



Chapter Chitchat  
Harbor-UCLA Chapter of the  
National Management Association  
*“Developing the Leader in You”*

**Presidents’ Message**

It is hard to believe we have already served a full year at the helm of Harbor-UCLA’s Chapter of the NMA. With the support of our Executive Advisors and particularly the strong participation of our outstanding Board of Directors, our chapter continues to grow in membership, monthly programs are meeting the interests of our members, and professional development programs are better attended than ever.

We also congratulate our 2007 Silver Knight recipient Dr. William Stringer for the leadership he has provided his department, the medical staff, this campus and the local medical community. Similarly, we congratulate Wes Kamikawa and Ellen DiGiampaolo as recipients of the Frank DeSantis Leadership Award, Dawn Flores for the Leadership Award, and Dennis Campos for the Past President’s Award.

As we head into another fiscal year, there is much to anticipate on our campus. The county will continue “make ready” work to prepare for the construction of the new Surgery/Emergency building, LA BioMedical Institute will begin construction on the new Hanley Hardison Research Center, and ongoing efforts to assist MLK-Harbor maintain CMS approval. Undoubtedly, NMA members will be playing major roles in each of these key activities.

We thank you, our membership for your continued support and we look forward to another successful year as we work towards providing you with worthwhile monthly meetings, educational programs, and networking opportunities.

Calvin Kwan and Cynthia Moore-Oliver

## Microsoft Access Workshop



For the month of May and June, the company ExecuTrain provided computer training on Access: Introduction to Tables, Queries, & Reports. ExecuTrain, providing superior training for companies for more than 20 years, was able to teach the following lesson program:

Lesson 1– Exploring Access

Lesson 2– Creating Tables

Lesson 3– Working with Tables

Lesson 4– Sorting & Editing Tables

Lesson 5– Finding and Filtering Data

Lesson 6– Printing Data

Lesson 7– Creating Relationships

Lesson 8– Using Simple Queries

Lesson 9– Creating Basic Forms

Lesson 10– Creating Basic Reports

The training also included case studies and took place in a computer room at Harbor-UCLA Medical Center for easy learning.

For more information on ExecuTrain...*the professional training solutions*, visit their website at [www.BayAreaExecTrain.com](http://www.BayAreaExecTrain.com).



## Editors Corner- Member of the Month

Frank Nguyen



Frank Nguyen is the Assistant Controller for LA BioMed. He has been with LA BioMed Accounting since April 2006. He assists in overseeing the Accounting Department which is responsible for paying bills, payroll, financial reports, monthly activity reports for investigators, and the year end audit. There are three groups within accounting: Payroll, Accounts Payable, and General accounting, with a total of 17 employees.

Prior to coming to LA BioMed. He was the controller for a plastic surgery practice in Beverly Hills.

He was introduced to the NMA by his supervisor Shane Green. He enjoys the NMA activities because it allows interaction between different groups within the Harbor UCLA campus.

He left Vietnam in 1972, attending the Sorbonne University in Paris, France and later Texas A&M University. He is an avid tennis player and has been active with the USTA. He also enjoys reading and singing. His favorites are oldies tunes. He has three daughters aged 24, 20, and 14.

His life philosophy is to work hard and play hard.

## 38th Annual Silver Knight Awards

On June 5, 2007, the NMA presented the Silver Knight of Management award to William W. Stringer, M.D. Dr. Bruce Stable was the Master of Ceremonies. Congratulations Dr. Stringer!



## 38th Annual Silver Night Awards

**Others awards presented were:**

**Leadership Award**

Dawn Flores



**Past President's Award**

Dennis Campos

**Frank J. De Santis Management  
Achievement Award**

Ellen DiGiampaolo (not present) &  
Wes Kamikawa



## The Only Constant in Life is Change



On June 14, 2007, Educational Development Program presented a workshop on Leading Through Change located in the Assembly Room at Harbor-UCLA Medical Center. The Facilitators were Dawn Flores, MPH, Debbie Lopez, MBA, and Dennis Campos, MPA.

The three-hour workshop was about learning ways on how to deal with change in an organization. Topics of discussion were:

- New Beginning-Leaders Roles
- Engaging the Entire Organization
- Implementing and Sustaining Change
- Management Change Tools
- Transition, Development, & Renewal
- How Do you Get People to Let Go?
- Leading People Through the Neutral Zone
- How to Make it Stick
- Role of Communication

The workshop consisted of group exercises, handouts, learning expectations.

If you are interested in learning more about this workshop, you may contact Debbie Lopez at [dlopez@labiomed.org](mailto:dlopez@labiomed.org).

## Top 10 Reasons to Join the NMA

### #1 **Learn, Grow, Develop**

Take advantage of countless professional learning and growth opportunities by attending conferences and other informative, and exciting events.

### #2 **Network**

Regularly attend chapter and council meetings provides opportunities to find out how you can work together with NMA colleagues to add value to your company and community while enhancing your own career.

### #3 **Challenge Yourself**

Maximize your professional growth and potential through the Certified Manager Program, lunchtime webinars, and professional development seminars.

### #4 **Be Informed**

Check out our chapter publications Chapter Chitchat, and don't overlook Breaktime, NMA's national online newsletter, for important information on national and local events and the latest professional development opportunities.

### #5 **Join a Committee**

Signing up and stepping up will help you discover, develop and showcase your individual and team leadership talents while helping your chapter to excel as well.

### #6 **Serve Your Community**

Be an active, enthusiastic part of your chapter's community involvement efforts.

### #7 **Be Connected**

Bookmark [NMA1.org](http://NMA1.org), your trusted link to local, regional, and national NMA information, where you can get insight and ideas from throughout the organization.

### #8 **Celebrate our Diversity**

NMA...The Leadership Development Organization welcomes leaders of every age, race, gender, and ethnicity.

### #9 **Improve your Communication Skills**

We all know we need to "communicate, communicate, communicate." Every meeting is an opportunity to enhance your communication skills and hear from the experts about the approaches that work.

### #10 **NMA...THE Leadership Development Organization**

The Chapter at Harbor-UCLA Medical Center is your trusted source for invaluable professional and personal growth experience.

## NMA... Developing The Leader in You!

Leadership is about movement... taking people, ideas, processes and business from where they are, to where they need to be. Is there a skill set to being a leader? You bet. Can NMA get you there faster than you can make the journey on your own? Definitely.

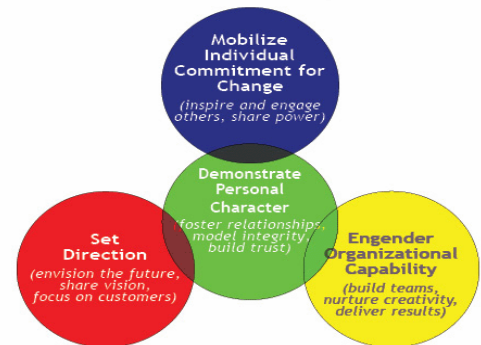
NMA Chapters and our Individual Membership Program are dedicated to building leadership bench strength and harnessing the leadership qualities that reside in all of us. You don't have to sit in a corner office or somewhere on the top floor to have influence. Each of us can learn to move mountains, no matter where we sit in the organization.

In the contemporary workplace, success is measured by how well you forge and form collaborative relationships. You must learn to facilitate, not dominate; influence, not enflame; and disagree without being disagreeable. These aren't just survival skills... they're leadership skills as well.

NMA's Leadership Model outlines those leadership attributes and related core competencies that are critical to successful organizational outcomes. They mirror and reflect strategic direction and are undeniably linked to business strategies. This leadership framework can be integrated throughout at all levels of the high-performing organization.

Our customers... a broad cross section of business and industry... look to NMA to help them identify, nurture, and tap future leaders. "Developing The Leader In You" can't simply be a line in a masthead; it is our mission... and our vision.

### The NMA Leadership Model



Derived from a similar model in Results Based Leadership by Ulrich, Zenger, & Smallwood.

Come explore and learn more about our exciting professional and educational organization. [www.nma1.org](http://www.nma1.org)

## Statement of Principles

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

June/July 2007

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*Developing the Leader in You*

### **Mission Statement**

The mission of the NMA is to provide management and leadership development opportunities and related chapter activities which meet the needs of the members and contribute to the effectiveness of

### **Vision Statement**

NMA is to recognized worldwide partnership of people and businesses inspiring outstanding leadership, and cultivating highly productive workplaces.

### **NMA Fiscal Year 2006/2007 Board of Directors**

Cynthia Moore-Oliver & Calvin Kwan  
President: Co-Chair

Nettie Nelms & Amy Teixeira  
First Vice President: Co-Chair

Dennis Campos & Dawn Flores de Ramirez  
Second Vice President: Co-Chair

Bill Warren  
Membership Secretary

Debbie Lopez  
Corresponding Secretary

Christopher Eke  
Treasurer

Pam Kluver  
Editor/Historian

Debbie Lopez  
Assistant Editor/Historian

Pam Shea  
Booster Chairperson

Debbie Terrell  
American Enterprise

Lorna Ordinario  
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Ways and Means

Mary Lee Ryba  
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Annie McCary  
Patty Dewberry  
Ellen DiGiampaolo  
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Stewart Laidlaw  
Eileen Mosler  
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