ozs and was 19 inches.

He just missed mine and my husband's birthdays by one day! Oh well, I guess he wanted his own birthday. ☺ He has a nice head of dark brown hair, and it was spiked into a Mohawk when he was born. It was his most distinguishing feature – too funny. He's a little doll and has already changed so much in just one week. – Kat"



Jonas Sousa Coletta

~ ~ ~

Thank You Notes Received



Brenda Hagar, National FEW Nominations Officer, shared her gratitude for the many cards, calls, and prayers that continue to be sent her way as she recovers from breast cancer.

News You Can Use (cont.)

~ ~ ~



Krystal Smith sent a thank you note for all of the baby shower gifts received after the National Board of Directors meeting in February. She and her husband welcomed new daughter Abigail just after the

meeting.

~ ~ ~

Dear FEW Family:

I want to thank you for your expressions of love shown to me and my family on the loss of my mother. Please know that your gifts, cards, email and calls has brought comfort to us as we try to move forth. I am overwhelmed and deeply grateful by all of the support that has been shown to us. Your kindness will always be remembered and appreciated.

Joni K. Sterling

~ ~ ~

**Condolences to Northeast Region
FEW Members**

Thoughts and prayers go out to two Northeast Region chapter members.

Alice McGrail and her family suffered the loss of her brother-in-law. Expressions of sympathy may be sent to Alice at:

Alice McGrail
6 National Street
S. Boston, MA 02127

Eleanor Gildersleeve, a long-time Boston area resident who moved to Florida upon retirement, recently lost her mother. Cards may be sent to Eleanor at:

Eleanor Gildersleeve
13701 NW 22nd Street
Sunrise, FL 33323-5305



FEW Foundation for Education and Training

Established in 2004, the FEW Foundation for Education and Training is a 501(c)(3) charitable arm of Federally Employed Women (FEW). The primary mission of the Foundation is to help women enhance their career opportunities through education and training.

In 2008-2009, the Foundation:

- awarded a four-year scholarship to Grantham University to Melody Bigi of the Great Lakes Region;
- awarded regional scholarships in support of Regional Training Programs (RTP) to the Great Lakes, Southeast, Northeast, and D.C. Metro Regions, with additional scholarships planned throughout the year as RTPs are held;
- announced the application process for the 2009 four-year scholarship to Grantham University;
- participated in the Combined Federal Campaign of the National Capital Area; and,
- applied and was accepted to participate in the Combined Federal Campaign of the National Capital Area in 2009.

The FEW Foundation's Board of Trustees is formed from FEW member volunteers who know how important upward mobility is to the individual within the Federal workforce. We invite you to join our quest to educate and train more individuals to enhance opportunities for leadership.

Eleanor Roosevelt once said, "[It is today we must create the world of the future.](#)" You can help the FEW Foundation create your "world of the future." Please consider making a tax deductible donation on site or by mailing your check to:

FEW Foundation Treasurer
7004 SW Twin Oaks Circle
Stuart, FL 34997

Or contact us at (202) 898-0994 to discuss other tax-deductible opportunities. Any size donation will be greatly appreciated.

*Come visit us in the Exhibit Hall at Booth #414
and anytime at
www.fewfoundation.org*