blueprint



Hello, Chapter 141.

The leaves on the trees have started to change colors from its well-known green to those October yellows and oranges that we love.

According to the <u>Smithsonian</u> and third grade science, deciduous trees start to show these colors due to lack of chlorophyll and sunlight. When their environment changes, their true colors (character) show, unlike evergreen trees that stay green no matter the season.



DeAndre K. Elliott BCBSM LDA President, 2022-2023

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

- Character is more than talk Anyone can say they have integrity, but actions prove it.
- Character is a choice We create it every time we make a decision.
- Character equals lasting success with people They will not follow you if they do not trust you.
- Your character will either limit or support you The world will see your true colors.

What does your character say about you before you enter the room? If you're not sure, I strongly urge you to discover your character. While you might find articles and personality tests to assist you on this journey, I've found that the best option is to ask people who will provide a truthful and straight forward response.

In other news, I'm excited to share that on <u>November 17</u>, Blue Cross Blue Shield of Michigan's very own CIO Bill Fandrich will be planting the Seed of Vision as our speaker during the first quarterly in-person event at the <u>Gem Theater</u>. Lydia Officer, VP of Program Administration, will share the registration information soon. So please be the first to sign up as seating will be limited.

As always, I encourage you to take full advantage of your membership and all its benefits. Remember:

"Knowledge is only valuable when its shared".

WHAT'S IN THIS ISSUE

- New member corner
- Networking on the water
- **04** New member spotlight
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- **06** Create community
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- 11 Happy Halloween!
- Summary of workplace ethics



BCBSM Leadership Development Association

PAGE 1 OF 13

Yours truly,

DeAndre K. Elliott

NEW MEMBER CORNER



Velcone JOUR NEW TEAM MEMBER

David Ahmed
Genevieve Brown
Sandra Crumbey
Tammy Dixon-Thomas
Georgette Doro
Christina Hildreth
Alecea Hinton
Carment Philpot
DeNae Shelton
Mina Stansberry
Mark Tschetter

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 <u>Calendar of Events page</u>.

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!

Acquainted

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Join BCBSM LDA on October 6, 2022 for Networking on the Water Featuring special guests:





October 6, 2022

6-8ptm



Join us on the River

Arrive by 5:45pm for a 2-hour cruise on the Detroit river from 6-8pm. Hors d'oeuvres and beverages provided.



Register Now!

Sign up via the SurveyMonkey link to reserve your ticket!





MEET NEW MEMBER KAYLAN MATSUMOTO

by Kelly Hall, Senior Project Consultant

Being at the right place at the right time is a knack for our new member spotlight and Project Consultant in Operational Readiness, Kaylan Matsumoto. She likes that in her current role every day is different and enjoys that her position allows her to conquer challenges in the business. She says another benefit of her role is that she gets to work with people from many different areas of the company.



Kaylan Matsumoto

Kaylan's motto, "If I'm going to do something, I want to do it 110 percent."

Kaylan began her Blue Cross journey 10 years ago in Customer Service, following the advice of her aunt, who encouraged her to begin in this department in order to learn everything she needed to know to go anywhere in the organization. During an all-company town hall, she was seated at a table with an IT Director. She was explaining some challenges in explaining benefits to members for out-of-state providers. That discussion led Kaylan to a business analyst position with the IT Director.

Kaylan earned her Bachelor's degree with a dual major of English with a Specialization in Writing and Business Administration from The University of Michigan Flint as well as a Master's degree in Public Administration from Wayne State University.

In response to the increase in anti-Asian hate since the Covid-19 pandemic began, Kaylan published an opinion piece for the Detroit Free Press, <u>Time to recognize</u>, <u>combat the racism Asians face</u> (freep.com). In this article she shared her personal experience being subjected to anti-Asian xenophobia. She was encouraged to join the BCBSM LDA after attending an event to discuss xenophobia and sharing her insight in the comments section and is currently volunteering as a writer for the BCBSM LDA newsletter, *blueprint*.

MORE ABOUT KAYLAN



Kaylan lives with her dog, a Corgi named Porkchop



Kaylan has played softball since elementary school and played in college



Kaylan is an avid skier. She also plays golf and participates in BCBSM's annual golf outing



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: BlueNights Mixers (1 Chair / 1 Co-Chair)

Plan monthly mixers by selecting and booking venues, obtaining a host, selecting a menu and any other activities that will be included in the event.



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.



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.

BUILDING COMMUNITY AND MAKING CONNECTIONS

By Alecea Hinton, Care Management Administration and Janeela Tucker, Senior Analyst



(left to right) Shanta Williams, Ester Corgial, and Janeela Tucker

On September 13, BCBSM LDA members volunteered at the Redford <u>Brightmoor</u> <u>Initiative</u> at the <u>Brightmoor Free Store</u>.

Volunteers assisted with sorting donated clothing items. The store offers clothing for all ages, childcare supplies (diapers, baby bottles, toys, and books), household necessities and furniture.

The Redford Brightmoor Initiative offers many other free programs including a community garden, Wash FREE Wednesdays, Food 4 U, and the Wayne Health Mobile Unit. They even sponsor events such as AA meetings, music nights and bible study sessions.

The organization provides support in two locations, one in the Brightmoor community of Detroit and in the city of Redford.

They truly live up to their motto of making connections, building communities and transforming lives.

Interested in donating? Find out more <u>here</u>.

blueprint

On the wings of angels, BCBSM LDA volunteers participated in the <u>Angels' Place</u> Fall Fest held at the Royal Oak Farmer's Market September 24.

Angels' Place is an organization that provides loving homes

and professional support to individuals with intellectual and developmental disabilities.

The annual fall fest was a family-friendly event with attractions and entertainment held to raise funds to support the residents, their homes and services. Volunteers worked at various stations including registration, games and prize tables, bounce house and petting zoo.

Residents were able to play games to earn tickets and select from donated prizes such as coloring books, crayons, puzzles, mini cars, trucks, book bags, stickers and even Angel figurines.

Volunteering at the Fall Fest provided the opportunity to meet some of the residents and board members of Angels' Place. Other opportunities to volunteer and get involved with Angels' Place can be found at their website.



Catrice Barton-Little



Sophia Pipis



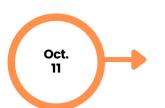
Tiffany Darby

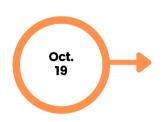


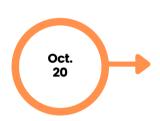
Barbara Krajenke



EVENTS ALENDAR











The Unexpected Leader

12:00 - 1:00 p.m.

Join us for this Monthly Member Meeting to learn about the unexpected leader. Three attendees will receive an autographed copy of "The Unexpected Leader."

Speaker:

Jacqueline Baker, Podcast Producer and Author

Link to register

PD October 2022 Book Club Meeting

12:00 - 1:00 p.m.

Join the Professional Development Committee for their October Book Club Meeting! The Book Club will be discussing chapters 3 and 4 of "The 15 Invaluable Laws of Growth – Live them and Reach your Potential" by John C. Maxwell.

If you have any questions, contact Stephanie Warren at swarren2@bcbsm.com, Chloe Redeye at credeye@bcbsm.com or Crystal Lee at clee@bcbsm.com.

Link to register

Transforming Your Vision into Your Reality

11:30 a.m. - 1:00 p.m.

Join the ERN AAIM UP, I&D and the BCBSM LDA Professional Development Committee and Kristie Stocker, a leadership consultant, success coach and CEO of Kinetik Edge LLC, as she reveals the exact steps it takes to accomplish your big goals and gain the results you've been craving.

You can register on BlueTalent. If you have any questions, please contact Vice President of Professional Development, Veronica G. Beasley-Robinson at vbeasley-robinson@bcbsm.com.



Authentic Leadership: Three-part Series: Fireside Chat with Dr. Reginald H. Turner, Executive Life Coach

12:00 - 1:00 p.m.

BCBSM LDA's Professional Development team is excited to announce the Authentic Leadership Three-Part Series! This cumulative three-part fireside Chats with Dr. Reginald Turner will help you become the confident leader you've always dreamed of.

If you have any questions, please contact Vice President of Professional Development, Veronica G. Beasley-Robinson at vbeasley-robinson@bcbsm.com.

Link to register



4:30 - 7:00 p.m.

Join us for our in-person Monthly Member Meeting featuring SVP & CIO Bill Fandrich at The Gem Theatre.

Link to register



MONTHLY MEMBER MEETING - BOUNCING BACK TO THE BLUES

By Barbara Krajenke, Communications Specialist

"Hope will get you back on your feet, just like a boxer slowly rises when he or she is punched down."

Hope and where it can lead you was the main topic of the September Monthly Member Meeting with guest speaker Walt Stasinski.

How can hope help you succeed, even when you're down? Walt described the road to success is paved in hope, and whether it's personal or professional it's a process - It doesn't happen overnight.



- Use hope as a means to find a solution, like developing a new opportunity, even in the midst of trauma
- Use the trauma as a means to inspire you
- Overcome your trauma by staying hopeful

What is the definition of hope? Walt described it as "Hope is psychological strength.... the best prediction of your well-being."

Hope is the foundation that will get you where you need to go. It's your inspiration and looks for solutions. When life throws you punches its your punch back. It's more than a feeling, it's action. It's doing the action to find a solution to make things work.

- 1. Goal power: Set a goal. The goal must be desirable for you to act.
- 2. Path power: Creating new ways to reach your goal, for example learning a new skill, education and networking.
- 3. Willpower: Your determination. The turning point that will make or break you. You create willpower by taking the first step, goal power.



blueprint

Walt said don't let fear steal your hope. "Fear kills more chances than failure ever will." Most people are more motivated by fear of failure than they are to take risks. Failure is NOT defeat. Failure is your First Attempt In Learning.

Don't be held back by fear, you'll miss out on too much and it will steal your hope and your chances. Be hopeful. Set a goal. Take a risk. If you fail, you're learning, but what you learn leads to new opportunities.

Click on the link to access the full meeting and enter passcode 5e7@0CE&

SUMMARY OF 10 QUALITIES OF A GOOD LEADER

By Kaylan Matsumoto, Senior Project Consultant

Original article written by Dr. Jennifer Varney, published September 12, 2022, for Southern New Hampshire University

Good leaders bring many benefits to their teams and entire organizations, like increased profit, customer satisfaction and employee retention, whereas bad leaders can cause employee burnout, reduction to productivity, decreased job satisfaction and low employee morale. So, what makes a successful leader? I spoke with leaders at Blue Cross Blue Shield of Michigan to get their take on the topic.

Ten Qualities of a Successful Leader

- 1) Possess Self-awareness: Self-awareness is important as a leader because being aware of how you're acting, what you're saying and the message being sent is observed by employees, who often model their leader's behavior.
- 2) Garner Credibility: Leaders gain credibility through trust and holding themselves accountable. Both Carmi Edwards, Director of Operational Readiness, and Elizabeth Cornillie, Manager of Operational Readiness, agree that trust is a key factor in being a great leader. Carmi advised that "strong trust ensures success as a team" and Elizabeth further elaborated with "trust is important as a leader because it translates into employees feeling that they have freedom and anonymity to complete their work while feeling supported."
- **3)** Focus on Relationship Building: Leaders need to be excellent relationship builders in all areas of the organization. Forming relationships with employees is like gardening, creating an environment for everyone to thrive.
- **4)** Have a Bias for Action: Good leaders talk the talk and walk the walk. They act upon change by holding themselves accountable for those decisions and actions.
- **5)** Exhibit Humility: Humility as a leader means putting the needs of the team before their own and being a strong advocate for their team. Focusing on the needs of the team allows trust to be gained and employees to grow and develop beyond what they thought was possible.



Carmi Edwards

team provide opportunities for growth and improvement. It gives employees the freedom to complete their work, yet if a mistake is made or a risk is taken, the leader will guide them, not punish them. "Mistakes are part of the process, but trust allows workers to own their work and builds morale and appreciation. Trust allows an employee to take risks knowing they will have support to try something different, without being disciplined – this opens the door to creative problem solving, "said Elizabeth Cornillie.

6) Empower the Team: Leaders who empower their



Linnae Archambault

7) Stay Authentic: Authenticity as a leader shows their team who they are and how they will respond. Employees can rely on an authentic leader to support them. Good leaders teach their employees and work with their team to develop them. This gives the team space to flourish. Carmi says this is how he stays authentic and uses this concept and philosophy for leadership.



Elizabeth Cornillie

- **8)** Present Yourself as Constant and Consistent: Good communication with your team is crucial for consistency and authenticity. Like staying authentic, consistency lets your team know how you will respond, which adds to trust building.
- 9) Become a Role Model for Followers: A leader that is aware that their team will observe their actions and responses are role models and set an example for their team. Linnae Archambault, Manager of Operational Readiness, said, "Those who inspire others are good leaders. A great leader has many qualities such as successful co-leading, identifying individual abilities to create a right fit job and creating a plan for employee advancement."
- **10)** Be Fully Present: While leaders may be involved in numerous things, a great leader is fully present and focused on their team, demonstrating they value their team.

Ways to Develop Leadership Skills

I spoke with leaders in my department and asked them the question, "What advice can you give on building

leadership skills?" Below are key takeaways from both the article and Carmi, Linnae and Elizabeth – Test, try and

improve, develop a support network, build relationships and learn more about leadership.

RAISE AWARENESS OF MENTAL HEALTH ON OCTOBER 10

By Jennifer Pakkala, Health Care Analyst

World Mental Health Day is October 10, a great time to look for ways attain optimal mental health and know when and where to turn when you need help.

World Mental Health Day is a great time for each of us to pause and take stock of our current mental health, look for ways to stay centered and make sure we know where to go if we need help. Mental health includes our emotional, psychological and social wellbeing, affecting how we think, feel, act, handle stress, relate to others and make choices. It's important to understand mental health exists on a continuum, and each person has a place on that continuum, which can fluctuate at any time given their circumstances.

What the behavioral health spectrum looks like

- · Normal fluctuations in mood, calm
- Normal sleep patterns, few sleep difficulties
 Physically well, good energy level
- Consistent performance
- Sense of humor
- Physically and socially active
- Limited or no gambling/alcohol use
- · Nervousness, irritability, impatience, sadness, feeling overwhelmed
- Trouble sleeping, intrusive thoughts Tired/low energy, muscle tension,
- headaches Procrastination or forgetfulness
- Decreased physical and social activity
- · Regular but controlled gambling/alcohol use
- Anxiety, anger, pervasive sadness, honelessness
- Restless or disturbed sleep, recurring images or nightmares
- Increased fatigue, aches and pains Poor performance and concentration
- Social avoidance or withdrawal
- Increased gambling/alcohol use
- Excessive anxiety, depression, angry outhursts
- Unable to sleep, sleeping all day
- Exhaustion, physical illnes
- Unable to complete normal daily activities
- Isolation, avoiding social events and contact Excessive drug or alcohol use/gambling
- Suicidal or homicidal

Source: Blue Cross Behavioral Health Placemat

Fortunately, there are several different ways to optimize mental health:

Get enough restful sleep - Stick to a schedule, make sure to get enough, optimize the environment,

ditch the blue-light devices before bed and refrain from caffeine after 3 p.m.

Cut back on social media - Viewing constant information about others may cause comparisons, which may up anxiety and depression, so turn off notifications and replace scrolling with a more meaningful activity.

Stay connected – Connect with others via phone, text or even meme-sharing, being sure to catch up on all the latest; this has benefits for both parties.

Move your body - Get regular exercise in ways that are enjoyable for you and within your physical

abilities, and remember that even small amounts add up toward improving health.

Eat regular, healthy meals - Good affects your mental health, so look for nutrient dense options,

remembering that eating something is better than not at all.

Practice mindfulness - Take some time during the day just to slow down and do something just for you, like a few minutes meditation, journaling deep breathing.

Know when to take it easy - When things are too overwhelming, strive for progress, not perfection,

such as choosing a pre-cooked meal instead of cooking or cleaning for just a few minutes instead of tackling the entire job.

Get outdoors – Sunshine is a natural mood booster, but even when the sun's hiding, spending time in

nature can relieve stress and promote both mental and physical fitness.

Do things for others – Studies show that doing things for others increases happiness.

Be creative – Write, draw, bake, crochet or tackle a home improvement project—or do something new.

Make time for things you love - Hit the driving range, curl up with that book or watch your favorite

movie knowing it's doing you some good.

Know when to reach out - The above strategies may improve your well-being, but persistent mental

distress needs a professional's help.

Reaching out becomes particularly important when behaviors enter the high and acute risk categories on the spectrum. Staying mentally healthy is as important as keeping up physical health. Engage in behaviors healthy for the mind and turn to the resources below to connect with professionals or learn new strategies. And this October 10, be sure to mark some time on your calendar for an extra mental health boost. You deserve it!

Resources

Blue Cross Behavioral Health website 988 Suicide & Crisis Lifeline - text or call for 24/7 confidential support from behavioral health professionals

AbleTo - a new, virtual option to connect with behavioral health providers

Blue Cross Online Visits - telehealth

Blue Cross Virtual Well-Being SM - live, interactive well-being and on-demand webinars

myStrength by Livongo® - online tools and modules New Directions - Blue Cross Employee Assistance Program provider

Shatterproof Just Five® - online, self-paced program about substance use disorder and addiction prevention and treatment

WebMD® - online resources and mental health assessments through your Blue Cross member

by click on the Health & Well-Being tab, then select WebMD Health Services.

Sources: Access Perks, Healthline, National Institute of Mental Health

Happy Halloween!

May your Halloween not be filled with tricks, but only with treats. Whether you decide to watch a scary movie, drink a cup of warm pumpkin spice or have a bonfire with friends, enjoy this spooky season.







SUMMARY OF WORKPLACE ETHICS: WHY IT IS CRUCIAL FOR CAREER DEVELOPMENT PLUS BUSINESS GROWTH

By Michael Laurence, Business Application Developer Adv



An article in *impactly* by Get Inclusive discusses ethics in the workplace and why it's important for professional development. Ethics is the moral principles that govern a person's behavior. Workplace ethics refers to the employees following the rules and regulations put out by the company at aiming to complete their work with honesty and integrity. Having good workplace ethics leads employees to being hard-working and driven individuals. Below are a couple of workplace ethics that companies look out for when they are hiring new employees, looking at their current employees, or looking at advancing their current employees:

- · Reliability in their job
- High productivity and proactive attitude in the office
- Professionalism in behavior and work performance
- Having the courage to take on complex projects and owning up to the mistakes

Building good workplace ethics is a two-way street for both the company and the individuals working within the company. The article states that 94% of workers prefer to work in an environment that has good workplace ethics. This incentivizes companies to work towards building strong ethics within their company because ethical companies breed and attract ethical individuals.

The article lists work ethics employees can implement to start forming the habits of good work ethics:

- Take Responsibility
- · Balance between work and personal life
- Be Professional
- Be Punctual

The article also outlines advantages to good workplace which include the following and more:

- · Misunderstandings get solved with maturity
- Better relationships are formed between management and coworkers
- · Teamwork and collaboration are increased

Overall, the articles highlight the importance of good workplace ethics throughout the working environment. It gave insight into what managers and employees can do actively to increase workplace ethics.

Good workplace ethics are not going to happen overnight, and they require constant work from individuals and management; so, you should be asking yourself are you applying good workplace ethics?



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 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.



