



The Monthly Newsletter of
BCBSM Leadership Development Association

FROM THE DESK OF OUR PRESIDENT

Greetings BCBSM LDA members:

Our Board Elections are complete, and you have spoken. We had a very strong list of candidates, and I would like to thank everyone who ran to serve on the board, and everyone who voted.

On behalf of the board, I would like to congratulate our returning board members, Dana Bartell, Vaneitta Goines, Samah Hamam and new elected board member Kaitlyn Sibai. Also, thank you to everyone who voted for me to remain on the board. It is great to work with an amazing team of professionals and we will continue to work hard for the BCBSM LDA membership.

As we begin to close out our chapter year, the BCBSM LDA leadership team will continue to bring value to you, our members. We have several opportunities for you to attend our last couple months of professional development activities. These include insightful presentations during Management Week (May 9 – 12), support for your next career move with the Closing the Deal Series collaboration with the Young Professionals Network (June 7, 9 and 17) and the final monthly meeting, our Annual June Meeting with keynote speaker Dan Loepp (June 13).

Pretty soon, we will all be back in the office and able to network in person. Please keep up the amazing energy you've had during our virtual meetings. Thanks for your engagement and spreading the word about the wonderful resources and events available to your fellow coworkers across the enterprise.

You are appreciated!

Sharese Hogan, 2021-2022 President,
BCBSM Leadership Development Association,
Chapter #141



Sharese Hogan
BCBSM LDA President
2021-2022



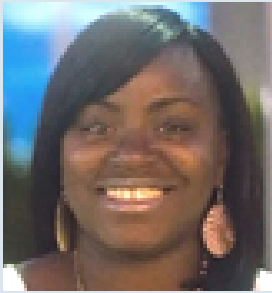
WHAT'S IN THIS ISSUE

Board of Directors' results...	2
Annual Member Meeting.....	3
From the National Director...	4
New member corner.....	5
New member spotlight.....	6
NMA live online.....	7
Monthly Member Meeting.....	8
Management Week.....	9
Leadership article.....	10
NMA PD calendar.....	11

BCBSM LDA BOARD OF DIRECTORS ELECTION RESULTS

The BCBSM Leadership Development Association recently held an election that ended on March 31, to fill four vacant Board of Director positions. It's with great pleasure to introduce our new and re-elected members of the BCBSM LDA Board of Directors!

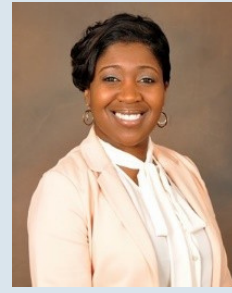
SERVING THREE-YEAR TERMS (JULY 1, 2022 - JUNE 20, 2025)



Dana Bartell

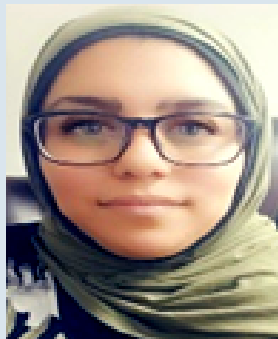


Vaneitta Goines



Sharese Hogan

CANDIDATES FOR AT-LARGE DIRECTOR, ONE-YEAR TERM



Samah Hamam



Kaitlyn Sibai

You'll be able to congratulate our new board members when they're inducted at the annual meeting in June where our president and CEO, Daniel J. Loepp will be our keynote speaker.

Dana, Vaneitta, Sharese, Kaitlyn and Samah, on behalf of the BCBSM LDA, please accept our congratulations on being elected to serve on the governing body!

Erica M. Addison and Dana Bell, Elections Committee

BCBSM LDA Board of Directors



Leadership Development Association

Save the date!

**BCBSM LDA Annual Member
Meeting**

Keynote Speaker:

Daniel J. Loepp

President and CEO

Blue Cross Blue Shield of Michigan

Monday, June 13, 2022

Program begins at noon.



MESSAGE FROM THE NATIONAL DIRECTOR NANCY BENNETT: BCBSM LDA IS PART OF A LARGER ORGANIZATION

National Management Association... THE Leadership Development Organization is a professional association dedicated to growing the leader in YOU! In today's complex virtual and hybrid workforce, strong and principled leadership is needed more than ever before. NMA is dedicated to the growth and development of its members by empowering them with the leadership skills needed in today's workplace and beyond.

With a National Resource Center in Dayton, Ohio, NMA is a national, not-for-profit association with approximately 7,200 members. BCBSM LDA is one of twenty-nine chapters belonging to the NMA organization and the second largest with approximately 1,450 members. Often dubbed a leadership incubator, our members are employed by some of the largest companies in the world in the aerospace and defense industries, manufacturing, utilities, government and health care.



Nancy Bennett



Our members have one thing in common – the desire to grow and develop their leadership skills to help themselves, and their employers, compete in the rapidly changing 21st century.

When combined with the timeless principles of integrity, respect, fairness and honesty, NMA's cutting-edge professional development materials teach members the skills they need to become the leaders of tomorrow.

Those skills are honed at local chapters such as BCBSM LDA where members:

- Serve in various leadership roles
- Collaborate on goals
- Leverage shared experiences
- Participate in community service projects
- Become even more valuable contributors to their company and community



I would like to encourage each of our BCBSM LDA members to volunteer at a chapter event or join a committee to get the most out of your membership. This is a good way to develop and build your leadership skills in a safe and fun environment. It's also a great way to build your network. Better yet, don't keep the benefits of BCBSM LDA a secret...invite a work friend or two to join in your leadership journey!

NEW MEMBER CORNER



WELCOME OUR NEW TEAM MEMBERS

April Batchelor
Lynn Garrison
Rachel Landoski
Crystal Lee
Lillian Metry

Venkatesh Shivashankarappa

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

Member Benefits

- Networking through monthly meeting 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 the [Calendar of 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 [BCBSM LDA's site](#).

We look forward to seeing you at the next event!

Get Acquainted

NEW MEMBER SPOTLIGHT

by Barbara Krajenke, communications specialist

Nicole Dudley, Nursing Care Manager at Senior Health Services, is a born caregiver. She's worked as a surgical ICU nurse, oncology nurse, perioperative nurse and in hospice care. She moved from the clinical setting to SHS because when she was working with patients, she saw a need for care management and how patients having the proper resources (or not) affects their ability to manage their health.

"I find what I do is very valuable to our members...I lost my parents at a young age, I've been a caregiver my whole life and I understand the struggles. I saw how quality of life and time is everything."

One thing Nicole does is to make sure her cases are meeting the National Committee of Quality Assurance standards and support Quality initiatives. One way she does this is by empowering Blue Cross Blue Shield of Michigan Medicare Advantage members to manage their health conditions by helping them get the resources they need, like [Mom's meals](#), a meal delivery service for well-balanced nutrition and specific dietary needs.

Nicole has a list of "regular" members she's connected to and can tell when something is amiss.

For example, one member she speaks with regularly, who is normally very mentally sharp and physically active started showing symptoms of confusion and low energy. Nicole knew this member was susceptible to urinary tract infections and suspected this member had a UTI. Nicole was able to talk to the member's son and advise him to take her to the hospital right away.

"We have to be great investigators, we look for information in medical records, ally providers and review discharge information. We coach members on how to talk to their provider and be better advocates of their health and connect them with Blue Cross programs."

Nicole joined BCBSM LDA at the suggestion of her manager, Colleen Canty-Miller. Colleen thought this was a good step for Nicole because Nicole feels she is ready to give more and pursue a leadership position.

Nicole Dudley



FUN FACTS ABOUT NICOLE:

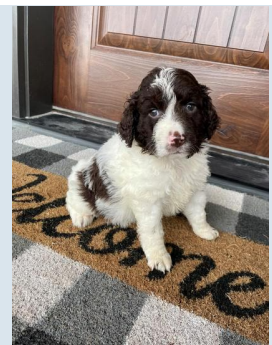
- She loves cannoli, especially cannoli cake
- She's an avid golfer and boater
- She's going from a self-proclaimed couch-potato to a 5K (currently in training)
- Her family just adopted a Lagotto Romagnolo puppy, Rocco



Nicole on the boat fishing



Bring your kid to work day - Calia 19, Brynn 16, Nicole, husband Christian and Colin 13



Rocco

NMA LIVE ONLINE: WORKFORCE INSPIRATION

by Michelle Banaszak, communications specialist

In April, Blue Cross Blue Shield of Michigan was able to participate in a National Management Association Live Online webinar. Steve Van Oostenbrugge, Executive Director at the [Institute of Certified Professional Managers](#), shared his knowledge about “workforce inspiration.”

Steve started out by talking about the difference between motivation and inspiration.



Motivation: Many motivating factors rely on some sort of reward

Inspiration: Internal value that gets employees to proactively give their best effort

The question leaders need to ask themselves is “What do I need to do to get my employees to do something that will be beneficial to the organization?” To help leaders understand, Steve shared the 5W & 1H: who, what, when, where, why and how.



Who is an engaged employee? An engaged employee has an emotional commitment to the organization and its goals. Employees can be rated from highly engaged (advocates who intend to stay long-term) to disengaged (negative and disruptive toward the workplace).

What is so important about an engaged employee? According to [Gallup, Inc.](#), 30% of American employees are engaged, 55% are not engaged and 15% are disengaged. In other words, 70% of the U.S. workforce is either underperforming or actively undermining the work of their co-workers.

When is employee engagement needed? Ideally all the time. Leaders need to make sure their employees know what to do, how to do it, and a lot of times, why they’re doing it. Employee engagement measures affiliation (are employees connected with the company) and effort (are employees working harder than expected).

Where can employee engagement start? It starts with a company mission and vision. A mission defines why a business exists. A vision is a description of what the business desires to accomplish in the long run. For example, I need to know what I’m doing today (mission) for me to accomplish something in the future (vision), or I would like to be in this place in the future (vision), so what do I need to do today (mission)?

Why should I care about employee engagement? Engaged employees convey improved productivity, better collaboration and communication, trust and relationship towards the company, improves employee wellbeing and much more. All this leads to higher customer satisfaction and increased profits.

How do I increase employee engagement? This isn’t a ‘one size fits all’ solution. Different employees are motivated and inspired differently. Determine what might be making an employee less than highly engaged, and have conversations with them about what motivates them.

Steve Van Oostenbrugge



The Institute of Certified Professional Managers, or ICPM, is closely related to NMA. In fact, it was founded by NMA and the International Management Council. ICPM offers certification for managers through their Certified Supervisor and Certified Manager courses. Learn more about ICPM during Management Week. See [page 9](#).

Monthly Member Meeting - with Kelly Lange

by Ebony Benson, team leader I

Kelly Lange

On April 25, we heard a great message from Kelly Lange, vice president of Enterprise Compliance, titled "Stepping it Up."

"As leaders, it's our duty to own it, act now, step up and deliver."

One way to step up is to **think about your job as your own business** by taking accountability and reflecting on actions. This can demonstrate to others how you display ownership daily.

"Step it up by delivering what you commit to and anticipating what is needed... We all contribute to ensuring our customers have the best experience."

You also step up by **showing empathy** and asking yourself, "What else can I do to help?" These attributes gain loyalty and a sense of understanding.

Step up by **representing your brand** and look for ways to stand out. Your brand is the way you carry yourself, how you react to situations and most of all, how you lead.



Another way to step up is to **be an engaged leader or employee**, by leading projects, sharing ideas, offering improvements and participating in company-led activities.

Being more engaged can also lead to you standing out. Step up by being **an effective collaborator**. Effective collaboration can break down communication barriers and bridge gaps.

Most importantly, reflect and make choices that allow you to **be your best self daily**. It's ok to say 'no' if you're not able to fully commit to the task.

As a leader, it's imperative to reflect on the things that motivate and drive you so that you can **be present and lead to serve**.



BCBSM LDA MANAGEMENT WEEK MAY 9, 2022 – MAY 12, 2022



Leadership Development Association

NMA Chapter #141

This is the link to register: <https://www.surveymonkey.com/r/NGPQLKR>

Games, prizes,
giveaways
daily!

Theme: Team Engagement

Theme: This is LDA Day!

Wed 11

Thur 12

Theme: Diversity and Inclusion

Tue 10

9:00 am
Bridget Hurd:
The Future of the
Inclusive Workplace
(pre-recorded video)



12:00 noon – 1:00 pm
Great leadership is
inclusive leadership
with Jillian Blackwell,
Senior Marketing
Manager, Leadership
Development, Amazon



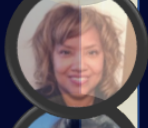
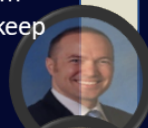
amazon | brilliant basics

9:00 am
Morning Motivation

12:00 noon – 1:00 pm
Panel Discussion on Team
Engagement: How do I keep
my team engaged?

Panelists:

- 1) Kirk Roy, Vice President,
Underwriting & Actuarial
Trend
- 2) Osborne "Oz" David,
Director, HPB Innovation
& Delivery
- 3) Lois Dent,
Manager-Regional Sales
- 4) Blonnie Taylor, Team
Leader II, Support Services
- 5) Sarah Cheaito, Compliance
Senior Analyst



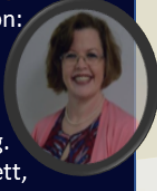
9:00 am – 9:30 am
What does an
BCBSM LDA
Membership
mean to me?
Vaneitta Goines



9:30 am – 10:00 am
An Interview with
a new BCBSM LDA
member by
Michelle Banaszak,
blueprint co-chair



12:00 noon – 1:00 pm
Information Session:
Certified Manager
& Certified
Supervisor
Development Prog.
with Nancy Bennett,
BCBSM LDA National Lifetime
Director



ICPM Institute of Certified Professional Managers

Co-Sponsors:



Attendance at BCBSM LDA Management Week events are open to all BCBSM/BCN/EM employees. If you are already a BCBSM LDA member, please tell your friends and colleagues! Anyone who joins now through May 12, will get half off their enrollment fee! BCBSM LDA membership is open to all NBU employees.

Visit <https://nma1.org/141/join-now/> to become a member of BCBSM's Leadership Development Association today!

STEPPING UP

by Leland Walker, IT manager I

Leland Walker



March 13, 2020 was the last time I worked in the office alongside my team members and fellow co-workers. With COVID-19's global impact, the enterprise converted over to what we thought would be a temporary work from home situation. For the last two years our temporary situation became the "new normal" for many of us. With our new remote environment, I had to quickly figure out how I was going to effectively engage with people I was used to seeing in-person on a daily basis. As a leader I wanted to make sure I was still just as accessible and available to those who rely on me for leadership and guidance every day, as I would be in the office.

Here are the six ways I have stepped up as leader over the past two years:



Consistently praise and acknowledge my direct reports

Affirmation and constructive feedback go a long way. In the absence of face-to-face contact, sharing encouragement and a positive outlook has been even more important to me. Colleagues across the company have been navigating the unimaginable as the world changes right before our eyes. It's amazing how something as simple as "you did a good job" or "I appreciate you" can really make a person's day.

Remove obstacles for others

Even with our most well-thought-out plans, obstacles and barriers sometimes arise that are beyond our control and can keep us from getting our work done. When I notice obstacles arising that affect my team, I do my best to limit or remove them by helping in any way I can. Checking in daily on critical projects helps a lot. That way I will know if there are any meetings I need to attend on their behalf so they can focus on work or respond or address a concern with a stakeholder that they may not be able to resolve on their own.

Be Responsive

Working in a remote environment everyday has required me to be even more timely with my responses to emails and instant messages. Without the in-person contact we were once accustomed to; I make it a point to respond to everyone as soon as possible. I do this to demonstrate how important engagement is to me as well as my desire to help those who are reaching out

Encourage a healthy work life balance

Another important action I have taken is making sure that each of my direct reports take time out for themselves to do the things they enjoy, especially when it comes to spending time with family friends. Encouraging my team to work within their schedules and to use their PTO helps to ensure their work life balance is maintained.

Make myself available for discussions beyond scheduled meetings

In addition to my standard team meetings and 1-on-1's, I also make time for additional touchpoints where I connect with each person to see how they are doing. Our discussions might cover anything from how their personal goals are progressing, to trainings they would like to attend, or any other topics that help us to build trust and cultivate a strong team culture.

Encourage development and training opportunities

The career development for each of my team members is important to me. Throughout the year I help my direct reports figure out which trainings or something new they would like to learn. This could be a skill that helps them in the current role or something useful that will help them benefit in the future. I feel this interaction helps them see the investment I want to make in them so they can continue to grow and accomplish their future career goals.

As we begin our transition "back to the office" I will continue to use these tips to continue to lead my team. Considering that some of us will still be working remotely full-time or at least a few days a week, I am up for the challenge to learn new ways I can "step up" to lead my team using a hybrid approach to connect with each person and find creative ways to bring us all together to work effectively.

NATIONAL MANAGEMENT WEEK IN AMERICA

June 6-10, 2022

Didn't get enough management week with BCBSM LDA in May? Don't worry National NMA is celebrating Management Week in America in June.

Public recognition of management as a profession through Management Week in America will improve the quality of management; encourages those with management responsibility to increase their competence; inspires young citizens and educators to become familiar with the benefits quality management provides to all of society; fosters respect for the management profession; and creates an understanding of the essential role of management in increasing productivity.

Visit nma1.org to learn more.

JUNE 2022						
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
30	31	1	2	3	4	5
6	7	8	9	10	11	12
Management Week						
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3

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

Board Members

Erica Addison

Leonard Alford III

Dana Bartell

Dana Bell

DeAndre Elliott

Christina Frison

Vaneitta Goines

Samah Hamam

Sharese Hogan

Jason Loepp

Heidi Saucier

Board Secretary

Christina Frison

Chapter Representatives

National Director: Nancy Bennett

Lifetime National Director: Nancy Bennett

Lifetime National Director: Cathy Longo

Executive Advisors

Sharon Gipson

Darrell E. Middleton

BCBSM LDA Officers

VP of Public Relations: Terrance Puryear

VP of Finance: Charles Schultz

VP of Awards and Recognition: Carla Harris

VP of Program Administration: Sarah Cheaito

VP of Professional Development: Kaitlyn Sibai

NMA National Mission Statement

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