

NCMA Voice

February 2012

www.ncmaet.com

MEMBERSHIP MEETING

- Where:** DoubleTree Hotel
- When:** Wednesday
February 1, 2012
- Social:** 11:30 am
- Lunch:** 11:45 am
- Cost:** \$15.00 for Members
\$20.00 for Non-Members
- Speaker:** **MR. SANDY SMITH**
Corporate Trainer & Executive Coach
- Topic:** **FIVE THINGS YOUR CUSTOMER EXPECTS FROM YOU...BUT MAY NOT HAVE TOLD YOU**
- Menu:** Fresh Garden Salad with Ranch and Honey Dijon Dressings
Chicken Picata
Wild Rice
Baby Carrots
Assorted Rolls and Butter
Cherry Cobbler with Whipped Topping
Coffee, Decafe, Iced Tea, and Water

~ Please pay at the door with cash, personal check, or company check only. ~

Reservations **MUST** be made by Tuesday, January 31, 2012 by 11:00 a.m.. Please contact Vicki Dyer at 483-9332 or vdyer@scisale.com. Space is limited.

The charges for late reservations or walk-ins are:
\$22.50 for Members \$24.00 for Non-Members
"Individual making reservations, but not attending will be billed for the meeting"

See You There!!

PRESIDENT'S CORNER

It is hard to believe that we are half-way through the program year. We hope you have enjoyed all that the chapter has offered thus far. Our goal is to present a diverse range of fresh and interesting topics, and based on the feedback from you all, I think we are achieving that goal.

Mr. Brent Armstrong helped us achieve that goal last month. Huge thanks to Brent for presenting on the "13 Commandments: What it takes to be a successful federal government contractor." I hope the 13 commandments will help you capture and maintain business with the federal government.

This month we are very excited to have Sandy Smith discuss *customers expectations that they may not have told you about*. Considering most of us are responsible for developing and maintaining partnerships with our customers, this topic will help us improve the services we provide to our teams. As you will read in his bio, Sandy is a writer, speaker, and corporate training specialist. I am very excited to hear from Sandy again. Last year I attended one of his seminars, and I was very pleased with what he had to offer.

As always, I am looking forward to see you all.

All the best,

Markesha

SPEAKER

MR. SANDY SMITH

For more than twenty years, Sandy Smith has been a professional speaker, corporate training specialist, and meeting facilitator with clients in the United States, Canada, and Europe. Before entering the corporate world as a business consultant, Sandy was in private practice as a family counselor. In that role, he helped families collectively work through issues to strengthen relationships and enhance individual well-being.

Along the way, Sandy discovered that dysfunctional families and organizations have many of the same traits and, similarly, that healthy and thriving families and organizations also share common characteristics.

Through his extensive background in working with people facing crisis and change, Sandy now provides organizations with the insight they need to deal with the "stress and strain" of growing pains. He seeks to promote productive behavior in individual employees and in the organizational teams on which they work.

Whatever topic he is addressing, Sandy's objective is to:

- Increase awareness
- Stimulate imaginative thinking
- Deepen understanding
- Solve and prevent "real world" problems
- Inspire innovation
- Enhance personal and professional growth
- Produce results

EDUCATION SESSION

Please mark your calendar for the Spring Education Session scheduled for March 7 prior to the monthly membership luncheon!

The session topic will be 'Terms and Conditions that Bite...and How to Bite Back!' We are currently searching for a subject matter expert, preferably with a legal background. If you fit that description or know someone who does and may be interested in leading this session, please contact Lesli Alcorn at lalcorn@perma-fix.com (***Please note my email address has changed**)

The Education Committee extends a sincere thank you to those of you that took the time to complete the Education Session Survey at last month's membership luncheon! We received great feedback and hope to implement more frequent sessions in the future! Please feel free to drop an email to me at any time if there are sessions you would like to see!

Thank you,
Lesli Alcorn, Education Chair

REMINDER

Effective January 2012, the price for non-members attending NCMA Monthly Luncheon Meetings will increase to \$20.00. If you would like to become a member and attend for the Member Price of \$15.00, please pick up an application at the Registration Desk or contact our Membership Chair, Granda Humphrey at 574-2893 or granda.humphrey@truproject.com.

Individuals making reservations, but not attending will be billed for the meeting

NEWSLETTER

As always, if you have any thoughts or suggestions on how to make our newsletter more informative or useful, please let us know!

Courtney Dyer courtney@edwardssupply.com

Tracie Rucker tracie@edwardssupply.com

East TN NCMA

Program Schedule

2011-2012

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|---------------------------|--|---|
| September 7, 2011 | Membership Meeting 11:30 am <i>DoubleTree Hotel</i> | Speaker: Barbara Jackson Director Procurement & Contracts Department of Energy, Oak Ridge <i>A Look at Opportunities and Challenges</i> |
| September 21, 2011 | Board Meeting 11:30 am <i>Scientific Sales</i> | |
| October 5, 2011 | Membership Meeting 11:30 am <i>DoubleTree Hotel</i> | Speaker: Judith Penry Chief Financial Officer Department of Energy, Oak Ridge <i>Breaking the Code: How the Federal Budget Process Works</i> |
| October 19, 2011 | Board Meeting 11:30 am <i>Scientific Sales</i> | |
| November 9, 2011 | Membership Meeting 11:30 am <i>DoubleTree Hotel</i> | Speaker: Kate Vitasek Lead Researcher/Author/Faculty Member University of Tennessee <i>Vested Outsourcing</i> |
| November 16, 2011 | Board Meeting 11:30 am <i>Scientific Sales</i> | |
| December 7, 2011 | Membership Meeting 11:30 am <i>DoubleTree Hotel</i> | Speaker: Virginia "Ginny" Hile Certified Pediatric Nurse Practitioner Pediatric Consultants West <i>Health & Wellness: Managing Stress in the Workplace</i> |

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| December 21, 2011 | Board Meeting 11:30 am <i>Scientific Sales</i> | |
| January 4, 2012 | Membership Meeting 11:30 am <i>DoubleTree Hotel</i> | Speaker: Brent Armstrong Leader/Consultant Brent Armstrong Consulting <i>The 13Commandments: What it takes to be a successful federal government contractor</i> |
| January 18, 2012 | Board Meeting 11:30 am <i>Scientific Sales</i> | |
| February 1, 2012 | Membership Meeting 11:30 am <i>DoubleTree Hotel</i> | Speaker: Sandy Smith Corporate Trainer & Executive Coach <i>Five Things Your Customers Expect From You...But May Not Have Told You</i> |
| February 15, 2012 | Board Meeting 11:30 am <i>Scientific Sales</i> | |
| March 7, 2012 | Membership Meeting 11:30 am <i>DoubleTree Hotel</i> | Speaker: John Eschenberg, Acting Manager U.S. Department of Energy, Oak Ridge <i>Mission and Vision for the Oak Ridge Office</i> |
| March 21, 2012 | Board Meeting 11:30 am <i>Scientific Sales</i> | |
| April 4, 2012 | Membership Meeting 11:30 am <i>DoubleTree Hotel</i> | Speaker: <i>National Education Seminar:</i> <i>100 Worst Mistakes in Government Contracting</i> |
| April 18, 2012 | Board Meeting 11:30 am <i>Scientific Sales</i> | |
| May 2, 2012 | Membership Meeting 11:30 am <i>DoubleTree Hotel</i> | Speaker: Tony Fountain Business Manager UCOR, East Tennessee Technology Park |

May 16, 2012

Board Meeting

11:30 am

Scientific Sales

June 6, 2012

Membership Meeting

11:30 am

DoubleTree Hotel

**NCMA Scholarship Reception and
Members Appreciation Event**

June 20, 2012

Board Meeting

11:30 am

Scientific Sales



**CHAPTER BOARD
PROGRAM YEAR 2011 – 2012**

Officers

| | | | |
|---|----------------------|----------|--|
| President | Markesha McCants | 576-0999 | mccantsm@oro.doe.gov |
| President-elect | Jerome Hicks | 576-0274 | hicksjk@ornl.gov |
| Secretary | Kathy McMillan | 574-2518 | mcmillanke@y12.doe.gov |
| Treasurer | Laura Davis | 220-0051 | ldavis@scsconsults.com |
| Chapter Advisor | Bill Thornton | 241-3581 | 1tw@y12.doe.gov |
| <u>Committee Chairs</u> | | | |
| Education Chair | Lesli Alcorn | 690-0501 | lacorn@sec-tn.com |
| Co-Chair | Faye Orick | 773-3455 | sfayeorick@yahoo.com |
| NES Chair | Nick Crowe | 574-5303 | crowend@ornl.gov |
| Co-Chair | Jessica Reed | 576-0648 | reedjd@oro.doe.gov |
| Co-Chair | Landon Hill | 574-7038 | hilldl@ornl.doe.gov |
| Scholarship & Community Relations Chair | Rose Weaver | 276-9270 | weaverrs@wsi-or.net |
| Co-Chair | Tim Melton | 482-1065 | meltonct@scdm.com |
| Program Chair | Rebecca Crowe | 241-6634 | rebecca.crowe@orau.org |
| Co-Chair | Freda Hopper | 576-9430 | hopperfh@oro.doe.gov |
| Membership Chair | Granda Humphrey | 574-2893 | granda.humphrey@truproject.com |
| Co-Chair | John Phelps | 576-1147 | phelpsje@oro.doe.gov |
| Newsletter Chair | Tracie Rucker | 481-1766 | tracie@edwardssupply.com |
| Co-Chair | Courtney Dyer | 483-1766 | courtney@edwardssupply.com |
| Public Relations Chair & Webmaster | Stephanie Davis | 220-4478 | daviss@p2s.com |
| Employment Chair | Al Guidry | 241-4161 | guidrya@ornl.gov |
| Social Chair | Vicki Dyer | 483-9332 | vdyer@scisale.com |
| Nominations & Elections Chair | Sonny Rogers | 576-1434 | rogersgvjr@ornl.gov |
| Volunteer Recruiter | Katherine Bumgardner | 389-5006 | kathrine@Ibsenvironmental.com |
| Honors & Awards Chair | Donna Thompson | 576-3050 | donna.thompson@orise.orau.gov |

The area code is (865) for all telephone numbers.