



Hello, Chapter 141.

According to Z. Hereford's article in Essential Life Skills.net, "Good communication skills are key to success in life, work and relationships. Without effective communication, a message can turn into error, misunderstanding, frustration, or even disaster by being misinterpreted or poorly delivered."



DeAndre K. Elliott
BCBSM LDA President, 2022-2023

This month, I encourage you to concentrate on the Seed of Communication:

- Simplify the message – be forthright, clear and simple.
- See the person – know your audience.
- Show the truth – speak with credibility.
- Seek the response – urge the reader/listener to take action.

BlueTalent has a Personal and Professional Development section dedicated to [communication](#). Take advantage of this free option to learn more about this valuable skill at your own pace.

I'm excited to announce our first event of the year! The Program Administration team has secured motivational speaker and corporate trainer, Walt Stasinski. On September 13 from 12 to 1 p.m., Mr. Stasinski will present the "Secrets of Bouncing Back from Setbacks, Failures and Crises." This virtual event is guaranteed to enhance personal and professional growth. Be on the lookout for registration information from Lydia Officer, VP of Program Administration.

As most of you probably know, our chapter is well known for our community involvement. With that said, we have an opportunity to help others in need. [Angels' Place](#) is hosting a Fall Fest event at the Royal Oak Farmers Market on Saturday, September 24 from 4-7 p.m. They are seeking volunteers to help with event set up and tear down as well as run various stations during the event.

Angels' Place is an organization that provides loving homes and professional support to individuals with intellectual and developmental disabilities. To give back, please contact Janeela Tucker (jtucker1@bcbsm.com), Chair of Community Involvement.

As always, I encourage you to take full advantage of your membership and all its benefits and remember: "Knowledge is only valuable when its shared".

Yours truly,

DeAndre K. Elliott

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HEIGHTEN YOUR LEADERSHIP SKILLS AND JOIN A GREAT TEAM!

BCBSM LDA is looking for motivated members to apply for the following positions:

- ✓ Public Relations: Member Recruitment and Retention (1 Chair / 1 Co-Chair)**
Attend bi-weekly new hire orientations. Deliver email blast to new hire's that details benefits of BCBSM LDA and NMA and current events happening. Develop and create ways to retain and increase membership. Identify opportunities for growth and communicate through the appropriate channels.
- ✓ Public Relations: Community Involvement (Support Staff Members)**
Identify and plan monthly events that allow the members of BCBSM LDA to volunteer and give back to the community.
- ✓ Program Administration: Leadership Speech Contest (1 Chair / Support Staff Members)**
Chair: Overall leadership for planning and delivery of the event. With the support of a committee, works in partnership with Toastmasters and other groups to recruit contestants, provide coaching opportunities for contestants, and logistics planning for the event. Committee members: Assist with planning, contestant selection, coaching for contestants, and other logistics leading up to and during the event.
- ✓ Program Administration: Program Development (1 Chair / Possible Openings for Support Staff Members)**
Creates surveys for monthly meetings. Engages with new members that attend monthly meetings either in person or following an event, which includes providing a new member packet with additional chapter information and resources.
- ✓ Designer: *blueprint* newsletter: (1 position available)**
Work on the *blueprint* newsletter design team to help create the monthly newsletter. Use your creative design skills to create graphics and layouts for articles and flyers. Work closely with the chair and co-chair of the newsletter.
- ✓ Writer: *blueprint* newsletter: (2 positions available)**
Work on the *blueprint* newsletter writing team. Cover virtual or in-person events and/or write ad hoc articles for the newsletter. Work closely with the writing manger, co-char and chair of the newsletter.
- ✓ Photographer: *blueprint* newsletter: (4 positions available)**
Work on the *blueprint* newsletter by covering in-person events by taking photos of the events and participants. Can use professional equipment or mobile phone to take the pics. Work closely with the writing manger, co-chair and chair of the newsletter. Will be more in demand once in-person events are scheduled.



NMA Chatper141@bcbsm.com
Subject: Public Relations or Program Administration
Include the role you're interested in as part of the email

NEW MEMBER CORNER



OUR NEW TEAM MEMBERS
Welcome

Rochelle Adams
Jennifer Bullard
Toyia S. Carruthers
Melissa Crumbey
Josephine Dixon
Karly Hurley
Steve Introcaso
Melanie Keith
Kaylan Matsumoto
Pamela Verbeke

As a member of BCBSM LDA you are now a part of a great group of leaders, striving to live out our theme, "Grow to Enjoy." 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](#).

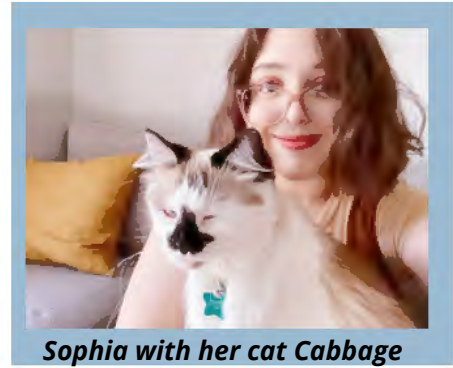
We look forward to seeing you at the next event!

Get Acquainted

NEW MEMBER SPOTLIGHT

by Ebony Benson, Team Lead I

Meet our new BCBSM LDA member Sophia Pipis! Sophia began her journey with Blue Cross Blue Shield of Michigan in 2016 as an intern with the community involvement area which is part of the Inclusion and Diversity Department. In 2019 she became an Analytics Governance Analyst. She enjoys her role as it allows her to meet with others across the enterprise to discuss metrics and analytical methods. She's inspired by collaborating with others to reach a common goal, seeing the fruits of her labor and helping others understand different perspectives.



Sophia with her cat Cabbage

Sophia earned her bachelor's degree in Fine Arts from Wayne State University with a focus in graphic design. During her free time, she likes to use her graphic design skills to be creative by designing stickers, buttons, websites and birthday invites. She also has a passion for photography with her favorite subject being nature settings.

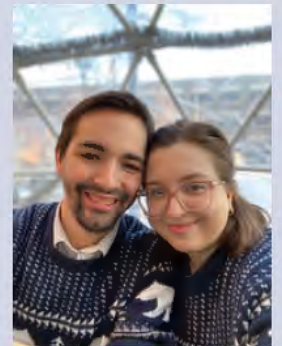
Sophia is a renaissance woman who has a few other creative hobbies such as book binding and sewing. Her specialty is making 15th century dresses and alterations for her friends.

During the summer months she loves to grill and walk to the farmers' market. She enjoys travelling up north to Traverse City, Mackinaw Island and Munising where she had the opportunity to go hunting for Superior Agates.

Sophia was motivated to join BCBSM LDA for networking and to utilize her SharePoint skills and is currently helping build the new BCBSM LDA SharePoint site. Sophia is looking forward to meeting new people and contributing the involvement in BCBSM LDA.

MORE ABOUT SOPHIA

- Sophia and her boyfriend Michael have three cats; Bunny, Franklin and Cabbage
- She likes studying new languages and is currently learning German and Hungarian
- Her pandemic hobby was learning how to play tennis and rollerskating
- Favorite quote: "Expectations are resentments under construction," Anne Lamont



Sophia and Michael



At Bear Ranch near Munising

COMMUNITY INVOLVEMENT

By Fonda Overton, project consultant

Let's get together and create community!

Now that things are returning to normal and we're able to meet in person, we have the opportunity to get together and participate in community involvement.



There are some great benefits that come from volunteering with your community, including:

- Developing relationships with others in your community
- Giving you a sense of mental gratitude and purpose
- Increasing your social networks, both professionally and personally
- Allowing you to develop new skills and strengthen old ones

Let's get together, enjoy each other's company and get involved in the community.



CALENDAR of EVENTS



Bouncing Back to The Blues

12:00 - 1:00 p.m.

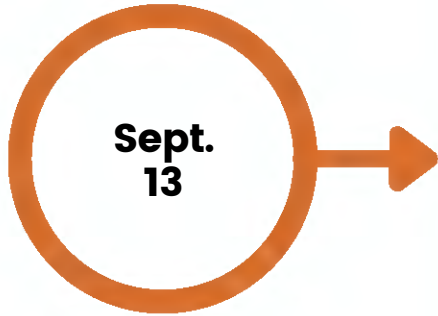


Join us for this Monthly Member Meeting to learn how to bounce back from setbacks, failures and crises.

Speaker:

Walt Stasinski, Keynote Speaker and Corporate Trainer

[Link to register](#)



Redford Brightmoor Initiative Free Store

9 a.m. - 12 p.m.



Redford Brightmoor Initiative

Making Connections • Building Communities • Transforming Lives

The [Brightmoor Free Store](#) provides new and gently used clothing, household goods and books to those in need. Volunteers will handle donations (bags of clothing, linens, etc.) that need to be sorted, binned or folded and restock the store.

To register, email Janeela Tucker at jtucker1@bcbsm.com



Angels' Place Fall Fest

3:30 - 7:30 p.m.



The annual Fall Fest is a family-friendly event with attractions and entertainment to raise funds to support Angels' Place residents, their homes and services. Volunteers will help set up, run game tables, help with arts and crafts, lead various activities and more!

[Link to register](#) Include "BCBSM LDA" in the comment box when signing up.

COMMUNITY INVOLVEMENT - DETROIT ABLOOM

by Janeela Tucker, Analyst

Community Involvement flourished at the Detroit Abloom headquarters August 6. The volunteers contributed a lot of hard work at the Hoop House which Detroit Abloom uses to grow native plants, such as the "bone slayer". Volunteers helped by clearing out the weeds, raking the soil and laying down new tarp. We shared laughs and conversation with the Detroit Abloom community. The event was a "growing" experience!

Everyone is encouraged to visit the [Detroit Abloom](https://www.detroitabloom.com) website as they offer a variety of interesting activities including onsite dining and healthy cooking classes. Cheers to making new friends and getting out in the fresh air!



BCBSM LDA volunteers; Tiffany Darby, Alecea Hinton and Ebony Benson



Community volunteers working in the Hoop House

Be on the lookout for more opportunities to volunteer during upcoming Community Involvement events:
September 13th – Redford Brightmoor Initiative
September 24th – Angel’s Place Fall Fest
October 1st – Adopt-A-Highway
November 19th – Northville Holiday Home Tour

SUMMARY OF THREE BEST PRACTICES FOR STRUCTURING RIGHT-SKILLING AND PROFESSIONAL DEVELOPMENT

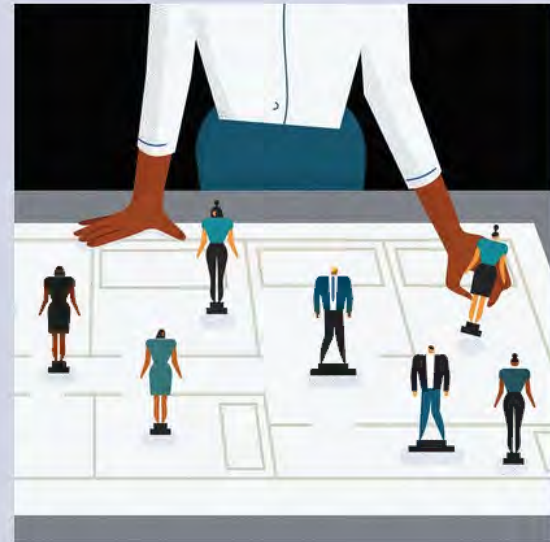
by Michael Laurence, Business Application Developer Adv

An article published in Forbes, May 23, 2022, by Graham Glass, founder and CEO of [Cypher Learning](#), "[Three Best Practices for Structuring Right-Skilling and Professional Development](#)" discusses meeting employees needs through professional development and training. He describes this training as a way to bridge gaps in skills by "right-skilling" employees.

Right-skilling is the term coined for equipping your workforce with the right skills needed to complete the tasks they are assigned. Not to be confused with re-skilling where an employer would retrain an individual to do another job, right-skilling is focused on optimizing employees to do their current job.

There were several benefits to the employer outlined in the article, including:

- Employees adopt a more effective work process leading to an increase in productivity.
- Employees have a clearer picture of their job duties and career path which encourages employee retention.



Overall, the article highlights key benefits of right-skilling employees to do the best they can in their current role.

Leaders and employers that implement this approach encourage employees to continuously learn and grow into their current role. Right-skilling as an overall approach benefits everyone. I encourage all leaders to look into employing it into their leadership strategies!

Source: [Three Best Practices For Structuring Right-Skilling And Professional Development \(forbes.com\)](#)

IMPACT PLAYERS: HOW TO TAKE THE LEAD, PLAY BIGGER, AND MULTIPLY YOUR IMPACT

with Liz Wiseman NMA LiveOnline Webinar – Monday, August 22 at 12 p.m.

By Dr. Crystal Lee, MD, FACP, CPC-A, CHCQM, Utilization Management



Liz Wiseman,
CEO Wiseman Group

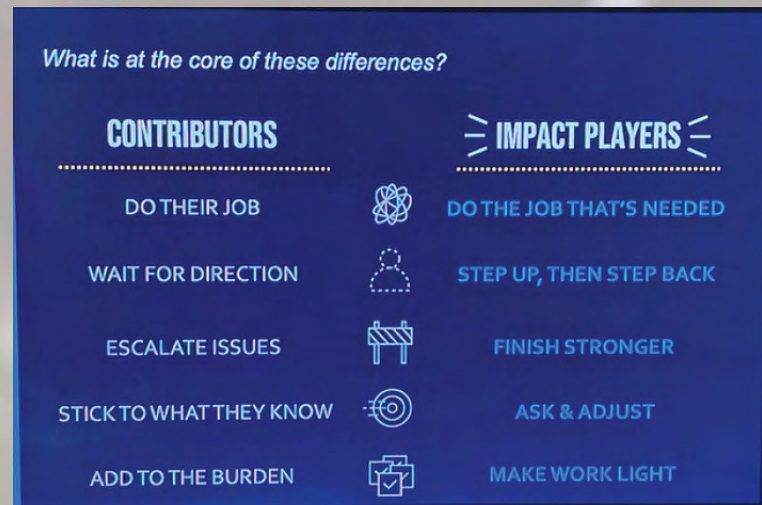
It's the fourth quarter of the Super Bowl, fourth and goal with 30 seconds left on the clock and your team is down by seven points. The adrenaline is high. The crowd is roaring. The coach is debating. Who do I put in? Who do I take out? Who stands out? Who can do what needs to be done? Are you that impact player the coach can count on?

On or off the field, inside or outside of the office, do you feel empowered? Valued? Underutilized? Over utilized? What distinguishes you from being ordinary versus an impact player? Are you ready to level up?

The saying is true, that we must take a different approach if we expect a different outcome. We're all smart, capable, hard-working contributors to our teams, but there are those that stand out from the crowd. It's not because they're smarter, harder working or more capable than others...they go the extra mile and make lemonade out of lemons.

Within the workplace, relationships, and our lives there will always be messy problems, unclear roles, unforeseen obstacles, moving targets and unrelenting demands. The challenge is how we respond when these hurdles appear in our paths. Will you be defeated and lie down, or will you find a way to conquer and clear the hurdle?

According to Liz Wiseman, researcher, executive advisor, author, and CEO of the Wiseman Group, we're all capable of being impact players.



Ask yourself:

- Am I paying attention to the things around me or suffering from tunnel vision?
- Am I stepping up or waiting for directions?
- Am I finishing strong or escalating the issue?
- Am I adapting to change or am I comfortable in the status quo?
- Am I easy to work with or adding to the burden?

What can you do to increase your impact?

1. Get on the agenda: What are you doing to make it happen?
2. Invite yourself in: Where can you have the greatest impact?
3. Define great: What do you need to be successful?
4. Ask for feedback first: What can I do to improve?
5. Put on opportunity goggles: See the hurdles as an opportunity not a threat.

Are you willing to do the job that needs to be done?

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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VP of Finance: Angela Haygood

VP of Awards and Recognition: Carla Harris

VP of Program Administration: Lydia Officer

VP of Professional Development: Veronica Beasley-Robinson

NMA National Mission Statement

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