

# Management Signals



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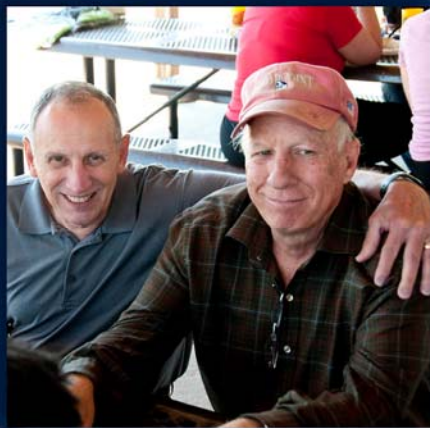


The April Picnic in Pictures  
See Inside



**NMA... THE Leadership Development Organization**

**More photos from the April picnic at Breckinridge Park**





### ***Al Caslavka Communicates at the May Meeting***

In an example of clear, concise communication that made his point effectively, Al Caslavka, Vice President and General Manager for C<sup>3</sup>I, presented a series of focused guidelines for interacting with others both up and down the management chain. Al concentrated his 25 years of Rockwell Collins experience in communication into three segments, making it easy to summarize a few key points from each.

#### **Communicating Up the Management Chain**

Present your material at the right level. Tailor the level of detail to the audience.

Rather than reading bullet points from each chart, summarize the main point.

Make your point early and move on. Your audience's time is valuable, so don't repeat.

If you have bad news, communicate it to your superior informally before presenting to the larger audience.

Organize your thoughts before the presentation and have a checklist of important points.

Anticipate questions and be ready with good answers.

A positive attitude always enhances communication.

#### **Communicating with Peers and Staff**

Approach a meeting with an open mind and be receptive to ideas as presented.

Don't operate only in receive mode; interact with the presenter and the group.

Note the silent members of the group and draw them into the discussion; the quiet ones often have the best ideas.

Summarize meeting results so all clearly understand the actions expected

Avoid the rudeness of accepting phone calls during a meeting.

Personal relationships with co-workers facilitate open communications.

Deliver criticism through examples, not with generalities; don't make it personal.

### **General Comments**

Sincerity is valuable in communication; be direct and don't embellish the message

Nervousness is normal; a few extra notes may help

Do your own charts; presentation is much easier with your own words

Watch for audience reactions to determine how to pace your presentation

Reread and spell-check your emails to assure a good impression; they often get forwarded to unexpected places.

Face-to-face communication is always better.

Know the scheduled window for your presentation and don't run over.

Use notes and rehearse repeatedly to convey the right impression.

### ***The RCLA Selects Chapter Leadership Team for Next Year***

The election ending on June 3rd selected the Chapter's leadership team for the 2010 - 2011 chapter year. Voters elected the following:



Vice President - President-Elect	Aida Cantu
Secretary	Sunny Lann
Treasurer	Molly Wieneke
Board of Directors	Brad Haselhorst Mark Matthews

These newly-elected officers will join Miguel Vasquez, this year's Vice President and President-Elect for next year, and previously-elected board members Marcia Lancin and Dwight Ramsey to lead the chapter beginning in July of this year.

The elected leaders of the Chapter Leadership Team are the President, Vice President, Secretary and Treasurer, and a five-person Board of Directors consisting of two newly-elected members, two others completing two-year terms from the prior year, and the current chapter President. President-Elect Miguel Vasquez will soon begin looking for volunteers to fill the appointive positions within the new team. There are 12 committees within the RCLA, each led by a Vice President, and these positions are open to any members who are interested in serving the chapter. See the RCLA Guidebook for a listing of these positions and the charters for the committees. Contact Haven Miller if you would like to volunteer your services. The time required for these positions is generally small in comparison to the rewards gained.



## The NMA Statement of Principles

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 work force 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.



## NMA 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 dealings, and good taste.

I will keep informed on the latest developments in techniques, equipment, and processes. I will recommend or initiate methods to increase productivity and education.

I will support efforts to strengthen the management profession through training.

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.

### Rockwell Collins Leadership Association Newsletter

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