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November Newsletter: Celebrate Success

President's November Message

As we start to wrap up the year (yes, it's November!), it's good to pause and think about all the things that went well in 2020 and are worth celebrating. I know what you're thinking, "nothing good came out of 2020 – the year of the pandemic." I certainly agree it's been a challenging year, to say the least. But, as with any challenge, we rise to the occasion. Challenges such as the pandemic provide opportunities to think outside the box; opportunities to improve outdated processes; opportunities to be innovative.

In my field of education, we faced immense pressure to continue teaching while protecting our students, teachers, staff and the community. In Kentucky, we've been fortunate that so many of our districts were already experienced in using non-traditional instruction (NTI) during snow days. As we were forced to use NTI for

every student in every classroom, we had to be innovative. Has it been perfect? Far from it. But we have learned where our gaps exist. We have learned better ways of reaching students remotely. We have shared guidance and best practices. We kept education moving forward. THAT is worth celebrating!

What has your organization learned and improved upon during this most unusual year? How will you thank your staff who have gotten you through it? How will you thank your customers who have supported you? We're not out of the woods with this pandemic, but we know it will come to an end eventually. We will get through it – together! So be sure to celebrate your successes along the way. For another perspective on celebrating success, check out Eric's Pro Tip below.

Stay well my friends!

Karen Dodd, PMP
KyCPE President

Mark your calendar!

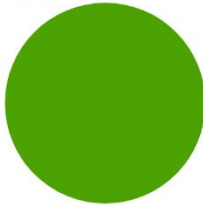
November 18 - Webinar hosted by Baldrige Award winner, City of Germantown

December 8 - Examiner Training

December 16 - Webinar hosted by Baldrige Award Winner, Center for Organ Recovery and Education (CORE)



**Kentucky Center
for
Performance
Excellence**



11/18 WEBINAR INTRODUCING
PATRICK LAWTON
GERMANTOWN, TN CITY ADMINISTRATOR
ON LEVERAGING CORE COMPETENCIES



New Webinar Announced- November 18, 4-5:30 p.m.!

Leveraging Core Competencies

Learn about the City of Germantown and how the municipality leverages core competencies of financial acumen, customer focus and employee engagement to produce results that fulfill customer requirements and outperform municipalities across the country. Information about the City's COVID-19 response will also be shared.

[**Register on KyCPE's Website**](#)

Examiner Training

This year, examiners will train virtually. New examiners will attend a one-day virtual prep and orientation training session on Dec. 8, 2020 and will utilize a current application. Former examiners may also attend this training as a refresher. Virtual training for all examiners will be held on Jan. 13 and 14, 2021.

We are pleased to again have Doug Serrano and Denise Haynes of Quiet Excellence conducting our training. They train national examiners in Washington, D.C.

Examiners will complete the application review January through April 2021, then work together to create a consensus feedback report in May.

American Society for Quality (ASQ) Opportunity

The American Society for Quality (ASQ) is pleased to announce Medical Mondays, a month long virtual event demonstrating the power of quality in the healthcare community. Each Monday focuses on a theme, allowing attendees to learn methods and skills while, over the four sessions, tie together specific concepts allowing you to help your organization make improvements and see results.

Find more information about each session and registration by following this [link](#).

HQ Updates

With most of the world working virtually due to the pandemic. Cybersecurity is more important than ever. Baldrige has developed The Baldrige Cybersecurity Excellence Builder to help organizations better understand the effectiveness of their cybersecurity risk management efforts and identify improvement opportunities in the context of their overall organizational performance. Click on the link below to

download for free.

[Baldrige Cybersecurity Excellence Builder, Version 1.1](#)

Pro Tip - Celebrating Success

by Eric-Stephan Neill

Celebrate success! Easier said than done and often misapplied.

I, for one, was never as good at celebrating success as I should have been. As a team lead or manager, it is important to provide guidance and rewards when and where appropriate. For a long time, I expected success as the norm and punished the failure. After many years of remedial training and experience, I now see the real value in rewarding true success. It is not about the cost or elaborateness of the celebration, but rather the recognition for a job truly well done. Here are a few do's and don'ts related to celebrations

- DO set reasonable and actionable goals that can be rewarded
- DO recognize success at all phases or steps of your activity
- DO recognize success of individuals AND teams
- DO counsel individuals and teams that may not be successful in order to help them reach success
- DO be consistent in application or celebration as well as mode

- DON'T make recognition so hard to achieve that it never happens
- DON'T wait for the end to recognize success
- DON'T make it a contest – this is about program, project or work effort success – not a game
- DON'T recognize participation – only recognize success

- DON'T make it about money – bonuses and financial rewards should be kept separate

Finally, it is rarely about the money or the glory. People innately need to know they are a respected, liked, contributing part of the team and part of the success. You can enable that with your approaches and with the appropriate goal setting. Frequent, consistent application of recognizing success – whether a step in a process, a milestone in a project or some other natural measure – often produces increased productivity, healthier outlooks and greater team spirit. Oh – and the current COVID pandemic is no excuse not to celebrate. I once worked on a team that held remote ice cream socials to celebrate success! Get creative!

KyCPE Service Opportunity

KyCPE is actively recruiting committee members. We invite your inquiry into participating in any committees that interest you. If you are interested in a committee appointment, please contact the chair of the Human Resource Development Committee, Bob Gardner at Gardner0711@outlook.com or 859-806-9501.



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