

The Resource



Employee Newsletter of the Ohio Department of Natural Resources

October 2002

Meet a Member of Our Coaching Staff KHI JENNINGS



In the “Wizard of Oz,” the Wizard never actually gave Dorothy and her fellow seekers anything they didn’t already have. He just brought their strengths forward and helped them realize it.

It’s appropriate, then, that the theme of Human Services’ Organization Development Section is “The Wizard of O.D.,” where Khi Jennings and Jeaneen Hooks help bring out the best in ODNR employees.

Khi’s working title is internal consultant. She explained, “In the past, whenever it was necessary, the department used to hire outside, third-party consultants to assist with human resources issues. Now, most of it’s done in-house!”

What consultative services has she provided? Many, including training, need interventions (both interpersonal and organizational), strategic planning retreats, meeting facilitation, Quality programs, training, new-hire orientation, leadership retreats, and focus groups.

Khi said, “We want to give employees the tools they need to help them do their jobs more effectively.”

For instance, she may help a division, section, or even an individual with strategic planning.

“We investigate whether their accomplishments are achievable. We devise criteria to measure the progress of a plan, and determine how the steps tie into their day-to-day operations. If no gap exists in the plan, then it’s deemed sound. But if a gap is detected, we figure out how to bridge it, such as recommending training. We also look at whether time is used wisely, or if there’s duplication of effort.”

Khi and Jeaneen provide their organizational services “by request only. We’re invited to participate by managers — we don’t intrude on our own. We provide a third-eye view, an outside opinion. We talk and listen to everyone in the section, on every level.

“However, we may not be a cure-all for everything,” Khi confessed. “But we do have specific responses to many situations — most of our advice is custom-designed. And it’s all confidential.”

Khi is also very involved with training ODNR managers in the Ohio Performance Review System (OPRS). This new statewide evaluation process showcases coaching as a way of reaching the highest productivity.

Khi explained that coaching is an addition to managing. “You *manage* a process — like a programmed

machine. You tell it how to do something once and it happens over and over. But you *coach* people. And you do that by affirming and celebrating — congratulating a person for his/her work. You give constructive feedback by explaining *why* an effort needs correction. You demonstrate the required action through behavior. It’s a continual dialogue that runs both ways between the supervised and the supervisor.”

A training course in coaching is provided for supervisors and managers, and one for all employees, called “Achieving Extraordinary Communication.” She and Jeaneen also consult one-on-one to help people who are having trouble adjusting to the new approach (managers as well as employees).

Khi, who is originally from Birmingham, Alabama, has been with ODNR for two years; she previously was a corporate trainer with a telecommunications company. She graduated from The Ohio State University with a bachelor’s degree in Theatre Production and Management. One of her favorite experiences at college was serving as homecoming queen.



Khi has been a performer in plays that toured nationally and off-Broadway. She’s still very involved with the performing arts as a script writer, director, and acting coach. She plans on returning to graduate school to study human and organizational behavior because she finds it “so amazing and interesting!”

BUILD SKILLS AND KNOWLEDGE — FOR FREE!

Work is a big part of our lives. When you are able to meet your professional and personal goals, you help create a more effective workplace and a stronger business culture.

To these ends, the Office of Human Resources, Organization Development Section consultants, **Jeaneen Hooks and Khi Jennings**, introduced the second year of ODNR's Learning Opportunities Curriculum, a series of courses designed to increase your job skills and understanding of the work environment.

The free educational courses are open to all ODNR employees, and are held during work days. Supervisor approval is required for you to attend. Classes are scheduled through April, 2003.

Take the time to visit our internal web page at ohiodnr.com/hr/orgdevelop.htm and review the course descriptions, schedules, and registration information. You can also call Jeaneen at 614-265-6994.



EARTH SCIENCE WEEK

October 13-19, 2002

The theme of the Fifth Annual Earth Science Week is "Water Is All Around Us."

According to the Division of Water:

The total ground water pumped for all uses in Ohio is *730 million gallons per day*. That's more than 266 billion gallons per year, enough water to flood the entire city of Columbus to a depth of almost seven feet!

In Central Ohio, Earth Science Day will be celebrated on Sunday, October 13, from 1 to 4 p.m. at Highbanks Metro Park, Route 23 north of I-270, Columbus.

To find events being held in your area, or for more information about Earth Science Week, visit www.earthsciweek.org/.

The 2002-2003 curriculum offers 23 courses organized under four tracks.

Skill Building — training opportunities to enhance job-related skills.

- Moving from Managing to Coaching
- Committing Your Best to OPRS
- Benefiting from Workforce and Professional Development Funds
- Microsoft Computer Concepts & Microsoft Computer Concepts XP
- Microsoft E-mail
- Microsoft Outlook
- QStP
- Leadership Skills for a High Performance Workplace

Enrichment — training focused on personal development.

- Achieving Extraordinary Communication and Customer Relations
- 7 Habits of Highly Effective People
- Reflections I*
- Reflections II
- Unleash the Leader Within

* FOR EXAMPLE

You can't always judge a course by its title. Here's just a sample to whet your appetite!

Reflections I: *Have you experienced conflict with a person, but don't know why? Do you not like the way co-workers or family members communicate with you, but you're not sure why or how to help them to communicate differently? This course is designed to help improve interpersonal communications, and shed light (often humorous) on why we communicate the way we do.*

Human Resources — useful training and information regarding some state policies and appropriate actions.

- Labor Relations 101
- Supervising in a Unionized Environment
- Managing the Dimensions of Diversity
- Deferred Compensation: On the Road to Retirement
- Ethics is Everybody's Business

Guest Facilitator — personal interest learning opportunities.

- Boater Education, presented by Watercraft Officers
- Earthquake Monitoring, by Mike Hansen, Geo Survey
- Project Management, by Jim Morris, Water
- Truth through Science, by Jeff Caslow, REALM



SPECIAL EVENT

Motivational speaker Dr. Robert L. Lawson will be talking about how to "Unleash the Leader Within" on November 6. His presentation will help you learn to:

- Identify leadership style preference
- Understand leadership styles more effectively
- Develop an effective action-improvement plan for career and life success
- Use specific principles and strategies to stay motivated to win
- Build confidence in leadership ability

Attendance is limited — so sign up today!

TAFT'S CABINET



In August, for the first time ever, Governor Bob Taft held his monthly cabinet meeting at ODNR's Fountain Square headquarters. More than 20 state agency directors attended the meeting, which included a wildlife demonstration by Vicki Mountz of the Division of Wildlife and Pat Quackenbush, naturalist with Ohio State Parks.

NEW ERI FOR ODNR

In September, Director Speck announced that ODNR would be participating in another Early Retirement Incentive (ERI) program.

The two-year early retirement program, open to all employees, is effective September 3, 2002 through November 15, 2002.

The earliest possible date to retire is October 1, 2002; the last benefit effective date is February 1, 2003, with the last working day January 31.

In order to participate, you must meet one of the following eligibility requirements by November 15, 2002:

- 28 years of service at any age.
- 23 years of service at age 55.
- 5 years of service at age 60.

Interested employees should communicate their interest to their supervisor, division fiscal officer and human resources coordinator.

For questions or concerns, contact **Michelle Dreibelbis** at 614-265-6943 or **Linda Sutherland** at 614-265-6980. Or you may contact **PERS** directly at 614-466-2085 or 1-800-222-7377 for any information about your retirement benefits.

9-11 REMEMBRANCE

On Wednesday, September 11, ODNR employees gathered in the Fountain Square courtyard at noon in remembrance of the tragic events of last year.

Meloni Miller (CCC) gave the invocation, and the honor guard from Ohio State Parks presented the colors. Assistant director **Bill Moody** led us in the pledge of allegiance, after which director **Sam Speck** offered solemn remarks. Parks officer **John Patrick** made an appearance with his search-and-rescue dog **Guese**. An oak tree was planted next to the front pond as a memorial to our national heroes. To close the event, **Lynn Cameron** (MRM) sang a beautiful rendition of "God Bless America."



Ohio State Parks Honor Guard

Meloni Miller, John Patrick, and Director Speck



Lynn Cameron

John Patrick and Guese



"The events of September 11 ... have demonstrated to us how fragile and yet how very strong is our freedom. We saw the acts of terrorism that stemmed from the worst in human nature, ultimately bring out some of the best in our people...." — Director Sam Speck

TIDBITS

OHIO FIRE FIGHTERS: The fourth Ohio fire crew has returned from Oregon's Umpqua National Forest where they helped fight a 6,500-acre wildfire. ODNR employees who participated are Bill Serbowich, Forestry/Athens; Patrick Williams, Forestry/Shawnee; Perry Brannan, Forestry/Zanesville; and Tim Snyder, DNAP/Springfield.

CCC HEROES: Civilian Conservation Corps supervisor Dana Webb was working on a bridle trail at Zaleski State Forest when suddenly the loader he was operating slid off the narrow trail and rolled 60-feet down a hill into Raccoon Creek. The loader was partially submerged with Dana caught inside. Corpsmembers Becky Davis and Bruce Slusher rushed to Dana and freed him from the submerged loader while CCC corps leader Nicole Sheley ran back

to camp to call for an emergency squad. Their quick action quite likely saved Dana's life. He has recovered from the accident and is very grateful to his crew.

FLOODPLAIN EXPERT: Chad Berginnis, Floodplain Management Program supervisor with the Division of Water, was recently elected vice-chair of the Association of State Floodplain Managers. He has responsibility for coordinating policy committees which work on national floodplain management issues. Chad began his career with ODNR in 1993; he left briefly in 1998, and returned in 2000.

TOP WILDLIFE OFFICER: Mike Serio is the Shikar-Safari Wildlife Officer of the Year. He received the award from the Ohio Game Protector's Association, a worldwide conservation group, for his outstanding service to the wildlife

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(TIDBITS Continued)

resources and citizens of Ohio. Mike has been the wildlife officer in Hamilton County for the past 30 years. He graduated from the University of Rio Grande with a bachelor's degree in biology.

NATIONAL GROUP FORMED:

Ohio has become a charter member of the Natural Resources Leadership Council of the States. This bipartisan organization brings together heads of state agencies charged with conservation, resource management, and outdoor recreation. The goal of the council is to strengthen partnerships between states, and help coordinate state activities and federal programs. Director Sam Speck is Ohio's representative and serves on the executive committee, representing a six-state Great Lakes region (Ohio, Illinois, Indiana, Michigan, Minnesota, and Wisconsin).



SUCCESSFUL PARTNERS: The Division of Forestry received a Partnership Award for its participation in the Lake Erie Conservation Reserve Enhancement Program (CREP). The award was presented by the Division of Soil & Water Conservation, which manages the program. CREP seeks to reduce soil erosion and field runoff into Lake Erie and its tributaries. More than 14,000 acres of trees and grass filter strips have been planted in just two years.

Pictured in the photo above (left to right): Dave Linkhart, president of the Ohio Federation of Soil & Water Conservation Districts, Forestry chief **John Dorka**, Service/Urban forester **Tom Berger**, and ODNR assistant director **Bill Moody**.

ANNIVERSARIES



5 Years

Scott Costello, Forester/Lebanon, Forestry

Jeff Caslow, Administrative Assistant, REALM

Raymond Makkos, Officer, Parks/Cleveland Lakefront

20 Years

Reno "Jay" Reda, Education Officer, Wildlife #3

25 Years

Lynn Sanderson, Business Service Officer, Forestry/New Philadelphia

Randall Sanders, Fishery Program Administrator, Wildlife

Anne Filbert, Researcher, Recycling

MILESTONES



New Hires

Brian Mitchell, NRA, REALM/Real Estate

Gary Yunger, Appraiser, REALM/Real Estate

Christopher Vandergoot, Fisheries Biologist, Wildlife/Sandusky

David Ball, Inspector, MRM/Cambridge

Thomas Benko, Inspector, MRM/Bellefontaine

Promotions

Damon Privette, Storekeeper Supervisor, Watercraft Warehouse, Alum Creek

Chad German, full-time Officer, Watercraft/Sandusky

Andrew Hollenback, full-time Officer, Watercraft/Alum Creek

Jason Latchic, full-time Officer, Watercraft/Akron

Jennifer Heller, full-time Officer, Watercraft/Portsmouth (from Parks)

Jackie Holmer, Records Specialist 1, Watercraft

Jackie Davis, Records Specialist 1, Watercraft

Richard McCullough, Officer Specialist, Watercraft/Cleveland

Eric Postell, Public Inquiries Officer, Wildlife/Business Operations

Matthew Backhaus, Fish Mgmt. Unit Leader, Wildlife #3

Jim Ankrom, NRA2, Recycling

Gloria Oglesbee, Fiscal Specialist, MRM

Transfers

Dave Cline, Programmer Specialist, from Watercraft to OIT

Phillip Schoendorff, Network Admin., from Forestry to OIT

Richard Driscoll, Data Base Analyst, from Forestry to OIT

Mark Anstaett, Programmer Analyst, from REALM to OIT

Jeff Webb, Network Admin., from Wildlife to OIT

Jeff Rowley, Data Base Analyst, from Wildlife to OIT

Gregg Miller, Data Base Analyst, from MRM to OIT

Brian Baker, Officer, from Wildlife #5/Miami to Wildlife #4/Belmont

Scott Denamen, Officer, Wildlife #3, from Cuyahoga to Geauga

Donley Tennant, Officer, Wildlife #3, from Geauga to Ashtabula

Aaron Ireland, Officer, Wildlife #5, from "at-large" to Cuyahoga

Travis Abele, Officer, Wildlife #4, from "at-large" to Scioto

Keith Fullenkamp, Officer, District #4/ "at-large" to District #2/Erie

Retirements

Pete Suerken, Forester, Forestry/Marietta, 36 years



THE RESOURCE

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