

# **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

## *Around the Table...*



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

### **What's Inside?**

- ★ Membership Report, pg 2
- ★ Regional Training Program Update, pg 2
- ★ Legislative Report, pg 3
- ★ Diversity Corner, pg 3
- ★ Compliance Report, pg 4
- ★ Training Report, pg 5
- ★ FEW Education and Training Foundation, 7
- ★ National Training Programs, pg 7
- ★ Management Tips, pg 7
- ★ News You Can Use, pg 8

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### **Regional Manager's Message**

I am traveling to Atlanta, GA, February 18-22, 2009, to participate in the FEW National Board of Directors (NBOD) meeting, as well as receive Regional Manager (RM) training. The RM training is something I am really looking forward to as we will explore topics such as data-mining, effective meetings, communications, and more. When I return to New Hampshire, I will share highlights from the meeting with the Regional Board and ask that they share them with members.

One of the items that the NBOD will be reviewing is nominees for the FEW Foundation for Education and Training's Board of Trustees. That is important to me because I will be running for President of the FEW Foundation when we return from Atlanta. Wish me luck!  
☺

Something I think every member should know is how hard the officers of your chapter are working for you, our region, and the national organization. Some highlights are:

- Lisa Lombardi worked hard to finalize the details of her Pampered Chef party to raise money for the Region's Scholarship Fund.
- Jayne Cousins and Lisa Lombardi are working hard together to develop a meaningful Spring Regional Training Program.
- Roberta Simpkin is recruiting the last two members she needs to bring her Chapter back to strength, well ahead of the expiration of the chapter waiver.
- Tina Gray promoted the concept of outreach to agency heads in our Region in support of President Webster's "A Chapter in Every State" goal.

## Regional Manager's Message (cont.)

- Valerie Foxx has provided Chapter scholarship monies so members could attend local training and bring back the information to the Chapter members. She instituted the multi-participation method for members and meeting participation has been increasing.
- Kelly Badzo sought a replacement executive champion within her agency. That effort paid dividends in understanding when Lesly Galloway wanted to take advantage of a training opportunity that might not otherwise have come her way.
- The chapters give back to their communities in impressive ways, as well.

I also know that the Chapters are strong because the members are supporting their officers and programs to make them strong. As I said to the Regional Board, each of you works for your Chapter tirelessly and that strengthens the Region. Strong Regions strengthens the national organization. A strong national organization gives us more visibility and more clout with the legislators on Capitol Hill in Washington, DC and that impacts us all each and every day through the decisions they make.

All I can say is "Thank you."

## Membership Report by Kelly Badzo

We are approaching the time when those of us with a March renewal date will be encouraged to do so on-line. However, if you do not wish to renew on-line using a credit card or do not have access to a computer, you may still send in your renewal via check to your Chapter Treasurer or directly to **FEW, P. O. Box 75551, Baltimore, MD 21275**. Make your check payable to FEW for \$45.00.

## 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

Class speakers are being confirmed. So far, we have Arlena Fitch-Gordon, Vice President for Training; Cathy Fletcher, Vice President for Diversity; Ruth Petty, Financial Consultant with Centinal Financial, LLC; and Ruth Hegarty, Motional Speaker, Leap of Confidence. We have invited Congresswoman Nicki Tsongas or a representative from her office to be our luncheon speaker.

The information for participating in our theme contest to win a free registration or a discounted registration has been sent out. Entries are due to Dawn Nester, Regional Manager, by March 6<sup>th</sup>!

We have kept the registration prices the same as they were for the 2008 RTP. They are:

Members = \$35.00  
Non-members = \$50.00  
Students = \$20.00 (must have valid student ID number)

If you would like to be a member of the RTP Committee, please let us know that, too. Jayne can be reached via e-mail at [Jayne.M.Cousins@irs.gov](mailto:Jayne.M.Cousins@irs.gov); Lisa at [Lisa.T.Lombardi@irs.gov](mailto:Lisa.T.Lombardi@irs.gov). We would be delighted to have you working with us on this important committee.

Stay tuned to this column for all the details as they become confirmed.

## Legislative Report



FEW.ORG



Cecelia Davis  
Vice President for  
Congressional Relations

Hello Members,

The 111th Congress has really been focused on introducing and passing bills that address issues important to Federally Employed Women. I want to share with you news that President Obama signed this morning [January 30] the Lilly Ledbetter Fair Pay Act of 2009. This law expands the time frame in which workers can sue for discrimination they have experienced based on gender, race, national origin or religion.

This legislation is named for Lilly Ledbetter who after years as a manager for Goodyear Tire and Rubber discovered she was being paid less than her male counterparts. She filed suit and won a jury verdict in 2003. But the lawsuit was deemed invalid, because it wasn't filed within six months of when the discrimination began (which was unknown to her).

She is now 70 years old and was present in the East Room (escorted by President Obama) for the signing ceremony. This is a great victory!!!!



Diversity Corner



Cathy Fletcher  
Vice President for Diversity

February is Black History Month. The 2009 theme is **"The Quest for Black Citizenship in the Americas."**

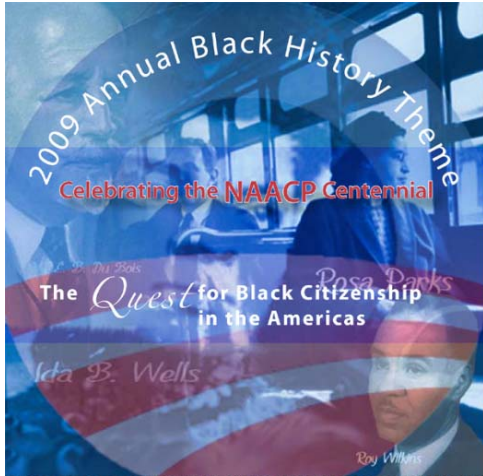
I encourage all members and their families to visit their local libraries for exhibits and resources, participate in awareness activities in their communities and at work, and go to the internet to learn more. Here are some excellent sites to help you get started:

Association for the Study of African American Life and History ([www.asalh.org](http://www.asalh.org)) – Did you know a century ago, an interracial group of Americans joined together and formed the National Association for the Advancement of Colored People (NAACP)? Find out how ASALH is celebrating the NAACP's 100<sup>th</sup> anniversary!

U.S. Census Bureau News ([www.census.gov](http://www.census.gov)) – choose the "Facts for Features, Black (African-American) History Month: February 2009) for a selection of data covering topics such as Population; Serving Our Nation; Education; Income, Poverty, and Health Insurance; and Families and Children. Did you know that nationally, 46 percent of households with a householder who is single-race black lived in owner-occupied homes? Find out much more on the Census Bureau's web site.

The Smithsonian's web site has a nice section on Black History Month events and information. Visit <http://smithsonianeducation.org> for more.

**Diversity Corner** (cont.)



Black History Month 2009 poster

Dates to Remember in March 2009:

1-31	Women's History Month
1-31	Deaf History Month
1-31	Greek-American Heritage Month
1-31	Irish-American Heritage Month
1-31	Mental Retardation Awareness Month
1-31	National Chronic Fatigue Syndrome Awareness Month
1-31	National Multiple Sclerosis Education and Awareness Month
1-31	Spiritual Wellness Month
6	World Day of Prayer
8	International Women's Day
8	Daylight saving time begins
10	Purim (Jewish)
17	St. Patrick's Day
20	Spring begins

**Compliance Report**



Michelle Crockett  
Vice President for Compliance

The Equal Employment Opportunity Commission's web site shares information about important rulings made which work to eliminate discrimination in the workforce. I encourage you to visit their web site on a regular basis to view these important announcements. The web site is at [www.eeoc.gov](http://www.eeoc.gov). To that end, I am sharing the following press release.

**FOR IMMEDIATE RELEASE**

January 22, 2009

Contact: Debra Lawrence, Acting Regional Attorney (401) 209-2734  
Daniel J. Cabot, Field Director (216) 522-7447  
Michelle Crew, Public Affairs (216) 522-7651

**PITT OHIO AGREES TO PAY \$2.43 MILLION TO SETTLE EEOC DISCRIMINATION LAWSUIT**

**Trucking Company Refused Class of Women Driver and Dockworker Jobs, Federal Agency Charged**

CLEVELAND – An interstate trucking firm has agreed to pay \$2.43 million and provide other remedial relief to a class of women to settle a major sex discrimination lawsuit brought by the U.S. Equal Employment Opportunity Commission (EEOC), the federal agency announced today.

The EEOC had charged in the litigation that Pitt Ohio Express Inc. denied a class of qualified female applicants employment as truck drivers or dockworkers since 1997, while men were placed in these positions during the same period.

The comprehensive relief obtained by the EEOC includes \$2.43 million for the class of women denied employment. Non-monetary relief includes offers of

## Compliance Report (cont.)

employment to women who should have been previously hired as drivers and dock workers and equal employment opportunity training to all supervisors and managers, as well as reporting and monitoring provisions.

“We are pleased that this settlement will provide appropriate relief for the people who have been harmed,” said EEOC Acting Regional Attorney Debra Lawrence. “We are likewise glad that this employer is taking proactive measures to ensure a discrimination-free workplace in the future by addressing the problems that led to the lawsuit.”

The [consent decree](#) settling the suit was approved by the court following a fairness hearing held this morning.

According to company information, Pitt-Ohio Express Inc. is a regional carrier specializing in short-haul transporting, providing direct service to over seven states in the northeastern United States. The company is headquartered in Pittsburgh and has terminals in Cleveland, Columbus, Cincinnati and Toledo.

The EEOC is responsible for enforcing federal laws prohibiting employment discrimination based on race, color, religion, sex, national origin, age, disability, and retaliation. Further information about the EEOC is available on its web site at [www.eeoc.gov](http://www.eeoc.gov)

## Training Report



Arlena Fitch-Gordon  
Vice President for Training

In my continuing effort to help you learn tools you need to advance in your careers, I found this article about “... an Empowering Manager.” Even if you are not a manager at this time, you may aspire to be on in the future. If you are a manager now, these tips may help you on your journey of being an empowering manager. These tips are good advice for just working with one another on a day-to-day basis. At the bottom of the article is the link to the web site where these tips originated. Go to the OD/ManagementandLeadership section for additional links within the tips and the suggested reading listed at the end of the article. Good luck on your continuing career journey!

### The Credo of an Empowering Manager

Looking for real management advice about people? Your goal is to create a work environment in which people are empowered, productive, contributing, and happy. Don't hobble them by limiting their tools or information. Trust them to do the right thing. Get out of their way and watch them catch fire. These are the ten most important principles for managing people in a way that reinforces [employee empowerment](#), accomplishment, and contribution. These management actions enable both the people who work with you and the people who report to you to soar.

#### 1. Demonstrate You Value People

Your regard for people shines through in all of your actions and words. Your facial expression, your body language, and your words express what you are thinking about the people who report to you. Your goal is to demonstrate your appreciation for each person's unique value. No matter how an employee

## Training Report (cont.)

is performing on their current task, your value for the employee as a human being should never falter and always be visible.

### 2. Share Leadership Vision

Help people feel that they are part of something bigger than themselves and their individual job. Do this by making sure they know and have access to the organization's overall mission, vision, and strategic plans.

### 3. Share Goals and Direction

Share the most important goals and direction for your group. Where possible, either make progress on goals measurable and observable, or ascertain that you have shared your picture of a positive outcome with the people responsible for accomplishing the results.

### 4. Trust People

Trust the intentions of people to do the right thing, make the right decision, and make choices that, while maybe not exactly what you would decide, still work.

### 5. Provide Information for Decision Making

Make certain that you have given people, or made sure that they have access to, all of the information they need to make thoughtful decisions.

### 6. Delegate Authority and Impact

Opportunities, Not Just More Work  
Don't just delegate the drudge work; delegate some of the fun stuff, too. You know, delegate the important meetings, the committee memberships that influence product development and decision making, and the projects that people and customers notice. The employee will grow and develop new skills. Your plate will be less full so you can concentrate on contribution. Your reporting staff will gratefully shine - and so will you.

### 7. Provide Frequent Feedback

Provide frequent feedback so that people know how they are doing. Sometimes, the

purpose of feedback is reward and recognition. People deserve your constructive feedback, too, so they can continue to develop their knowledge and skills.

8. Solve Problems: Don't Pinpoint Problem People  
When a problem occurs, ask what is wrong with the work system that caused the people to fail, not what is wrong with the people. Worst case response to problems? Seek to identify and punish the guilty. (Thank you, Dr. Deming.)

### 9. Listen to Learn and Ask Questions to Provide Guidance

Provide a space in which people will communicate by listening to them and asking them questions. Guide by asking questions, not by telling grown up people what to do. People generally know the right answers if they have the opportunity to produce them. When an employee brings you a problem to solve, ask, "what do you think you should do to solve this problem?" Or, ask, "what action steps do you recommend?" Employees can demonstrate what they know and grow in the process.

### 10. Help Employees Feel Rewarded and Recognized for Empowered Behavior

When employees feel under-compensated, under-titled for the responsibilities they take on, under-noticed, under-praised, and under-appreciated, don't expect results from employee empowerment. The basic needs of employees must feel met for employees to give you their discretionary energy, that extra effort that people voluntarily invest in work.

<http://humanresources.about.com>



<http://www.fewfoundation.org>

## **FEW Foundation for Education and Training**

by Patricia  
Wolfe,  
President

The Board of Trustees for the FEW Foundation for Education and Training is pleased to announce Jean Grenville was selected to receive a FEW Foundation scholarship to attend the Southeast Region's Regional Training Program (RTP). Congratulations, Jean! We wish you all the best for a wonderful learning experience through the Southeast Region's RTP.

Regional Managers, if your region is holding its RTP in 2009, please consider recommending a member from your region for a FEW Foundation scholarship. The scholarship covers tuition only. The Board of Trustees requests that you share your region's selection criteria along with the name of your winner. The winner will be asked to share an article of their experience at your RTP and allow us to share their article with or without a photo for the FEW Foundation's web site.

### **National Training Programs**

Future NTPs will be held:

- 2009 – Orlando, FL, at the Orlando World Center Marriott
- 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**

How to Hold a Difficult Conversation: Providing Responsible Feedback Is Difficult  
by Susan M. Heathfield, About.com

If you manage people, work in Human Resources, or care about your friends at work, chances are good that one day you will need to hold a difficult conversation.

People dress inappropriately and unprofessionally for work. Personal hygiene is sometimes unacceptable. Flirtatious behavior can lead to a sexual harassment problem. A messy desk is not the sign of an organized mind. Unreturned pop cans do draw ants. Vulgar language is unprofessional. Revealing cleavage belongs in a club, a party, or on the beach. Leaving dirty dishes for others to wash is rude.

Have you encountered any of these examples? They're just samples of the types of behavior that cry out for responsible feedback. These steps will help you hold difficult conversations when people need professional feedback.

#### **Steps to Provide Feedback in a Difficult Conversation**

- Seek permission to provide the feedback. Even if you are the employee's boss, start by stating you have some feedback you'd like to share. Ask if it's a good time or if the employee would prefer to select another time and place. (Within reason, of course.)
- Use a soft entry. Don't dive right into the feedback - give the person a chance to brace for potentially embarrassing feedback. Tell the employee that you need to provide feedback that is difficult to share. If you're uncomfortable with your role in the conversation, you might say that, too. Most people are as uncomfortable providing feedback about an individual's personal dress or habits, as the person receiving the feedback.
- Often, you are in the feedback role because other employees have complained to you about the habit, behavior, or dress. Do not give in to the temptation to amplify the feedback, or excuse your responsibility for the feedback, by stating that a number of coworkers have complained. This heightens the embarrassment and harms the recovery of the person receiving feedback.

## Management Tip (cont.)

- The best feedback is straightforward and simple. Don't beat around the bush. I am talking with you because this is an issue that you need to address for success in this organization.
- Tell the person the impact that changing his or her behavior will have from a positive perspective. Tell the employee how choosing to do nothing will affect their career and job.
- Reach agreement about what the individual will do to change their behavior. Set a due date - tomorrow, in some cases. Set a time frame to review progress in others.
- Follow-up. The fact that the problem exists means that backsliding is possible; further clarification may also be necessary. Then, more feedback and possibly, disciplinary action are possible next steps.

You can become effective at holding difficult conversations. Practice and these steps will help build your comfort level to hold difficult conversations. After all, a difficult conversation can make the difference between success and failure for a valued employee. Care enough to hold the difficult conversation.

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

## News You Can Use



This segment has moved to the Northeast Region web site. Check the "News You Can Use" link frequently as new articles are posted almost daily. Information about health care, retirement, the Thrift Savings Plan, and more is posted on this page of the web site. Check it out at <http://www.nerfew.org>.

From a notification from National FEW, received February 16, 2009:

We have received notice of two FEW members who are currently under the weather. Everyone is encouraged to send a get well note. Thank you.

**Kelly Badzo**, Brookhaven Chapter President, fell at work and broke her ankle.

Cards should be sent to:

Kelly Badzo  
73 Pinelawn Ave.  
Shirley, NY 11967

**Nanette Hayes**, fell and will be having surgery.

Cards should be sent to:

Nanette Hayes  
10071-3 Windstream Drive  
Columbia, MD 21044

Flowers for Nanette Hayes can also be sent to her during the hospital stay.  
St. Agnes Hospital (will be there 3 days beginning 3/2)  
900 Caton Ave.  
Baltimore, MD 21229  
Tel: 410-368-6000