

The Indy Observer

~For the Indianapolis Chapter of the Association of Government Accountants~

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INDIANAPOLIS
CHAPTER

MESSAGE FROM THE PRESIDENT

Our joint meeting with the Central Indiana Chapter and the Circle City Chapter was very informative as DFAS representatives provided the City, State and Homeland Security information on how DFAS manages the Trust Funds who pay retirement expenses for the military and the American Recovery and Reinvestment Act (ARRA) of 2009 executed by the Department of Defense. There was a good dialogue on how our organizations face similar challenges in performing these missions for our organizations.

Our first ever AGA/ASMC Federal Fitness Festival 5K Run and Walk "Wellness Walk" at Fort Benjamin State Park was a big success as we had 98 members participate and if we count their pets we had well over 100. The event was free to our members who donated canned goods to the Salvation Army to feed the hungry as their entry fee. You know these events cannot be done without those behind the scenes who put in the hours to make the event a success, so thanks to Shane Douglas, Charlie Pollis, Jamie Whitman, Natalie Mitchel, Kandis Noe, Diedre Valentine, Marilyn McGee, and Katie Buck.

In May we are hosting a joint spring Professional Development Conference with the American Society of Military Comptrollers. The PDC is scheduled for May 24th at the Garrison and the theme is "The Challenge of Change" and you can earn up to 8 CPEs for this event.

The PDC will provide an overview of current topics in the field of professional development, auditing, finance, ethics, information technology with data mining and speaking the new lingo for the Enterprise Resource Planning systems. We look forward to seeing you there.

We have planned additional training by scheduling an audio conference in June covering "Internal Controls".

Another big announcement is AGA won the "3rd ANNUAL AGA/ASMC BIGGEST LOSER CONTEST" for the second year in a row. The 3rd Annual DFAS Indianapolis ASMC/AGA Biggest Loser competition was close between our organizations with AGA leading the way to the championship with a total of 3.42% lost, or 183.90 pounds. ASMC lost 2.11%, or 89.25 pounds. We had 46 participants from both chapters, so thanks to all who lost some weight. The biggest loser was Terry Roberts from AGA who achieved 12.48% weight loss with second place going to Marilyn McGee with 9.95% weight loss. Terry received an annual AGA membership and luncheon paid for 2011-2012 program year (not to exceed \$150) and Marilyn received a \$25 gas gift card. Thanks to all who participated.

Please visit our home page located at <http://againdy.com/default.aspx>, to get information on training and other current initiatives our chapter is supporting.

Greg Schmalfeldt, CPA
President
AGA, Indianapolis Chapter

The deadline for submitting articles and updates for the next newsletter is:

May 31

Please email submissions to Heather Crews at heather.crews@dfas.mil.

INSIDE THIS ISSUE:

| | |
|--------------------------------------|---|
| Good Working Relationships can Boost | 2 |
| Angel Tree Update | 3 |
| Academic Scholarship Information | 3 |
| Audio Conference Schedule | 4 |
| National PDC Information | 4 |
| CEC Minutes | 5 |
| Wiki Leaks | 6 |
| Chapter Directory | 7 |



OVERCOMING 6 AREAS WHERE MANAGERS MAY FALL SHORT

MAY 4TH, 2011
FEDERALTIMES.COM

LISTENING

Many managers find their schedules so filled with meetings, appointments, and paperwork that they simply overlook the tremendous value employees find in being heard. When you look to improve your listening skills, keep these quick tips in mind:

- Before speaking, ask yourself, "Is the other person finished?" This will help you avoid talking over people.
- To eliminate distractions, close doors or move the conversation away from public places.
- Look at the person you're speaking with. This will prevent you from "drifting" as someone else speaks.
- Consider the behavioral style of the person you're talking with. Is his/her natural communication pace slow or fast? Does this person need time to process the information before speaking or would he/she rather brainstorm?

UNDERSTANDING YOUR PEOPLE

In order to understand your people, you must first understand their makeup. There are simple ways to unlock the doors to employee behavior that will free up the lines of communication and help you understand your people better.

- Understand behaviors. The information you find within behavioral tests (Myers Briggs, Pace Pallet) will outline the best ways to communicate with employees, motivational methods that are proven to work and types of positions where employees can shine.
- Their profiles will help you gain an understanding of the interests, attitudes, and values of each of your team members. As a result, you'll be able to listen more effectively, reduce the risk of conflicts and develop an environment of cooperation. You'll also discover motivational triggers and helpful tips on communicating for maximum results.

TEAMBUILDING

Without clear and decisive direction from management, teamwork becomes just another over-used phrase. To help your teams learn to make differences work for them and to create a vision for the heights your teams can reach, consider these tips:

- Clearly define the phrase "teamwork" including how teams are expected to work together.
- Provide workshops, seminars, or other means of support to help employees understand and implement foundational teamwork principles into their routines.
- Outline values, responsibilities, and skills your teams are expected to have.

HIGH PERFORMING TEAMS

Once teamwork becomes second nature, focus on making

your employees part of High Performing Teams.

To create High Performing Teams:

- Involve team members in designing the standards and characteristics of their organization.
- Gain commitment and accountability by asking team members to take responsibility.
- Provide an experience (workshop, seminar, outing, etc.) where the team member's return to the organization prepared to make individual contributions.
- Ensure each team member has an individual and/or departmental action plan that works in conjunction with the mission and vision of your company.

MENTORING

As a member of management, others look to you for leadership. However, whether you realize it or not, many also look to you for mentoring. Give serious thought to your mentoring program - or the development of a mentoring program. When you do, construct

or alter your program to include these five vital areas:

Design Design your mentoring program around the specific behavioral and personality traits of your employees.

Choice Offer elements of choice in your program. This helps you create a mentoring arena where both leaders and learners will prosper and thrive as they reach their goals.

Compatibility Make sure the mentor and mentee have similar personalities or your program will stand a high chance of failure.

Creativity Design program mechanics to deliver your desired results. With a little creativity, your program can offer an exceptional outcome.

Measurement Follow-through is vital in a mentoring program. Use measurement tools that allow you to easily analyze mentoring situations so that any necessary changes or additions can be made.

NEGOTIATIONS

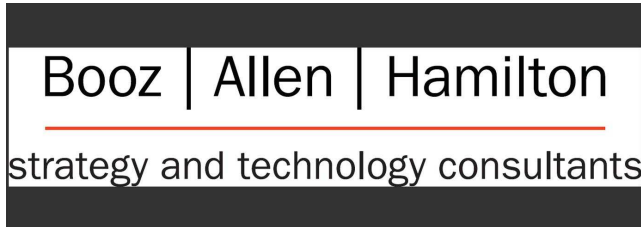
Negotiation is not about getting your own way. It is about developing long-term, proactive relationships with others through mutual gains. After all, employees, vendors and customers who feel

constantly taken advantage of will eventually become weary and leave. If you feel you are lacking in the area of negotiations, consider the following:

- Seek out the best alternatives for all parties involved.
- Focus on interests, not individuals or positions.
- Look for ways to incorporate mutual gains so everybody wins.
- Separate the people from the problem.

THANK YOU

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Register now! www.agacgfm.org/pdc

NATIONAL PDC DETAILS

Mark your calendar for **July 10-13, 2011** and make plans to join us in Hotlanta for AGA's 60th Annual Professional Development Conference & Exposition (PDC)—*the* premier education and networking event for government financial managers and accountability professionals. The theme for this year's conference is "Celebrating Our Past, Embracing the Future."

The PDC is the authoritative source for the knowledge and contacts you need to succeed in today's constantly changing environment. Offering 24 CPE hours, the conference covers the latest research and information about the American Recovery and Reinvestment Act, the constantly changing rules and standards, new management techniques, technological advances and practical tips for bringing greater efficiency to government operations. The PDC offers a comprehensive program, captivating speakers, lively discussions, top-quality education sessions, and equips you with knowledge and skills you need to be a more effective leader.

Please visit the PDC website for more information. <http://www.agacgfm.org/pdc2011/index.htm>

CEC MINUTES – APRIL 2011

ATTENDEES: Greg Schmalfeldt, Melissa Jacobs, Camille Schultz, Kelly Wagenmaker, Jeannie Allen, Tom Spahr, Mary Carson, Meg Hart, Sam Graham, Tamra Vincent, Laura Jankovich, Dan Neumann, Katie Buck, Jamie Whitman, Megan Nethery, Chris Crews, Andrew Tyler

OPENING REMARKS

President – Greg Schmalfeldt

TREASURER NOTES

Treasurer – Maranda Summers
Treasurer not present, no report as of yet.

SECRETARY NOTES

Secretary – Jessica

- Rescheduling May 6th and June 3rd CEC meetings due to incoming President's schedule conflicts.
- Nominated individuals were informed to send me a one paragraph biography by COB Friday, April 15th. Elections will be held April 18th through April 22nd. I will send all bios to Mary Jelew to hold elections via e-mail like in the past.

COMMITTEE NOTES

CGFM Coordinator – Tom Spahr/Dan Neumann
We have funds for three sets of study materials in the budget; National is currently revising the materials. We opened more tests than any other chapter and will receive \$200 from National and 500 extra points
Melissa Jacobs motioned to purchase one set of extra materials, Jeannie Allen seconded. March is now CGFM awareness month in Indiana, worked with two other chapters to accomplish this, Governor Mitch Daniels signed the proclamation, now working on city of Lawrence. Module 3 is finishing testing, and Module 2 study group will start May 2nd

Community Service – Katie Buck/Brandi Hobson
The community service committee collected 279 DVDs and 18 CDs for the AMVETS DVD drive for the troops
Possible upcoming event: volunteer at the State Fair, gauge interest
Sam Graham going to check on details
Looking to add events for members to receive volunteer hours
Melissa Jacobs reminded everyone that they receive incentive points for donating things like DVDs, just send her an e-mail.

Early Careers – Jamie Whitman

Upcoming new member welcome meeting on May 4, 11:30-12:30 in conference room 229AA (includes Pizza!) We hope that every committee will be able to send a representative to talk about their committee functions and will include an icebreaker this time.

Education Committee – Megan Nethery/Audra Pera/Camille Schultz

Next Audio Conference "Mortgage Fraud and Beyond—Looking Toward the Future" Wednesday, April 20, 2011 from 2:00 p.m. - 3:50 p.m. in Conference Room 222-R
June meeting about Internal Controls
Spring PDC Update: May 24th at the Garrison
Discount will be given due to budget constraints (\$75 members, \$100 non-members)
Tamra mentioned letting the other Indiana chapters know, it was agreed we would offer the discount price. Committee needs to send flier to Greg and Bob for final review. Andrew suggested possibly offering a discount to early birds next year. Three speakers left to book

Meeting Arrangements Committee – Tamra Vincent
April 28 meeting at Morty's (\$25 for non-status member) Deidre Valentine will be filling in for Tamra. Maranda Summers filling in for Meg Winner of the PDC trip will be drawn

Membership Committee – Kelly Wagenmaker
Cash back drive netted 16 new members and that we have 65 new members this year

Website Administrator – Chris Crews
Website updated with new events page and calendar
Committee chairs call Chris to add to calendar

Wellness Committee –Charlie Pollis, Marilyn McGee & Brooke Moore
Wellness Walk April 30. Free for AGA/ASMC (bring a can of food) and \$5 for non-members. Sign-up/tickets through Charlie Pollis, Shane Douglas, Bob Matejka, Jamie Whitman, and Marilyn McGee Sign up will also be at South Entrance on Wednesday, April 20th
AGA won biggest loser for the 3rd year, losing a total of 180lbs this year. Terry Roberts lost 12.5% and Marilyn McGee lost 10%.

CONGRATULATIONS!
Denise Gallion
For passing the CGFM

TOP 10 SOFT SKILLS TO MASTER

MAY 6TH, 2011
FEDERALTIMES.COM

Soft skills is a term relating to a cluster of personal attributes that characterize relationships with other people, such as social graces, communication, cooperation, honesty, respect, responsibility, friendliness, and optimism.

Because companies are becoming more process and system driven and because job competition has increased at all levels, there has never been a time when soft skills offer more value to the market than they do today.

As a growing number of people with similar talents and education compete for the same jobs, promotions, and clients, soft skills become the differentiating factor separating one person from another. The little things you've been learning about in this blog now matter more than ever.

1. The Art of Listening. If your family, friends, and colleagues were asked to rank your listening skills, what would they say? Do you interrupt? Do you try to control the conversation? Do you ask questions showing a genuine interest in what people are saying? Being an attentive listener is one of the most important skills you can master, especially in this fast-paced world where everyone wants to talk and few have the patience to listen.

2. Cell Phone Etiquette. A friend told me about his colleague, a Realtor, who landed a \$6,900,000 listing. As he was leaving the seller's home, he casually asked why he had been selected over the other four Realtors. The seller said, "You were the only one who did not check your cell phone during the appointment." The Realtor ended up selling the home, earning over \$300K. Cell phone addiction is out of control. Challenge yourself to show respect when using your phone, both at work and at home.

3. Show More Respect. People's tolerance for being disrespected is as low as I have ever seen it. The days of advancing careers by stepping on the toes of co-workers are over. People deserve to be treated with respect and are now demanding it. Look for the little things you can do to show more respect to others. This includes the teller at the bank. Treat people as human beings and not as pawns on your chess board. As you treat others with greater respect, they will admire you and so will the people who witness your actions.

4. Authenticity. Because many people are less trusting than they have ever been and others are tired of being around people who are not genuine and real, there is a powerful trend towards authenticity. Being authentic is when you are not trying to impress others nor are you acting like someone you are not. The authenticity I am referring to makes people comfortable, relaxed, and enjoy your presence.

5. Show Interest in Others. How frequently do people show a genuine interest in you, your ideas, or interests? When was the last time a friend called you (without an agenda) just to see how you are doing? If your life is like mine, it doesn't happen frequently. Slow down and show an interest in those whose relationship you value. As you do, you will stand out from all the superficial relationships as someone who cares about others.

6. Verbal Communication. According to a new research report by Kelly Services the traits individuals identify as the most important in creating their personal brands were their verbal communication skills. This includes such things as being friendly, clear, concise, confident, humble, and positive in the way you speak with others. How you communicate with others verbally plays a defining role in how you are viewed. Think before you speak and take pride in the way you interact with others.

7. Become More Responsible. As the speed of life has accelerated, so has the number of people who are neglecting to do the things that are expected of them, including being late for appointments, failing to return calls and emails, and not completing projects on time. Being responsible also includes admitting when you have made a mistake and accepting responsibility for your actions and decisions.

8. Make Your Appearance an Asset. Very few things are more powerful in creating your brand than the visual imprint you make in people's minds. When you take pride in your appearance, it makes you look good, it helps you feel good, and it increases your influence with others.

9. Control Your Emotional Energy. Most of what I hear going on today is negative. It's like the recession has given everyone a free pass to find fault with everything. Whining and complaining have become a part of most conversations. Leaders and employers know they can't build a business when their people are focused on negative issues. It only takes one negative person to impact the atmosphere of an entire office; therefore, they are hiring and rewarding people who have a positive influence in their work environment. Remember, where your attention goes, so goes your energy and attitude. Start focusing on positives and avoid the complainers who are dragging you down.

10. Your Email Brand. Every email you send makes a small, but noticeable impression on others. The accumulation of these impressions forms your brand. Think about your goals and consider the person you need to become to achieve your goals.

Challenge yourself to take inventory of your own soft skills!

ABOUT THE OBSERVER

The Observer is AGA-Indianapolis Chapter's monthly newsletter which covers member and association activities on both the chapter and national levels. *The Observer* features developments within the profession, chapter news, and articles of interest to members. Opinions and beliefs expressed in *The Observer* are those of the contributors and do not necessarily reflect those of the association. We welcome and encourage members to send us original or reproduced articles that may be of interest to our members for publication in our newsletter.



Indianapolis Chapter Directory

2010-2011 Officers, Board Members , &
Committee Chairs

| Position | Name | Term | Phone | Email |
|----------------------------|------------------|-----------|--------------|--|
| President | Greg Schmalfeldt | 2010-2011 | 317-212-5858 | greg.schmalfeldt@dfas.mil |
| President-Elect | Laura Jankovich | 2010-2011 | 317-212-7084 | laura.jankovich@dfas.mil |
| Treasurer | Maranda Summers | 2010-2011 | 317-212-7471 | maranda.summers@dfas.mil |
| Treasurer-Elect | Jose Munguia | 2010-2011 | 317-212-5659 | jose.munguia@dfas.mil |
| Secretary | Jessica Wisler | 2010-2011 | 317-212-2647 | jessica.wisler@dfas.mil |
| Previous President | Michele Gomez | 2010-2011 | 317-212-7493 | michele.gomez@dfas.mil |
| 3 Year Board Member | Donna Cox | 2010-2013 | 317-212-3022 | donna.cox@dfas.mil |
| 3 Year Board Member | Nate Pierce | 2010-2013 | 317-212-3892 | nate.pierce@dfas.mil |
| 3 Year Board Member | Sam Graham | 2008-2011 | 317-212-7851 | sam.graham@dfas.mil |
| 3 Year Board Member | Edmie Castillo | 2008-2011 | 317-212-1398 | edmie.castillo@dfas.mil |
| 3 Year Board Member | Neil Anderson | 2009-2012 | 317-212-7697 | neil.anderson@dfas.mil |
| 3 Year Board Member | Melissa Jacobs | 2009-2012 | 317-212-1901 | melissa.jacobs@dfas.mil |

| Committee | Chair | Co-Chair | Phone | Email |
|------------------------------|--------------------------|--------------------------------|--------------|--|
| Awards | Shane Douglas | | 317-212-1933 | shane.douglas@dfas.mil |
| Citizen Centric | Terri Droeger | | 317-212-3875 | terri.droeger@dfas.mil |
| Community Service | Katie Crist / Rob Duncan | Brandi Hobson | 317-212-6520 | katie.crist@dfas.mil |
| Corporate Sponsorship | Jeannie Allen | Jamie Whitman | 317-212-7830 | jeannie.allen@dfas.mil |
| Early Careers | Jamie Whitman | | 317-212-0066 | jamie.whitman@dfas.mil |
| Education | Megan Nethery | Audra Pera; Camille Schultz | 317-212-3264 | megan.nethery@dfas.mil |
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| Photography | Andrew Tyler | Nate Pierce | 317-212-3892 | nate.pierce@dfas.mil |
| Publicity | Mary Jelev | | 317-212-6604 | mary.jelev@dfas.mil |
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