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ITEMS

Published by the [Idaho Chapter of IAWP](#) "Partners in Workforce Development"

President's Message

Al Snyder – Chapter President

The New Year has gotten off to a good start and I am going to make every effort to make 2005 another good year. I want to congratulate Immediate Past President Lu Lineberry on her successful year. Some of the sub chapters have programs underway and more things are being planned. I want to thank Roger Madsen and the Executive Staff for their continued support of IAWP. Without it continuing our educational and community service projects would be difficult.

First State Conference Experience

Dan Scott – Treasure Valley Member

As a new member of IAWP and a first timer at a state conference I looked forward to May 5 and 6 with excitement and some trepidation. I had an excellent support at work right next to me in the adjoining cubicle by the name of Lu Lineberry. She helped with information on classes and procedures so I felt a little more comfortable. Even though I have been in public service for nearly 25 years this was my first experience at an association conference of this size. I was also fortunate to have

my wife attending with me to all the activities.

The opening President's reception was very enjoyable and it helped me feel at ease with the many unfamiliar faces. Many of the participants let their hair down to compete in various games after chowing down on a delicious bar-b-que. I had great fun with others in various situations which would have been vary embarrassing in a different setting.

It was very apparent right from the start that great care had been given in choosing the right hotels and facilities. Much work had to go into the organization of this event and I was the grateful recipient. I was wondering about the location of this event since Lewiston is not usually thought of as having many activities to participate in during "free time" and does not have a great scenic beauty such as rising tree covered mountains. However the location of the educational classes gave me a new appreciation for this area. All the training classes and association meetings were held in the local Elk's lodge. This was the perfect site to highlight the beauty of the Snake river and the Lewiston-Clarkston valley. The facility had a very large conference room which was well organized and comfortable for all the classes. When we had breaks and meals we were able to enjoy the views from the entire rear of the building which was all windows overlooking the river. Speaking of meals; the breakfast,

lunch and dinner were more than I could have asked for. The food was delicious and there was plenty of it. The people at the Elk's really know how to host a convention.

We were treated to three excellent education programs. I was especially intrigued by the first instructor, Dan Bobinski. He taught us how each individual has particular characteristics which can be determined from a survey test. The tests which we took prior to the conference provided results which we discussed and it was very apparent they were quite accurate. It was particularly interesting to me since I had my wife next to me and we were able to review each others results and discuss how we felt about them.

Overall, I thoroughly enjoyed the conference and would highly recommend anyone who is an IAWP member to make sure they do not miss the next one. To those not signed up these programs along with the frequent training and presentations in local offices by our IAWP officers make this association a bargain for the small price each year. It also motivated me to get more involved in the administration of the association so that I can be more effective in helping others. Finally, a GREAT BIG THANK YOU to all who made this possible.

*Accomplishment will
prove to be a
journey, not a
destination.*

DWIGHT D. EISENHOWER

IAWP Award Winners

It is with great pleasure that we present 2004's award recipients recognized at the IAWP Education Conference in Lewiston, May 6, 2005.:

Award of Merit Individual Award

Nancy Upchurch -Central Office

Group Award

Dawn McLees & Kathryn Tacke - Coeur d'Alene Local Office

Citation Award Individual Award

Bryan Bentz
Lewiston, Idaho

Group Award

Mini-Cassia Service Providers Group
Burley, Idaho

Specialized Customer Service Award

Individual Award

Linda Castaneda
Mini-Cassia Office

Group Award

Jason & Associates Real Choices Coalition Team
Idaho Falls, Idaho

Art Rowe Services To Veterans Individual Award

Mike McLendon
Idaho Falls Office

Group Award

Sue Chism, Dave Duthie, Craig Hampton, Dawn McLees, David Pafford, Nona Rambo, Robert Shoeman, James Stimmell, Kathryn Tacke
Panhandle Subchapter Members

International Development Award

David Washburn
Lewiston Local Office

Gary Rahn Award

Dan Scott
Canyon County Local Office

Mary Upchurch Spirit of IAWP Award

Nona Rambo
Coeur d'Alene Local Office

Retiree of the Year Award

Elaine Grove
Canyon Local Office

Clyde Williams Membership Award

David Washburn
Lewiston Local Office

Idaho IAWP Subchapter Activity Award

Panhandle

This is a great opportunity to ask these folks about what they did to receive recognition.

IDAHO TAKES THIRD PLACE IN CHAPTER ACHIEVEMENT

Al Snyder – Chapter President

Chapter achievement points are an indication of how active a State Chapter is. Over the years Idaho

has been successful in staying active. 2004 was no exception, due to the continued efforts and support of the Sub Chapters, we finished third. I want to thank the members for their outstanding performance in 2004 and I am looking forward to another good year in 2005.

We also had 3 of our State Award winners place at International. **Mike McLendon**, Idaho Falls, won 1st place Veterans Individual Award. **David Washburn** won the 1st place award for International Development and **Linda** Castandea won 2nd place in the Individual Specialized Customer Services category.

Recognition

Liz Ruiz – Awards

Hello...I will be taking on the challenge of being the 2005 Awards chairperson. I will have a tough time filling Sue Polk's shoes, but with a little help from all IAWP members I will get through this. Just a little bit about myself. I am a Senior Tax Representative working out of the Mini-Cassia office in Burley.

So I am going to start off by reminding all of you not to forget to keep track of all the good deeds that people or groups do throughout the year. People like to be noticed and they enjoy having their accomplishments and contributions noticed. Having someone, especially someone in a position of authority or a co-worker who truly understands the job at hand, notice and compliment one's performance enhances individual self-esteem and

reinforces the desire to perform at a high standard. Adding an award as a future reminder of the accomplishment enhances the longevity of that positive feeling.

Over a period of time, this process of acknowledging and rewarding desired behaviors is a powerful means of developing the type of performance patterns that strongly contribute to organizational success.

The *key* to recognizing and rewarding performance is for managers, supervisors, and co-workers to be observant. It is critical that we begin observing each other in the process of performing our jobs. When you as manager, supervisor or co-worker observe an individual or group doing something special or above the normal expectations in your office; I encourage you to take steps to recognize them for their accomplishment(s).

Please feel free to contact me at liz.ruiz@cl.idaho.gov or (208) 678-5518 extension 3111, if you have any questions on what the requirements are to nominate an individual or a group of people.

Subchapter Activities

Panhandle – Nona Rambo

Stand-down: noun
: a relaxation of status of a military unit or force from an alert or operational posture

The North Idaho Stand Down applies that same idea as it allows the attending veterans to relax a little, meet with others and to

procure free clothing and food items. They can also get a haircut, meet with medical staff, get referrals to area services and have

IDAHO CHAPTER BOARD MEMBERS

STATE OFFICERS

AL SNYDER

President

LINDA CASTANEDA

Vice President

LU LINEBERRY

Past President

CHERYL HARRINGTON

Secretary/Treasurer

Subchapter Presidents

DAVID HUNTER

Les Bois

NONA RAMBO

Panhandle

SUE POLK

Russett Realm

LINDA CASTANEDA

Sawtooth & Sage

CRAIG SMITH

Seaport

RITA HALE

Treasure Valley

Committee Chairs

LIZ RUIZ

Awards

LORI MCCRAE

Communication

PAM PEARSON

Education

DAVID WASHBURN

International Develop.

Legislation

AL SNYDER

Professional Practices

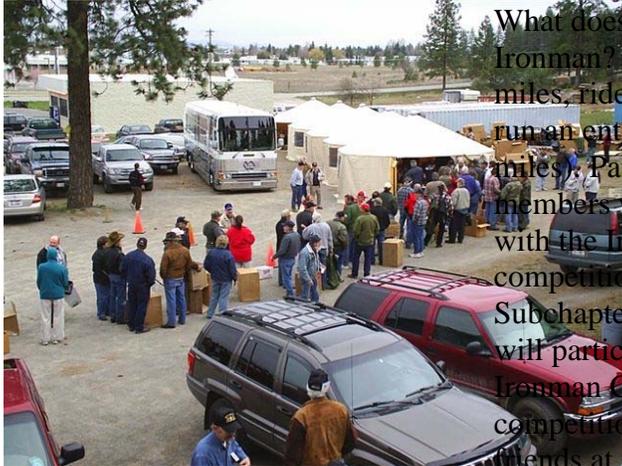
LINDA CASTANEDA

Special Services

DAVID PAFFORD

Veterans

a hot meal. The Panhandle Subchapter of IAWP helped plan and carry out the Stand Down that took place on 4/16/05. This year, we served about 500 people (veterans and their dependents). From the planning stages until the tents were packed up, subchapter members and their friends and family members volunteered approximately 250 hours.



Veterans line up for goods and services offered at the North Idaho Stand Down.

What to do with a white elephant? In the Panhandle Subchapter, we gift wrap them and auction them off to the highest bidder. This year, our annual fundraiser was a huge success. Bidding by proxy allowed people from all over the state to get in on the fun. Our auctioneer kept the action going as attendees enjoyed a lasagna lunch. We raised over \$400 for scholarships and activities.

What a bunch of winners!! At the annual Educational Conference and Awards Banquet, the Panhandle Subchapter received the following awards:

Subchapter Activity Award (for the entire subchapter), Service to Veterans Group Award (Sue

Chisum, Dave Duthie, Craig Hampton, James Stimmell, Dave Pafford, Dawn McLees, Kathryn Tacke, Robert Shoeman and Nona Rambo – and others who volunteered for various activities), Group Award of Merit (Dawn McLees and Kathryn Tacke) and the Mary Upchurch Spirit of IAWP Award (Nona Rambo).

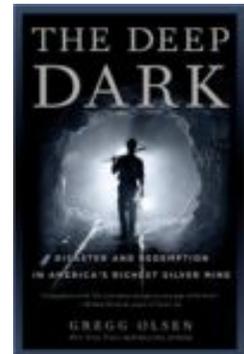
What does it take to be an Ironman? One has to swim 2.4 miles, ride a bike for 112 miles and run an entire marathon (26.2 miles). Panhandle subchapter members will volunteer to help out with the Ironman Coeur d’Alene competition on June 26, 2005. Subchapter member David Pafford will participate in this year’s Ironman Coeur d’Alene competition and will look for his friends at the Potlatch Hill Run Aid Station.



Panhandle IAWP winners at a recent subchapter meeting.

The Sunshine Mine Disaster shook North Idaho and the world in 1972. Those of us who were here still have vivid memories of the event. Gregg Olsen, author of *The Deep Dark* was a teenager in the Seattle area when fire broke out in the Sunshine. After writing best sellers in the true crime genre, Olsen’s family encouraged him to find some better people to hang out with. He remembered the Sunshine Mine incident and a story his father told him about driving

through Kellogg in May of 1972. Olsen interviewed scores of people and wrote a book that takes the reader back to 1972. He has agreed to meet with the Panhandle Subchapter of IAWP (and anyone who wants to join us) to discuss *The Deep Dark*. Join us for the event or feel free to read the book and email questions or comments to Nona (Nona.Rambo@cl.Idaho.gov).



Gregg Olsen’s book *The Deep Dark*. This year’s IAWP book group selection.

What’s the best way to spend a Saturday morning? Many Panhandle Subchapter members think there’s nothing better than to volunteer at the Food Pantry. It has been almost a year since we started the Food Pantry – our way to give back to the families of the deployed National Guard members. Many of the families have been with us from the start but almost every time we open the pantry (the second and fourth Saturdays of each month) we have a new shopper.



IAWP Awards Program

Liz Ruiz – Awards

People like to be noticed and they enjoy having their accomplishments and contributions noticed. Having someone, especially someone in a position of authority or a co-worker who truly understands the job at hand, notice and compliment one's performance enhances individual self-esteem and reinforces the desire to perform at a high standard. Adding an award as a future reminder of the accomplishment enhances the longevity of that positive feeling. Over a period of time, this process of acknowledging and rewarding desired behaviors is a powerful means of developing the type of performance patterns that strongly contribute to organizational success.

The *key* to recognizing and rewarding performance is for managers, supervisors and co-workers to be observant. It is critical that we begin observing each other in the process of performing our jobs. When you as manager, supervisor or co-worker observe an individual or group doing something special or above the normal expectations in your office; I encourage you to take steps to recognize them for their accomplishment(s).

In recognizing or acknowledging performance, the *key* is to be specific. For example, saying something like, "You're doing a good job" has little value. It is not specific enough for the individual

or group to know exactly what is impressive about their behavior, and it may be perceived as insincere because it is so general. It is important to include comment as to why the recognized performance is significant. We want to identify the above standard performance given and how it made a difference.

The most effective rewards are those that will be frequent reminders of the event being recognized and those that are visible enough to require explanation to others about how they were earned.



An example of a reward that requires explanation is the plaque that is given to each recipient of an IAWP award. They can be displayed on the cubicle or office wall and almost always draw the attention of people who enter. The award winner will have the opportunity to describe the accomplishment and the subsequent recognition and reward.

Managers, supervisors and co-workers, we are busy with the responsibilities of our jobs and I don't want you to feel the pressure of observing and recognizing every good deed. Look for special events, exceptional accomplishment and patterns of

achievement over the course of the year for recognition and nomination for an IAWP award. Only when the recognition is exclusive and specific does it most effectively honor the individual or group for their performance.

Consideration for an award encompasses performance during the calendar year, January to December. Please look back at the work your office has done thus far this year and recall the people, the events, the accomplishments, that added sparkle and shine to your work environment. Now is the time to begin a journal about someone or some group you believe deserves recognition for the work they do. This journal is a brief description of things as they happen throughout the year that draw attention and set them apart. Photographs, video clips, newspaper articles, flyers, and announcements can be tucked into a file and then submitted when nominations are submitted in January of 2005.

Over the course of the next seven months ITEMS will have an article about the awards that are given to honor people both within, and external to our agency. The requirements will be outlined in detail and examples of previous award nominations will be offered to help guide you in putting together the nominations you wish to make. Some of the awards require that the recipient be a member of IAWP, and some do not. Because it is in "our" best interest to support an organization that supports our employment and well being as an agency both nationally and internationally I ask that you consider becoming a member of IAWP.

The **Award of Merit** is the highest honor IAWP bestows on a member. The award recognizes exceptional service or achievement in the field of workforce development or related programs based not only on job performance, but participation in professional, community and other organizations beyond normal job requirements and expectations.

An individual or group nominee should have significant achievements in one or more of the following areas: A) Advancing IAWP Objectives: The nominee must have demonstrated accomplishments that resulted in advancing the objectives of IAWP. Accomplishments may be demonstrated by the results the individual or group achieved in the leadership role and/or positions such as board members, committees, forums, teams, special projects and initiatives. The accomplishments should be above and beyond the normal expected duties and accomplishments of the IAWP leadership position held. B) Promoting Workforce Development Programs or Initiatives: 1) The results of the nominee's efforts to enhance the awareness, knowledge, skills and/or performance of workforce development professionals (e.g., increased productivity; impact on performance; impact on research, development; advancement of workforce development theories; cost savings; etc.). 2) Leadership displayed in furthering the understanding and/or practice of workforce development programs or initiatives.

Eligibility for this award requires IAWP membership in both the year during which the activity

occurred and the year in which the nomination is submitted. In the case of a group nomination (two or more individuals working on the same project as a team), two-thirds (66%) of those in the group must meet the membership requirements. The major part of the activity/performance must have occurred during the calendar year preceding the year in which the award is granted.

The **Citation Award** is one of the highest honors IAWP presents to individuals or groups who contribute to workforce development. It recognizes those who made outstanding contributions to the association or to workforce development programs. The long and distinguished list of recipients began in 1948 when the association honored U.S. Secretary of Labor Frances Perkins. Two U.S. Presidents, Harry S. Truman and John F. Kennedy, along with numerous U.S. Senators and Representatives; notable employers, educators and media personalities; as well as high-ranking government officials from both the US and abroad have also received this honor during the awards history.



One or more of the following achievements is required for the Citation Award: A) Promoting Legislation: Performed outstanding work in promoting legislation to improve and strengthen workforce development programs, or for the welfare of workforce development personnel. B) Specialized Customer Services: Displayed a great interest and performed outstanding services in specialized customer fields, including, but not limited to, vocational training, welfare-to-work, people with disabilities, unemployment insurance compensation, and youth. C) Health and Working Conditions: Demonstrated outstanding leadership in the improvement of health and working conditions for workers in general, or for those in workforce development programs. D) Professional Advancement: Performed outstanding service in connection with an educational or related program directed toward professional advancement or improved professional competency of staff in workforce development programs. E) Community Awareness: Performed outstanding work in encouraging either employers or potential customer groups to use workforce development services, thus enhancing the relationship between workforce development services providers and the community.

Eligibility for this award requires that the nominee be from a private sector or non-governmental, nonprofit organization, not employed by a workforce development entity. Nominees need not be IAWP members if nominated by a member. Only activities that occurred during the calendar year preceding the year in

which the award is presented will be considered for recognition.

For assistance and standardization of award nominations please submit a nomination by using the Award Nomination Form included in this issue of ITEMS. The form includes: 1) **Statement of Accomplishment** – This statement briefly describes the nominated individual's or group's accomplishment(s), the dates the accomplishment(s) occurred within the calendar year (January 1, 2005 – December 31, 2005), the manner in which the accomplishment(s) was achieved, and the results or benefits derived from the accomplishment. If the nominee is selected for an award, this statement will be used for various dissemination and shared-learning purposes. 2) **Narrative** – This concise, precise, and descriptive narrative focuses on the details of the actual accomplishment and includes any necessary background information explaining why the accomplishment was exceptional to the association or agency. 3) **Documentation** – The narrative is supported by documentation that relates directly to the accomplishment activities on which the nomination is based. The documentation may be articles, newspaper or other periodical clippings, endorsements, recommendations, testimonials, or original and/or digital photographs with a brief description of what each photograph is intended to show. The articles, newspaper and other periodical clippings must be identified by date and source. List by type and date, any published articles, books, research, as well as work products, audio-visual, or other materials representative of the contribution.

Information about IAWP Awards can be found on line at www.iapes.org. In the next issue of ITEMS you'll learn more about the Specialized Customer Services Individual and Group Awards and the Services to Veterans Individual and Group Awards. Information about Membership Awards will also be covered.

Please check this issue for the sample nomination form that you can begin using today to acknowledge the work being done in your local offices and communities.

IDAHO IN ALBUQUERQUE

Al Snyder – Chapter President

Idaho was well represented at the International Educational Conference in Albuquerque, NM. The attendees were treated to an educational program that was diverse and interesting. The program opened on Monday with the parade of state flags. The NM State Police presented the colors with the Native American flag song done by Black Eagle. Black Eagle is a group that performs tribal music on drums. An invocation was given in native language and English. The opening Keynote Speaker was Scott Ginsberg, who wears a name tag 24/7. He does this to encourage friendship, openness and to encourage a type of communication we should all strive for, being approachable. Tuesday and Wednesday were

loaded with more workshops, the awards brunch and Linda Casteneda and I attended the president/president elect training and got a lot of good information and ideas. Tuesday night was New Mexico night with lots of good food and fantastic entertainment. The Mexican Dance Troupe put on a dazzling and colorful exhibition. Following the Dance Troupe was the Aztec Fire Dancers and after several native dances, some with narration, they ended by having the audience join them in a Friendship dance. Thursday saw the closing ceremonies ending with the Banquet and Ball. All in all, it was a week well spent.

IDAHO REPRESENTED

Linda Castaneda - Chapter Vice-Pres.

Idaho had some great representation at the International IAWP

Conference recently held in Albuquerque, New Mexico. Our Sub-Chapter, Sawtooth and Sage had three representatives in attendance, Liz Ruiz, Cheryl Harrington, and Linda Castaneda. The Conference was held the week of June 5th through June 9th, 2005. Roger Madsen, Mark Whitmore and Nancy UpChurch attended, along with our State President, Al Snyder and his wife, Kathy, Mr. IAWP himself, David Washburn and his wife MaryAnn, Past State President-Lu Lineberry, Craig Smith, and Mike Mahoney. We all enjoyed pitching in and assisting Nancy Upchurch staff the "Idaho"

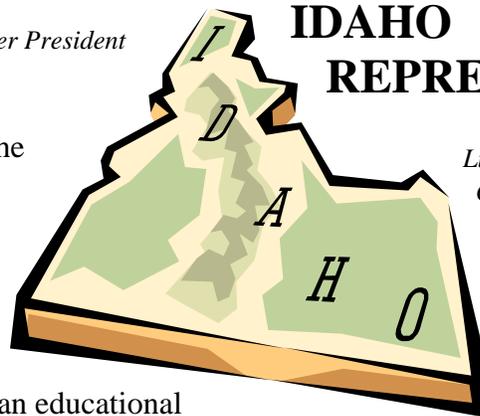


table. We were there to promote Idaho and encourage people to attend the “2007” International Conference that will be held in Boise, while handing out Idaho pamphlets, calendars, and pins. We also sold Idaho T-Shirts. A drawing for a basket full of Items from Idaho, Spud-Buddies and squeezable spuds was held on Thursday, June 9, 2005. The participation for the free sign up was phenomenal. Nancy Upchurch announced the winners in front of the crowd of over 400 attendees. Members of our group then threw the squeezable potatoes into the audience, while the crowd roared. It was a big hit. We practically invited everyone who attended to come to Idaho and most said they were planning to attend. It will be a tough act to follow. On New Mexico night we were all bussed to a place off-site for a home cooked BBQ, New Mexico style, live music and dancing, Authentic Indian dancers and of course, the beautiful Mexican dancers, who changed costumes at least 6 times. Their outfits were absolutely gorgeous.

Our days were very full and we all enjoyed the workshops very much. I personally attended the President’s Elect Training along with Al Snyder. He and I both learned a great deal from the others in attendance. My favorite workshop was the Wage & Hour workshop presented by the USDOL District Director & Director of Enforcement, George Watkins. There were so many options we really do not have enough room to name them all. All I can say is the logo, “The Land of Enchantment” truly fit. We hope we can encourage as many new members as we can to

join IAWP right now, in order to get ready for our “2007” International Conference. If you have any questions, please contact me, at Linda.castaneda@cl.idaho.gov to learn more about how to become a member of this great organization.

Hello! My Name is Scott!

The Habits of Highly Horrible Networkers

A Workshop to Remember

Mary Anne Washburn – Seaport Member

So many choices, so little time! Those were my thoughts as I tried to decide which workshops to attend during our IAWP International Educational Conference held in Albuquerque., New Mexico. Our IAWP Educational Program planners did a simply outstanding job selecting speakers and workshops for us to enjoy at this educational and exciting conference.

I was very pleased to have chosen to be present at Scott Ginsberg’s workshop on Tuesday, June 7, 2005. Why? Not only was Scott one of our keynote speakers the day before sending ripples of laughter throughout the conference center, but Scott had a way of giving solid advice, practical tips and joyful networking possibilities

with a touch of class and humor at the same time!

Scott focused mainly on discussing the styles and importance of our business cards. He presented some great pointers on the value of nametags the day before. It all sounds elementary. However, I

challenge you to see what I saw: a depth of potential that was astounding and constructive to you in your career!



Scott began by having us all dig into our pockets or purses and retrieve our business cards. He then collected them. I will give you my personal account, as it may shed light on this matter for you.

I do not work for the State of Idaho nor any other government agency. I have been a stay at Home Mom for years. I have taught school as a substitute, so that I could use my degree, but still have the choice of being at home with my children. I saw no need for a business card. I thought I did not need one, until this workshop!!! Scott opened my eyes.

Not wanting to be the only one not turning in a card, I quickly made one from a piece of paper from a small notebook I carried in my purse for notes. I wrote my name on it and a few other choice words hurriedly. If you wish to know the content of the “my card”, I can share that with you someday.

Right now, my point must be made. Scott then pinned the very best cards (mine was not among

them) on a corkboard for us all to view and decide which were the most outstanding. He gave us just a few moments for this quick exercise and the cards were viewed from a distance. We then chose the three cards we thought stood out the most from the others. The winners had either special color, were viewed from the vertical position of printing (lengthwise not breadth wise) or had a picture or graphic on them.

Scott then pointed out having some color, especially red, will cause your card to be noticed. A card with a beautiful picture (the one I recall most had a soft view of the ocean and a beach behind the writing), like a pleasant bank check also makes you business card standout. Scott also suggested printing the BACKS of your business cards with something useful that people would want to save for extra appeal. He gave the example of a metric conversion table, but you could put a famous or catchy quote or your company slogan on the back as well.



After this, something unusual happened. Scott held up-for all to see- my very make-shift homemade notebook paper card and said to look at it and then he pretended to eat it. I



believe he was showing us how easy to lose or wash in the washing machine, a slip of mere paper would be! I said something like “HEY,” in objection to his destruction of my quickly made - though my very own - “fake” business card. It was *mine*, after all!

I played right into his illustration. He called me up in front of the class, (I am not shy, as some of you may know) and we did a quick little drama about just meeting someone and handing them this slip - of - paper-card. Scott then proceeded to politely hand me a blank card with “Hello My Name is _____ and a blank, with room on the back for name, address of business, phone and e-mail. He said he keeps these on hand for people with no business cards. Scott never wants to “lose” a contact! Networking is very important to him and he showed us how it should be to us. Cards are one of the best ways to network, he declared!

Then, Scott generously gave me a gift pack of two of his books, a CD of his speaking and a pack of those great little “Hello My Name Is” blank cards, for my drama and for

his destruction of my “notebook paper card”!

For a “first time” IAWP International Educational Conference attendee, this was an especially grand experience. I will have to say that a speaker like this makes you remember it even more vividly. Scott engaged us all in the class and did not lecture to us like a stone statue. No one fell asleep in his workshop, I am quite certain!

So the next time you are wondering whether or not you should attend an IAWP Educational Conference of any kind, think about **GOING** and taking part in the workshops that offer you a chance to have hands-on, sensible learning experiences!

Thanks for wonderful IAWP opportunity. **Now, where is YOUR business card??**

Humor is the mask of wisdom.

Friedrich Dürrenmatt (1921–1990)

Using Humor for a Change

Lu Lineberry – Chapter Past President

Keynote speaker Scott Friedman, from Scott Friedman & Associates began his workshop with a self-diagnostic survey, saying those who scored less than 50 points need a humor transplant! He taught us that the use of humor makes your life more productive. Using humor to change or keep your

perspective is a useful tool all can develop. For instance: By absorbing other's anger to your advantage, you can get people to laugh WITH you. He recommended thoughtfully preparing humorous comebacks for common situations. "Is this a live person?" – "No, I am just a recording".

The introduction to Scott's workshop was:

With restructurings, takeovers, and layoffs sweeping the corporate world, employee insecurity and fear are at record levels. The definition of an optimist in corporate America today is an employee who brings his lunch to work. Change has become a daily activity with no end in sight. Anxiety reverberates throughout the entire organization. During these times, corporations need some sort of antidote for stress. Many companies see a dose of humor as a remedy to reduce tension and motivate workers. By coming into our sense of humor, we find truth in the statement, "He or she who laughs ~ lasts".

Adopting this philosophy is especially helpful in times of change both within our department and with our customers. Change is inevitable. Sometimes we like it, sometimes we don't, but there will always be change. Our attitude and approach in how we handle the different situations that occur will either make us or break us. So why not use humor to help us adjust! Scott impressed upon every attendee at his workshop that "Humor is the shortest distance between two people". He reminded us that happiness is an INSIDE job, and that life can make you bitter or life can make you

better. My favorite quote from Scott, though, had to be his definition of success: "Moving from failure to failure with enthusiasm". It was a pleasure to hear him speak, and I found many ways to incorporate what he taught into useful tools in my job duties with the department.

Discover Idaho



"Discover Idaho"

Nancy Upchurch – Les Bois Member

At the Albuquerque International IAWP conference in June, I had the pleasure of organizing the Chapter's promotion of the 2007 International IAWP Conference that will be held in Boise. Thanks to the help and support of the Boise Convention and Visitors Bureau and the ICL Division of Travel and Tourism, we were armed with enough flyers, pins, and Spud Bites to distribute throughout the conference. The table was draped with the Idaho flag and each visitor signed up for a free drawing for a Boise "goody" basket. The winning ticket was drawn at the business meeting. We also gave away two "Spuddy Buddys" and tossed foam, stress ball shaped potatoes into the audience hailing "This spud's for you!"

A great time was had by both the volunteers who manned the table (thanks so much) and the visitors

who stopped by. The Spud Bites kept people coming back to the table. Many people asked "are these made from real potatoes?" And, if I heard it once, I heard it a hundred times "I've never been to Idaho and I can't wait to go."

For those members out there who would like to get involved in organizing the 2007 Boise International IAWP conference, please e-mail me and let me know you are interested. We can never have too much help. The dates for the Boise conference are June 3-7, 2005.

District XIV Institute

Kathy Bilanko - District XIV Director

Mark your calendar, make reservations, and plan for an educational, entertaining, and networking opportunity in Wenatchee September 29 – October 1, 2005!

This will be the District XIV annual Institute. Our District is comprised of Montana, Oregon, Idaho, Alaska and Washington. Members from each of the states will be attending the district institute. This is a great time to renew friendships and meet new friends. Thursday (29th) there will be an Early Bird evening function hosted by WorkSource Wenatchee. The educational Institute will be on Friday and Business/Membership Meeting Saturday October 1. I do urge all members to attend the membership meeting on Saturday morning.

For the institute we will have a *State of the States* panel. Invitations to participate on the panel have been extended to Deborah Lincoln Oregon Director; Karen Lee Washington Commissioner; Ingrid Childless Montana Administrator Workforce Services Division; Mark Whitworth Idaho UI Administrator; Linda Barnes IAWP President-Elect (Linda may speak on either her state of Kentucky or IAWP).

Besides the panel, Dr. Dan Strakal will conduct a workshop on *Change and Transition*. Dan has given this workshop for several governmental agencies and has worked extensively in the education field. He plans a very interactive workshop.

Make your reservations at the Red Lion Hotel:

Red Lion Hotel, Wenatchee
Phone: 509-663-0711

A block of rooms have been reserved under IAWP
 Rooms reserved only until August 30th

Registration form will be out very very soon.



People on the Move

New Hires

Anna Burns	0080
Bonnie Niles	0090
Brenda Kotewa	0650
Caleb Anderson	0250
Craig Parry	0820
Daniel Kessler	0970
Elizabeth Bowen	0520
Jessica Cavalieri	0270
Jessica Thompson	0150
Kathy Nesmith	0040
Kit Kamo	0970
Kristen Lothrop	0970
Laura Story	0540
Mare Stomprud	0120
Matthew Thomsen	0270
Monica Jones	0240
Sylvia Higbee	0270
Trudy McMurtrey	0270
William Pearson	0760

Promotions

Brian Sporleder *promoted to C&L Assistant Manager in Meridian*

Gregory Stevens *promoted to Hearing Officer in Appeals Merry Logan to Manager 1 (Salmon)*

Thane Barrett *to IT Systems Integration Analyst, Senior (DDS)*

Retirement

Pat Paasch	0170
Rebecca Valasek	0540
Susan Mandery	0650

Separations

Ann St. Pierre	0120
Bonnie Niles	0090
Bryson Nalder	0030
Carol Schemanski	0090
Crystl Collins	0720
David Pafford	0090
Debra Everman	0720
Drue McCombs	0970
Janet Sargent	0080
Jenifer Fitzgerald	0360
Justin Terry	0970
Marla Hobbs-Hill	0090
Martha Luna	0080
Mary Ann Gokee	0340
Mary Gustafik	0360
Milt Smith	0040
Miranda Palmer	0040
Rhonda Buffington	0610
Susan Howerton	0730
Teresa McClure	0730
Vickie Husted	0010

ITEMS is published bi-monthly by the Idaho Chapter of IAWP. Articles printed do not represent the policy of the Department of Commerce & Labor or the Idaho Chapter of IAWP, and no endorsement is intended or implied.

The deadline for articles to appear in the next issue is **August 26, 2005**. Please submit articles to: Lori McCrae, ITEMS Newsletter Editor
 By email:
lori.mccrae@cl.idaho.gov



IAWP CAMPSTITUTE 2005
Hosted by the Idaho Chapter IAWP
August 18 - 20, 2005
Trinity Pines Camp, Cascade, Idaho

Trinity Pines Camp and Conference Center is a modern year round Christian facility located in Cascade, Idaho on 198 acres of open fields and beautiful mountains. The facility offers an inspiring atmosphere for summer camps, family camps, youth and adult retreats, family reunions and conferences. In the summer, enjoy mountain biking, hiking and easy access to Cascade Lake, which is less than three miles away, for fishing, boating and water skiing. Fishing, tubing and canoeing is available on the Payette River that winds along the property. In the winter, enjoy cross country skiing and snow shoeing as close as the front door. Ice fishing is available at Cascade Lake. Downhill skiing and other activities are available in McCall, Idaho about 40 miles north.



Come experience education with a view.
August 18th – 20th

Visit their website <http://www.tpines.org/>

Registration for the event is \$67.14 and includes two night's accommodations, all meals and the education program

For reservations and additional information contact Eric Gochnour at (208) 678-5518, ext. 3125, 127 W. 5th Street North, Burley, ID 83318

Register TODAY!

IAWP CAMPSTITUTE 2005
 Hosted by the Idaho Chapter IAWP
 August 18 -20, 2004
 Trinity Pines Christian Camp, Cascade, ID

REGISTRATION FORM

- Please print or type all information
- **Fees for registration should accompany this form. Please make checks payable to IAWP** and mail to:
 IAPES Attn: Eric Gochnour, Idaho Commerce & Labor, 127 W. 5th St. N., Burley, ID 83318

Participant Information

Name _____ Spouse/Guest _____
 Name on Name Tag _____ Guest Name tag _____
 Address _____
 Work Location _____
 Day Phone _____ Evening Phone _____
 Emergency Contact _____ Day Phone _____ Evening Phone _____

REGISTRATION FEES

Postmarked by 08/10/05 Postmarked after 08/10/2005

Full registration \$67.14 = \$ _____ \$75.00 = \$ _____
 Includes all accommodations, Dinner & President's Reception Thursday Evening, Breakfast Friday and Saturday, Educational Program, Lunch & Dinner Friday.

Education Only \$20.00 = \$ _____ \$25.00 = \$ _____
 Includes Education Program and Lunch on Friday.

Spouse/Guest Package \$67.14 = \$ _____ \$75.00 = \$ _____
 Includes all accommodations, Dinner & President's Reception Thursday Evening, Breakfast Friday and Saturday, Education Program, Lunch & Dinner Friday.

LODGING INFORMATION

Cottages – There are 4 cottages. Each cottage is 2200 sq. ft with propane furnaces. Three cottages sleep 30 and one sleeps 24. Each cottage is carpeted and has a group area, kitchenette with microwave, range/oven, refrigerator/freezer, three bedrooms and bathrooms on first floor. Upstairs, three cottages have 2 bedrooms with one bath and one cottage has 1 bedroom with one bath. All have sleeping lofts upstairs. Each bedroom has 1 queen bed and 2 sets of bunks

Dorm Rooms –Two rooms have 7 bunks and two rooms have 8 bunks—large shared bathrooms.

There is a separate meeting room, game room, deck for relaxing or dining and a small store that carries miscellaneous sundry items.

For reservations call Eric Gochnour (208) 678-5518, Ext. 3125

Mark Your Calendar! Make your Reservations!



IAWP* DISTRICT XIV INSTITUTE

SEPTEMBER 29 – OCTOBER 1, 2005 WENATCHEE, WA

Red Lion Hotel, Wenatchee

Phone: 509-663-0711

*A block of rooms have been reserved under IAWP
Rooms reserved only until August 30th*

*Besides a wonderful Institute
The Wenatchee area offers Fall Entertainment
During the weekend: Wenatchee hosts a Harvest Festival
Leavenworth hosts October Fest. Plan to stay the Weekend!
Room Rates: \$60 single \$80 double
\$10 for each additional person*



More Information to follow

**International Association of WorkForce Professionals*

**International Association of Workforce Professionals
IAWP
Award Nomination Form**

In the beginning: Please type and double-space, use Times New Roman, in no less than 11 size font. Please use Microsoft Word. Please save your award nomination(s) on your hard drive or on a disk. Please e-mail your completed nominations to liz.ruiz@cl.idaho.gov and mail any documentation that cannot be e-mailed to the attention of Liz Ruiz, Idaho Commerce and Labor, 127 W 5th North, Burley, Idaho 83318.

Award Title:

Name of Nominee:

(If group, this information must be completed for each group member.)

Professional Title: Employer/Organization: Complete Address:

Telephone: Fax:

Name of Nominator:

Professional Title: Employer/Organization: Complete Address:

Telephone: Fax:

1). **Statement of Accomplishment:** This statement serves as a summary of the Narrative and is meant to briefly describe the nominated individual's or group's accomplishment(s). The **dates** the accomplishment(s) occurred within the calendar year (January 1, 2005 – December 31, 2005), the manner in which the accomplishment(s) was achieved, and the results or benefits derived from the accomplishment. The Statement of Accomplishment should take just **one page** and should also be double-spaced. (*This may be easier to write once the Narrative has been written*).

2). **Narrative:** This is the precise, and descriptive narrative, which focuses on the **details** of the actual accomplishment and includes any necessary **background information** explaining why the accomplishment was exceptional to the association or agency. The Narrative cannot be more than **10** printed pages and should be double-spaced.

3). **Documentation:** The narrative is supported by documentation that relates directly to the accomplishment activities on which the nomination is based. The documentation may be articles, newspaper or other periodical clippings, endorsements, recommendations, testimonials, or original and/or digital photographs with a brief description of what each photograph is intended to show. The articles, newspaper and other periodical clippings must be identified by date and source. List by type and date, any published articles, books, research, as well as work products, audio-visual, or other materials representative of the contribution. Please keep all the documentation in a file or "safe place" and submit it with the written nomination in January of 2005. **Please be sure documentation is identified by date and source.**

*If you have a nomination you would like to make but are not sure which award applies or if you simply have questions applying to the Awards in any context please contact Liz Ruiz at liz.ruiz@cl.idaho.gov and I will respond as soon as possible.

Who can be nominated? Directors, Executive Staff, Managers, Supervisors, Co-workers, Partners!

BE COOL!!!



Help the Panhandle Subchapter of IAWP buy more Cooling Vests for the 116th Army National Guard members stationed in Iraq.

It's over 120° in Iraq. The Panhandle Subchapter of IAWP is joining with the City of Post Falls and the American Legion Post #143 to supply Cooling Vests for our troops.

The vests cost \$175 each (with extra inserts). The subchapter has purchased one. We are now accepting funds to buy more.

Want to help? Any monetary amount will help!

For more information contact:

Nona Rambo (Nona.Rambo@cl.idaho.gov) ext. 3990

Robert Shoeman (Robert.Shoeman@cl.idaho.gov) ext 3993

Make checks payable to American Legion Post #143. Write Cooling Vest in the Memo section.

Send donations to Nona Rambo, Idaho Commerce and Labor, 1221 W Ironwood Dr. Ste. 200, Coeur d'Alene, ID 83814

All proceeds will go to purchase vests for people from our local area who are serving in Iraq.

Cooling Vest



With optional sleeves



Installing Cooling inserts



Vest shown with body armor.

Operation VESTED INTEREST!