

June 2011

Volume 8, Issue 6

Capital Events



Special Interest Articles:

Award Recognitions

Conference Notes
from Scholarship
Recipients

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"Honors & Awards Banquet"

The Honors & Awards Banquet was absolutely a smash hit. Congratulations to all our award recipients, pictures to follow announcing them. We had a great turnout and fabulous food served including field greens salad, roasted rosemary orange Cornish game hen with wild rice and sweet baby carrots, and flourless chocolate cake with raspberry puree. It was all very yummy. Kudos to the chef!



A special thank you goes out to our hosts for the event, Hilton Worldwide, including from left to right;
Lori Duke, Embassy Suites Hotel Tampa Downtown
Mary Jo Ortiz, Hilton Daytona Beach Resort
Jennifer Rosenblatt, Hilton Walt Disney World
Curtis Odom, Hilton University of Florida
Janette Hartenstine, DoubleTree by Hilton SeaWorld
Krystal Serrano, CGMP, DoubleTree by Hilton Tallahassee

Presenting certificate, Buenita Lee.

Thanks to our 2009-2011 board, left to right;
Janet Roach,
Claire Smith, Retha Nero,
Joice Ventry,
Arlene Roberts, and
Amy Brown presenting
and not in attendance,
Chris Schuh and
Ellen Sliger



**"To Be a WINNER –
To be a TEAM"**
*to you from the mystery
writer*



Congratulations to our
two Stellar Recipients
Joice Ventry (left)
Karen Lambert (right)
And Amy Brown,
President presenting



President's Message – Amy Brown, CGMP, Florida Capital Chapter President

Amy presented her President's Award to George Fong at a later date. George was unable to attend the banquet. Thank you to George for an outstanding performance throughout the year. You have been our photography guru for many years and we appreciate your dedication and hard work.



SGMP Board

*Ellen Sliger
Immediate Past
President*

*Claire Smith
First VP*

*Marcia Burks
Second VP*

*Chris Schuh
Secretary*

*Joice Ventry, CMP
Treasurer*

*Directors:
Retha Nero
Janet Roach
Arlene Roberts*

Remember SGMP is here to serve you, so "Connect to Government meetings - Plug into SGMP"!

Please do not hesitate to e-mail me Browna@doacs.state.fl.us or call me (850) 617-7510 with any of your suggestions, questions or concerns.

Thanks again for your valuable support and encouragement.

July 12 - Win, Lose or Set-Seating Arrangements sponsored by Visit Tallahassee, Cabot Lodge Thomasville Road

Tuesday, July 12, 2011

RSVP – www.sgmpfl.org

Remember to RSVP and pay on-line to save time at the meeting.

Membership Report

Current Report
56.2% Planners
43.8% Suppliers
Planners – 68
Suppliers – 53
Not including retirees or
Educators/Students

Monthly Board Meetings

The Board meets the same day and place as the membership meeting beginning at 4:30 pm. Members are welcome to attend, and minutes are available upon request.

Looking Ahead – National Conferences

May 16-19, 2012 – New Orleans, LA

A Need to Know – Upcoming Program Dates

July 12 – Win, Lose or Set-Seating Arrangements and
New Member Orientation following program

August 16 – Annual Silent Auction

September 11-14 - SE Regional Education Conference

October 18/TBA - November 15/TBA

December 13 – Holiday Charity Event

Committee Chairs

Archives, George Nero
Community Service, Gabrielle
Honors & Awards, Arlene Roberts
Member Services, Melissa Jackson
Membership Recruitment and Retention,
Lydia Southwell
National Conference, Amy Brown
Programs, Gloria Marion-Smith
Publications, Arlene Roberts
Special Events, Karen Lambert
Sponsorship, Arlene Roberts
Fundraising, Joice Ventry
Web, Janet Roach

About the organization - The SGMP Florida Capital Chapter chartered June, 1989 with 35 members. The chapter offers a variety of services to its members, including monthly educational programs, leadership opportunities, social activities and a strong code of ethics.

Mission Statement - The Society of Government Meeting Professionals is a national organization dedicated to improving the knowledge and expertise of individuals in the planning and management of government meetings through education, training, and industry relationships.

Honors & Awards Banquet, Cont'



Amy Brown presenting Special Recognition to (top, left to right) Janet Roach, Retha Nero, and Arlene Roberts (bottom, left to right) Buenita Lee, Gabrielle Gabrielli, and Lydia Southwell. Congratulations and thank you for your dedication and commitment to the chapter.



Krystal Serrano (bottom left) presenting the Member's Choice Award to Arlene Roberts



Joice Ventry (above left) presenting our Supplier of the Year Award to Krystal Serrano



Honors & Awards Banquet, Cont'

We want to send a special thank you to all our suppliers who sponsored monthly meetings through the year for 2010-2011. Some were not able to be in attendance; Wyndham Miami Hotel & Executive Meeting Center, Hilton Miami Downtown, Residence Inn Universities, Tallahassee Capital Courtyard by Marriott, and Hilton Sandestin Beach Golf Resort and Spa. Below are those who were able to join our celebration.



Amy Brown, President, presenting to our sponsors (left to right)
Nancy Fischer, Krystal Serrano, Mary Jo Ortiz, and Janette Hartenstine



Merle Manzi, Past President, swearing in the Oath of Office for the newly appointed board, 2011-2013 (left to right); John Read, Krystal Serrano, Retha Nero, Joice Ventry, Janet Roach, and Amy Brown. Chris Schuh and Ellen Sliger was not in attendance.

Your 2011-2013 Board of Directors (left to right)
Janet Roach, Second Vice President
Krystal Serrano, Director
Claire Smith, Secretary
Retha Nero, Director
John Read, Director
Joice Ventry, Treasurer
Amy Brown, President

Chris Schuh, First Vice President (not present)
Ellen Sliger, Immediate Past President (not present)



Honors & Awards Banquet, Cont'

A very special thank you was given to our current president, Amy Brown by Arlene Roberts. Amy has also been elected as our president for the 2011-2013 term beginning July 1, 2011. The Florida Capital Chapter membership wishes you all the best in the next two years. Thank you for your hard work, support, and sincere dedication to the chapter.



National Conference Recap

There were 934 attendees present at the 2011 National Conference, representing 32 chapters, including two new chapters since last year. SGMP is 3500+ members strong and growing.

National Conference Notes Opening Session

Admiration of the Rear Admiral
By Dr. Gabrielle K. Gabrielli, CGMP

The Society of Government Meeting Professionals National Education Conference in Norfolk, Virginia set an all time attendance record. One of the highlights of the June 8-11, 2011 conference was keynote speaker Rear Admiral Marty Evans, the first woman to command a U.S. naval station. After serving nearly 30 years in the U.S. Navy, Evans retired then served as executive director of the Girl Scouts of the USA (1998-2002) and president and Chief Executive Officer of the American Red Cross (2002-2005).

Rear Admiral Evans recalled the story of a frightening plane trip she took where oxygen masks were deployed, but her mask was not functional. Suffering from hypoxia, she said that of all the things that ran through her mind, work was not one of them. The near-death experience caused her to reevaluate life and to focus on what was important to her. She encouraged others to prioritize what is truly important in their own lives.

Rear Admiral Marty Evans offered the following inspirational advice on life:

1. Resolve to be the best you can be. Never settle for second best.
2. Find a mentor.
3. Be a mentor.
4. Seek continuous improvement. Forget "we've always done it that way."
5. Remember you get back what you reflect. Use humor.
6. Be open to opportunities. They may pop up in the most unexpected ways.
7. Have a vision. Know where you are going and have passion. Prioritize everything in your life that matters.

National Conference Notes, Cont'

SGMP NATIONAL MEETING – THE NETWORKING PLACE! Submitted By, Ray Lowe

As a relative “newcomer,” to the SGMP national meeting, it was my pleasure to experience the SGMP family of member attendees at the National Education Conference in Norfolk, VA. From the moment you arrive, there is a positive flow of excitement. This year, we had welcome signs at the airport, signs along the way to the hotel, and signage with a “live” mermaid to greet us at the hotel. And, if that was not enough, the registration area was decked out with food and beverage service!

The first evening event was outstanding! We arrived at the Half Moon Cruise Terminal and discovered the preparation was beyond expectations, with a live band, *Dancing with the Stars* celebrity Edyta Sliwinska, fabulous food, beverages and décor. We all wore our chapter shirts and the positive vibes continued as we networked with each other by exchanging chapter pins, stickers and other unique mementos amongst the group. Approaching other members that we had never met was easy – just ask them to exchange chapter pins. What I came away with from this event was an absolutely positive interaction among the attendees, along with the most chapter pins, stickers, etc – completely filled my name badge and lanyard with all the networking! Starting the conference in this manner led to enthusiastic and productive participation from attendees throughout the conference. That positive “can do” attitude was infectious. Afterwards, we attended supplier events until it was time to head back to the hotel for the evening.

The first full day (Thursday) was designed to give attendees a choice of educational sessions regarding a variety of issues, directed toward suppliers and planners doing business with the government. The first session I selected was “I’ll Take Hodge Podge for \$1,000.” Not Jeopardy, but highlights from six various topics, including working with unions, social alcohol liability and relationships between planners and suppliers. The educational sessions continued until 6:00 p.m., and the evening was topped off with the Sam Gilmer Awards Banquet and Reception. This was the highlight of the conference for chapters and individual members receiving awards.

The next day (Friday) continued with sessions in the morning and the Trade Show and Tech Fair in the afternoon. Some great ideas were presented by Keynote Speaker, John Sileo, regarding Identity theft.

All in all, it was a great conference. The most important thing to bring to the meeting is a positive attitude and this always leads to positive results. Can't wait for next year – New Orleans, here I come!

Are Your Meetings Accessible to Everyone? Submitted By, Gloria Marion-Smith

It was great to attend SGMP National Education Conference the second time. I really enjoyed the all educational sessions that I attended. The repeat of some of the sessions was a great idea. This allowed me and other people to attend another time in order to make the ones that were needed as SGMP Program Chair. Oh yes, the food/desert was great!!!!!!

My most impressive session was; is the policy of **APHA** to hold events (meetings, conferences and professional gatherings) where physical and communication barriers do not exclude people with disabilities from attending and participating. Anyone requiring special assistance in order to participate in the SGMP meeting it is important to know your meeting spot accessibility. It is important to ask during registration are on the forms and sometimes attach a written description of requirements for people with disabilities. Specific requests should be made directly to the SGMP/RSVP notices forms. These are ways to communicate any special housing accommodations and required rooms that are guaranteed for the accessibilities of disabilities members and clients.

The American Public Health Association is committed to working with planner with hotels that are accessible for the widest range of people possible. An [Accessibility Guide](#) is developed each year to provide specific information about accessibility (that include information about transportation, housing, accessible tourist information, access services, equipment rental, etc.). The requests for a hard copy can be directed to access@apha.org.

National Conference Notes, Cont'

Educational Session, Communicating with Confidence, by Nancy Lewis, MS, PHR, RCC
Submitted by: Margaret Whitaker

The session most interesting to me was "Communicating with Confidence" by Nancy Lewis. Mrs. Lewis is a Motivational Speaker and Management Development Trainer who works with organizations that want to develop their employees' full potential. When Mrs. Lewis began to speak, a feeling of confidence filled the room from start to finish. She was even dressed in confident clothing – a black hounds tooth jacket with black and white checkered sling backs – a confident combination.

Mrs. Lewis stated that communication skills are an asset in many life situations. They can contribute to a higher level of success in your career, they can open up opportunities to make new friends and give you a sense of confidence when placed in a difficult situation. Good communication skills can enhance relationships, while poor skills can weaken them. Communicating with confidence can be hard work; however, it can make a positive difference in your business and personal relationships.

Since communication is an ongoing process, it is necessary to understand that communication is also about developing listening skills. We were given the five Communication Realities:

1. You cannot NOT communicate
2. Whenever contact is made, communication occurs
3. Meanings are in people, not words
4. Meanings cannot be transferred from one mind to another – only words can be transferred
5. All communications are received, but 70 – 90% are screened out or changed by the receiver

Oftentimes when communication takes place, we "**assume**" that the listener understands what is being said – but . . . IS WHAT I SAID, WHAT YOU REALLY HEARD? Don't assume the other person knows what you are thinking. When you assume, you make an "ass" out of "u" and "me".

The act of Communication involves three components:

1. Verbal component (content of our message, the choice and arrangement of our words)
2. Visual or nonverbal component (our body language)
3. Vocal or paraverbal component (how we say it - the tone, pace and volume of our voice)

To communicate effectively, we should use all three components to:

1. Send clear, concise messages.
2. Hear and correctly understand messages sent to us.

The communication process can be overwhelming. You decide what you will allow to weigh you down.

There are several ways to improve your communication effectiveness:

1. Think first and take responsibility for communication
2. Be in control of your emotions
3. Learn how to listen
4. Tailor learning to the receiver language

I felt this session to be informative, quite interesting and truly enlightening. Think about it -- for the better part of every day, we are communicating to and with others. Be it the speech you deliver in the staff meeting, the level of attention you give your child when they are talking to you or the look you give the boss, it all means something.



Mark your calendar (September 11-14, 2011) and make plans to join us at the Southeast Regional Education Conference for this premiere event!

- Develop skills to position yourself as a strategic asset to your organization
- Get up-to-speed on industry developments and learn ways to plan more efficiently
- Learn how to work with tighter budgets and less staffing, all while facing higher expectations
- Tap into SGMP's vast network of contacts and established partners
- Learn new planning tools that will help you save time, minimize errors, reduce costs and increase your quality of service

The event will take place at the beautiful [Shores Resort & Spa](http://ShoresResort.com) in Daytona Beach Shores, FL. [Visit us online at: sgmpseiregionalconference.org](http://sgmpseiregionalconference.org)

