



## May 2019

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### NMA National Mission Statement

NMA offers leadership development products and opportunities that maximize the potential of our members, sponsoring organizations and communities.



# EMPOWERING YOURSELF

Performance, Image, & Exposure



**Tory Niceswander**  
*NMA President, 2018-2019*

## From the Desk of Our President

Greetings NMA Members:

May is ending and June is upon us, which means summer is right around the corner. As it begins to warm up, I hope you take the opportunity to enjoy some much-needed time with your friends and family to recharge.

It's our hope that you were able to participate in Management Week, NMA's annual celebration, which showcased the impact our chapter has on enriching members' careers with professional development tools. We had great speakers and hope that you were positively empowered to chart a course of success.

Moving into June, please make sure to register for the upcoming June Membership Meeting scheduled for Tuesday, June 4, featuring BCBSM President and CEO, Daniel J. Loepp. This event will be held at The Fillmore Detroit. NMA will also recognize outstanding individuals who have made significant contributions to our organization, company and community. Also this month, our final BlueNights<sup>SM</sup> Mixer of the chapter year will be held at Dave and Buster's in Livonia on Thursday, June 13, hosted by Jac Amerell, VP & Controller and Amy Krause, Director EM CS & IT Practices. Finally, 'Closing the Deal' is an annual series of professional development events sponsored by YPN, Talent Acquisition, D&I and NMA. You can register for the remaining events through BlueTalent.

In closing, if you have an idea or something you would like to see in the future, please email us at [NMAChapter141@bcbsm.com](mailto:NMAChapter141@bcbsm.com) or provide feedback on any of our surveys. We look forward to seeing you at the June Membership Meeting and BlueNights Mixer. As always, I encourage all of you to leverage your membership and participate in upcoming programming.

Best Wishes,

Tory Niceswander

# New Member Corner

OUR NEW TEAM MEMBERS  
**Welcome**

*Deidra Allen  
Imani Norman  
Raquel Parlow  
Kelly Reed  
Kim Zaugg*

*As a member of NMA, you are now a part of a great group of leaders, striving to live out our theme, "Empowering Yourself: Performance, Image & Exposure." We encourage you to connect with our members and learn something new about the organization. For more information, you can always go to our [SharePoint](#) site*



## Member Benefits

- Networking through monthly meetings and mixers
- Professional development through workshops and "lunch and learn" sessions
- Community involvement through events like Bowl for Kids' Sake, walks for cures and causes, Adopt-a-Highway and more!

We have many upcoming events to begin networking and meeting other NMA members. Check them out on the *Upcoming Events* page.

We also perform various community involvement services throughout the year. We'd love for you to take part.

For more information about all other upcoming events, please visit [NMA's SharePoint](#) site.

**We look forward to seeing you at the next event!**

**Get Acquainted**



# CALENDAR *of* EVENTS

## JUNE

4

### Monthly Membership Meeting

**Location:** The Fillmore Detroit  
2115 Woodward Ave, Detroit, MI 48201  
Registration and Networking: 4:30 p.m.  
Program to begin at 5:15 p.m.



**Speaker:**  
Daniel J. Loepp  
President and CEO,  
Blue Cross  
Blue Shield of  
Michigan

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### NMA BlueNights<sup>SM</sup> Mixer

**Location:** Dave and Busters – Livonia  
19375 Victor Parkway  
Thursday, June 13 from 5:00 to 8:00 p.m.

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### NMA Project Management

**Webinar:** 12:00p.m. – 1:00p.m. EST

# Closing the Deal

## Professional Development Series

May 22<sup>nd</sup>  
Networking Mixer

Level Two  
Bar & Roof Top  
4:30pm-7:00pm

June 6<sup>th</sup>  
LinkedIn Workshop

Detroit Tower  
Dining Room E  
12:00pm-1:00pm

June 13<sup>th</sup>  
Resume Workshop

Detroit Tower  
Courtyard Dining Rm  
12:00pm-1:00pm

June 20<sup>th</sup>  
Interview Prep

Detroit Tower  
Dining Room E  
11:30am-12:30pm

June 27<sup>th</sup>  
Career Panel

Detroit Tower  
Auditorium  
12:00pm-1:00pm

These events are Diversity Approved  
Webinars Available. Register on [BlueTalent](#)





## New Member Spotlight

Written by Dana Bell, senior analyst, Pharmacy Operations



### *Megan Leon*

All rise, learning is in session with our newest member who has a master's in jurisprudence health law. Megan Leon works as a Project Consultant in MA Servicing Partnerships. She has been with BCBSM since December 2018. Megan joined the National Management Association as an avenue to network and build relationships. She saw it as a great opportunity as a new employee at BCBSM.

Megan completed her master's degree online with weekend visits to Chicago. This highlights some of the flexible options that are available for furthering education. I asked Megan if her degree meant she's a lawyer. "No, I'm not a lawyer. It is common question about my master's degree from Loyola University of Chicago Law School. My degree is a Master of Jurisprudence (MJ), which is an understanding of health law. I had a focus in compliance throughout my program which allowed me to attain a certification in Healthcare Compliance (CHC) as well.

I gained tremendous knowledge around various laws, especially the Affordable Care Act, regulations and how to implement them into business processes. The greatest value of the program for me, is the foundation of social justice and equity within all curriculum at Loyola University of Chicago Law School. This has given me the ability to incorporate my core beliefs in diversity, inclusion and equity within my work."

Like many of us managing work/life balance, it is always a work in progress. Here's how Megan accomplishes it: "I typically look at my work week schedule on Sunday nights and plan for the week. I schedule downtime for myself whether it's a yoga class or just time to catch up on my favorite tv shows. I have learned that scheduling is key to creating a work/life balance. Additionally, it's important to manage how I use my time during the work day."

Another leadership tool that she has developed and enjoys is mentoring. "I first mentored during high school with elementary school students by helping them with their reading and homework. It was a great experience! I looked forward to it each week. I have participated in professional mentoring as well throughout my career. It has always been an empowering experience. Mentoring allows for a shared, uplifting experience between the mentor and mentee."

During the lighting round of the interview, Megan shared that she preferred doughnuts instead of pastries. The one item that she can't leave the grocery store without is coffee. Instead of giving up something for Lent, she prefers to perform acts of kindness throughout that season. An act of kindness brings good to others and brightens your own heart. Her favorite quote is by Dr. Maya Angelou: "People will forget what you said, people will forget what you did, but people will never forget how you made them feel."



## April BlueNights<sup>SM</sup> Mixer with Dr. Aaron Friedkin

NMA Members had a fabulous time at our April 25 Mixer. Our executive host, Dr. Aaron Friedkin, VP Clinical Strategy Health Plan Business, participated in several rounds of WhirlyBall. Aside from bumper cars and basket attempts, members networked and enjoyed a delicious nacho bar and fresh fruit. Thank you to all who were able to attend, network and play. We look forward to seeing you at our final event of the year in June at Dave and Busters in Livonia.



*Dr. Aaron Friedkin and Tiffany Albert*



*Jennifer Stoltz-Spiteri, Donna Killen and Sharese Hogan*



*Pictured left: Shari Goodwin, Yuanjing Pursell and Sonali Sathe*



*Pictured right: Zeinab Bazzi, Dana Bartell and Alisa Armstrong*



## May Monthly Membership Meeting: “Strategies to Empower Yourself at Work” An evening with Tiffany Albert

*Written by Christina M. Frison, Senior Analyst, Provider Outreach*

NMA’s May Monthly Member Meeting took place at Noah’s Event Venue in Southfield. Tucked away behind BCN Commons, the ballroom was filled with NMA members ready to learn about empowerment strategies from our guest speaker, Blue Care Network President and CEO, Tiffany Albert.

Being mindful of the time, Tiffany extended a warm welcome and thanked all in attendance for coming out. She appreciated the fact that we worked all day and may have evening commitments, but we set aside time for professional development.

With that, Tiffany began her presentation entitled, “Strategies to Empower Yourself at Work.” Defined, empowerment is the sharing of information between management and employees, which then allows employees to make decisions, analyze and solve problems with well thought out solutions and improve their overall performance. The end goal of many managers is to create a working environment where employees are self-motivated, confident and knowledgeable enough to work without ‘in the room’ supervision.

Tiffany shared snippets of her empowerment story with us. She asked the question ‘why’ and she challenged the status quo. “I raised my hand a lot. I felt empowered to do that and ask for new challenges,” Tiffany encouraged. While reiterating to us that questions are good, she reminded us that there is a way to ask questions, too; be mindful of your listening audience and who is in the room. Essentially, don’t be afraid to take risks and ask for challenges.

Tiffany continued, sharing that when we are empowered, we feel better about serving our customers, whether internal or external. When individuals are empowered, collaboration, creative thinking and innovation is broadened. With this new sense of confidence, employees will seek out opportunities to enhance the skills they already have and accept more responsibilities. Tiffany stated, “When you choose to be empowered, you will have more opportunities.” Empowered employees are satisfied with their work and are not afraid to step into a new challenge that comes their way.



***BCN President and CEO, Tiffany Albert***



***NMA members at Noah’s Event Venue***



***Tiffany Albert with Mariah Manuel,  
Jewelette Estes and Erika Howell***



**“Strategies to Empower Yourself at Work”**  
*(continued from page 6)*



***VP Program Administration, Heidi Saucier with raffle winners, Benita Lasenby, Carla Harris and Renee St. Sauver, Tiffany Albert and Tory Niceswander***

Aside from the benefits reaped by employees and the companies they work for when empowerment is encouraged, there are “self-empowered” techniques for Blue Cross Blue Shield of Michigan employees that will strengthen their journey. One such tool which Tiffany recommended everyone to explore is “KnowIt.” This site is, ‘...your go-to-source for finding current company, industry, and business knowledge’, and it may well be a key resource to prepare for other opportunities within our enterprise.

The next segment of Tiffany’s presentation focused on Self-empowerment Strategies. These are eight high-level steps of self empowerment that will ensure your professional growth in any organization.

1. **Obtain a strong mind and have your own principles.** The core secrets to a strong mind are authenticity, purpose, courage, confidence, determination and resilience. When you are your authentic self, you can’t go wrong.
2. **Be assertive about your future.** Assertiveness is not arrogance or aggressiveness. Remember that you are valuable, you have inherent worth.
3. **Make a plan.** Set and achieve attainable goals. Find new project to indulge in. If you must, take courses to sharpen your skills within the career that you are currently in or the career you want to pursue for your future.
4. **Empower others.** Think of ways to empower someone else and listen to them with empathy.
5. **Do nothing and then exercise!** Give yourself 10-15 minutes each day to be with yourself, which provides the opportunity to tune in, regroup, and connect.
6. **Don’t be afraid to ask for help.** No one knows it all – the most empowering thing one can do is to ask for help. It is not a sign of weakness.
7. **Don’t play the victim.** Don’t give your power away; the more you complain and express your unhappiness with your situation, the more you demonstrate you are powerless to change it.
8. **Change your perspective.** It is important to remain positive and ensure that those around you are cheerleaders, not naysayers.

Tiffany ended her presentation with more nuggets of empowerment truths, charging us to, “Determine your ‘push factor’; keep in the forefront what motivates you and it will keep you going.” Her Q and A session addressed additional member concerns such as staying empowered when suggestions are not accepted by management, promoting your image, knowing your worth and truly knowing what you want out of your career. These empowerment tools will encourage any employee to trailblaze a path of success.

## Community Involvement Event

# Mutt Strut Walk and Run

Written by Dana Bartell, Senior Analyst

Friends for Animals of Metro Detroit hosted their 14<sup>th</sup> annual Mutt Strut Walk & 5K Run on May 11, 2019. The Mutt Strut is a community-wide animal celebration that includes a pledge driven walk and dog-friendly 5K run. The event promotes healthy relationships between people and their animals and education about the sustainable health of pets and their people.

The Community Involvement team accepted the position of “walk patrol” for the event. We had the pleasure of conversing with hundreds of people and greeting their animal friends. After the event, we had a chance to watch some of the dog competitions and games, visit the vendors and enjoy playing with some furry, tail-wagging friends.



*NMA member Kristen Pore with her daughter Lauren enjoying mother-daughter time as they wait for the event to begin.*



*Malia Bartell (daughter of Dana Bartell) showing that she has no fear of dogs, not even big ones.*



*Malia Bartell and Joslynn Collins enjoying playtime with the “pug”.*

*Malia enjoying the pretty little dogs, too.*



*NMA Mutt Strutt volunteers*



# The PD Exchange... College Fair 2019

Written by Mariah Manuel, Team Leader I

This year's college fair was nothing short of awesome! With over ten colleges and universities visiting our campuses across Michigan, it was truly a successful opportunity of continuing education for each of our employees.



**Special Thanks to  
UAW-BCBSM Joint  
Programs for  
partnering with our  
team to make this  
event a success!**



**Marschelle Drake – VP, Professional Development  
Tia Heilig – Chair, Professional Development  
Mariah Manuel – Chair, Continuing Education  
Edward Lanigan – Chair, Certified Manager**

### **NMA Code of Ethics**

- I will recognize that all individuals inherently desire to practice their occupations to the best of their ability.
- I will assume that all individuals want to do their best.
- I will maintain a broad and balanced outlook and will recognize value in the ideas and opinions of others.
- I will be guided in all my activities by truth, accuracy, fair dealing and good taste.
- I will keep informed on the latest developments in techniques, equipment, and process. I will recommend or initiate methods to increase productivity and efficiency.
- I will support efforts to strengthen the management profession through training and education.
- I will help my associates reach personal and professional fulfillment.
- I will earn and carefully guard my reputation for good moral character and good citizenship.
- I will promote the principles of our American Enterprise System to others, by highlighting its accomplishments and displaying confidence in its future.
- I will recognize that leadership is a call to service.

### **Statement of Principles**

NMA is dedicated to managerial excellence, personal and professional growth, and leadership development. The following principles identify NMA's core beliefs and provide the basis for the Association's Mission Statement.

- We believe in the highest standards of personal and organizational integrity and respect for the individual.
- We believe in lifelong learning, continuous improvement, and the development of a workforce capable of sustaining a competitive posture in the global economy.
- We believe management is a creative, dynamic, and essential process enabling people to achieve personal and organizational objectives.
- We believe that managerial responsibility is shared among all individuals at all levels of the organization and that leadership is critical to management success.
- We believe that individuals and organizations have a community and civic responsibility.

### **March *blueprint* Team**

Writers and Editors: Dana Bartell, Dana Bell, Christina Frison, Mariah Manuel, Tory Niceswander

### **Creative Team**

Designer: Diana Copp and Mia Harris  
Photography: Christopher Brantley, Kevin Fraeyman, Christina Frison, Kristie Stocker and Dana Bartell

Dustin Freeze, Internet public domain

Website: <http://sps-corp/nma/default.aspx>

### **NMA Board Officers**

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President: Tory Niceswander  
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