



Choo Choo Chatter

February 2017

Presidents Message

There is a lot going on in our Chapter for the remainder of the year. There are some really good educational presentations that will benefit us all.

As a friendly reminder, there are three Chapter meetings left to earn points toward our year-end drawing. The points you earn by participating in Chapter events and committees will be used to earn tickets for winning different prizes at the end of the year. If you or your employer is able to donate any items to the awards luncheon, please contact me. There drawing will be conducted during the May meeting. You can still earn points by participating in these upcoming events:



1. February Meeting , Michelle Bernard, EMJ Corporation "Cleaning Shared Drives"
2. March Meeting, still working on topic
3. Volunteer for the April Earth Day Shred Event
4. April Meeting, Doug Rollo from Georgia Archives "Creating and Implementing Record Retention Schedules"
5. Participate as a guest at any of the board meetings or conference calls, those dates are: February 21st Conference Call
6. March 21st at Wally's East Ridge
7. April 18th at Wally's East Ridge

I look forward to seeing you at our upcoming events. If you have any suggestions on how to make our Chapter better, please feel free to contact me at maelmore@olin.com or 423-336-4616.

Thanks,

Allison Elmore

Greater Chattanooga Area Chapter President

FEBRUARY MEETING

Topic: Cleaning Shared Drives
 Presented by Michelle Bernard, Director of Strategic Initiatives for EMJ Corp

Date: February 14, 2017

Time: 11:30 – 1:15pm

Location: The Chattanooga Hotel & Conference Center
 1201 South Broad Street, Chattanooga, TN



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2016-2017 BOARD OF DIRECTORS



Allison Elmore
Chapter President

Victoria Marshall
Treasurer

Gregg Long
Chairman of the Board

Rhonda Hazlett
Secretary

Susan Veal
V.P. Programs

Tina Campbell
Scottie Swafford

Mary Haider
V.P. Membership

Brian Joyce
Norma Parris
Board Members

A big THANK YOU to everyone who contributed to the Candlelighters organization.

Get a member Get \$50!

Do you know somebody who should be an ARMA member? This winter, ARMA International is continuing our member incentive program! By successfully encouraging one of your colleagues to become an ARMA International member, you pass along the benefits of membership. In turn, ARMA International will reward your efforts with a \$50 USD Amazon gift card. While ARMA is based in the U.S., all of our members in other countries can take advantage of this great offer as well. For details visit, arma.org/nextgen.

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MEMBER OF THE MONTH



I am the Business Intake & Records Manager for Chambliss, Bahner & Stophel law firm in Chattanooga, where I started as a litigation paralegal about 30 years ago. I grew up in Western New York State, graduated from Syracuse University with a degree in Journalism and never dreamed I'd end up working in a law firm. I married a Signal Mountain native who brought me to the South in 1983, where I became acclimated very quickly to much more pleasant winters! My husband Boyd worked as a police officer then Police Chief for Signal Mountain for many years until becoming Town Manager there in 2014. We have three grown children.

I learned a great deal about managing document intensive cases as a paralegal for both Chambliss, Bahner & Stophel and Miller & Martin law firms, but was glad to move into the records management position at Chambliss in 2010. Managing the intake of new matters and records in a 60-lawyer firm is challenging, but less hectic than the demands of court deadlines and trial preparation. The biggest challenge in our department is encouraging lawyers and staff to rely less on paper files and move toward electronic record maintenance. I like to think we make a little bit of progress on that front each day.

We would like to recognize Susan for all her hard work on the presentation schedule, the help with agendas for the meetings and making copies when needed.

FEBRUARY 2017 NEWSLETTER

EDUCATION CORNER BY

MARY W. HAIDER, EDUCATION CHAIR



Mary W. Haider, CRM, MBA
Principal

Records and Information Management

Consulting and Coaching

PO Box 5870 • Maryville, TN 37802

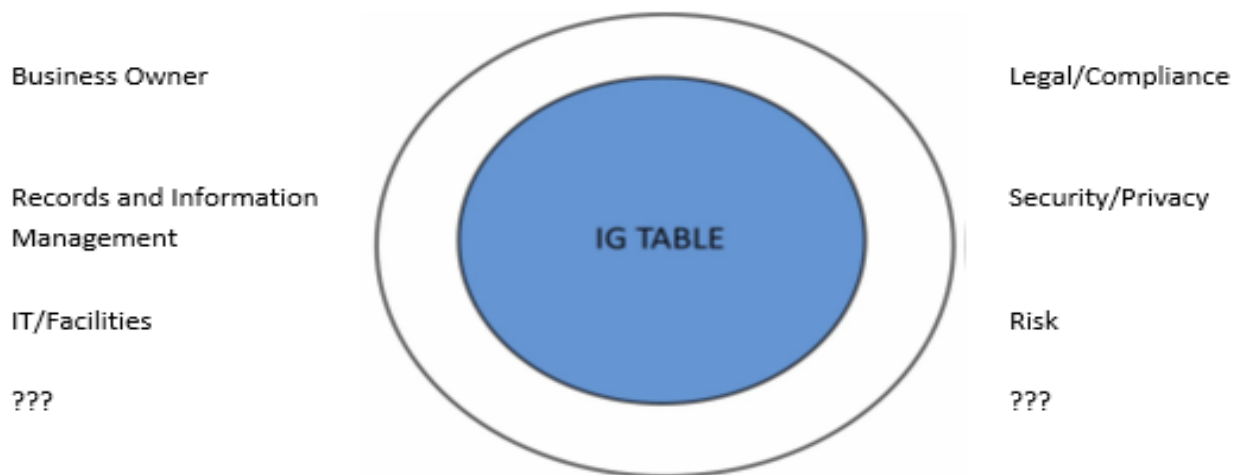
865-983-1371 • Office

mary.haider@imergeconsult.com

www.imergeconsult.com

INTENTIONAL COLLABORATION

In the October 2016 Newsletter we talked about (1) identifying the business functions and managers that have an impact on the management of organizational records and information. And we talked about (2) initiating a working relationship by inviting each of them to your RIM/IG TABLE.



How do we do this? The key to this initiative is Intentional Collaboration. Organizations have often developed “teams” for various purposes and reasons. Unfortunately, all too often these “teams” dissolve without meeting their objectives/goals – if they had them. Katzenback and Smith explain in their book, “The Wisdom of Teams” that “far too many small groups are pursuing activity-based goals instead of ‘performance’ outcome-based goals.” This means we are usually focused on ‘doing something’ rather than meeting clearly articulated and measurable goals. For example: “brainstorming possible solutions to a problem” is an activity; but, “regaining at least 10 percent of the business of our top three customers” is a performance, outcome-based goal.

AT the IG/RIM TABLE a possible performance, outcome-based goal may be “to minimize new employee training time from xx hours to x hours by developing one session that covers all aspects (creation, retention, disposition) of managing organizational records and information by xxMonth/xxYear. Or, to simplify and standardize all Governance (policies, procedures, standards, guidelines) related to managing organizational records and information by xxMonth/xxYear.

Chris Jones, a TalentCulture contributing writer; IT Strategy & Change Management consultant, says, “Can team members from multiple backgrounds and disciplines work together to develop new insights and solutions? Do they have the tools and skills, or can they acquire them? Intentional collaboration . . . refers to the strategic, rigorous approach to group interaction and problem solving.” He continues with ideas for a serious approach to collaboration:

- Give collaboration a broad, compelling mandate
- Find ways to open communication channels to get people not just talking together, but *thinking* together
- Empower contributors with direction, training, and feedback

FEBRUARY 2017 NEWSLETTER

EDUCATION CORNER BY

MARY W. HAIDER, EDUCATION CHAIR



- People are more comfortable if they know who they're talking to; make sure they're introduced to each other or have a published profile, to help people connect and break the ice
- Encourage interplay of ideas across all specialties and levels, to foster ***diversity of thinking***
- Visibly acknowledge and reward the hard work of critical thinking and cross functional solutions; openly celebrate wins.

My research on this topic of Intentional Collaboration was quite interesting. I recommend you do a search on "Intentional Collaboration" and check out some of the responses. Some of them will make this sound like an impossible task where others will provide some sound advice. One that I found very intriguing was a description of a jazz music concert as an example of Intentional Collaboration. This brief description is found on [Teamwork Blog](#) by Paul Beaudry.

*"We know the music but we're open that anything could happen. We play while we **listen** – more heavily listening to each other so our individual playing is all a part of a whole. Upon inspiration any band member can do something different at any moment and we'll all, as a group, make music out of it. We play while **listening hard** – like riding a wave. Fully focused and concentrated but completely open. It's a four-piece band tonight. One person leads and the other three instantly respond. Everyone in the band was born in a different part of the country, grew up in different ways and circumstances, and no one is the same age but we're all equals in bringing our best to the table to shape what's happening right now."* This emphasizes a key element for Intention Collaboration – **Listening**.

Another example I discovered in a presentation, "Designing the Search Experience: The Information Architecture of Discovery" by Tony Russell-Rose, Tyler Tate.

*"JRR Tolkien and CS Lewis creators of *The Lord of the Rings* and *The Chronicles of Narnia*, respectively are famously known for forming an informal literary group called the Inklings. Every Thursday evening they would gather with a handful of peers at the Eagle and Child pub in Oxford, where they would read and discuss on another's works in progress. This close-knit group of writers exemplifies several key ingredients of collaboration, such as a communal space, shared artifacts (draft manuscripts, in their case), and group conversation – elements modern collaboration tools would do well to emulate."*

Intentional Collaboration incorporates the basics of team building methodologies such as High Performing Teams (HPT), the Drexler-Sibbet Team Performance Model, and Tuckman's Stages of Group Development.

Yes, Intentional Collaboration requires time and effort, but I like the explanation Randy Moeller of Proctor and Gamble used for his use of "Communities of Practice" in his presentation at an ARMA International conference in 2013 - **CF13-3483 Changing an Organization's Culture Through RIM Touch Points**. Randy stated that this methodology helped them realize their goals of unified training without requiring an organizational restructuring effort.

Diversity of Thinking, Listening Hard, Achieving Goals

INTENTIONAL COLLABORATION

The Greater Chattanooga Chapter promotes and recognizes the importance of participation by awarding points to those who support ARMA activities at both the local and the international level. Points are earned by attending meetings, bringing guests, and by serving the Chapter as an officer or committee member. At the June meeting accumulated points are rewarded. The more you participate, the more points you can earn!

Support the Chapter Points

- Attend Workshops 100
- Attend Luncheon Meetings 200
- Attend Dinner Meeting 300
- Bring a Guest 100
- Attend Regional Conf. 400
- Perfect Attendance (Sept-May) 500

Support ARMA International

- Attend Annual Conference 200

Get Creative

- Submit article for newsletter 200
(excludes routine notices, etc.)
- Teach a pre-meeting Education Session 200

Get Involved Locally

- Be a Committee Chair 150
- Be a Committee Member 100
- Attend a Board Meeting 100

COMMITTEE CHAIRPERSONS

- Chapter Foundation Champion – Susan Whitmire, CRM, FAI
- Communications – Rhonda Hazlett
- Education – Mary Haider, CRM
- Hospitality – Rhonda Hazlett
- ICRM Liaison – Leanne Bostwick
- Newsletter – Kela Wright
- Publicity – Scottie Swafford
- Webmaster – Victoria Marshall
- Yearbook/Historian – Shari Hooks

2016—2017 POINTS TOTALS

LName	FName	Points
Beene, CRM	Phyllis	800
Bostwick	Leanne	200
Campbell	Tina	750
Christian	Ashley	200
Culver	Amy	
Elmore	Allison	3050
Gray	Sue	600
Haider	Mary	2550
Hazlett	Rhonda	1850
Hooks	Shari	
Jackson	Dennis	
Johnson	Sarah	1050
Joyce	Brian	1600
Kimbrough	Charles	200
Kologek	Ian	
Leonard	Glenn	200
Long, CRM	Gregg	1750
Marshall	Deborah	
Marshall	Victoria	1150
Miller, CRM	Lorraine	
Parris	Norma	700
Patterson	Gail	
Pettway	Robert	
Scroggins	Kelly	
Shirley	Heather	300
Stoddard, CRM	Catherine	
Swafford	Scottie	950
Tisdell	Kevin	900
Veal	Susan	1750
Whitmire, CRM	Susan	600
Wright	Kela	1700
Long	Donnell	

NEWSLETTER ADVERTISING RATES

Business Card Size	\$5.00
Quarter Page	\$10.00
Half Page	\$20.00
Full Page	\$40.00

Choo Choo Chatter is the official publication of the Greater Chattanooga Chapter of ARMA International and is published monthly in Chattanooga, TN, for its members and other Records and Information Professionals.

Kela Wright, Editor

kwright@olin.com

The Information contained in this newsletter does not necessarily reflect the views of the editor, the Chapter membership or ARMA and is offered solely as a source of information.

Please direct any inquiries or comments to:

Newsletter Editor

ARMA Greater Chattanooga Area Chapter

PO Box 341

Chattanooga, TN 37401-0341

Contributions or gifts to the Greater Chattanooga Area Chapter are NOT deductible contributions for U.S. Federal tax purposes. Membership dues and other payments may be deductible as ordinary business expenses.

Contributions or gifts to ARMA are NOT tax deductible as charitable contributions for U.S. Federal Income Tax purposes.

MEETING & LUNCHEON RATES

Luncheon Price is \$20.00

Webinar Price is \$10.00



TREASURES REPORT

ARMA - Greater Chattanooga Area Chapter - Treasurer's Report					
December 2016					
12/31/2016					
	0.00				
Money Market				\$1,942.11	
Savings				\$25.19	
Checking				\$667.07	
				\$2,634.37	\$2,818.37
Transfer from MM to Checking					
MM Fee		\$15.00			
Money Market balance less fee				\$1,927.11	
MM Deposit from Meeting			\$199.00		
Beginning Checking Balance				\$791.34	
Deposits:					
12/116	ARMA Intl		\$35.00		
12/16/2017	Paypal -		\$185.50		
11/22/16					
Total Deposits				\$220.50	
Disbursements:					
12/13/2017	POS- Chattanooga		\$234.77		
12/22/156	Donations for Candlelighters		\$110.00		
Total Disbursements				\$344.77	
Balance				\$667.07	
	Library fund balance \$219.00				