

LEADERSHIP STAFF NOTES

National Conference of State Legislatures

Summer 2005

Two Staff Sections...Twice the Learning...Double the Fun

For the first time, the Leadership Staff Section (LSS) and the Legislative Information and Communications Staff Section (LINCS) are holding a joint Professional Development Seminar. The seminar will be held October 25-29 at the Providence Biltmore Hotel in Providence, Rhode Island.

The annual fall event is the main venue through which LSS and LINCS offer professional development to their members. The meeting also provides an excellent opportunity for staff to meet their counterparts from across the country.

The LSS and LINCS Program Committees and the Rhode Island Host Committee have worked very hard to develop an agenda that is full of interesting programs.

Bootcamp...

Diversity...

Blogs...

Emotional intelligence...

Public image...

WaterFire

Keep reading to find out more!

Or, go to <http://www.ncsl.org/programs/press/lincs/providence05.htm>.





LINCS/LSS
Joint Professional Development
Seminar
Providence, Rhode Island
October 25-29, 2005



Preliminary Agenda

Tuesday, October 25

2:00 pm – 5:00 pm
6:00 pm – 9:00 pm
6:00 pm – 9:00 pm

Registration
LINCS Executive Committee Dinner
LSS Executive Committee Dinner

Wednesday, October 26

8:00 am – 5:00 pm
8:00 am – 3:15 pm
3:30 pm – 5:00 pm
5:30 pm – 6:00 pm
6:00 pm – 7:00 pm

Registration
Speechwriting Boot Camp (additional fee)
Plenary Session: *Diversity in the Workplace*
New Attendee Reception
Opening Reception

Thursday, October 27

8:00 am – 5:00 pm
9:00 am – 10:15 am
10:30 am – 11:45 am

Registration
Welcome and Opening Plenary Session
Concurrent Sessions:
1. *The Role of Radio and Politics*
2. *Successful Coexistence of Partisan, Nonpartisan, and District Office Staff*

12 noon – 1:30 pm
1:30 pm – 3:00 pm
3:15 pm – 5:00 pm
5:30 pm – 8:00 pm

Lunch
Plenary Session: *The Public Image and Opinion of Legislatures*
Plenary Session: *Emotional Intelligence: Transcending Conflict*
Host State Event

Friday, October 28

7:30 am – 8:30 am
8:45 am – 9:00 am
9:00 am – 9:30
9:30 am – 10:45 am

Depart for Rhode Island State House
Welcome to the State House
Short Lesson on Rhode Island History
Concurrent Sessions
1. *Capitol Press Corp Panel Discussion*
2. *LSS Staff Group Breakouts*
Tour of the State House
Box Lunches
Host State Events

11:00 am – 12:15 pm
12:15 pm – 1:00 pm
1:00 pm – 5:00 pm

Saturday, October 29

8:00 am – 9:30 am
8:00 am – 9:30 am
8:00 am – 9:30 am
9:30 am – 10:45 am

Breakfast
LINCS Business Meeting
LSS Business Meeting
Concurrent Sessions
1. *Communicating our Message to the Media*
2. *Teaching Legislators How to Deal with the Media*
3. *The "State" of Medicaid*

11:00 am – 12:15 am

Concurrent Sessions
1. *Training Reporters*
2. *Blogs: The Wave of the Future?*
3. *Federal Issues Update*

12:15 – 1:30 pm
1:30 pm – 3:30 pm
1:30 pm – 3:30 pm

Lunch
LINCS Committee Meetings
LSS Executive Committee Meeting



WaterFire is a mixture of art, music, food and magical fires.

WaterFire Providence[®] is an award-winning sculpture by Barnaby Evans. *WaterFire* has grown and evolved since 1994. It began as FirstFire to celebrate the tenth anniversary of First Night Providence. In 1996, Second Fire for the International Sculpture Conference became the gathering place for thousands of participants from around the world. Now, *WaterFire*'s flickering flames regularly return to illuminate downtown Providence. It encompasses the three rivers of downtown Providence, 97 braziers and music. It has been praised as a powerful work of art and a moving symbol of Providence's renaissance.

At dusk, bonfires are lighted in braziers placed within the rivers that wind their way through Providence's WaterPlace Park. As people stroll the walkways and bridges of the park, they are greeted by fragrant scent of aromatic wood smoke, flickering firelight on the arched bridges, silhouettes of the firetenders passing by the flames, torch-lit vessels traveling down the river, and enchanting music. The fires, aroma, and music combine to make *WaterFire* an artistic experience like no other.

During a *WaterFire* evening, the city is alive and vibrant as restaurants, stores and nightclubs all absorb the energy of the event and the thousands of people who discover that this artistic event has a spirit that touches everyone within its realm.

Don't miss *WaterFire*'s last lighting of the 2005 season—Saturday evening, October 30. Lightings begin shortly after sunset at WaterPlace Park and Riverwalk in downtown Providence and continue until 1 a.m.



Grace under Fire

By Julie Fuimano,
Personal & Career Coach,
Malvern, Pennsylvania



Every day it happens. You experience emotions. We all do. But how good are you at managing them when they arise? How did you learn how to deal with anger, hurt, disappointment, frustration and fear? What about joy? How often have you experienced joy and do you know how to enjoy it when it arises?

Like everyone else, you probably learned about emotions from watching others, like your parents. How well did they express their emotions? It's not like someone takes you aside in high school and teaches you how to recognize and manage all of the different emotions you experience in life. Each of us has to fumble along and figure out what works for us.

Until the last 15 years, that is. There is now a whole field of study dedicated to emotions called Emotional Intelligence or EI. EI is defined as the capacity to effectively perceive, express, understand, and handle your emotions and the emotions of others in a positive and productive manner. EI is about connecting with others and with yourself on an emotional level. People who possess a high EI are more successful in relationships and are viewed as more effective leaders.

The first step in managing your emotions is to recognize that you are experiencing one. You have to be self-aware. Most people are not. They act out of habit. Someone experiences an emotion and there is an automatic response that occurs without even being consciously aware. So before you know it, you are doing it again. You've raised your voice or shrunk away and said nothing because you could not find the words. Saying nothing is just as bad as screaming. When you say nothing, you do not honor yourself or the message your Inner Self is trying to communicate.

It's easy to see why there is so much emphasis on conflict in the workplace. People disagree and tempers fly. And if you are not skilled at managing your own emotions, it's even harder to handle it when others are emotional in your presence.

While you have no control of what other people do, you always control you and your response. You are responsible for your emotions and your behavior. Here are several things to know when dealing with emotions in the workplace:

- 1) Emotions are inner messages. They bring your attention to something. The next time you experience an emotion, just notice. Identify what emotion it is that you are experiencing. Pause before you respond. This is the way to gain control over your emotions rather than allowing them to control you.
- 2) Acknowledge the emotion you are experiencing. Emotions are one way the universe communicates with us. We are so dependent upon our brains and our deductive reasoning ability, but the body is also a source of intelligence IF we learn how to listen to it.
- 3) You cannot think and feel at the same time. We've all tried to rationalize while we were angry or sad and it doesn't work. So don't try it. Separate the emotion from logic. If you are upset or emotional and you cannot think clearly, take a time-out to experience the emotion. If you can think clearly, then handle the situation at hand and process the emotion later. Don't just stuff the emotion; you need to know what this emotional energy is telling you.
- 4) Don't try to problem-solve, rationalize or communicate with someone else's emotions either. If the other person becomes emotional, acknowledge the emotion. "You seem upset. Do you want to talk about that?" The emotion is a distraction and requires attention. Often people don't even realize that they are wearing their emotion on their sleeves. They are not aware of what they do and how their behavior is affecting their ability to communicate.
- 5) You don't have to tolerate other people's bad behavior. Ask for what you want. You need to teach people how you want to be treated. This is best done in the form of direct requests. "Please lower your voice." Or "It's not acceptable to speak to me in that way." This is known as having personal boundaries and it's a way of letting people know what you are willing to tolerate in your presence. If you don't tell them, they will continue to treat you in whatever way they like. You need to speak your truth.

People often experience emotions in times of conflict, both internal conflicts as well as conflicts with others. Understanding the sources of conflict can be helpful in transcending it.

- 1) Conflict occurs when people take things personally, when they are attached to the outcome being the way they want it to be and no other, or when they make assumptions about the knowledge you have in your head and what they have in theirs.
- 2) Seek to understand what the other person is trying to say. This means you need to be simply curious. Ask questions. When you are genuinely interested in what they have to communicate, they will feel that you are interested in them. If you repeat back what they have shared to be certain you understand what they are saying, they will feel heard.
- 3) People are limited by their use of language and their ability to express themselves clearly. People also do not give proper consideration to what they want to convey before they speak. They don't always speak with purpose or intention; they just want to get their feelings or thoughts off their chest. After listening and reflecting back what's been shared, ask them if they need something from you. They may not. Being heard may be enough.
- 4) You can only control you so make sure that you do not take it personally when someone else becomes emotional. It is not about you; it's about them.

- 5) Do not be attached to the outcome. In other words, listen to them, do what you can to express yourself and then let it go. Sometimes people will get it, and sometimes they won't. You can only do what you can to help them to understand your position. Then you have to let it go.

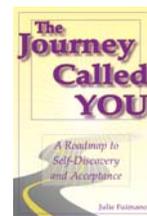
The steps I've outlined here are not easy. They sound simple, but they take practice and discipline. Mary is a client who was frustrated by her boss's demeaning and intimidating behavior. Through our work she is able to see how, while she cannot change him, she does control how she responds to him. His continued treatment of her in this way sends the message that she is not being clear enough with him about how she expects to be treated. She is not a victim unless she chooses to be and this is a great opportunity for learning how to be more direct in her communications. Her feelings of frustration are about her, not him, and bring her attention to what *she* is doing (or not doing) to allow him to continue his inappropriate behavior. Speaking up may not ensure a change in his behavior; however, it is what she needs to do to honor herself.

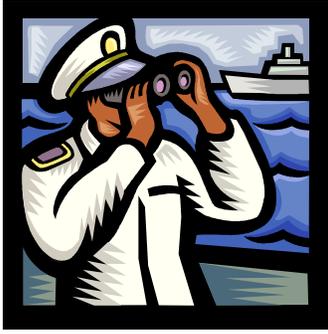
Mary might be thinking, "He should know better." And maybe he should but the fact is he doesn't. Or maybe he does know better but he doesn't practice it. This is how he acts. She needs to respond to reality rather than indulging her emotions or wishing he would be different.

You can become more comfortable at handling emotions as you learn a process of self-mastery that allows you to experience your emotions and honor what they are trying to teach you. When you can be calm in the midst of chaos, this is the goal of a self-management process. The more you practice, the more comfortable you become with not only your own emotions, but with other's emotions as well.

Do you want to be a more effective communicator? Are you seeking to manage your time more effectively and work smarter so you have less stress and more time for yourself? Want to manage your emotions confidently and experience less conflict? Or are you looking to create a productive team? Then contact us today at (610) 277-2726 to see how coaching would support you in achieving the results you want. Julie Fuimano, MBA, BSN, RN is a Success Coach and the author of "The Journey Called YOU: A Roadmap to Self-Discovery and Acceptance," the manual for unleashing the power of you. Sign up for our e-newsletter or purchase your copy of the book at www.nurturingyoursuccess.com or write to Julie@nurturingyoursuccess.com. Live Your Greatness.

Editor's Note: You have an opportunity to meet Julie Fuimano in person! She will be one of the keynote speakers during the 2005 LINCS/LSS Professional Development Seminar in Providence, Rhode Island. Copies of her book, *The Journey Called YOU*, will be available at a book signing following her presentation.





We're Looking for A Few Good Folks ...

The Leadership Staff Section Nominating Committee is on a mission. We're looking for LSS members who want to move up, take charge, and become part of the LSS Executive Committee.

Need to know more? Below are the answers to frequently asked questions, which should provide you with an insight on the LSS Executive Committee, its duties, and the process followed to slate and elect Executive Committee officers and members.

We encourage all LSS members to consider running for the LSS Executive Committee. After all, it's where the action is!!!

What is the LSS Executive Committee and what are its duties?

The Leadership Staff Section is governed by a 13-member Executive Committee. The Executive Committee is composed of a Chair, 1st Vice Chair, 2nd Vice Chair, nine Directors and the Immediate Past Chair.

The Chair, 1st Vice Chair, 2nd Vice Chair and nine Directors are elected by the LSS membership during the business meeting at the Fall Professional Development Seminar.

The Executive Committee appoints subcommittees and special committees, selects a site and prepares the agenda for the Fall Seminar, manages other training programs, calls special meetings of the full membership, and generally oversees the business of the group.

Who is eligible to run for the LSS Executive Committee?

Anyone within the general membership of LSS is eligible to run. The general membership of LSS consists of all legislative staff who have management, policy research, constituent services, public information or administrative duties for legislative leaders or legislative party caucuses in the 50 states and the insular possessions and territories of the U.S.

What is the length of term, and when would my term begin?

The term for the LSS Executive Committee is one year. A Director may serve no more than three consecutive terms. A term commences at the close of the LSS Fall Seminar.

What should I consider in deciding to run for the LSS Executive Committee?

Authorization from your state to travel is a high priority in your decision to run. The LSS Executive Committee usually meets three times per year—at a Winter Planning Meeting (usually in January), at the NCSL Annual Meeting and at the LSS Fall Seminar. Your commitment and responsibility to participate in these meetings should weigh heavily during your consideration.

May more than one person from the same state run for the Executive Committee?

In order to provide broad state representation, only one person from a state may be on the Executive Committee—unless one of the members of that state is an LSS elected officer. The Chair, 1st

Vice Chair, 2nd Vice Chair, and the Immediate Past Chair do not affect a state's eligibility status for the nine Director positions.

Who should I contact if I am interested in running for the LSS Executive Committee?

The LSS Chair selects five people from the general membership to serve as the Nominating Committee. The Nominating Committee interviews candidates during the LSS Fall Seminar and submits a slate of nominees for the officers and Directors. You may contact anyone on the LSS Executive Committee or the LSS Nominating Committee to advise them of your interest or to ask any questions that you may have.

How are candidates considered?

To the extent possible, the LSS Nominating Committee gives consideration to creating a reasonable gender, racial, ethnic, partisan and geographic balance within the LSS Executive Committee.

When is the election?

The slate of nominees is submitted by the LSS Nominating Committee for a vote of the membership during the business meeting at the LSS Fall Seminar.

2005 LSS Nominating Committee

Chair

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Do You Use Policy Research?



If your answer to this question is “yes,” the National Conference of State Legislatures is looking for your assistance.

NCSL is conducting a survey of leadership, fiscal, research and committee staff to assess how policy research is used in the legislative process. The survey covers the different types of policy research received, the factors that affect how this information is used, and your interaction with NCSL and in-state legislative research units.

Your participation in this survey will be greatly appreciated. To receive a copy of the survey, contact Brenda Erickson, the NCSL Liaison to the Leadership Staff Section, at 303-856-1391 or brenda.erickson@ncsl.org. Or you may access the survey online at <http://www.oppaga.state.fl.us/nosearch/surveys/ncslsurvey.htm>.

Please note—the survey is confidential. Your individual responses will not be identified. Only summary data will be published.



In Memory...

Tom Tedcastle 1952 - 2005

Tom Tedcastle began his career with the Florida House of Representatives in December 1981 as the Staff Director of the Criminal Justice Committee and served as Staff Director of Rules and Calendar, Director of House Bill Drafting, and positions in the Speaker's Office and Majority Office. His most prominent service to the Florida House was as its long-serving General Counsel.

But Tom did not limit his service to the Florida House. Working to improve legislatures across the country, Tom actively participated in the Leadership Staff Section (LSS) and the National Conference of State Legislatures (NCSL). And both groups benefited from his leadership skills. He worked on numerous committees, task forces or special projects (far too many to list), and he spoke whenever he was asked (which was often). Tom was elected to the LSS Executive Committee in 1991 and, within two years, became the LSS Chair. In 1998-1999, Tom served as the NCSL Staff Chair—the top staff position within the Conference.

Tom's work has been recognized in other ways as well. In 1997, LSS began giving the Legislative Staff Achievement Award to recognize outstanding contributions to the legislative process and the professional development of leadership staff. Toni Christman from Pennsylvania and Tom were the first people to receive the award from LSS. Earlier this year, the Florida Bar Association presented a prestigious Lifetime Achievement Award to Tom—an award bestowed to only two other Floridians, Janet Reno and Bob Butterworth.

Tom Tedcastle will be remembered for his wit, intelligent counsel and tremendous generosity, and as a true public servant of America's legislative institutions.