



# THE QUALITY MANAGER

The Newsletter for the Utah Society of  
Certified Public Managers

JUNE 2008

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## IT' ABOUT TIME!

By Keith Heaton  
USCPM President

As president of the Utah Society of Certified Public Managers, it's been challenging to juggle new demands with my existing workload and family priorities. I suspect you face similar time constraints. It's hard to find the time and energy to do all that we feel we need to do, and do it well, without sacrificing those things that are most important.

I recently read Stephen M.R. Covey's book, *The Speed of Trust*, authored by the son of fabled time management expert Stephen R. Covey's. *The Speed of Trust* is a good book in its own right. However when I read it, I was reminded of the frenzy created many years ago by Covey senior's, *The 7 Habits of Highly Effective People*. Twenty years ago, the buzzword was "time management" and twenty years later, it still is!

We have to ask ourselves, what is most important, and prioritize our time accordingly. At CPM we all learned a lot of great time management skills. It's important that we take those tools and use them on a regular basis.

Last month we had a great manager's conference and hopefully you attended and found it was time well spent. I also hope you had some time to reflect on where you are professionally. We all need to take stock from time to time and look at how we are budgeting ourselves.

I hope That CPM has a place in your busy life. One of the goals of CPM is to help you keep your skills honed and develop new ones. Management is about people, time, tasks and resources and balancing the demands of many different masters.

During the long hot days of summer, let's hope that life slows down, at least for a few days. When, and if it does, take a minute and ask yourself: Am I spending my time doing those things that are most important to me, and the ones I care about most? I hope you like the answer.

Either way, CPM can help you make the most of what precious time you have. Thanks for your support of the society!

Keith Heaton works for the office of Housing and Community Development and contributed this story.

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## Congratulations to all CPM graduates!

This year, we celebrated with graduates from all over the state including the first class outside the Wasatch Front (below).



Photo Courtesy of Sherry Saracino, DHRM

USCPM Board Members and CPM Consortium members traveled south to Cedar City to welcome 20 new CPM graduates.

We also celebrated the open house of a new, state-of-the-art training facility dedicated to CPM courses. This facility is housed in the newly remodeled state capitol building. We can't wait until all our national counterparts come to Utah to help us celebrate the growth and direction of CPM activities in our state.

### **2011 AACPM Conference... Underway in a Big Way**

By Happi Hansen  
CPM National Conference Chair

In March 2008, the Utah Society of Certified Public Managers held a kickoff national conference event during the March educational program meeting. We were joined by a panel of past presidents, including some past AACPM Board members, who talked about their experiences with the National conference and the value of holding a national conference here in our state. Julie Felice (former AACPM Secretary and President Elect), Craig Odekirk, J. J. Acker, and others presented their positive experiences both with AACPM and its annual conferences. The state named chairs for all the conference committees, and finished up with meetings held by several of the groups after the luncheon.

The Conference Site and Logistics Committee moved forward by chartering a group in the Spring CPM Course III Program to conduct a national survey regarding site selection for the main conference as well as related activities. This group will present the results of the survey in June as their final course project, and the venue committee will be ready to contract with an event facility for the conference. The Program Planning and Speaker Selection committee will

then prepare speaker bids. Our Public Relations is already preparing a logo for approval by the AACPM committee, and the conference will start feeling closer to reality.

Julie Felice reminded us to celebrate our successes during this conference. Some of the things the year 2011 will bring are AACPM's 22<sup>nd</sup> Annual National Conference; USCPM's 20<sup>th</sup> year as a state society; and Utah's 2<sup>nd</sup> year as host of the national conference.

Happi Hansen works for Workforce Services and contributed both stories.

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### **10<sup>th</sup> Annual Managers Conference**

By Michael Shoemaker  
CPM President - Elect

Although attendees at the 10th Annual Manager's conference may have used different roads to get to the Utah Cultural Celebration Center in West Valley City, experienced and talented presenters showed each "The Road to Leadership Excellence".

The conference began with the opportunity to hear from Governor Jon Huntsman Jr. who shared some principles that demonstrate good leadership. One of these principles is how a good leader needs to be willing to take risks.



Photo by Kevin Conde, CPM

Admittedly, we are going to fail when we take risks, but from our mistakes come lessons that will help us in the future.



Teri Traaen, CEO of her training and development company, shared ideas on how to navigate “The Road to Leadership Excellence”.

She challenged us to ask the same tough questions that those we supervise on a team may already be asking. These questions include:

- 1) Where are we going?
- 2) Are you coming with me?
- 3) Can you be honorable?
- 4) Have you been honorable in the past?
- 5) Why should I listen to you?

By reflecting and clarifying our personal answers to these questions we give direction to our goals and our teams.



Kurt Weiland, the president from Jefferson Smith Training, applied an interactive style of presentation to engage us after our lunch hour.

He spoke on “Building Trust Within Our Organizations.” We discussed a definition of leadership and then identified that character and competency as two imperatives of leadership. He then broke us up into small groups to have an active discussion with differing viewpoints about several scenarios that may be considered controversial if we do not know how to approach them.

Thomas Edison, the great American inventor once expressed, “The value of an idea lies in the using of it.” We all at the CPM Society encourage you to use the ideas of merit from this conference and hope to see each of you there next year.

Michael Shoemaker works for the Utah State Office of Rehabilitation and contributed this story.

## A MESSAGE FROM DHRM

By Sherry Saracino  
CPM Coordinator

DHRM and USCPM awards CPM team project “QUAGGA QUANDRY” the 2008 Askew Award for the State of Utah. The award is presented to those who have utilized management practices exemplifying the philosophy of the American Academy of Certified Public Managers (AACPM) in the completion of a CPM project.

Team members John Kennington, Terry Lewis, Wade Laycock, Kim Kavanagh, Tammy Kikuchi, Chris Mayne, Rhonda Parker, Claudia Nakano and Melissa Turchi will be recognized at this year's CPM graduation ceremony. At a later date, each member will receive a medallion and a certificate from AACPM recognizing their accomplishments.

The Quagga Quandary team’s challenge was to determine how to achieve 100% compliance from recreational watercraft users when decontaminating their watercrafts between uses and prevent the spread of the invasive and highly destructive quagga and zebra mussels.

The team researched why boaters are not following the recommendations to clean their boats, and determined the best way to educate them. The Department of Natural Resources has implemented the team’s findings in an effort to eliminate quagga growth in Utah.

The team worked extremely hard on this project. Their problem solving process was detailed and thorough. The presentation was presented as a newscast and the written materials were concise and informative. Their chartering relationship was also very successful.

If you have stories or comments for the newsletter please share them with us.  
Email: [acarrillo@utah.gov](mailto:acarrillo@utah.gov)