

# STAND NEWSLETTER

## President's Letter

June 2006 Volume 13, Issue 8

Members and Prospective Members of STAND!

Again, I congratulate the STAND Conference Committee for another successful conference! Kristen, our Program Chair, had the flu during the conference; however, the committee forged ahead as "Delaware Jones" was home recuperating. Thanks, Cindy Fauerbach, for ingenuity in designing a get-well card for Kristen! Everyone who attended was asked to write their get-well wishes to Kristen.

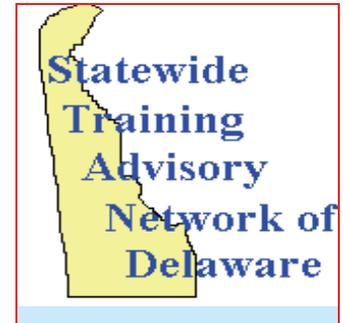
Elayne Starkey, (DTI) thank you for the very informative presentation on "Cyber Security Awareness" during our May meeting. And, Elayne, congratulations on becoming member of STAND.

Welcome to all of our newest members! Our membership now exceeds 100. If you haven't joined STAND, join now and attend a members only training opportunity in the fall. More information can be found on the resource sharing/announcement page.

Please take time to read the exciting and informative articles in our STAND Newsletter. Larry has done a fantastic job in putting together this newsletter. Thanks, Larry!

I look forward to seeing you all at our next general meeting on Friday, July 14 from 9:30 a.m.-12:00 p.m. at the Paradee Building in Dover. In addition to hearing a dynamic presenter, Pauline Higgins, please join us after the business meeting for our annual summer potluck picnic!

Enjoy a safe and pleasant summer!  
*Wanda Hyland Isler*



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## Upcoming STAND Meetings

**July 14, 2006**

**Where:** U of D Paradee Bldg.

**Time:** 9:30 AM – 12:00 PM

**Topic:** Conflict Resolution

**Presenter:** Pauline Higgins, Strategic Initiatives Consulting

**Please bring food!**

*This is also the meeting when we have our annual Summer Pot Luck Picnic, so we ask that you bring a favorite dish (breakfast or lunch) to share with the group. To help us coordinate this picnic effectively, please contact Pat Burrell (739-5473/pat.burrell@state.de.us or ) and let her what you plan on bringing if you are able to attend.*

**September 8, 2006**

**Where:** U of D Paradee Bldg.

**Time:** 9:30 AM – 12:00 PM

## Welcome!

Please welcome the following people who have joined since the last newsletter was published.

### Lyn Arnold

Justice of the Peace Court

### Katherine Bolden

OMB/Human Resource Management

### Bill Bowles

Department of Education

### Jeanne Crossmam

Court of Common Pleas

### Crystal Dalton

Department of Elections

### Shawn Selby

Department of Labor

### Elayne Starkey

Dept. of Technology & Information

### Eva Hays

Department of State/Division of Libraries

### Victoria Heeger

Department of Transportation

### Linda Payne & Weldon Spellman

Department of Services for Children,  
Youth, & Their Families

### Lo'rea'l Hill

Department of Finance

**Reggie Brown, Rebecca Moody,  
Gaurang Pathak, Sylvia Reid,  
Jessica Washer, & Mike Williams**  
Department of Health & Social Services

### Charlotte Lister

Del Tech

### Stephanie Narvell

Wilmington College

### Terry Koston

## Recommended Reading

Looking for an interesting addition to your summer reading list?

### ***A Whole New Mind: Moving from the Information Age to the Conceptual Age* by Daniel H. Pink**

Author Dan Pink spoke at the national Council On State Governments Conference held during December 2005 in Wilmington. Governor Minter and numerous Delaware legislators were in attendance to hear about the book. Mr. Pink also presented to Delaware librarians in December. This book is the 5<sup>th</sup> title in our series, *If All The Delaware Library Community Read The Same Book...*, and it was chosen to strengthen our programs to assist individuals in achieving their full potential.

As Trainers you know the importance of the “whole brain,” both right and left brain skills. Mr. Pink says that the left brain talents which were key during the Information Age are no longer sufficient. Routine left brain skills are now commoditized and are being outsourced overseas. In the Conceptual Age, right brain aptitudes “artistry, empathy, taking the long view, pursuing the transcendent – will increasingly determine who soars...” The societal messages are similar to *The World Is Flat* but this is a much lighter read. Each chapter contains a Portfolio section with whole brain exercises and tips beneficial for training. (This book is available through your local library—please ask your librarian if you need assistance.)

*Special thanks to Annie Norman for this review!*

### **The Fred Factor : How passion in your work and life can turn the ordinary into the extraordinary by Mark Sanborn**

In his new book THE FRED FACTOR, motivational speaker Mark Sanborn recounts the true story of Fred, the mail carrier who passionately loves his job and who genuinely cares about the people he serves. Because of that, he is constantly going the extra mile handling the mail – and sometimes watching over the houses – of the people on his route, treating everyone he meets as a friend. Where others might see delivering mail as monotonous drudgery, Fred sees an opportunity to make a difference in the lives of those he serves.

We've all encountered people like Fred in our lives. In THE FRED FACTOR, Mark Sanborn illuminates the simple steps *each* of us can take to transform our own lives from the ordinary – into the extraordinary. Sanborn, through stories about Fred and others like him, reveals the four basic principles that will help us bring fresh energy and creativity to our life and work: how to make a real difference everyday, how to become more successful by building strong relationships, how to create real value for others without spending a penny, and how to constantly reinvent yourself.

By following these principles, and by learning from and teaching other “Fred’s,” you, too, can excel in your career and make your life extraordinary. As Mark Sanborn makes clear, each of us has the potential to be a Fred. THE FRED FACTOR shows you how.

Source: [www.amazon.com](http://www.amazon.com)

# What is Gardner's Theory of Multiple Intelligences?

In one of Terri Trent's workshops at the STAND Conference, an interesting discussion broke out on Howard Gardner's theory of multiple intelligences. I'd never heard of this theory before, so I did some research. Here is a brief outline of what I discovered.

**"Intelligence is the ability to find and solve problems and create products of value in one's own culture." Howard Gardner**

Dr. Howard Gardner, a psychologist and professor of neuroscience, supports a theory that challenges the traditional understanding of intelligence as a single capacity to acquire and apply knowledge (our IQ). Gardner says that all human beings are better described as having different kinds of intelligence that reflect different ways of interacting with their world. These different intelligences allow a broader range of human potential in both children and adults.

According to Gardner, intelligence is:

- The ability to create an effective product or offer a service that is valued
- A set of skills that make it possible for a person to solve problems in life
- The potential for finding or creating solutions for problems, which involves gathering new knowledge

*I want my children to understand the world ... An important part of that understanding is knowing who we are and what we can do. (Gardner)*

## Quick Summary of Gardner's Eight Multiple Intelligences

### 1. Verbal/Linguistic Intelligence:

This is the capacity to use language to express what's on your mind and to understand other people. It may be exercised through reading interesting books, playing word board games or card games, listening to recordings, using various kinds of computer technology, and participating in conversation and discussions.

### 2. Logical/Mathematical Intelligence:

This is the capacity to think conceptually and abstractly, the ability to discern logical or numerical patterns, and the ability to solve different kinds of problems through logic. It may be exercised through classifying and sequencing activities, playing number and logic games, and solving various kinds of puzzles.

### 3. Musical Rhythmic Intelligence:

This is the capacity to think in music; to be able to hear patterns, recognize them, and perhaps manipulate them. It may be exercised by listening to a variety of recordings, engaging in rhythmic games and activities, and singing, dancing, or playing various instruments.

### 4. Bodily/Kinesthetic Intelligence:

This is the capacity to use your whole body or parts of your body (your hands, your fingers, your arms) to solve a problem, make something, or put on some kind of production. It may be exercised by dancing and playing various active sports and games.

### 5. Spatial Intelligence:

This is the ability to represent the spatial world internally in your mind, to think in pictures and images. It may be developed through experiences in the graphic arts, sharpening observation skills, solving mazes, and exercises in imagery and active imagination.

### 6. Naturalist Intelligence:

This is the ability to discriminate among living things (plants, animals) and sensitivity to other features of the natural world (clouds, rock configurations). It may be exercised by exploring nature, making collections of objects, studying them, and grouping them.

### 7. Intrapersonal Intelligence:

This is the capacity to be self-aware and in tune with inner feelings, values, beliefs, and thinking processes. It may be exercised through participating in independent projects, reading illuminating books, journal-writing, imaginative activities and games, and finding quiet places for reflection.

### 8. Interpersonal Intelligence:

This is the ability to understand other people, to detect and respond appropriately to the moods, motivations, and desires of others. It may be exercised through cooperative games, group projects and discussions, multicultural books and materials, and dramatic activities or role-playing.

### Potential Addition: Existential Intelligence

Gardner has considered the possibility of a ninth intelligence, existential intelligence. It's described as the ability and sensitivity to tackle deep questions about life, death, and ultimate realities—the *intelligence of big questions*. He has not endorsed defining this capacity as a distinct intelligence until more empirical evidence is found to support it.

### Web Sites with Multiple Intelligences Assessments:

<http://www.literacyworks.org/mi/assessment/findyourstrengths.html>

<http://surfaquarium.com/MI/inventory.htm>

<http://www.businessballs.com/howardgardnermultipleintelligences.htm>

### BOOKS BY HOWARD GARDNER

*Frames of Mind: The Theory of Multiple Intelligences*

*Intelligence Reframed: Multiple Intelligences for the 21st Century*

*Multiple Intelligences: The Theory in Practice*

# TIPS FOR TRAINERS

## Lew's Clues

By Lewis Brooks

### 1) Telephone message review.

When listening to voice message left on the telephone, instead of re-listening to the entire message to re-hear the callers name or return phone number, just press 7 on most phones. That will usually back the recording up by 5 seconds. If the voice message is beginning to ramble and you need to advance in the message, press 9, which usually advances the message by 5 seconds. This works on the majority of phones.

- **Replay last 5 seconds - Press 7**
- **Advance 5 seconds - Press 9**



### 2) "Reply to Sender" emails.

Email etiquette has it that you don't REPLY TO ALL, unless it is pertinent to all recipients. Usually just a "Reply to Sender" will suffice. To shorten a volleying email back-and-forth, cut down the size of the message by deleting unneeded email addresses in previous emails. Do this by selecting the beginning of the unwanted address in the older portion of the email and then holding the left mouse and the SHIFT key to delete the text. Then DELETE. You'd be surprised how many pages can be eliminated by deleting run-on email addresses and security/privacy notices. This helps a lot.

- **Don't automatically "Reply to All" unless everyone needs it.**
- **Delete address groups and repetitious sections in an email volley**



## What is a "jolt"?

In training terms, a jolt is a brief experiential activity that has an unexpected twist. Most jolts are metaphorical in that the actual activity going on is symbolic of something important in real life. These activities force participants to re-examine their assumptions and change the way they do things. They are typically very short but provide enough insights for a lengthy discussion.

**Paper Airplanes**, outlined below, is an example of a jolt activity.

### Paper Airplanes

**Set Up:** Explain to the group that their task is to determine the best model for a paper airplane. Each person gets several sheets of paper and 5 minutes to create their plane.

**Process:** After the initial five-minute design process, invite people to step up to a line on the floor and try out their planes. Their goal is to hit a hand-drawn bulls-eye poster on the opposite wall. Participants take turns launching their planes for 3 minutes, followed by discussion.

**Debrief Questions:** What happened out there? Did you work individually or in teams? Did you each make one airplane or several airplanes? When someone succeeded in hitting the bulls-eye, did that person proceed to help others with their design? Did anyone ask the successful person to share their design?

**The point:** We exist in a culture, both business and societal, that automatically imposes a competitive element on our simplest endeavors. In this activity, people tend to assume that they are involved in a personal competition, with all that this implies: winners and losers, me against them, etc. In fact, nothing prevented the participants from working together in teams, sharing ideas and expertise. Nothing prevented the skillful "designers" from assisting others. Nor was there any limit on how many planes a person could try out - although most people simply assumed that one shot was all they got - an attitude of scarcity. How much more effective we could all be if we began each work task with an attitude of cooperation rather than competition, asking for help - offering help in return, and treating each other as "partners" rather than as "rivals"!

Source: <http://drclue.com/downloads/pdf/IceBreakers.pdf>

## Icebreaker Activity

### 4 C's

Each person writes down on an index card his/her favorite: Color, Cuisine, Country to visit and Closet Dream. The cards are shuffled and redistributed. Each person reads aloud the card they picked up and each person guesses in writing who wrote it. At the end, see who guessed the most correct responses.

This ice-breaker also is an easy way to get people talking and mingling more with each other. It allows the team members to see what they have in common.

Source: <http://www.susan-boyd.com/tenways.htm>

## RESOURCE SHARING AND SPECIAL ANNOUNCEMENTS

### Viva La Training Developing a Dynamic Workforce

**2006 NAGTAD Conference  
November 12—15, 2006  
Las Vegas, Nevada**

#### *Information— Resources—A National Network*

Register now for the 2006 Annual Conference of the National Association for Government Training and Development. For more information and to register, please visit NAGTAD's site:

<http://www.nagtad.org>

#### Vendor, Exhibitors, & Sponsors

Information on how your organization can take part in the conference as a vendor, exhibitor, or sponsor can also be found on the NAGTAD web site.

### **2006 NAGTAD Program of the Year: Nominations Being Accepted**

This award recognizes a training and development initiative or program that leads to documented positive impact on the knowledge, skills, and abilities of participants and their agencies in the public sector. Use the link below to access an application form:

<http://www.nagtad.org/pdf/06programyearform.pdf>

### **Special Members Only Workshop!**

We are planning a special workshop for next October, which will be open to current STAND members only.

**So if you have not renewed your membership this year, now is a good time to do so.**

To get a membership application form, please visit our web site:

[www.delawarepersonnel.com/  
training/stand/membership.shtml](http://www.delawarepersonnel.com/training/stand/membership.shtml)

#### **Also**

If you would like to be on the planning committee for this workshop, please contact Colette Haycraft at 739-2260.

### **Remember Me:**

#### **Stories About Delaware's African-Americans: 1700's-1800's**

Delaware's African American history is brought to life in this interactive exhibit at the Delaware State Visitor's Center and Galleries in Dover. The exhibit will be on display until July 31, 2006.

**Admission is free.**

To learn more about this exhibit, please visit the Department of State web site:

[http://history.delaware.gov/museums/  
vc/pano\\_rm/default.shtml](http://history.delaware.gov/museums/vc/pano_rm/default.shtml)



The new **Delaware Library Catalog** is live!

Check it out at [www.lib.de.us](http://www.lib.de.us).

In a single search, browse the holdings of all of the public libraries in Kent and Sussex Counties, the four Del Tech libraries, Wesley College library, and the Delaware Public Archives.

### **Save the Date**

#### **Delaware Book Festival**

**Saturday— November 4, 2006**

**10:00 a.m. to 4:00 p.m.**

**Legislative Mall in Dover**

### Interesting Web Sites Recommended by STAND Members

#### **GETHUMAN**

[www.gethuman.com](http://www.gethuman.com)

This site is dedicated to improving the quality of customer service and phone support in the U.S. At this site you will find tips on how to find toll free numbers as well as how to skip through all

those telephone menu options and get directly to a customer service representative.

#### **GASBUDDY**

[www.gasbuddy.com](http://www.gasbuddy.com)

This site can help you find cheap gas prices in your area.