



GOVERNMENT MEETING PROFESSIONAL

SOCIETY OF GOVERNMENT MEETING
PROFESSIONALS

The Official Newsletter of the Society of Government Meeting Professionals
Volume 20, Issue 6 www.sgmp.org March/April 2002

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The Rance R. Willis Educational Foundation is the Place to Look for Your Next Speaker!

Check out the *Speakers Bureau Booklet*, with over 20 presenters listed that are knowledgeable on topics ranging from core meeting planning to personal development. Obtain your copy by contacting SGMP National Headquarters, 908 King Street, Lower Level, Alexandria, VA 22314, by phone 703-549-0892, by fax 703-549-0708, or by e-mail at info@sgmp.org.

See You at the Helm in Norfolk, Virginia!

By Carl C. Thompson, Executive Director

We are looking forward to seeing all of you May 15 – 19, 2002, at SGMP's Annual Education Conference *At the Helm of Education*. Our host city of Norfolk, Va. is excited to show us just what southern hospitality is all about. Norfolk boasts that we all may want to relocate once we get a real taste of their wonderful city. The official kick-off begins with the opening reception Wednesday evening at the Nauticus, sponsored by the Norfolk CVB, and a very special performance by the *Village People*, sponsored by the Atlantic City Visitors Authority. Practice the spelling of YMCA.

The workshops planned during the conference are second to none, actively engaging attendees each day. This year our program will have a new twist with a business/awards meeting Thursday afternoon. During this meeting, we will review the accomplishments of the previous year and discuss the plans for the next year. After that portion of the meeting, we will recognize the CMP study program graduates, the Program of the Year and Newsletter of the Year winners, and other well deserved awards. Our guest speaker, hall of fame Lynn Swann, will highlight Thursday's luncheon, sponsored by Wyndham Hotels and Performance Hospitality Management. That evening we will explore the East Coast beaches with a fabulous evening sponsored by the Virginia Beach CVB.

Friday morning we will officially open our exhibition show, followed by a wonderful patriotic luncheon sponsored by Six Continents Hotels. Planners, please keep in mind that we expect everyone to participate in the exhibition. Our suppliers have toiled with major expense and trouble to highlight their properties and destinations. After all, they are our preferred vendors; *they support your organization, and we must support them*. Without the continued support from our supplier members, SGMP would not be where it is today.

Friday evening, we will reach the pinnacle of the conference with the Sam Gilmer Awards banquet. This year, the banquet has a very special significance because SGMP will be celebrating its 20th Anniversary, and Mrs. Ruth Gilmer will be present to assist in this very special *Gilmer* presentation.

After our workshops on Saturday morning and our closing luncheon, you will have time to tour the historic city of Norfolk, and then participate in an outing to Busch Gardens European theme park.

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Finalists for the Sam Gilmer Award are Announced

By Cheryl Thompson, CMP, National President

There is no greater honor within our organization than that of receiving the Sam Gilmer Award. Each year during our education conference a planner and a supplier is honored by being given this prestigious award named for our founder. The Gilmer Award recognizes the highest level of professionalism and acknowledges contributions made to the society and the overall industry. Past Gilmer award winners read like a "Who's Who in the Meetings Industry?"

Nominations are solicited from our general membership; contributions in the areas of service on the local and national board, committee and task force participation, furthering the educational objectives of the organization, and promoting professionalism are all evaluated. Winners are announced at the gala banquet during our conference.

During the 2001 SGMP Education Conference, individuals selected as finalists were declared at the beginning of the conference. The finalists from last year commented that it was an honor in itself to have been nominated and the congratulations offered to them at the conference made the experience of being named a finalist very special. To that end, I am pleased to announce the Sam Gilmer Planner and Supplier finalists.

The Sam Gilmer Award - Supplier, finalists are:

- Darryl Arancio, Marriott International, Director of National Accounts Atlanta Chapter;
- Carolyn Barrett, Holiday Inn Westport, Sales Manager, St. Louis Gateway Chapter;
- Donna Cottle, CMP, Austin Convention & Visitors Bureau, Convention Center Manager, Texas Lone Star Capital Chapter;
- Kristi Griffith, Performance Hospitality Management, National Sales Manager, Texas Lone Star Capital Chapter and National Capital Chapter;
- Charles Sadler, CHSP, Holiday Inn Central/Richmond, Director of Sales, Old Dominion Chapter; and
- Perry Tarleton, Renaissance Concourse Hotel, Director of Group Sales, Atlanta Chapter.

The Sam Gilmer Award – Planner, finalists are:

- Harriett Edmunds, Special Events Coordinator, Library of Virginia, Old Dominion Chapter;
- Claudette Ferris, CPS, Program Assistant, Colorado Department of Public Health & Environment, Rocky Mountain Chapter;
- Melody Kebe, CMP, Defense Information Systems Agency, Chief, Acquisition & Business Management Division, National Capital Chapter;
- Linda Rogers, Texas Comptroller of Public Accounts, Tax Policy Division, Texas Lone Star Capital Chapter;
- Karla Starkweather, Program Specialist, Texas Department of Mental Health, Texas Lone Star Capital Chapter; and
- Don Webb, Senior Planner, Environmental Protection Agency, National Capital Chapter.

To these individuals, I offer my personal congratulations. The work you do in the name of SGMP helps us all. Each of these individuals has contributed much to our industry and to our society. Please take the time to congratulate them in person at the conference, with a personal phone call or an e-mail message. We want them to know how much we appreciate a job well done! Be sure to stay tuned to hear the words, "And the winner is..."

Government Meeting Professional is published six times a year by the Society of Government Meeting Professionals, a national organization of meeting managers and suppliers. Send all suggestions and inquiries to: Society of Government Meeting Professionals, 908 King Street, Lower Level, Alexandria, VA 22314; (703) 549-0892; fax (703) 549-0708. All members are encouraged to submit articles for publication. Articles submissions should be sent to Lynnette Simpson at LynnetteLy@aol.com.

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Sunday as you depart for home, you will take with you the fond memories of another wonderfully, successful conference.

See you all there to participate in the workshops, exhibit show, social events, and to gather once again to renew old acquaintances.

SGMP NATCAP Supplier Member Receives Hotel Sales Executive of the Year

Omni Hotels named Marcie Guzauskas Hotel Sales Executive of the Year at their national sales meeting in Cancun, Mexico this past January. She was recognized for her sales leadership in achieving all financial objectives, displaying a passion for developing and presenting customer solutions, and demonstrating significant understanding of customer requirements.

Marcie has been a supplier member of SGMP since 1985. She has served on every committee for the NATCAP chapter, and has been a presenter at the annual conferences, as well as NATCAP chapter monthly education meetings. Marcie has received numerous awards from the chapter including, the NATCAP *Supplier of the Year* award, and the SGMP *Founder's Award*.

Try this Strategy: Company Fun Equals Productivity and Profit

By Barton Goldsmith, Ph.D., CEO Goldsmith Consulting

In companies where people have fun, the productivity and the profit are higher. The American Psychological Association has published surveys about this, and it is a fact. Take the example of Southwest Airlines; do you know that a *sense of humor* is on their job application?! I believe that this attitude and culture has helped their business become one of the major success stories of our time. After September 11, when all the airlines were having major downturns, Southwest was still in the black. I believe this was because their *sense of humor* attitude made people feel comfortable to fly with them.

Attitude is a choice

Attitude and behavior are a choice, and I believe in banning bad attitudes. A great technique to integrate this culture into your business is to begin with a simple strategy called *Good Attitude Wednesday*. Every Wednesday, everyone is in a good mood, no bad attitudes allowed. This energy is infectious; you cannot be in a bad mood when everyone around you is in a good mood. Once you begin, it is easy to extend this into the rest of the week. The effect will appear in your bottom line, and lower turnover will be one of the many side benefits.

Eliminate negativity from the workplace

If you have ever had to let someone go because of a negative attitude, you probably got a response

from the rest of the team that was something like, "What took you so long?" One negative person can bring down an entire workforce. When that person walks into the front door, the feeling they bring with them is almost palpable; you can feel it. It is like a fog that causes dampened spirits in everyone. In one company I consulted for they had an individual whom, though he was very important to the company and doing a highly detailed task, was a misanthrope. This individual did not like people, and people did not like him. Through some quality brainstorming, we came up with an idea that was a little offbeat, but seemed to serve everyone well. The CEO decided to clean out a storage closet and put in a desk and computer so that this individual could have his own office. He would come into the office in the morning carrying his lunch, go into his office, close the door behind him and leave at the end of the day. He was happy because he had an office of his own, and the staff was happy because they no longer had to contend with his negativity. Whether you have to let someone go, or find them a place where they will not interfere with the rest of your team, I urge you to *sooner rather than later* remove negative individuals from your workplace.

Implement fun, simple, and inexpensive experiences

Keeping the energy high and incorporating fun takes a little thought, but there are many simple and

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inexpensive ways to do this. Every now and then, bring in something different and uplifting for your team, like an ice cream cart, a popcorn machine, or a cappuccino maker (you may actually want to keep this one). Bowling parties, outdoor meetings, and retreats held in unusual destinations (like Bora Bora) are other ways to uplift people and to get them thinking outside the box. It also builds that esprit de corps, the team spirit, which seems to fade away during difficult economic times, such as we are currently facing. It does not take much thought and usually does not cost much money to help people have a good time. Even something as simple as *Hawaiian Shirt Day* can turn a slow quarter into a positive attitude for the next quarter.

Hold a knowledge lunch on a regular basis

Here is a different idea to help you educate your team for very little money. Once a week, have each team member select an article that he or she thinks is germane to the client or project you are currently focusing on. Bring in a couple of pizzas and during lunch, have everyone sit around a table and share their article with their coworkers. It is a great way to educate them about new clients, new industries, and any other current events that are pertinent to your business.

Announcing the National SGMP Education Conferences!

- May 15-19, 2002: Norfolk, Virginia
- May 21-25, 2003: Orlando, Florida
- May 26-30, 2004: Nashville, Tennessee

About the author: Barton Goldsmith, Ph.D., is a highly sought after international speaker, author, and business consultant. He presents to numerous Fortune 500 Companies, educational institutions, and government leaders. He works regularly with the Young President's Organization (YPO), the Executive Committee (TEC), and the Council of Growing Companies. Dr. Goldsmith contributes to over 70 business and trade journals worldwide. He has started, grown, and sold three companies, which gives him a unique understanding of entrepreneurs and those striving for success. Dr. Goldsmith may be contacted toll free at 866.5.BARTON or via the Web site at www.BartonGoldsmith.com. © 2002 Dr. Barton Goldsmith.

Send in Your Two Cents – SGMP Wants to Hear from You

The purpose of this on-line newsletter is to provide information to all of our members, as well as to bring the chapters together. Has a member won an award? Did your chapter participate in a charity event? What is new in your geographic location? We want to hear from you! Send your submissions via e-mail to Lynnette Simpson at LynnetteLy@aol.com.

Please observe the following deadlines:

- ✓ **June 1, 2002**
- ✓ **August 1, 2002**
- ✓ **October 1, 2002**
- ✓ **December 1, 2002**

Chapter Highlights: Events and Accomplishments In Brief

In February, members of the **Old Dominion Chapter** took part in the 4th Annual Penguin Walk on Virginia Beach. All proceeds were given to Angel Flight. This nonprofit organization arranges free flights for medical patients who cannot afford it, as well as servicing blood, tissue, and organ banks.

Kudos to those generous walking members of Old Dominion!

Congratulations Jan Roy, CMP, of the **Chicago Chapter**, who completed her Masters degree in Human Resource Management and Development at National-Louis University in Chicago.

2002 SGMP Annual Conference Sponsors

In following the patriotic theme of this year's conference, our levels of sponsorship will reflect the colors of "Old Glory" — Red, White, and Blue. RED sponsorship is \$10,000 and above; WHITE sponsorship is \$7,500 and above; and BLUE sponsorship is up to \$7,000. All members should be sure to thank these sponsors for making our 20th Anniversary Annual Conference such a huge SUCCESS!

THANK YOU!

Wednesday – May 15, 2002	Sponsor	Level
Opening Reception	Norfolk CVB	RED
Entertainment	Atlantic City Visitors Authority	RED
Thursday – May 16, 2002	Sponsor	Level
Continental Breakfast	San Mateo CVB	WHITE
Mid-Morning Break	Adams Mark Hotels	BLUE
Afternoon Break	Las Vegas CVB	BLUE
Luncheon	Wyndham Hotels & Performance Hospitality Management	RED
Reception and Transportation	Virginia Beach CVB	RED
Friday – May 17, 2002	Sponsor	Level
Continental Breakfast	OPEN	
Mid-Morning Break	Sheraton World Resort – Orlando	BLUE
Luncheon	Six Continents Hotels	RED
Mid-Morning Break	OPEN	
Presidents Reception	SGMP Old Dominion Chapter	BLUE
Program Book for Banquet	Camelot Enterprises, Inc.	BLUE
Awards Banquet	Rosen Hotel – Orlando, FL	RED
Banquet Entertainment	Meristar Hotels & Resorts	BLUE
Saturday – May 18, 2002	Sponsor	Level
Continental Breakfast	Houston CVB	WHITE
Morning Refresh	Radisson Hotels of Texas	BLUE
Luncheon	Hilton Hotels & Resorts	RED
Luncheon Key Note Speaker	Austin CVB	BLUE
Final Evening Extravaganza	Busch Gardens	RED
Transportation to/from Busch Gardens	Hampton CVB	RED
Conference Support Sponsorship	Sponsor	Level
Signage	Starwood Hotels and Resorts	BLUE
Conference Bags	Nashville CVB and Gaylord Opryland Hotel	WHITE
Ribbons for Badges	PC Nametag	BLUE
Name Badge Holders	Colonial Williamsburg Foundation	BLUE
Turn Down Service – Wednesday	Norfolk CVB	RED
Turn Down Service – Thursday	Barcelo Hospitality Group	BLUE
Turn Down Service – Friday	Meristar Hotels & Resorts	BLUE
Awards	New York CVB and Atlanta Marriott Century Center	BLUE
Conference Flowers	Bravo Speaker Bureau	BLUE
Educational Support Sponsor	SGMP Chapter Presidents Roundtable	BLUE

CMP Training Seminar Sponsors

<u>Sponsor</u>	<u>Level</u>
SGMP National Capital Chapter (NATCAP)	BLUE
SGMP Sacramento Chapter	BLUE
San Diego CVB	BLUE
Los Angeles CVB	BLUE
Renaissance Austin Hotel	BLUE
Kansas City CVB	BLUE
Westin Mark Center Hotel	BLUE
Marriott Downtown Hotel Kansas City	BLUE

CHAPTER MONTHLY MEETINGS CALENDAR

Arizona Chapter

- April 17: Ethics in Government Meetings, Quality Suites Scottsdale
- May 15: Planning for the Future, Sheraton Mesa
- June 19: Awards Luncheon, Holiday Inn Sunspree

Chicago Chapter

- April 17: Anniversary Luncheon, Holiday Inn Mart Plaza
- May 15: Luncheon
- June 19: Awards Dinner and Nominations

Dallas Chapter

- April 11: Shape Up for Summer, Hotel Central Dallas
- May 9: CVB Weakest Link, Dallas CVB

Heart of Illinois

- April 23: TBA
- June 24: Putt Putt Event
- June 25: Installation of Officers, Island Bay Yacht Club

Missouri State Capital Chapter

- May 9: Ramada Inn
- June 13: Awards and Installation of Officers, Lodge of Four Seasons

National Capital Chapter

- April 17: Supplier Appreciation, Holiday Inn, Silver Spring, MD

- May 7: Board Meeting, Wyndham National Sales Office

- June 5: Awards Banquet, Crowne Plaza Hotel

Old Dominion Chapter

- May 1: Music Copyright Law, Radisson Hotel
- June 12: Awards Banquet, Holiday Inn Koger Centers

Rocky Mountain Chapter

- April 23: Radisson Hotel/Stapleton
- May 28: Doubletree Denver Boulder
- June 25: Awards Banquet

San Francisco Bay Area

- April 18: Planning Considerations, Clarion Hotel

St. Louis Gateway Center

- April 24: Legally Speaking, Hilton Airport
- May 22: Judge Judy, Hyatt Regency

Texas Lone Star Chapter

- April 11: Renaissance Hotel, Austin
- May 9: Wellesley Inn and Suites, Austin
- June 13: Wichita Falls CVB

Wild West Chapter

- April 11: Marketing and Evaluating, Holiday Inn
- May 9: Accommodating Everyone, OCCE Forum
- June 13: Awards and Installation, Waterford Hotel

Education Foundation

- **Chair:** Johnna Meyer, CMP (Phone: 916-322-0788)
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