



WomenInManagement

The Professional Women's Network

## Member Spotlight



**Name:** Debbie Prosser

**Title:** Consumer Products Specialist (Insurance Agent)

**Company:** Sentry Insurance

**Years at the company:** 30 years

I love my job because I truly have the passion to meet with clients to help them review and refine their insurance program. I meet every client at their home to see things that someone from an 800# or internet can not see. I am able to meet the children. Everyone I meet has different personalities, occupations, hobbies, so it never gets old. Every day is different. I truly have compassion for people. I want them to have the coverage they need at the time of a loss. I feel good when I leave their home knowing I've made a difference in their insurance program by designing it for their needs.

Through networking with other women in management, I would like to build professional and personal relationships. It is easier to refer a client to some one you can trust and know they will be taken care of. The group has a variety of women who offer different services and products. Having the knowledge of what they offer will help refer clients to them.

Several years ago I took a part time job of working at Packer Games serving the skyboxes. Amazing what goes on behind the scenes 12 hours before the game, during the game and 4 hours after a game. I no longer do this, but am glad for the experience.

For fun I drive my own Harley during the summer and love shooting archery in the Spring and Fall. Also a cabin in Crivitz where family and friends visit that I look forward to every weekend.

## Letter from the President

Despite Mother Nature's recent insistence that it's still winter, spring will, inevitably, come. Spring is a time of renewal when we clean the house, check the smoke alarm, open the windows and take in the fresh air. I'm sure you have a routine to "open the house up for summer," but do you have a spring-cleaning routine for your career?

Here's a short list of career spring-cleaning tips:

1. Update your resume – Even if you're not looking for a job, each year, take a few minutes to add in your top 2-3 accomplishments from the prior year. It's much easier to do when they're fresh in your mind.
2. Sort through your inbox – OK, this one may be a slightly bigger task, but it's so much easier to find things when they're neatly sorted into the folders most e-mail systems are capable of.
3. Sort through old file – Do you really need that business plan for a slurpee machine from 2003? Most files more than 5 years old can probably be pitch. Consider a facial for your files.
4. Give your office a good scrub – Even if you have a cleaning surface, when is the last time they got behind your desk or under your phone. Those places still collect dust, just like behind the couch at home.
5. Evaluate your situation – You may not write out a list of annual goals and resolutions, but once a year, take a step back and see where your career is going. Hopefully it's the same way you are.

I can't wait for summer! I just have a little more spring-cleaning to do first...

*Karen*

## Quote of the month ...

*"Laziness may appear attractive,  
but work gives satisfaction."*

*-- Anne Frank*

# Upcoming Events

All meetings are held at: Midway Best Western at  
780 Armed Forces Dr. in Green Bay, from 11:30am - 1pm  
Price: \$10 for members, \$13 for non-members.  
Reservations required to [members@wimigb.org](mailto:members@wimigb.org).

**April 13**

**Topic: Hormonal Haywire (Dealing with the effects on the workplace)**

**Speaker: Dr. Jolene Garvey**

Women have a lot of hormones, there's no question about that. Then there are the spikes with menstrual cycles, pregnancy and menopause. Now take a female-dominant workplace and you've got chaos! Dr. Jolene M. Garvey Pintar, owner of Garvey Chiropractic L.L.C., a family and wellness chiropractic center in Green Bay, will discuss hormones and how to keep the peace during hormonal haywire!

Dr. Garvey is a Doctor of Chiropractic with a special interest in pediatrics, pregnancy and general wellness. Dr. Garvey is currently certified as a chiropractor in the State of Wisconsin, and is certified in Nutritional Counseling to offer a more integrative approach to healthcare.

**May 11**

**Topic: Bringing Your Business to the Next Level**

**Speaker: Jayne McQuillan, CPA, MBA**

Having been through the most difficult economic times in over 80 years, our personal and professional lives have had to adjust, change, and respond. When the light at the end of the tunnel seems to be a freight train, being able to see through and continue to move forward is what defines successful individuals and businesses. What steps are you taking to move yourself to that next level along with the businesses you own or are in?

As a business consultant with over 22 years of experience working in executive level positions in both public and private industry, Jayne uses her financial and business acumen to assist organizations achieve growth and profitability. She started Journey Consulting, LLC in 2007. Since that time, she has grown the business to provide planning, strategy and implementation to turnaround struggling businesses, expand and grow profitable businesses both organically and through acquisition, to achieve profitable results. Her purpose is to partner with owners and executives to achieve their visions.

In case  
you missed it...

... Mother Nature threw quite the temper tantrum. We got our last (hopefully?) snowstorm of the season with several inches of sleek sleet to line the roads beneath the snow. Despite our best efforts, the event was cancelled to ensure your safety. We will reschedule Beth Kirby's talk on Dealing with Difficult employees, though – so stay tuned!

## Membership Corner

**Wow what a deal!**

WIMI-GB is moving to July 1-June 30 fiscal year to match the rest of the WIMI chapters.

This means you get one heck of a deal! If you have already signed up for your 2011 membership, you are actually paid up through June 30, 2012!

If you haven't signed up yet, do so now to take advantage of this amazing offer: \$85 "annual" dues will pay you through June 30, 2012! That means if you pay today, you're getting 3 months FREE!

For more information, please contact Joyce Nelson, Member Chair, at [members@wimigb.org](mailto:members@wimigb.org)

## WIMIWI Green Bay Board

President / Karen Kraus | Secretary / Polly Kopke | Treasurer / Kelly Fitt  
Membership / Joyce Nelson | Program / Vicki Perron  
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\* We're looking for a newsletter chair and president elect. If you are interested, please contact Karen at [kjkraus@hotmail.com](mailto:kjkraus@hotmail.com).

## Mission Statement . . .

Dedicated to the success of women, our three-fold purpose and mission is to:

- Further the professional development of managerial and entrepreneurial women currently employed in established careers, which include managerial responsibilities, through the association of its members, through educational and training opportunities, and through the exchange of knowledge and experiences.
- Promote higher standards and to increase the status, authority, and influence of managerial and entrepreneurial women.
- Establish new Chapters and maintain a liaison among the individual members, Chapters, and Organization

# Professional Development . . .

## Availability, Employability and Coachability

By Tom Wall, Dairy Interactive



When you need to hire a new employee, what are some of the traits that you look for in an applicant? How about when a position opens up and you're planning to promote someone from within your team?

If you were asked to answer those two questions at a seminar with a room full of managers, I'm sure the group would come up with a pretty long list of characteristics. Actually, it would probably be so extensive, you might decide not to hire or promote anyone until the perfect candidate comes along! But most of the time when someone chooses to quit, you need to hire their replacement as soon as possible. And unfortunately, out of desperation, you're probably even tempted to hire the next person available.

Turnover cost varies from job to job, but it can be conservatively measured as about 40% of an employee's annual salary! Further, if you're going out "to open market," the Society of Human Resource Managers estimates that 53% of all job applications contain false information. Out of the 2.6 million job applicants surveyed 44% lied about their work experience, 23% fabricated credentials or licenses, and 41% lied about their education.

Instead of going that route, how about considering a person's employability and coachability?

I think all managers take into account how employable a candidate is whether they realize it or not. Assessing an applicant's employability involves first impressions, employment history, responses to your questions, and overall job qualifications. Neglecting to take a little extra time to honestly and fairly evaluate these basic attributes will almost certainly increase your odds of hiring someone who isn't going to meet your expectations in the long run.

But what about coachability? You might even be asking yourself, "What the hell is coachability?" At the risk of sounding too obvious, coachability refers to how coachable someone is.

And chances are, you've noticed this characteristic with a few of your employees whenever you start a new project or try to implement change. Some are eager to learn and easy to teach while others are not. Whereas most managers would say that we need to spend more time working with those who need more help, I argue that we need to invest more time with the ones who will catch on the fastest. In other words, I recommend that you choose to work with your most coachable employees first. Once they help you demonstrate that your plan will work, you establish reasonable expectations and gain momentum that will hopefully wear off on the other members of your team.

Leading and managing people is anything but easy. In fact, being a successful manager and leader often has just as much to do with your employees as it does with you.

So how can you make sure that you and your team will be more successful in the future? Avoid investing in someone simply because of their availability. From now on, spend more time hiring and developing people who possess coachability

Of course, this only helps if you're a good coach or have hired a good coach. Stay tuned next month, for lessons in coaching!

# Book Review

Want to read more, but don't have the time? Here's our Cliff's Notes version! Each month, this section will highlight a book for personal or professional development. If you have a suggestion or a book review you would like to submit, please send it to [kjkraus@hotmail.com](mailto:kjkraus@hotmail.com).



## The Wisdom of Teams

By: Jon R. Katzenbach & Douglas K. Smith  
Summary by [www.bizsum.com](http://www.bizsum.com)

### The Big Idea

Motorola relied heavily on teams to surpass its competition in building the lightest, smallest, and highest-quality cell phones. At 3M, teams are critical to meeting the company's goal of producing half of each year's revenues from the previous five years' innovations. Kodak's Zebra Team proved the worth of black and white film manufacturing in a world where color is king.

But many companies overlook the potential of teams in turning around lagging profits, entering new markets, and making exciting innovations happen – because they don't know how to utilize teams successfully. Authors Jon R. Katzenbach and Douglas K. Smith talked with hundreds of people in more than thirty companies to find out where and how teams work best and how to enhance their effectiveness.

They reveal:

- the most important element in team success
- who excels at team leadership... and why they are rarely the most senior people
- why company-wide change depends on teams... and more

### The Need for Teams

We believe that teams – real teams, not just the groups that management calls “teams” – should be the basic unit of performance for most organizations, regardless of size. In any situation requiring the real-time combination of multiple skills, experiences, and judgments, a team inevitably gets better results than a collection of individuals operating within confined job roles and responsibilities. Teams are more flexible than larger organizational groupings because they can be more quickly assembled, deployed, refocused, and disbanded, usually in ways that enhance rather than disrupt more permanent structures and processes.

Teams are more productive than groups that have no clear performance objectives because their members are committed to deliver tangible performance results. Teams and performance are an unbeatable combination.

Teams are not the solution to everyone's current and future organizational needs. They will not solve every problem, enhance every group's results, nor help top management address every performance challenge. Moreover, when misapplied, they can be both wasteful and disruptive. Nonetheless, teams usually do outperform other groups and individuals. They represent one of the best ways to support the broad-based changes necessary for the high-performing organization. And executives who really

In the end, the wisdom of teams is within the team itself. It is not in creating the high-performance organization, managing transformational change, enforcing corporate performance ethics, or inspiring new dimensions of leadership. It is in a small group of people so committed to something larger than themselves that they will not be denied.

If deep down, you are still not convinced that teams can make a significant difference in performance, we urge you to go see for yourself.

Go to extra lengths to celebrate the victories of the teams in your organization. Reward them for their accomplishments as a team, and do not overlook the power of positive feedback. We all thrive on it.

And when you are fortunate enough to spawn a high performance team, get out of its way, and make sure the rest of the organization is aware of its unique accomplishments and attributes. And should you be fortunate enough to find yourself part of a high performance team, then perform and enjoy!