

# Capital Events



## Special Interest Articles:

- Survival Program
- Regional Conference Session - Cont'
- Chapter Charity
- Member Recognition



## Individual Highlights:

President's Message	2
Committee Reports	3
Food for Thought	3
Next Meeting Date	4
About SGMP	4



## "Survival in Today's Workplace"

Pam Turley, Marriott's Bay Point Golf Resort & Spa

Our sponsors were Staybridge Suites, Tallahassee, Ron Dye and Kathy Barrs, LaQuinta Inn & Suites, Panama City Beach. The agenda for the meeting was jam packed with the introduction of new members, Board members, PACT service level awards and recruitment for committee membership. There were 32 members in attendance and our goal is to continue increased member participation every month.

Co-Sponsors – Kathy Barrs (left), La Quinta, Panama City and Ron Dye (right), Staybridge Suites, Tallahassee, with President, Ellen Sliger



Pamela Turley, Senior Sales Manager for the Bay Point Marriott Golf Resort & Spa from Panama City Beach was the featured speaker who addressed the topic of "Survival in Today's Workplace". The discussion included a lively discussion on Generational Conflicts, Resolution of Personality Differences, How to Say "No" and Delegation of Responsibilities. Ms. Turley distributed and discussed her hand out on the "Ten Top Tips to Avoid Stress/Burnout. This tips addressed practical, sound and sensible ways to organize your life which includes your work. Those tips were:

- 1) Get Enough Sleep/Benefit- Improved Concentration, More Effective
- 2) Plan A Vacation (And Take It)/Benefit-Relaxation; Stay Fresh and Alert
- 3) Get a Hobby/Benefit-Relaxation; Distraction from Work
- 4) Diet/Eliminate "Bad" Foods – Caffeine, Sugar, and Alcohol) Benefit-Better Sleep, Better Blood Flow, and Improved concentration
- 5) Exercise Regularly/Benefit-Better overall health; Less Stress; Better Sleep
- 6) Organize Work Environment/Benefit-Peace; Contentment
- 7) Organize Living Space/Benefit- Relaxation; Peace
- 8) Socialize/Benefit- Relaxation; Peace
- 9) Find a Place of Worship/Benefit- Peace
- 10) Play Calming Music/Benefit-Escape-Peace and Serenity



Pam's words of wisdom to all those in attendance include, "Burn out is easy to get to and hard to get out of, therefore it must be avoided".

Speaker - Pam Turley  
Marriott's Bay Point, Golf Resort and Spa

## "Another Day, Another Smile"

to you from the mystery writer



## President's Message – Ellen Sliger, Florida Capital Chapter President

The Board of Directors met this month for our Annual Retreat. We had a guest speaker that taught us about PeopleMapping. It is good to understand each other and where their strengths are. With this information we are better able to understand each other and work together more productively. The Board takes this opportunity to review the past years activities and plan the upcoming years events.

In order to obtain member input, we will be sending out a survey. Please complete this and let us know what you want to receive from or can contribute to your Chapter. With your input we can make the Chapter beneficial to all. With the economy in a down turn, we must get the most "bang for our buck" at the monthly meetings! Thank you to everyone who has contributed to make the Florida Capital Chapter what it is today.

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### **SGMP Board**

*Ellen Sliger  
President*

*Arlene Roberts  
Immediate Past  
President*

*Amy Brown  
First Vice President*

*Chantale Acacia  
Second Vice President*

*Claire Smith  
Secretary*

*Suzanne Kelly  
Treasurer*

*Directors:  
Marcia Burks  
Suzy Keenan  
Karen Lambert*

### 2008 Regional Conference

Learning about Legal Issues in Meeting Planning  
at the SGMP Regional Education Conference  
By Dr. Gabrielle, Ph.D.

At the 14 October monthly SGMP Capital Chapter meeting, George Nero spoke up to encourage members to attend national and regional conferences. His wife Retha reported on the session "The Life of an RFP" in last month's newsletter. The Neros and several other members attended the 2008 SGMP SE Regional Education Conference in Jacksonville, FL in August.

Other sessions included Legal Issues in Meeting Planning by Ben Tesdahl, Esq., Meeting Mishaps: Directing Traffic when the Ship Hits the Span by Barbara Ann Cox, CMP, Building Relationships...One Person at a Time by sisters Laurel Brown and Hollie Walker, The Virtual Meeting: Extending the Reach of Your Meetings & Events by April Broussard, and The Future of Green Meetings by Carol Hinton. The closing keynote was Getting Fired Up and Prevent Burnout by Snowden McFall.

This article is the second in a series on each of the sessions. The opening keynote session generated much interest and questions from attendees. Ben Tesdahl, Esq. discussed "Legal Issues in Meeting Planning" and stressed that meeting planners should always ensure that contracts cover everything they need to, and that you have fully read the contract.

Tesdahl said that meeting planners tend to focus on:

- Low sleeping room rates
- Waiver of meeting space fees
- Getting hotel concessions

Continued on page 4



## Committee Reports

**New Members – The chapter needs everyone to bring in more planners!**

### Community Service – Suzanne Kelly

By membership vote at the October meeting, our chosen charity to support at our annual holiday charity event is the Children’s Home Society of North Florida, selected by one vote. See...every vote does count! To participate in this year’s charity event, members are asked to bring in toys for the children. If you will be unable to attend the Holiday Charity Event this December, you may still participate by bringing in your gift during the November chapter meeting, so please, add an extra gift to your list this year to help support the Children’s Home Society. For more information, you may contact Suzanne Kelly at (850) 245-4110.

### PACT – Participation, Attendance, Commitment, Time - Suzanne Kelly

Two chapter members were recognized during this month’s meeting for reaching milestones in the PACT program. **Chantale Acacia** received a red dangler and **Loreen Kollar** received a blue dangler. As each milestone is reached, members are given a colored dangler to add to their SGMP membership pin. The three milestones for PACT are: 125 points - red; 350 points - blue; and 700 points - white. PACT points are awarded for participation on committees, RSVPs, meeting attendance, etc. If you would like more information about the PACT program and how points are awarded, you can contact Suzanne Kelly at (850) 245-4110.

Receiving their pin, below with Suzanne is Chantale Acacia (right) and Loreen Kollar (left) Congratulations!



(RIGHT) - Thometta Cozart, M.S., Department of Health – Congratulations to a fellow member for the presentation for receiving the Corporate Award at the 65<sup>th</sup> Annual Florida State NAACP Conference and Health Summit.



## Food for Thought

### CHOCOLATE PECAN PIE

- 1 single pie crust
- 3 eggs, slightly beaten
- 1 c. Karo corn syrup
- 1/2 c. sugar
- 1/2 c. chocolate chips, melted
- 2 tbsp. melted butter
- 1 tsp. vanilla
- 1 1/2 c. pecans

In medium bowl, stir eggs, corn syrup, sugar, chocolate, butter and vanilla until well blended. Stir in pecans. Pour into pie crust-lined pan. Bake in 350 degree oven for 50 to 60 minutes or until puffy all over. Serve it with a dollop of whipped cream.



### Committee Chairs

Archives  
George Fong

Community Service  
Suzanne Kelly

Honors & Awards  
Arlene Roberts

Member Services  
Marcia Burks

Membership Recruitment  
Marcia Burks  
Arlene Roberts

Membership Retention  
Arlene Roberts

National Conference  
Arlene Roberts

Programs  
Gloria Marion-Smith

Publications and Communications  
Arlene Roberts

Special Events  
Ellen Sliger

Chris Schuh  
Ounce of Prevention Fund of Florida



## 2008 Regional Conference – Continued

Learning about Legal Issues in Meeting Planning  
at the SGMP Regional Education Conference  
By Dr. Gabrielle, Ph.D.

Instead, he urged people to pay attention to what is NOT in the contract. Examples include mandatory resort fees, delivery charges, storage charges, environmental surcharges, telephone or Internet access charges, meeting setup fees, portage fees, room gratuities, and excessive parking fees.

Some suggestions for legal matters were offered:

- Compare the cost of the hotel's preferred vendors with other vendors in town.
- Ask if there an extra cost to use your own vendor inside the hotel's facilities.
- Ask if an outside vendor require hotel consent, special insurance, or other conditions.
- From an intellectual property standpoint, determine who owns the speakers' outlines.
- If there will be recorded or live music, use BMI, ASCAP, or SESAC to license your music.

From the meeting planner perspective, Tesdahl does not recommend meeting cancellation insurance because there are many pages in the contract that show things that are not covered. From the hotelier perspective, he asked if a government group would not agree to attrition or cancellation damage clauses, and if they cancel their meeting on short notice, what can the hotel do to get around this problem? He said he "wouldn't worry about it because 99% of the time they do show up and it is worth the risk."

A question from the audience was, "Can the FBI demand to see a copy of the attendance list at a conference, or is the list protected by the Buckley Amendment?" Tesahl said that the list would only need to be provided if there is a subpoena addressed to you, and even then you would bring it to your legal counsel.

Another question was, "Does placing a 'Due Back Date' into a hotel contract allow the other party to back out of the contract if that party signs/returns the contract after the due date?" He doesn't think anything is wrong with this in the contract, but he thinks that the due back date that the hotels use is "unnecessarily short."

Tesdahl raised the question of whether we are going to see "a perfect storm" hit the meeting industry. He thinks we need to brace ourselves for this prospect. He said, "face-to-face meetings are inefficient ways to disseminate information and meetings at a resort hotel are an employee luxury rather than a necessity." Of course the attendees hoped that his forecast is not entirely accurate. ☺

### TSAE Education Day

Cowboy (Cowgirl) Up: Getting More Done With Less – Speaker, Jay Williams

Submitted by Arlene Roberts

Budgets decrease, staff shrinks, and membership declines, but it can be done! Jay Williams kept your interest at a peak during his entire session. What a speaker!!! He went through stages of getting more done with less, shrinking budgets, staff count down, and membership going South, while your workload is going North.

You need to keep a positive attitude focusing on people not numbers, focus on strengths, not weaknesses. Make up your mind to make necessary changes and set goals. Goals give direction, and your activities need to be consistent with your goals. Manage you time and do more with what you have been given. Never schedule 100% of your time. stuff happens, so make room for interruptions.

Learn to pass on the responsibilities; DELEGATE. Learn to say "NO" Remember that Urgent does not always mean Important. The more direct the contribution, the more important the activity. When delegating, stop and assess. Is everyone and everything on task, are we moving in the same direction, is anyone overwhelmed, and is anyone under worked? Make your deadlines realistic and that everyone understands the steps to achieve the end result.

In the end, reap the rewards! Your staff is proud. You have a happy membership. And, your executive looks good! You have accomplished a task with an assembled team by everyone moving in the right direction.

### TSAE Education Day

Know When to Hold 'Em; Know When to Fold 'Em: The Art of Negotiation

Speaker: Tom Ashley, AIAM

Submitted by Carolyn Hinson, CGMP

It was very difficult to decide which sessions to pick at this year's TSAE Education Day 2008, because they all sounded like very good topics. I decided on this topic because I thought it would be about negotiating contracts but I was wrong. This session was about "Negotiating Conflict" in the workplace. Well, we all can use this because it is very important that we get along with co-workers and colleagues. This session was packed to capacity because we all can use negotiation skills of this type in our professions.

Mr. Ashley is an Education Instructor with Florida Association of Insurance Agents and was at home in front of this very large group. The speaker engaged the audience which provided experiences, interactions and techniques in dealing with conflict.

Mr. Ashley started by asking the audience "Is conflict good and why?" One attendee said "It is good because it helps you see the other side of an issue". Someone else added that "It airs things out". Mr. Ashley told the group that conflict is a problem when it is not handled with effective communication. We should keep pathways open to communicate effectively when facing conflict.

Mr. Ashley introduced us to the five social styles for dealing with conflict and they are as follows:

- Competing: The Lion
- Collaboration: The Bear
- Compromising: The Dog
- Avoiding: The Turtle
- Accommodating: The Manatee

Most of us exhibit all of the social styles based on the situation at hand, but we all have one that is our primary mode. These modes are either assertive or unassertive, and cooperative or uncooperative.

Let's find out more about the five social styles and see where you fit in when it comes to negotiating conflict.

**Competing: The Lion:** assertive and uncooperative-pursues own concerns at others' expense; power oriented' wields power to win one's position; argues.

**Collaboration: The Bear:** assertive and cooperative-opposite of avoidance; attempts to work with the other person to find solutions which fully satisfy all concerns; engages in listening; works collaboratively to solve problems; explores a disagreement to learn from the others' insights; attempts to find creative solutions to interpersonal problems.

**Compromise: The Dog:** intermediate in both assertiveness and cooperativeness-object is to find expedient, mutually-acceptable solutions which partially satisfy all parties; falls in the middle ground between competing and accommodating; addresses issues more directly than avoiding but does not necessarily want to collaborate; seeks a middle-ground.

**Avoidance: The Turtle:** unassertive and uncooperative-does not take a position; does not immediately pursue their own concerns or the other person's; does not address conflict; sidesteps an issue until a better time, withdraws from a threatening situation.

**Accommodating: The Manatee:** unassertive and cooperative-opposite of the competing style; neglects own concerns to satisfy the concerns of the other person; element of self-sacrifice, selfless generosity or charity; obeys orders even when prefers not to; yields to others.

All five modes of communication are valid in individual situations. The trick is knowing when to use which one.

Mr. Ashley went on to discuss conflict and cooperation in the workplace and the two types of conflict we are faced with.

- **Categorical conflict:** involves decisions, ideas, directions and actions. This can occur on just about any issue, two parties can simply disagree about an issue, can be good or bad and if conflict is handled effectively, parties can resolve an issue together.
- **Personalized conflict:** almost never a good thing. Why? This type of conflict is fueled primarily by emotion and perception about someone else's personality, character or motives, neither party is really interested in solving the problem-sometimes they even go out their way to create new ones and it almost always get worse over time-each person expects problems, looks for problems, finds problems and gets angry over anything.

Conflict can be good if we use effective communication, it is okay to disagree if you handle it correctly. Always remember not to take it personal-encourage arguments because many times the best ideas are formulated for the good of the workplace. Always challenge your thinking, cooperate and make things work together. We can use these techniques in our workplace, home or associations/organizations because we all have one goal in mind and that is to make things better for all parties involved.

In closing, just remember to "Know when to HOLD 'EM and know when to FOLD 'EM and keep the lines of communication open in your negotiations. It is how we say it that causes conflict, so think before you speak. You can say the same thing in a different way to get your message across with better results.

**SGMP Florida  
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If you have an article  
or recipe you would  
like to submit, please  
contact

Arlene Roberts,  
Publication

Committee Chair,  
According to Policy: The  
newsletter will be used to  
promote chapter matters only.  
The newsletter will not be used  
to promote a member's  
business or hotel site.



We're on the Web!

See us at:

[www.sgmpfl.org](http://www.sgmpfl.org)

National's Web Site

[www.sgmp.org](http://www.sgmp.org)

## Membership Report

As Of Our 10/24/08 Report  
58.5% Planners  
41.5% Suppliers  
Govt. Planners – 52  
Contract Planners – 4  
Suppliers – 39  
Assoc Suppliers – 1  
Educator/Student - 2  
Retired – 7  
Total Members - 102

## Looking Ahead

National Conferences:  
May 13-16, 2009  
Louisville, KY-The Galt House  
May 19-22, 2010  
Kansas City, MO -The Hyatt and  
The Westin at Crowne Center  
June 8-11, 2011  
Norfolk, VA -The Sheraton and  
The Marriott Waterside

## About Our 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.

## November Membership Meeting

“Federal and State ADA”

Tuesday, November 18, 2008  
5:30 pm – 7:30 pm  
DoubleTree Tallahassee

Sponsored by  
Tallahassee Area CVB  
Cabot Lodge Thomasville Road  
DoubleTree Hotel Tallahassee

RSVP  
[Truite@VisitTallahassee.com](mailto:Truite@VisitTallahassee.com)

## 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.

**A Need to Know – Upcoming Programs and Events**  
November 18, 2008 – Federal and State ADA Accessibility Act  
December 16, 2008 – Annual Holiday Charity Event

## Chapter Charity -



**ELLEN SLIGER, PRESIDENT  
FLORIDA CAPITAL CHAPTER**

