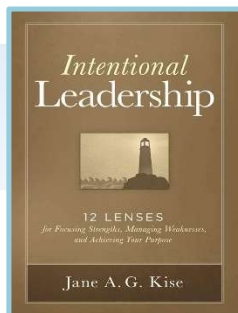




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## From the Desk of Our President



**Sharese Hogan**

*BCBSM LDA President, 2021-2022*

Greetings BCBSM LDA members.

I'm happy to introduce our 2021-2022 theme.



The BCBSM LDA executive team created this theme with the thought that we want to “Step Up” and bring you more enriching professional development opportunities to help you restore, reboot, and recreate your personal leadership journey.

Join us and Step Up:

Restore = bringing back to a state of vigor or growth or power

Reboot = reloading or establishing a new beginning

Recreate = refresh using unique and imagination-based concepts

Looking forward to a great year with you all!

A handwritten signature in black ink, reading "Sharese Hogan".

Sharese Hogan, 2021-2022 President ▪

BCBSM Leadership Development Association ▪ Chapter #141



# Congratulations!



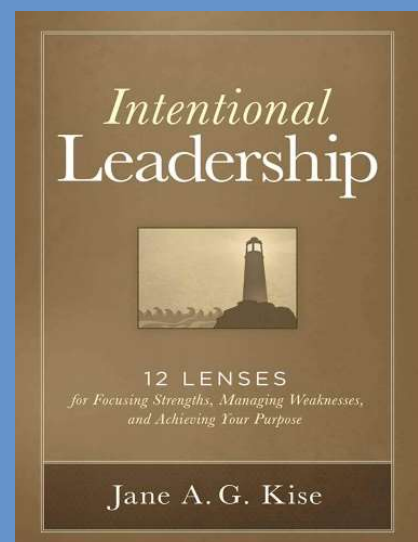
## BCBSM LDA Book Club – Intentional Leadership Tuesday, September 21 12:00 – 1:00 PM

Join the professional development committee for the first book club meeting of the year! Over the course of the next several months, we will be reading and discussing *Intentional Leadership: 12 Lenses for Focusing Strengths, Managing Weaknesses, and Achieving Your Purpose* by Jane A. G. Kise. Each month, we will select a couple chapters to discuss with a group of BCBSM LDA members. You can purchase the book on Amazon or any preferred method.

To introduce the book and kick off this year's book club, we will be discussing chapters 1 and 2. If you have any questions, feel free to contact the Vice President of Professional Development, [Kaitlyn Bradley](#).

We look forward to your participation!

[Registration](#)



## New Member Corner

OUR NEW TEAM MEMBERS  
Welcome



*Michael Sappington*

*As a member of BCBSM LDA you are now a part of a great group of leaders, striving to live out our theme, "Leading Outside the Box." We encourage you to connect with our members and learn something new about the organization.*



### 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 BCBSM LDA members. Check them out on future Calendar of Events pages.

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 [BCBSM LDA's site.](#)

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

Get  
Acquainted



# New Member Spotlight

By Barbara Krajenke, communications specialist

Joe Mims likes the changing of the seasons, that's one of the things he enjoys about being back in his home state of Michigan after living in Arizona.

Just like the changing of the seasons, Joe likes his position as an associate consultant in the Continuous Improvement Unit at Blue Cross Blue Shield of Michigan because every day is different and it gives him an opportunity to collaborate with other areas in the Blue Cross organization.

"There's always something new to learn and there's always something new around the corner."

Joe joined the team in June 2020 after working for a health systems consulting company in Phoenix, AZ. The CIU department's role is to support continuous improvement for Blue Cross by applying [Lean Six Sigma](#) principals to support the business through data analysis, diagnosing problems and improving Blue Cross' processes, working under Cindy Dion, VP of Business Efficiency & Continuous Improvement.

The CIU team looks for opportunities where Blue Cross can be more efficient in their day-to-day operations. Joe likes this role because it gives him the opportunity to work on various projects and handle improvements in business operations using data analytics that impact business performance.

"We discover areas where we can increase value and reduce costs for members. There's always something new and there's interesting complexities between hospitals, health insurance companies, members and patients."

Being newer to Blue Cross, Joe is looking forward to continuing to learn more about the organization and the different areas and how they interact with each other. He joined BCBSM LDA because he wants to continue to grow as a leader, network and meet people across the organization with similar goals.

## Joe Mims



Joe and girlfriend Haley  
in Traverse City

## Some interesting things about Joe

- Graduating from University of Michigan, Joe is a big Michigan and Detroit sports fan
- He enjoys playing golf and skiing
- Autumn is his favorite season because of the changing colors of the leaves and football



Joe skiing at  
Crystal Mountain

# Covid safe spaces

By Jennifer Pakkala, health care analyst

Personal space has taken on new meaning and has increased in importance since the start of the pandemic.

In 2017, researchers in the United States found that the personal-space boundary norm was about 3 feet with strangers and a little more than 2 feet with an acquaintance. Once the pandemic hit, 6 feet became the recommended comfort level to reduce disease transmission.

Now that we've entered the phase of the pandemic where more people are returning to work, what does that do to everyone's personal space? The answer is there is no standard answer, and in-office workers should understand everyone will have different comfort levels as to their proximity to others.

After experiencing a traumatic event such as the pandemic, there may be moments where people feel emotionally and physically unsafe, even when they are not in danger. Invading someone's personal space could activate a response from that person's nervous system, triggering increased symptoms of anxiety, depression and other negative behavioral health symptoms.

Honoring each other's personal spaces—and advocating to keep our spaces intact—will do wonders for everyone's mental health.

*Psychology Today* explained that when people don't protect their personal spaces, they are more likely to feel drained, leading people to feel hurt and angry for what seems like minor infractions to others. Controlling personal space also helps people feel control of their lives, which is especially important during the pandemic.



The journal offered these tips for protecting personal space:

- Accept that it's all right to have personal space and acknowledge your needs when interacting with others
- Be polite, but firm. Use body language such as leaning or stepping back to keep others farther away and communicate your comfort level clearly, calmly and courteously.
- If you're uncomfortable with asserting yourself, start with something small, such as saying "no" in minor situations like refusing food that's been offered.
- Practice telling other people what you do want, such as what you want to watch on TV. This makes it easier to say "no" when you don't want someone to be in your personal space.

No one wants to be a "personal space invader." When interacting with others, be aware of everyone's different comfort levels:

- Understand your relationship with that person, acknowledging that the more distant the relationship, the more physically distant you should be from them for their comfort.
- Look for visual cues, such as staring at a phone or leaving a communal space, that someone may not feel comfortable engaging with others in person.
- Check in with other people and ask if the current physical spacing works for them.



## BCBSM Leadership Development Association Members!



**Step up and invite a favorite co-worker or friend to join BCBSM LDA.**

**Here are just *some* benefits of being a member:**

### **Networking**

- Looking to expand your network? We got your back!
- All-inclusive networking with executives and leaders across the enterprise
- Networking at our Mixers with BCBSM LDA members

### **Elevate your career growth**

- Access to exclusive events and webinars on professional development with award winning speakers and executives
- Become one of our chairs or volunteers and bring your ideas for BCBSM LDA to life and increase your opportunity to move up the BCBSM LDA ladder
- Exclusive access to our annual Dan Loepp event

**If you know someone who would like to join, they can go to the [chapter website](#) and click on "Join Now!" For more information, email [NMAChapter141@bcbsm.com](mailto:NMAChapter141@bcbsm.com).**



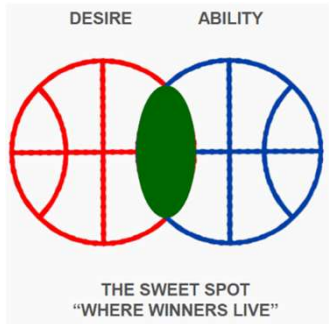
# The DNA of a winner

By Michelle Banaszak, communication specialist

The August national NMA LiveOnline webinar featured speaker Henry Arnold Davis, author of *Gambling with Your Soul*, and Senior Quality Manager and Interim Executive Lead, Quality Assurance of Aurora Flight Sciences.

Henry tackled an intriguing topic in this webinar – What makes a winner? To start, he listed some common myths about winners.

- Winning is about attitude (Your attitude determines your altitude)
  - While having a winning attitude can boost confidence and have a positive effect on motivation, it's not the only thing winners need to do.
- You can do anything you put your mind to
  - You may want to be a professional basketball player – while practice and perseverance can set you up for success, “putting your mind” to becoming a professional won't guarantee a win if you don't have the skills or opportunities to carry out that dream.
- Winners are just lucky
  - Some have better luck than others, but winners work hard to achieve their wins.



The truth about winners is that they live in the “sweet spot” between desire and ability. Desire is a strong feeling of wanting to have something or wishing for something to happen. Conscious desires are usually accompanied by some form of emotional response. They motivate you and set your heart on fire. Ability is the quality or state of being able – especially the physical, mental or legal power to do something. Ability means you have talent, skill or proficiency in a particular area.

To find your sweet spot, you need to understand where your desires and abilities lie. A desire forces you to act. The thought of realizing it energizes you and anticipates a satisfying emotional response to achieving it.

**“Imagination is the beginning of creation. You imagine what you desire, you will what you imagine and at last you create what you will.” – George Bernard Shaw**

Ability is the possession of the means or skill to do something. Finding your abilities is a whole mind and body process. Henry suggests exercising your mind through meditation to eliminate distractions. He also recommends exercising your body, eating a healthy diet and getting enough sleep. When finding your abilities, you need to be proactive and have a sense of urgency to determine your skills. Unleash your imagination and try new things often and get comfortable with change.

**“Discipline is the refining fire by which talent becomes ability.” – Roy L. Smith**

Once you've found your sweet spot, Davis recommends listening to yourself and others to stay there. He references [Maslow's Hierarchy of Needs](#) when listening to yourself, and nature's design (humans have two ears and one mouth) to encourage listening to others.

For more information about finding your sweet spot, Henry mentioned several books – *The 7 Habits of Highly Effective People* by Stephen R. Covey, *The 21 Irrefutable Laws of Leadership* by John Maxwell, and his own book, *Gambling with Your Soul* by Henry Arnold Davis. His book is available through Amazon, Barnes & Noble and Wipf and Stock Publishers.



Henry Arnold Davis





## PD Exchange

Enhance your skillset with professional development resources

*By Kaitlyn Bradley, VP of Professional Development*



One of BCBSM Leadership Development Association's goals is to bring you opportunities for professional growth and leadership enhancement. But did you know that your BCBSM LDA membership gives you access to additional professional development resources from the National Management Association?

NMA offers a wide variety of resources and discounts to help you improve your leadership and professional skills. Some of the professional development resources include Learning Center Courses, FaciliSkills!, Foundations of Management, NMA Leader Labs, Business Training Experts, The Business Source, 2021 IQ Share Courses, MindEdge Courses, the NMA Virtual Library and the Educational Foundation. All of these resources can be found on [www.nma1.org](http://www.nma1.org).

### THE BUSINESS SOURCE

Earlier this year, I used the NMA discount for a subscription to The Business Source. This program gives me access to professional development and business book summaries in an easy-to-digest format. Every month, I get two new business book summaries that take less than 20 minutes to read. They also provide video summaries that are only 3-5 minutes long.

I've found that these short book summaries have been extremely beneficial because I can learn new leadership skills quickly and easily. If you're looking to get the best ideas from today's top business books in minutes, this is a great opportunity for you!

For more information on the professional development resources available through NMA, visit their [website](http://www.nma1.org).

Please note that there may be a cost associated with these course offerings. To help us evaluate our member's participation, let the Professional Development team know if you take a course by emailing us at [NMAChapter141@bcbsm.com](mailto:NMAChapter141@bcbsm.com).

### BCBSM LDA 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

BCBSM LDA is dedicated to managerial excellence, personal and professional growth, and leadership development. The following principles identify BCBSM LDA'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.

### blueprint team

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 Dustin Freeze, Internet public domain  
 Website: <https://nma1.org/141/>

### BCBSM LDA Board Officers

Board Chair: Heidi Saucier  
 President: Sharese Hogan  
 President-Elect: DeAndre Elliott

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 Dana Bartell  
 Dana Bell  
 DeAndre Elliott  
 Christina Frison  
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### Executive Advisors

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 VP of Finance: Ta-Tanisha Baldwin  
 VP of Awards and Recognition: Carla Harris  
 VP of Program Administration: Sarah Cheaito  
 VP of Professional Development: Kaitlyn Bradley

## NMA National Mission Statement

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