

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

September marks the beginning of a change in season. Autumn brings with it changes in scenery. Many people enjoy making a trip to their local place to view the changing leaves. Our wardrobes will change from the cooler clothes of summer to the slightly warmer clothes needed for cooler mornings and evenings. Children have returned to school and are learning new skills they'll need for their future. Change is in the air.

You can take a page from the children's notebook by planning now to learn new skills you need for your own future. Register today to attend the Northeast Region's upcoming Regional Training Program. The Committee is working hard to ensure you will have a top notch learning experience from highly qualified instructors.

You can also opt to develop a self-study program through FEW's partnership with Grantham University. In addition to the annual full scholarship that Grantham University offers to FEW members, there is also an option to take on-line classes at a reduced tuition rate. Check it out at <http://www.grantham.edu/promo/few.php>.

There are other reduced tuition options available to you, as well. The FEW Foundation for Education and Training has partnered with Ed2Go.com to offer reduced tuition on-line courses in over 200 topics. Check it out at www.Ed2Go.com/fewed.

Whether you are looking to start a degree, finish one, or just want to hone a new skill, autumn is a good time to start. The Regional Training Program is a good place to begin to map out your strategy of self-development. Register today. Visit the NER FEW web site to download the registration form, view the agenda, get information to the hotel and Meet-and-Greet (www.nerfew.org, click on the RTP link).

Membership Report by Kelly Badzo

The July rosters have come out. Chapter Presidents and Treasurers should access the secure FEW web site to download their roster. Now that FEW membership is on an individual member's anniversary date for renewal, check the rosters to see who in your chapter is coming up for renewal on a monthly basis.

We are welcoming new members this month. They are:

*Karen Barry, Brookhaven Chapter
Christine Cardus, Brookhaven Chapter
Denise Hutchinson, Brookhaven Chapter
Christina Johnson, Brookhaven Chapter
Oneida Rosario, Brookhaven Chapter
Linda Campbell,, Greater Boston Chapter
Judy Freeman, Greater Boston Chapter
Janice DeRoche, Greater Boston Chapter*

Welcome, everyone!

2009 Regional Training Program by Kelly Badzo, Lesly Galloway, Lisamarie Rykowski, Roberta Simpkin, and Lindsay Mitchell



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

Registration is open! The registration form and the draft agenda have been sent out to everyone. You may also visit the Northeast Region's web site and click on the RTP link (www.nerfew.org) to download the registration form. Mail your registration with your check, made payable to NER FEW, to the address on the form **TODAY!**

Friendly Reminder: there will be a Meet-and-Greet event from 6:30-8:30 p.m. at the Applebee's across from the Hampton Inn (address of hotel: 2000 North Ocean Avenue, Farmingville, NY, PH: 800-276-7415). Even if you can't come for the day of training, please

think about joining us for the Meet-and-Greet. It will be a lot of fun!

Registration rates:

Members = \$35;
Non-members = \$50; and,
Students with valid ID = \$20.

Join us for this fun-filled day of learning!

Regional Awards by Lesly Galloway, Chair

The Regional Awards Committee announced its selections to Dawn Nester, Regional Manager, on September 8th. She concurred with the selections. The winners are:

1. Outstanding Member of the Year - Tina Gray, Greater Merrimack Valley Chapter
2. Outstanding Chapter of the Year - Brookhaven Chapter
3. Outstanding Chapter Program Award, Community Service - Brookhaven Chapter
4. Outstanding Chapter Program Award, Fundraising - Brookhaven Chapter
5. Private Industry Award - Alexander Stathopoulos, Blue Cross Blue Shield, Massachusetts representative (nomination submitted by the Greater Merrimack Valley Chapter)

Congratulations to all of the winners! Thank you to all the Chapters that submitted nominations. I look forward to working with you again in 2010 to present Regional Awards to recognize the achievements throughout the coming year.

A Message From Sue Webster, National FEW President

Following the lead of First Lady Michelle Obama's national and community service initiative, "United We Serve and Organizing for America," FEW is reaching out to give back with a year-long initiative called, "FEW: A Helping Hand," where we adopt two schools in the New Orleans, Louisiana, area and provide students with resources they so greatly need such as books, supplies, and uniforms. Our goal is to raise a minimum of \$5000 for each school [emphasis added]. We kicked off our drive this past July at the 2009 National Training Program (NTP) and it will culminate

**A Message From Sue Webster,
National FEW President (cont.)**

at our 2010 NTP in New Orleans, Louisiana.

We know that Hurricane Katrina destroyed many of the schools and that there are daily struggles that so many families are confronted with and we know that it is especially important for us to reach out to one another and offer a helping hand. Because the need is still so great four years after the Hurricane Katrina, we have adopted McDonogh #35 College Preparatory Senior High School and Mary Bethune Elementary Literature/Technology School in the New Orleans Public School System.

New Orleans ' McDonogh #35 Senior High School serves grades 7-12 in the Orleans Parish School District. McDonogh #35 strives to develop students into a new generation of leaders who possess a love for truth, the critical intelligence to pursue it, and the courage to articulate it. Their mission statement is to encourage academic excellence for all students in challenging and interactive programs that are supported by teachers, staff, students, parents, community. Mary Bethune Elementary Literature/ Technology is a public school that serves grades PK-6 in the Orleans Parish School District and its mission is to develop lifelong learners by providing rigorous and relevant learning experiences through literature, math and technology.

Help us to help those in need, experience the spirit of New Orleans by giving back, all donations are tax deductible.

Donations may be made online at www.feea.org . Click on Give Now and Scroll Down to Gift Designation. Use the pull down box to designate your gift to FEW: A Helping Hand

Make checks payable to FEEA – FEW: A Helping Hand
Send to: 3333 S. Wadsworth Blvd., Suite 300,
Lakewood, CO 80227

Cash or Credit Cards accepted

Thanks you so much for all your efforts in making this community service initiative a very successful one.

Sue Webster

Legislative Report



FEW.ORG



Cecelia Davis
Vice President for
Congressional Relations

I think Janet Kopenhaver, FEW's lobbyist on Capitol Hill, described recent activities very well in the August 15th issue of FEW's Legislative Update. In part, she said, "This has been another very exciting couple of weeks for FEW - starting with a meeting with the White House official, Tina Tchen, in charge of the Council on Women and Girls. The purpose of the meeting, which was held in the West Wing, was a follow-up to the previous meeting to further discuss ways to revamp the Federal Women's Programs (FWP) throughout the United States government.

During the meeting, FEW presented four one-page documents ... on changes needed to make these programs more effective and accountable in every federal agency. Ms. Tchen agreed to share these recommendations with Office of Personnel Management (OPM) Director John Berry and solicit his feedback on next steps to achieving them. She also broached the idea of hosting an Inter-Agency Council meeting to discuss the status of the Federal Women's Programs in each of the agencies. We highly supported this idea and offered to help in any way we could. We will keep the FEW members apprised on any developments with this possible initiative.

The White House officials asked FEW to help compile a comprehensive list of stakeholder federal worker organizations that represent certain groups of employees. (i.e., FEW, FAPAC, BIG, SAIGE, IMAGE

to name a few). If you know of any, please send Janet Kopenhaver, FEW's Washington Representative, their names, contact person and contact information if you have it.

FEW's Washington Representative also attended an invitation-only White House Women's Health Care Task Force meeting. ...

Finally, OPM announced that it was creating a new office to oversee the Senior Executive Service (SES).”

If you did not receive your copy of the August 15th Legislative Update to read more about these interesting developments, please contact Lisa Lombardi, Legislative Liaison for your Region, or Dawn Nester, Regional Manager, to request a copy, including the four one-page attachments.

See you in October!

Diversity Corner



Cathy Fletcher
Vice President for Diversity

September marks the beginning of “Hispanic Heritage Month.” The month starts on September 15th and continues through October 15th. This year’s theme is **“Embracing the Fierce Urgency of Now!”**



Hispanic Heritage Month
2009 poster

From FactMonster.com: “Hispanic Heritage Month begins on September 15, the anniversary of independence for five Latin American countries—Costa Rica, El Salvador, Guatemala, Honduras, and Nicaragua. In addition, Mexico declared its independence on September 16, and Chile on September 18.

The term Hispanic, as defined by the U.S. Census Bureau, refers to Spanish-speaking people in the United States of any race. On the 2000 Census form, people of Spanish/Hispanic/Latino origin could identify themselves as Mexican, Puerto Rican, Cuban, or "other Spanish/Hispanic/Latino." More than 35 million people identified themselves as [Hispanic or Latino](#) on the 2000 Census.”

Dates to Remember in October:

1-31	National Disability Employment Awareness Month
1-31	Diversity Awareness Month
1-31	Lesbian, Gay, and Bisexual History Month
1-31	National Breast Cancer Awareness Month
1-31	National Mental Illness Awareness Month
15-31	Hispanic Heritage Month
3	Sukkot
12	Columbus Day
31	Halloween!

Training Report



Arlena Fitch-Gordon
Vice President for Training

Mindtools.com is a web site that can provide you with tips and tools for many of today's work place issues, such as decision-making, problem solving, leadership, practical creativity, stress and time management, and much more. You can also apply the techniques to managing your FEW Chapter or Region.

For this month's column, I've chosen an article on "Asking the 5 Whys."

"5 Whys: Quickly Getting to the Root of a Problem"

Why use the tool?

The 5 Whys is a simple problem-solving technique that helps users to get to the root of the problem quickly. Made popular in the 1970s by the Toyota Production System, the 5 Whys strategy involves looking at any problem and asking: "Why?" and "What caused this problem?" Very often, the answer to the first "why" will prompt another "why" and the answer to the second "why" will prompt another and so on; hence the name the 5 Whys strategy.

Benefits of the 5 Whys include:

- It helps to quickly determine the root cause of a problem
- It is easy to learn and apply

How to use the tool:

When looking to solve a problem, start at the

end result and work backward (toward the root cause), continually asking: "Why?" This will need to be repeated over and over until the root cause of the problem becomes apparent.

Tip:

The 5 Whys technique is a simple technique that can help you quickly get to the root of a problem. But that is all it is, and the more complex things get, the more likely it is to lead you down a false trail. If it doesn't quickly give you an answer that's obviously right, then you may need more sophisticated technique problem solving techniques like those found in our [problem solving section](#).

Example:

Following is an example of the 5 Whys analysis as an effective problem-solving technique:

- Why is our client, Hinson Corp., unhappy?
Because we did not deliver our services when we said we would.
- Why were we unable to meet the agreed-upon timeline or schedule for delivery? The job took much longer than we thought it would.
- Why did it take so much longer? Because we underestimated the complexity of the job.
- Why did we underestimate the complexity of the job? Because we made a quick estimate of the time needed to complete it, and did not list the individual stages needed to complete the project.

Why didn't we do this? Because we were running behind on other projects. We clearly need to review our time estimation and specification procedures.

Key Points:

The 5 Whys strategy is an easy and often-effective tool for uncovering the root of a problem. Because it is so elementary in nature, it can be adapted quickly and applied to most any problem. Bear in mind, however, that if it doesn't prompt an intuitive answer, other problem-solving techniques may need to be applied.

Source: www.Mindtools.com

Compliance Report



Michelle Crockett
Vice President for Compliance

I monitor the Equal Employment Opportunity Commission's web site for information on cases that may be of interest. I share this one, posted September 1, 2009:

"PRESS RELEASE. 9-1-09

MARS SUPER MARKETS TO PAY \$275,000 AND OFFER JOBS TO WOMEN TO SETTLE EEOC SEX DISCRIMINATION LAWSUIT

Class of Women Denied Meat Cutter Positions, Agency Charged

BALTIMORE -- Mars Super Markets, Inc., a Baltimore-based supermarket chain, will pay \$275,000 and furnish significant remedial relief to settle a class sex discrimination lawsuit filed by the U.S. Equal Employment Opportunity Commission (EEOC), the agency announced today.

According to EEOC's suit (JFM-08-2570), filed in the U.S. District Court for the District of Maryland, Northern Division, Mars refused to hire part-time deli clerk Gail Brown as an apprentice meat cutter at a Dundalk, Md., Mars store because she is a woman. Mars, which operates 16 grocery stores in the Baltimore metropolitan area, had an ongoing pattern of failing to hire females as meat cutters and also failed to preserve various personnel and employment records, which also violated federal law.

Refusing to hire qualified applicants because of their gender violates Title VII of the Civil Rights Act of 1964, as amended.

"Eliminating an entire gender – half the population – from consideration for a particular type of job makes no sense and clearly violates decades-old federal law," said EEOC Acting Chairman Stuart J. Ishimaru. "Let this settlement be a reminder and a warning: The EEOC will hold perpetrators of such anachronistic employment practices accountable for their flagrant flouting of anti-discrimination laws."

Brown said, "I want to thank EEOC and my attorney, Darcy Massof. I hope this helps women in the future get hired on their ability and not their gender."

The consent decree settling the case, pending court approval, mandates that Brown will receive back pay, compensatory damages and attorney's fees of \$118,000. The decree also provides back pay to other identified female applicants for the position of meat cutter that were denied hire because of their gender.

Along with the relief paid to the class members, the three-year decree provides for significant remedial relief, including Mars' agreement to:

- extend job offers to women denied meat cutter jobs;
- post a notice to all female applicants and employees who were denied the job advising them that they may be entitled to job offers and should contact the EEOC;
- submit written reports to EEOC regarding the employment status of eligible claimants; refrain from discriminating on the basis of sex in any way;
- maintain employment records in compliance with Title VII;
- develop job descriptions for meat cutter positions;
- post a non-discrimination notice to employees and applicants; and,
- provide anti-discrimination training to all current and all future officers, managers and supervisors.

"We brought this lawsuit to advance everyone's legal

Compliance Report (cont.)

right to a workplace free of sex discrimination and to remind employers that they must make employment decisions based on the applicant's ability to perform the duties of the job rather than on stereotypes," said EEOC Acting Regional Attorney Debra Lawrence.

In Fiscal Year 2008, the EEOC received 28,372 charges of sex-based discrimination.

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



<http://www.fewfoundation.org>

FEW Foundation for Education and Training

Linda Fresh,
Vice President

This month, I am pleased to share that the FEW Foundation presented another successful webinar. This webinar was held on September 17th and addressed "Leadership for Women."

Upcoming webinars include:

- October 15 – "EXCEL Tips and Tricks," Nikki Follis, Grantham University faculty member
- November 5 – "CFC and YOU," Dawn Nester, FEW Foundation President, and Valerie Stringer, D.C. Metro Region Manager
- December – date and topic to be determined.

National Training Programs

Future NTPs will be held:

- 2010 – New Orleans, LA, at the New Orleans Marriott, "Jazz Up Your Career!", www.fewntp.org
- 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.

Health Tip

With the stirring debate about health care reform continuing, this newsletter will begin to feature Health Tips. The first tip comes from Women's Health, a newsletter from the National Institutes of Health.

How to Get a Second Opinion

Even though doctors may get similar medical training, they can have their own opinions and thoughts about how to practice medicine. They can have different ideas about how to diagnose and treat conditions or diseases. Some doctors take a more conservative, or traditional, approach to treating their patients. Other doctors are more aggressive and use the newest tests and therapies. It seems like we learn about new advances in medicine almost every day.

Many doctors specialize in one area of medicine, such as cardiology or obstetrics or psychiatry. Not every doctor can be skilled in using all the latest technology. Getting a second opinion from a different doctor might give you a fresh perspective and new information. It could provide you with new options for treating your condition. Then you can make more informed choices. If you get similar opinions from two doctors, you can also talk with a third doctor.

Tips: What To Do

Health Tip (cont.)

- Ask your doctor for a recommendation. Ask for the name of another doctor or specialist, so you can get a second opinion. Don't worry about hurting your doctor's feelings. Most doctors welcome a second opinion, especially when surgery or long-term treatment is involved.
- Ask someone you trust for a recommendation. If you don't feel comfortable asking your doctor for a referral, then call another doctor you trust. You can also call university teaching Content last updated September 10, 2008. Hospitals and medical societies in your area for the names of doctors. Some of this information is also available on the Internet.
- Check with your health insurance provider. Call your insurance company before you get a second opinion. Ask if they will pay for this office visit. Many health insurance providers do. Ask if there are any special procedures you or your primary care doctor needs to follow.
- Ask to have medical records sent to the second doctor. Ask your primary care doctor to send your medical records to the new doctor. You need to give written permission to your current doctor to send any records or test results to a new doctor. You can also ask for a copy of your own medical records for your files. Your new doctor can then examine these records before your office visit.
- Learn as much as you can. Ask your doctor for information you can read. Go to a local library. Search the Internet. Find a teaching hospital or university that has medical libraries open to the public. The information you find can be hard to understand, or just confusing. Make a list of your questions, and bring it with you when you see your new doctor.
- Do not rely on the Internet or a telephone conversation. When you get a second opinion, you need to be seen by a doctor. That doctor will perform a physical examination and perhaps other tests. The

doctor will also thoroughly review your medical records, ask you questions, and address your concerns.

Source: National Women's Health Information Center
U.S. Department of Health and Human Services, Office on Women's Health, womenshealth.gov, 1-800-994-9662
TDD: 1-888-220-5446

Management Tips

Emotional Intelligence: Developing Strong "People Skills"

We probably all know people, either at work or in our personal lives, who are really good listeners. No matter what kind of situation we're in, they always seem to know just what to say – and how to say it – so that we're not offended or upset. They're caring and considerate, and even if we don't find a solution to our problem, we usually leave feeling more hopeful and optimistic.

We probably also know people who are masters at managing their emotions. They don't get angry in stressful situations. Instead, they have the ability to look at a problem and calmly find a solution. They're excellent decision makers, and they know when to trust their intuition. Regardless of their strengths, however, they're usually willing to look at themselves honestly. They take criticism well, and they know when to use it to improve their performance.

People like this have a high degree of emotional intelligence, or EI. They know themselves very well, and they're also able to sense the emotional needs of others.

Would you like to be more like this?

As more and more people accept that emotional intelligence is just as important to professional success as technical ability, organizations are increasingly using EI when they hire and promote.

For example, one large cosmetics company recently revised their hiring process for salespeople to choose candidates based on emotional intelligence. The result? Salespeople hired with the new system have sold, on average, \$91,000 more than salespeople selected under the old system. There has also been

Management Tips (cont.)

significantly lower staff turnover among the group chosen for their emotional intelligence.

So, what exactly is emotional intelligence, and what can you do to improve yours?

What Is Emotional Intelligence?

We all have different personalities, different wants and needs, and different ways of showing our emotions. Navigating through this all takes tact and cleverness - especially if we hope to succeed in life. This is where emotional intelligence becomes important.

Emotional intelligence is the ability to recognize your emotions, understand what they're telling you, and realize how your emotions affect people around you. Emotional intelligence also involves your perception of others: when you understand how they feel, this allows you to manage relationships more effectively.

People with high emotional intelligence are usually successful in most things they do. Why? Because they're the ones that others want on their team. When people with high EI send an email, it gets answered. When they need help, they get it. Because they make others feel good, they go through life much more easily than people who are easily angered or upset.

Characteristics of Emotional Intelligence

Daniel Goleman, an American psychologist, developed a framework of five elements that define emotional intelligence:

1. **Self-Awareness:** People with high emotional intelligence are usually very self-aware. They understand their emotions, and because of this, they don't let their feelings rule them. They're confident – because they trust their intuition and don't let their emotions get out of control.

They're also willing to take an honest look at themselves. They know their strengths and weaknesses, and they work on these areas so they can perform better. Many people believe that this self-awareness is the most important part of emotional intelligence.

2. **Self-Regulation:** This is the ability to control emotions and impulses. People who self-regulate typically don't allow themselves to become too angry or jealous, and they don't make impulsive, careless decisions. They think before they act. Characteristics of self-regulation are thoughtfulness, comfort with change, integrity, and the ability to say no.
3. **Motivation:** People with a high degree of emotional intelligence are usually motivated. They're willing to defer immediate results for long-term success. They're highly productive, love a challenge, and are very effective in whatever they do.
4. **Empathy:** This is perhaps the second-most important element of emotional intelligence. Empathy is the ability to identify with and understand the wants, needs, and viewpoints of those around you. People with empathy are good at recognizing the feelings of others, even when those feelings may not be obvious. As a result, empathetic people are usually excellent at managing relationships, listening, and relating to others. They avoid stereotyping and judging too quickly, and they live their lives in a very open, honest way.
5. **Social Skills:** It's usually easy to talk to and like people with good social skills, another sign of high emotional intelligence. Those with strong social skills are typically team players. Rather than focus on their own success first, they help others develop and shine. They can manage disputes, are excellent communicators, and are masters at building and maintaining relationships.

As you've probably determined, emotional intelligence can be a key to success in your life – especially in your career. The ability to manage people and relationships is very important in all leaders, so developing and

Management Tips (cont.)

using your emotional intelligence can be a good way to show others the leader inside of you.

How to Improve Your Emotional Intelligence

The good news is that emotional intelligence CAN be taught and developed. Many books and tests are available to help you determine your current EI, and identify where you may need to do some work. You can also use these tips:

- Observe how you react to people. Do you rush to judgment before you know all of the facts? Do you stereotype? Look honestly at how you think and interact with other people. Try to put yourself in their place, and be more open and accepting of their perspectives and needs.
- Look at your work environment. Do you seek attention for your accomplishments? Humility can be a wonderful quality, and it doesn't mean that you're shy or lack self-confidence. When you practice humility, you say that you know what you did, and you can be quietly confident about it. Give others a chance to shine - put the focus on them, and don't worry too much about getting praise for yourself.
- Do a self-evaluation. What are your weaknesses? Are you willing to accept that you're not perfect and that you could work on some areas to make yourself a better person? Have the courage to look at yourself honestly - it can change your life.

Examine how you react to stressful situations. Do you become upset every time there's a delay or something doesn't happen the way you want? Do you blame others or become angry at them, even when it's not their fault? The ability to stay calm and in control in difficult situations is highly valued - in the business world and outside it. Keep your

emotions under control when things go wrong.

- Take responsibility for your actions. If you hurt someone's feelings, apologize directly – don't ignore what you did or avoid the person. People are usually more willing to forgive and forget if you make an honest attempt to make things right.
- Examine how your actions will affect others – before you take those actions. If your decision will impact others, put yourself in their place. How will they feel if you do this? Would you want that experience? If you must take the action, how can you help others deal with the effects?

Key Points

Although "regular" intelligence is important to success in life, emotional intelligence is key to relating well to others and achieving your goals. Many people believe that emotional intelligence is at least as important as regular intelligence, and many companies now use EI testing to hire new staff.

Emotional intelligence is an awareness of your actions and feelings – and how they affect those around you. It also means that you value others, listen to their wants and needs, and are able to empathize or identify with them on many different levels.

Source: Mindtools.com (www.mindtools.com)

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Moments to Remember by Brian Friel, GovExec.com, September 16, 2009

When National Journal asked former staffers to Sen. Edward Kennedy, D-Mass., to share memories of their iconic boss, they remembered exciting policy battles, big legislative victories and challenging political times. But their favorite recollections had little to do with the substance of their work. Instead, they relished small personal gestures of kindness and compassion.

What touched Kennedy's employees most? The senator's offer of help when a relative was diagnosed

Management Tips (cont.)

with cancer. His concern about junior staffers' ability to pay their rent during a government shutdown. The bottle of wine he sent to an aide and his parents at a Washington restaurant. The thank-you notes. The phone calls at tough times in staffers' lives. These things cost Kennedy little but some time and thought, and they are what people remember.

The same phenomenon often happens at federal workers' retirement parties. Good-bye ceremonies don't tend to dwell on the office issues that consumed civil servants' working hours. As they leave Uncle Sam's payroll, workers usually say what they'll miss the most is the people they worked with. They think of the times their bosses and co-workers helped them through personal difficulties. They remember the gratitude their managers showed them for a job well done. They recall funny jokes their co-workers greeted them with in the morning or kind words offered at the end of the day.

In Kennedy's case, it just so happens he attracted some of the hardest-working people on Capitol Hill to his office year after year. Many former aides cited his kindness as part of the reason they were so loyal and dedicated to him. He was so often there for them when it counted the most.

Being a leader does mean being there for your employees. But neither Kennedy nor any other good leader has done so to boost loyalty or productivity. Providing comfort to subordinates is a basic duty of leaders who choose to accept positions of responsibility in other people's lives. In times of personal crisis, people look to their leaders for assurance that things will turn out OK, they can take some time to deal with problems and at least their workplace remains a source of solid support.

Good leaders go one step further by acknowledging employees' humanity in the ordinary course of business. If workers put in late nights and weekends to help the office get through an onslaught of paperwork, a good leader will send notes thanking them -- and their families -- for sacrificing their personal time. Good leaders offer tokens of appreciation to their people, like that bottle of wine Kennedy sent to his aide.

Everyone who gets a paycheck -- from Uncle Sam or any employer -- is compensated to do a job. Every worker is there to work. Every manager is there to manage. But in the end, the work isn't the reason everyone is in each other's lives. The real reasons are found in the moments everyone remembers at the end of their careers. They're usually found not in a computer-generated office memorandum, but in a handwritten note.

Brian Friel covered management and human resources at Government Executive for six years and is now a National Journal staff correspondent.

News You Can Use



Check the "News You Can Use" link on the Northeast Region's web site frequently as new articles are posted frequently in areas of interest, such as Health, Retirement, TSP, and more. Check it out at <http://www.nerfew.org>.

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News You Can Use (cont.)

Susie Trinkle, a member of the New Carrollton FEW Chapter and Past President of the Federal Triangle Chapter, sent a thank you card to Dawn Nester, Regional Manager. In it, Susie said, "Dawn, it's been five weeks since I went airborne off that cliff. Thanks to positive thoughts and prayers from you and many others, I am on the mend. I have received cards from FEW sisters across the country – from every region and many National officers. Thanks, Susie."

Congratulations Are in Order by Kelly Badzo, Membership Chair

It was recently announced that Lisa Lombardi, Vice President (Methuen), Greater Merrimack Valley Chapter, won the 3rd place prize in the National FEW Membership Contest. Lisa recruited 11 new members of FEW during the contest period of June 1, 2008, to May 31, 2009.

As you may recall, Valerie Foxx, President, Greater Boston Chapter, placed in the National FEW Membership Contest for 2007-2008, as well.

That makes two years in a row that someone from the Northeast Region has placed in this prestigious contest! The new National FEW Membership contest started June 1, 2009, and will run through May 31, 2010! When talking to friends and co-workers, talk to them about the many benefits you enjoy from your FEW membership and encourage them all to join you! And, when they do, ask them to put your name on the "Referred by: _____" line of the application.

Let's keep the momentum going!

More Congratulations are in Order!

By Dawn Nester

A call went out from Sue Webster, National President, recently for an additional member to participate on the National FEW Nominations

Committee for the 2010 National FEW election. Several people volunteered from within our Region. I'm pleased to announce that Kelly Badzo, President, Brookhaven Chapter, was accepted! Thank you, Kelly, for agreeing to represent the Northeast Region on this prestigious committee.

Northeast Region is Selling Adorable Teddy Bears to Raise Funds for the Regional Scholarship Fund by Dawn Nester

During the National Training Program, members of the Northeast Region took our teddy bear down to Orlando. He graced the Region's booth, but positioning within the Exhibit Hall kind of made it hard for visitors to see Teddy. So, we brought him home and have posted his picture and an order form on the National FEW web site (www.few.org under the Merchandise link) and the Northeast Region web site (www.nerfew.org as a News Flash). Please help Teddy find a "home" – on your desk, at home, and/or as a gift to someone you want to recognize.

The order form is attached.



Order your teddy bear today!
www.nerfew.org

News You Can Use (cont.)

Condolences to FEW Members from various sources

Jeanette Miller, a past National FEW President as well as Council of Advisor member for the FEW Foundation for Education and Training, recently lost her nephew. His passing was sudden and unexpected. If you would like to send a card, her address is:

Jeanette Miller
107 Connors Drive
Oak Ridge, TN 37830

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Cathy Fletcher, immediate Past Regional Manager (former New England Region) and current Vice President for Diversity, also suffered a loss in her family. As Cathy said, "I lost my sister-in-law - my friend, and traveling companion." If you would like to send Cathy a card, her address is:

Cathy Fletcher
495 Summer Street, Suite 3
Boston, MA 02210

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Another Northeast Region FEW member recently loss someone close to her. Lisa Lombardi, Vice President (Methuen), Greater Merrimack Valley Chapter, lost her godmother. If you would like to send her a card, her address is:

Lisa Lombardi
23 Perkins Court
Haverhill, MA 01832-1188

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Letter of Appreciation received from Arlena Fitch-Gordon, Vice President for Training

On September 17, 2009, the following letter was received from Arlena Fitch-Gordon, Vice President for Training:

"I would be remiss if I did not take a few moments to express to you how impressed I was with your employee, Ms. Lisa T. Lombardi during our FEW National Training Program (NTP) in July 2009.

During our NTP, Ms. Lombardi was selected to shadow our National President, Mrs. Sue Webster for a day. It is important to emphasize that Ms. Lombardi was highly recommended by several Board Members to be one of the FEW attendees that would be selected to shadow our National President.

The objective of the shadowing experience was to assist the individual with the development of their leadership skills, learn how to conduct formal meetings, gain knowledge of the operation of a non-profit organization, and develop project management skills and oral communication abilities.

Ms. Lombardi participated in a 7:00 am Strategic Planning Meeting and made some very important recommendations which will be pursued as part of the Strategic planning tasking. Her highly developed leadership skills were demonstrated during this meeting.

FEW celebrated their 40th Anniversary in July 2008. It is emerging leaders like Ms. Lombardi that we need to remain a viable organization for the next 40 years.

On behalf of FEW as the Vice President for Training, I would like to express to you our profound thanks for funding Ms. Lombardi to our National Training Program.

I am confident that your organization will benefit from the training and skills that she learned during this training program.

Sincerely,

Arlena Fitch-Gordon"

Congratulations, Lisa, on a job well done!

Make your plans now to attend **NTP 2010** in New Orleans, LA, to "**Jazz Up Your Career!**"
www.fewntp.org



Northeast Region
TEDDY BEAR ORDER FORM

Support the Northeast Region's Scholarship Fund
through your purchase of a FEW teddy bear!



FEW teddy bear measures 10" tall

This cute, cuddly teddy bear can be a chapter or region recognition gift for service above and beyond the call of duty during the year, a "welcome to our chapter" gift for new members, a give-away at special events throughout your year, a goodie bag give-away for your RTP conference bag, or a gift to a child or grandchild who might some day grow up to be a FEW member! Or, you may just want one for yourself for your desk to keep you company during the day. ☺

Each teddy bear is \$10.00, which includes shipping. To order, please complete and mail your form with a check made payable to NER FEW to:

NER FEW
c/o Dawn Nester
P. O. Box 444
Farmington, NH 03835-0444.

We are not able to accept credit card purchases at this time. Your order will be acknowledged and shipped within seven (7) business days.

Your purchase of one or more teddy bears will go toward supporting our regional Scholarship Fund. Our goal is to fully fund at least one member to the 2010 NTP in New Orleans, LA.

Thank you for your order and your support of our regional goal!

Date: _____

Purchaser's Name: _____

Purchaser's Phone Number (in case we need to ask a question about your order):
() _____

Purchaser's e-mail (for confirmation of order): _____

Number of teddy bears being purchased: _____

Amount to be remitted: \$7.50 x _____ = _____