Problem solving mechanism ready for next round of employee evaluations

ALBANY — Evaluations under the state’s revised Performance Evaluation Program in its Administrative, Institutional and Operational bargaining units will be issued to CSEA members soon and the union has set up mechanisms to help employees deal with any problems.

The program was created in 1979 to replace the state’s earlier “satisfactory/unsatisfactory” rating system. Added to the new program, however, were significant financial rewards for new employees performing above expectations and the possibility of “performance bonuses” for other employees.

The first round of evaluations under the program resulted in a great number of employee complaints triggering a moratorium in the program while its faults were analyzed and corrective action planned.

Uniform maintenance fee gained for OMH workers

ALBANY — CSEA has won uniform maintenance allowances for nearly 400 employees working in a food service capacity for the state’s Office of Mental Health.

CSEA Collective Bargaining Specialist Paul Burch said the allowance of $30 per employee was agreed upon by the Governor’s Office of Employee Relations. Payments will apply for fiscal 1980-81 and 1981-82.

Article 15 of the union’s contract with the state in the Institutional Services Unit provides for the allowance for all employees in food service titles. Subsequent to the agreement, it was discovered that nearly 400 employees in OMH were involved in food service work but they were in the title of “Psychiatric Attendant.”

The union pressed GOER for extension of theallowance payment to the employees and the state agreed to extend the payments to those employees.

Notification is being made to the appropriate sources by GOER to begin processing the required payments.

Equals 25 per cent of annual contribution

65,000 to share $2 million in basic group life refund

ALBANY — CSEA and the Travelers Insurance Company are sending an unexpected holiday treat to more than 65,000 CSEA members participating in the union’s Basic Group Life Insurance Plan. The treat is $2 million in refunds.

The checks were being processed late last week by the Bank of New York with a letter from CSEA President William L. McGowan explaining the refunds. The amount of the checks equals about 25 percent of the annual contribution that the individual has been paying for coverage under the CSEA Basic Life plan.

To qualify for the rebate, a participant must have been in the plan for at least one year (as of November 1). CSEA expects that there will be many qualified plan participants who will not receive a refund of contribution. This is because that individual’s address information has not been kept up to date. Members who have participated in the Basic Group Life Insurance Plan for the required period and do not receive a check, should contact CSEA Insurance Department, 33 Elk Street, Albany, N.Y. 12207.

The amount of the contribution refund is calculated based on the age and amount of coverage of the participating member which determine the level of contribution paid by the participant.

Special delegates meeting to consider affiliation

ALBANY — A Special Delegates Meeting has been called by CSEA President William L. McGowan for 11 a.m. Thursday, January 22, 1981 at the Rockefeller Plaza Convention Center, Albany. Registration of delegates will begin at 9 a.m. at that date and place.

The express purpose of the Special Delegates Meeting will be to discuss and consider the CSEA/AFL-CIO affiliation situation. The two unions are currently affiliated under terms of a 3-year trial affiliation agreement that expires in April, 1981.
Affiliation talks
top Capital Region

ALBANY — Two very successful informational meetings concerning the topic of the CSEA-AFSCME affiliation were recently held in the Capital Region of the Civil Service Employees Association. The first session was part of a Presidents Only Meeting held in the Queensbury Hotel, Glens Falls, where county and state local presidents had an opportunity to express their concerns and questions to the CSEA Affiliation Committee headed by CSEA Western Region President Robert Lattimer.

The second session was an open informational meeting held at the Holiday Inn, Central Avenue, Albany, which drew a large audience of interested CSEA members, who desired to present their views on the topic to the committee. Both sessions were described as “quite thought provoking” by a committee member.

Joseph E. McDermott, CSEA Capital Region President stated, “Open discussion on this topic will allow CSEA to formulate its position on the affiliation based on the input of elected officers, and interested and concerned members. That’s the intent of the committee and they are avidly seeking opportunities to listen to the CSEA membership.”

Ron Premo of CSEA Local 688 asks pointed question during discussion on CSEA-AFSCME affiliation.

Bill Ralbovsky of Local 657 makes a point during open discussion about affiliation issue.

Ron Premo of CSEA Local 688 asks pointed question during discussion on CSEA-AFSCME affiliation.

Bill Ralbovsky of Local 657 makes a point during open discussion about affiliation issue.

Western Region President Robert Lattimer is chairman of CSEA’s Committee to Study the AFSCME Affiliation. He has conducted numerous open meetings across state to obtain member sentiment.

Local 660 member Earl Kilmartin states his opinion relative to affiliation during one of two such meetings held recently in Region IV.

Affiliation Committee Member Maureen Malone speaks to Region IV members about topic as fellow committee member Pat Mascioli listens.

Joan Tobin, DOT Local President, makes a point during Affiliation Committee meeting in Region IV as Local Presidents Betty Collins, Insurance; Judy Wilson, Empire State College; and Frank Lavier, State Police Troop B, listen.
Employee ideas a gold mine in City of Troy

TROY — Helping the City of Troy to save money is going to become a profitable business for employees there, with the implementation of a Suggestion Awards Program.

An incentive committee, established through labor management meetings, has been receiving the suggestions and plans to make the first awards by the end of December, says City of Troy Unit Civil Service Employees Assn. President Joseph Cassidy.

The original guidelines call for awards to be made for ideas saving the city a minimum of $1000, but, Cassidy says, the committee will consider all ideas. The committee will award as many suggestions as are deserving and hopes to review the contributions at least twice a year. The award will be based on the amount of money the idea saves.

On the committee are CSEA representatives Cassidy and Jackson Dennis, City Manager John Buckley, Councilmen William Carley and William Fagan, Department of Public Works Head Thomas Marley and Corporation Counsel Head Donald Bowes.

Clinton budget hearing called to discuss layoffs, may uncover extra funds

PLATTSBURGH — After having the proposed 1981 Clinton County budget analysed for hidden funds in an effort to stop the layoff of 19 county employees, the Clinton County Local CSEA presented its findings at a budget hearing held this week by the county legislature.

At Public Sector pre-strike time, neither the details of the analysis nor the results of the hearing were available.

Local CSEA President Jeanne Kelso did say the union hoped to prove, in the analysis, that the county could count on federal government funding to maintain some of the positions, and that the amount of money the county expects to save through the layoffs would be diminished by the payment of unemployment insurance to those out of work.

Last week, the legislature considered a resolution to make the layoffs, but tabled that motion after the local requested the opportunity to address the budget hearing. Nearly 100 local members attended the legislative session, at which Kelso spoke.

She suggested to the legislators certain alternatives to layoffs and asked that county officials sit down with employees to discuss other cost cutting measures.

The cuts, mainly among clerical workers, would be county wide, Kelso said, but would hit the county Department of Social Services the hardest. At least two of the positions to be cut are vacant items, she added.
Chautauqua honors 47 retirees

FREDONIA — Chautauqua County Local 807 honored 47 CSEA retirees recently at a dinner in the historic White Inn.

The honorees received awards from President Don Maloney and heard tips on retirement and time management from guest speaker Celeste Rosencrantz.

The master of ceremonies was Chester Nedvesky of the Chautauqua Unit. Dinner guests were welcomed by Joe Granata, President of Village of Fredonia Unit, and the invocation was given by Rev. Timothy Armstrong, Chaplain of the Chautauqua County Home and Infirmary Unit.

CENTRAL REGION V PRESIDENT James Moore admires the Special Olympics President’s Club award held by Gloria Hultz of Elmira Correctional Facility Local 156. Local 156 sponsored 22 athletes in the Special Olympics to earn the award.
Buffalo editorial calls for denial of public employees right to vote; ‘a mindless suggestion,’ union says

‘Outraged’ Lattimer rebuts WIVB on air; McGowan terms ‘irresponsible’

BUFFALO — CSEA has long recognized the problem with public perception of public employees, but when the union heard a television station editorially advocating denying public employees the right to vote, immediate and dramatic action was begun to respond to what CSEA Western Region President Robert Lattimer referred to as “an outrage.”

Buffalo television station WIVB, Channel 4, a CBS network affiliate, broadcast an editorial by station president Leslie G. Arries, Jr., literally proposing, “(public employees) should not be able to vote in an election related to their job or pay level.” The full text of this incredible proposal is reprinted below.

Mr. Arries attacked AFSCME President Jerry Wurf for his outspoken advocacy of government expenditures and public employment. Not simply satisfied to render an opinion, the editorial makes an unsubstantiated claim that “our founding fathers” didn’t want public employees to have a right to vote, that’s why they denied the right to vote to the District of Columbia.

Never mentioned of course was the fact that the District of Columbia was only the seat of the miniscule (at the time) federal government, not the far larger number of state and local government employees. Had the “founding fathers” advocated denial of the right of public employees to vote, which they didn’t, it could be presumed they would have specifically excluded them from this right at the time they excluded women and blacks. The editorial did not indicate if it also supported that position.

CSEA immediately filed for equal time to respond to the editorial. The station took a great deal of time to answer the CSEA demand, but it aired CSEA’s response (reprinted below) on December 5. Region Six President Lattimer delivered the response on behalf of CSEA.

So incensed was Mr. Lattimer about the editorial, he read a verbatim transcript into the editorial, he read a verbatim transcript into the station here editorially advocating denying public employees to vote, which they didn’t, it could be presumed they would have specifically excluded them from this right at the time they excluded women and blacks. The editorial did not indicate if it also supported that position. CSEA immediately filed for equal time to respond to the editorial. The station took a great deal of time to answer the CSEA demand, but it aired CSEA’s response (reprinted below) on December 5. Region Six President Lattimer delivered the response on behalf of CSEA.

The Editorial

Editor’s note: Following is the complete text of the editorial aired by WIVB-TV and WWIN FM/AM.

“Jerry Wurf is President of the largest public employee union in America. These days Wurf is crisscrossing the country with a simple gospel for employees at all levels of government; ‘elect those who support more government spending and more public employee jobs.’ Wurf is alarmed that government services ‘are being eliminated, or turned over to profit-making organizations.’ He is urging public employees to fight this trend, ‘at every political level from the White House to city hall’. In a nutshell, Wurf is telling public employees to vote for anyone who will spend more tax money. That kind of irresponsibility is typical of many public employee union leaders. It reinforces the belief of our Founding Fathers that public employees should not vote. In their day it was simple, just deny the vote to the District of Columbia. Today, it is more complex, public employees are everywhere. But the principle is the same, they should not be able to vote in an election related to their job or pay level. Those who choose to work in government must recognize that they can’t have both a public paycheck and vote for the man who hands it to them.”

WIVB has an opinion about your right to vote — Do you have an opinion about WIVB

If you would like to tell WIVB what you think about its editorial suggestion that public employees be denied the right to vote in any election, write: Leslie G. Arries, Jr., Station President, Buffalo Broadcasting Company, 2077 Elmwood Avenue, Buffalo, N.Y. 14207 or call (716) 874-4410.

The Response

Editor’s note: Following is the rebuttal response delivered over WIVB-TV by CSEA Western Region President Robert Lattimer on behalf of public employees.

“Public employees in this country are getting used to being treated like second class citizens by expedient politicians, but a recent editorial by the management of WIVB suggesting that public employees be denied their constitutional right to vote is little less than frightening.

“In the conflicting demands for increased governmental services and decreased taxes, public employees have been forced by discriminatory laws and short sighted public policy to watch their modest standard of living evaporate. The average public employee in this state now makes substantially less than his private sector counterpart.

“A suggestion from a supposedly responsible spokesman for the community that public employees be denied the right to vote in public elections is something that we believe most Americans would find shocking. When the news media is beating its chest across this country to defend its right to constitutional protection of freedom of speech, it is ironic and sad to hear a major media outlet publicly support denial of an equally basic constitutional right to several million tax paying citizens.

“The extension of this station’s editorial policy would deny anyone receiving anything from the government from having the right to vote. We can only wonder how long it will be before the management at WIVB suggest disenfranchising the elderly receiving Social Security or the disabled receiving Medicare.

“Public employees in the Buffalo area have grown to expect little from WIVB in the way of thoughtful opinion on issues relating to public employment, but a mindless suggestion that a whole group of paying Americans be denied their constitutionally guaranteed right to participate in democracy is simply an outrage.”
Extensive training prepares members to monitor new program

By Brendan Coyne

NEWBURGH - "Monitor."

That was the key word at a recent CSEA seminar here on the new New York State Employee Performance Evaluation Program (EPEP). It's the same message being delivered to CSEA State Division Local leaders at similar sessions across the state.

Southern Region III training specialist Marie Romanelli told the Region III members that the seminar would "give them the tools, the weapons to correctly monitor the State so they follow their own guidelines in administering the evaluation system."

Representatives of the Washington, D.C. consulting firm of Lieb, Lefkowitz & Associates are using lectures, slide presentations and audience participation methods to acquaint CSEA members at every seminar with the new EPEP procedures.

This seminar was the first of a two-step training process. The consultants said they would return in several weeks to give a more specific presentation after giving overview seminars around the state.

The State has begun orienting management employers about the system.

The evaluation system is supposed to meet employees' needs through training, accelerated appraisals and monetary incentives as well as improving job performance. The program is also intended to clarify job tasks and to decrease subjectivity in determining job performance.

State responsibilities, as outlined by the consultants, include administering and managing the program as well as the development of tasks.

CSEA responsibilities include monitoring procedural errors and the misapplication of performance standards. CSEA must also identify training needs for employees and provide representation on the rating appeals board.

The components of EPEP can be divided into three general areas: determining performance evaluation criteria, appraisal and appeal.

The first step is determining criteria for performance evaluation in a meeting of supervisors with all unit employees as a group. Then the supervisors will go about defining at least three individual employee tasks and determining performance indicators such as productivity, quality, timeliness and manner.

An afternoon workshop enriched the day as the consultants asked their audience to identify tasks for a worker after listening to her in a slide presentation.

The audience was told to use "action" words in defining tasks. They were also asked to list tasks according to importance and to distinguish between regular tasks and out-of-title tasks.

The second general area, appraisal, has a number of components including: observation of employee's performance, appraisal, rating, rating review and appraisal interview. There are three levels of ratings: Outstanding, Effective and Unsatisfactory.

The last general area of the system is appeals. An employee has the right to appeal Effective and Unsatisfactory ratings.

The most important material distributed was a comprehensive manual on EPEP. The manual will give readers background on the program and a description of the system, including definitions of the ratings and an explanation of the appeals process.

CONSULTANT Frank Stein spekts at the seminar in Hauppauge to members of Long Island Region I on the new EPEP.

BUFFALO - Seventeen members of the Buffalo City Local No. 983 attended an all-day training seminar at the Buffalo Convention Center recently to learn more about the Employee Performance Evaluation Program.

SPEAKING AT THE SEMINAR ON EPEP in Newburgh is Southern Region III President Marie Romanelli. In Region III, seminars also were held in Fishkill and Sullivan.

DEPARTMENT OF TRANSPORTATION LOCAL 508 members Lisa Stein, Vincent LeDonne and Louis Mannellino look over the EPEP manual at the seminar in Region I held in Hauppauge.

BUFFALO — Seventeen members of the Buffalo City Local No. 983 attended an all-day training seminar at the Buffalo Convention Center recently to learn more about the Employee Performance Evaluation Program.
Ruth and Michael Braverman will be keenly missed within Local, region

By Gerald Alperstein
Associate Editor

EAST MEADOW — Things are going to be a little different in Nassau County Local 830 on Jan. 2, 1981.

On that date, two CSEA activists from the local, — Ruth and Michael Braverman — will retire from public service and therefore no longer be able to belong to and be active in Local 830.

Ruth, the Long Island Region I second vice president and Nassau County Local 830 fifth vice president, is a member of the East Meadow School District Unit of Local 830.

Michael is a member of the County Department of Public Works Unit of Local 830. Local 830 President Nicholas Abbatiello said of Ruth: "We are going to miss Ruth Braverman in our local. She has been an outstanding officer and leader in the local and in the region. I wish her all the best in her retirement."

Public Works Unit President Ralph Spagnolo said of Michael: "Mike has been a tremendous help. He is always there when you need him. He will be sorely missed in our unit."

Ruth said: "I will miss CSEA very much. It has been a part of my life for many years. Over the years, I have worked closely with Nick (Abbatiello), who is an excellent leader."

Michael said: "I have made a lot of friends in CSEA. I will miss working with them. I have enjoyed working under a good unit president, Ralph Spagnolo."

The couple plans to keep up with CSEA news with a subscription to The Public Sector.

Ruth has been the secretary at Parkway School in the East Meadow School District since 1954. She organized the district's clerical employees into an independent union and in 1967, she brought the unit into CSEA.

She later helped organize the district's cafeteria employees and school monitors and the Glen Cove School District employees for CSEA.

From 1967 to 1979, she was president or vice president of her unit.

In 1975, she was elected fifth vice president of Local 830 and was re-elected twice to the position. She has been an elected delegate of Local 830 since 1973.

In 1977, Ruth was elected Region I third vice president, was re-elected in 1979 and moved up to second vice president following the death of Irving Flaumenbaum.

She was an original member of the statewide Legislative and Political Action Committee, serving from 1973 to 1979.

Other committee assignments included the Region I Social Committee from 1973 to 1979 and the Local 830 Legislative and Political Action Social committees since 1973.

Ruth and Michael served together on the Region I Social Committee from 1977 to 1978 and on the Local 830 Social Committee since 1977.

In 1979 and 1980, they were the co-chairmen of the Local 830 Social Committee, responsible for the local's annual dinner dances of which more than 1,000 persons attended.

Michael joined CSEA when he was hired by the county in 1972. He works as a supervisor in Wantagh at the Cedar Creek Water Pollution Control Plant.

Committee assignments for Michael also included chairmanship of the Region I Human Rights Committee in 1977.

On the local level, he was a member of the Local 830 Election Committee in 1975 and was chairman of the Local 830 Nominating Committee in 1979. He has served since 1979 on the local's CETA and Budget committees and was a
delegate to the 1990 CSEA Annual Delegates Meeting.

Michael, prior to working for Nassau County, operated a dry cleaning business in Queens.

Ruth was born in St. Paul, Minn., and grew up in New York City. Michael was born and grew up in New York City.

The couple met in Brooklyn in 1942 and they were married in 1943. They moved to East Meadow in 1954 where they will remain until their retirement when they move to Sunrise, Fla.

The couple has three children: Nancy, a CSEA member and employee of the Town of Hempstead; Steven, vice president for finance, Manhattan Industries in New York City; and Stanley, art director of Diners Club Signature Magazine in New York City; and four grandchildren.
**Dutchess County honors 56 for outstanding service at employee recognition day**

POUGHKEEPSIE — Nice things sometimes do happen to public employees. For example, 56 of Dutchess County's civil servants were recently singled out in recognition of their outstanding service.

The received framed certificates, were taken to lunch and given the rest of the afternoon off.

As County Executive Lucille Pattison said: "We talk a lot about how important our workers are, and it's not too often we do something about it."

The Employee Recognition Day was first promoted several years ago by County Legislator Cal Smith because "the legislature was extremely proud that we have such dedicated employees."

Dutchess County Unit President Scott Daniels said the system used to select employees was "flexible, decisions were made various ways, depending on the department.

In some instances, choices were made directly by supervisors, in other cases directly by workers, some by combination of the two, or by submitting nominees to a special three-member panel which included myself, Cal Smith and Mike Murphy, assistant to be county executive."

"This is an outstanding 1980 employees, and the departments they work in, follows:

Aging, Judy Benton; Aviation, Kenneth Davidson; Comptroller, Ann Boehm; County Clerk, Phyllis Ingraham and Dorothy Larotonda; County Executive, Barbara Dunagan; District Attorney, Audrey Mc Laughlin.


Mental Hygiene, Shirle Davis, Sandra Gatewood, Larry Keller, Majorie Lazarus, Mary Mascolino, Judith Peo, Gail Riedell and Marie Snowden; Computer Service, Grant Hait; Parks and Recreation, Ed Herring; Personnel, Betty Dean and Darina Lane.

Planning, Christine Squires; Probation, Sandra Tabor; Public Defender, Darlene Howley; Public Works, Frederick Burnett, Joseph Giove, Robert Jamieson, Thomas Mullen, Gerald Shafer, William Smith, Jerome Starpali and Can Tekben.

Purchasing, Steven Toth; Real Property Tax, Charlie Decker; Social Services, Jane Chase, Dawn Dodge, James Farrell, Frances Glueckert, Jerome Starpoli and Can Tekben.

The committee is urging probation officers throughout the state to advise CSEA if contracting programs are suggested in their areas.

The committee said it opposes contracting out since probation services are now being provided of the highest quality in New York State.

**More parking space at Plaza**

ALBANY — Seventy-five additional parking spaces at the Plaza were made available to the workers of several state departments in the Empire State Plaza last month as the result of negotiations between the Capital Region Civil Service Employees Assn. and the state.

The union, according to Al Mead, first vice president of the Capital Region CSEA, requested a meeting with the state after hearing it had plans to convert nearly 300 spaces to public parking.

"The employees sorely need more parking and if the state could find 300 unused ones, we want a portion of them," Mead commented. Calling the parking situation "abhorrent" and the result of "poor planning," he said only about one third of the workers in the mall have parking spaces.

"Parking has been one of the more important issues here and it will remain so, until the union feels it has been satisfactorily resolved," Mead said.

The additional spaces, which will be divided in proportion to the number of employees in each bargaining unit, will go to the departments of motor vehicles, health, energy, equalization and assessment, aging, parks and recreation and lottery.

**List new staff assignments**

FISHKILL — In a plan that Regional Director Thomas J. Luposello describes as an effort to, "maximize efficiency and better serve the membership," a new system of field assignments is in effect in the Southern Region.

Field representatives, announced Luposello, are now responsible for all state, county and political subdivisions within their assigned geographic area.

The new lineup is as follows: Tom Brann — Southern Rockland; John Deyo — Northern Dutchess; Flip Amadio — Greater Orange County Area; Bruce Wymond — Putnam and Southern Dutchess; Ross Hanna — Ulster and Sullivan; Diane Campion — Northern Rockland and Southern Dutchess.

Field responsibilities in Westchester County remain the same, except staff picks up additional state assignments as follows: Joe O'Connor — Westchester Departmental Center Units located in Yonkers, and all departments of transportation and parkway units, as well as below; Larry Sparer — Millwood Unit of Westchester Developmental Center, and DOT and parkway units located at New Rochelle; Don Partrick — Westchester Developmental Center Units located at Ardsley, Ossining and Mt. Vernon.

**Oppose contracting out for probation services**

ALBANY — The Civil Service Employees Assn. Statewide Probation Committee, at its December 1 meeting here, went on record opposing any contracting out of probation services.

Committee Chairman Jim Brady noted that he attended an international seminar this fall at which contracting out was heralded as a program of the future. The committee is urging probation officers throughout the state to advise CSEA if contracting programs are suggested in their areas.

The committee said it opposes contracting out since probation services are now being provided of the highest quality in New York State.

**Reward established for info on hit-run driver**

EAST MEADOW — The Nassau County CSEA Local 830 Executive Committee has voted to offer a $5,000 reward for the arrest and conviction of those persons responsible for the recent hit-and-run death of a CSEA member.

Local 830 First Vice President Jerome Donohue made the motion involving the death of Lieutenant John J. Fenton of the Nassau County Sheriff's Department, a 19-year veteran of the department.

The Executive Committee also voted to donate $250 to Staten Island Developmental Center Local 429 where six officers have been suspended by the State, including President Felton King.
Communicators focus on…

**Expert tips:**

**Listen first, speak later**

**BUFFALO** — Our senses are assaulted with many thousands of different pieces of information each day — through television, newspapers, radio, at our jobs and at home. But how much of that information actually gets through?

It should come as no surprise that authorities estimate we forget about 75 percent of what we’ve heard one time within three weeks. That disabilities lot of information came from Jerry Regan, a founder of the New York State School of Communications at Cornell University.

Regan was speaking at a seminar on communications at the Buffalo Convention Center recently, offering some choice tips on how to become a better communicator.

"The key to being a good communicator is awareness," Regan said. "Listen, first, to your own feelings, then to what is interfering with the communication process — must be done unsurgically. Noise — anything that interferes with competing sounds or conversation to internal noise — a worry that's making you jump out of your skin, noise, hunger pains, etc.

Regan has written a book with a listening formula that helps those who use it to concentrate more and forget less. T-Q-L:

- T — Tune in and tune out all other noise. Give your subject your complete attention.
- Q — Question continually as the speaker talks. What is he or she trying to say?
- L — Listen to every word. Don’t let yourself drift off in the middle of a sentence.
- R — Review what has been said after the speaker has finished. Think about what you’ve heard and dig it. The sooner you do it, the less you’ll forget.
- B — Be aware for those who find themselves in front of the podium:
  - When speaking to a group, it’s important to be yourself. Don’t give a speech," he said. "Remember, you’re just talking to people, something you do every day. Look at your audience and talk to them, not the back of the room.
  - Sincere and know the subject you’re talking about. An audience can sense when you’re bluffing. Have ready a outline on 3 by 5 cards, but don’t read from them. Should you forget your place, pause, take a deep breath, and continue.
  - Don’t overstate. Proper diction, that choose the proper word to express the meaning you’re trying to convey. Contrary to popular belief, the word “diction” doesn’t have anything to do with pronunciation, which Regan says you should avoid.
  - Don’t be put off by stage fright. Turn your nervous energy into bad habits. It is entirely normal to be afraid. Regan says, noting that when a survey was taken listing people’s worst fears, death placed second on the list. Speaking in front of a group was first.

Relax. Confidence comes with experience.

**Melinda Carr, CSEA's Assistant Director of Communications,** points out that newsletters are a very effective tool for reaching the membership. At a recent communications seminar in Buffalo, she outlined the simple and inexpensive steps to achieving a good newsletter.

BUFFALO — The task of keeping your members informed and involved is a major concern of every local union, but it’s also one of the most difficult. The leader of this task, the newsletter, is often spread through offices of departments and work sites. According to Melinda Carr, CSEA's assistant director of communications, a newsletter can be an excellent means of staying in touch with your membership.

"First of all, it is nearly as hard as it looks," said Ms. Carr, who addressed a Communications seminar at the Buffalo Convention Center last month.

"The way in which it is most effective is to listen to both listening to and delivering a message," she said. "It's important to have an open mind. A good newsletter without spending much money.

First of all, Carr emphasized, don’t think of your membership as just a group; you have in your wake a common experience. "With just a little basic information, anyone can do it," she added. Here are some of her ideas:

**WORKERS:** You don’t need,writing skills to bring you information. How many you need depends on the makeup of your local or unit. A small committee can write the information-packed seminar or communications in Bufal.

**PHOTOGRAPHS** are expensive and may not be necessary to good design. Instead, use camera-ready artwork. It can be clipped from almost anywhere to take advantage of local talent. Headlines are made easily using non-prescriptive "rub-off" type.

**HOW OFTEN,** you print also depends on your local or unit. Many publish once a month, but you may find that three or four times a year will suit your need.

Ms. Carr noted that the Communications Department is in the process of preparing a "newsletter guide" as part of an overall program to develop and improve internal communication. The package, he said, should be ready early next year.

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**Union wins insurance battle in Schenectady, IP charges withdrawn**

**SCHENECTADY** — Having won all of its legal objections, the Schenectady County unit of the Civil Service Employees Association has withdrawn its improper practice charge of failing to negotiate in good faith and has suggested to the county manager to take the cash that the union won all of its legal objections, the county manager has withdrawn the proper practice charge. "We don’t want to be split," the county manager has said. "We want to use the money by having the county pay an attorney to go to PERS in Albany and say that the county manager has withdrawn all of his illegal actions and that therefore all of CSEA's objections are resolved, that the case has been resolved and we won our case here and now the county manager must move forward for our rights and our benefits."

Furino also noted that the Capital Region of CSEA had assigned Daniel Campbell, a Communications department, to assist the CSEA Unit in an insurance education campaign on the self-interest concept for the whole CSEA Schenectady County Local and for the general public. "CSEA has a lot of questions to ask about this concept and we want our members and area taxpayers to ask their questions and get honest, verifiable answers," Furino concluded.

**JIM LANDIN**E, Ontario County Local 1036, takes notes as the key speaker over a variety of topics at the Bufal communications seminar.

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**Packer elected Local 350 vice pres.**

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**New mailing address for Southern Region**

**FINISHED** — Although the actual location remains the same, the Southern Region III headquarters also were packed in a small room of the new mailing address, effective immediately.

The new mailing address is (112 Westerly Street, R. I. P. Office, Route 1, Box 852, FERNE, R. I. 02834.

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**White Plains** — Ballots were mailed to all eligible union members on December 8, 1980 to vote on a tentative two-year contract between the Westchester County Union Unit 240 and Westchester County.

The deadline for returning ballots was extended by one week, to Monday, December 22, 1980, at 5 p.m.

Ballots should be returned to the CSEA Office, Room 106, County Office Building, 148 Martine Avenue, White Plains. N. Y. 10601.

Eligible union members who have not received their ballot by December 14, 1980 may pick up a replacement ballot at the CSEA Office at the above address.

**Gallery packed Local 350 vice pres.**

**NEW YORK CITY** — The State Department Labor Local 188 Executive Committee elected Tina Packer as the local's third vice president at a recent meeting of the committee.

Ms. Packer replaces Third Vice President Medford who received a promotion which places him in another bargaining unit.

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**Union wins insurance battle in Schenectady, IP charges withdrawn**

**SCHENECTADY** — Having won all of its legal objections, the Schenectady County unit of the Civil Service Employees Association has withdrawn its improper practice charge of failing to negotiate in good faith and has suggested to the county manager to take the cash that the union won all of its legal objections, the county manager has withdrawn the proper practice charge. "We don’t want to be split," the county manager has said. "We want to use the money by having the county pay an attorney to go to PERS in Albany and say that the county manager has withdrawn all of his illegal actions and that therefore all of CSEA's objections are resolved, that the case has been resolved and we won our case here and now the county manager must move forward for our rights and our benefits."

Furino also noted that the Capital Region of CSEA had assigned Daniel Campbell, a Communications department, to assist the CSEA Unit in an insurance education campaign on the self-interest concept for the whole CSEA Schenectady County Local and for the general public. "CSEA has a lot of questions to ask about this concept and we want our members and area taxpayers to ask their questions and get honest, verifiable answers," Furino concluded.

**JOANNA WILLIAMS,** of Local 828 in Monroe County, contemplates the advice of a speaker during the Buffalo Communications seminar.

**BE SAWMA**, left, and Semiconductor, both of Niagara County Local 852 listen attentively during the information-packed seminar on communications in Bufal.
Two Troy men help extinguish blaze; distinguish selves

TROY — Because two on-duty Department of Public Works employees from the City of Troy were not afraid to get involved, a fire that could have destroyed a home was, instead, extinguished.

The employees Charles Bushey and Michael Picarillo, were operating a street cleaner on First Avenue in the city around 7:30 a.m. in late October, when they spotted a house on fire. They immediately radioed their dispatcher, Donald Kelly, and told him to call the fire department. The two then grabbed the hoses from their truck and sprayed water on the flames until firemen arrived. The blaze was out by 9:27 a.m.

A man and his child, who were sleeping inside, were roused when they smelled smoke and fled safely.

Troy Fire Department Battalion Chief Edward Shultz, commended Bushey and Picarillo for their actions, saying “They definitely helped stop the fire from spreading.”

The two, members of the City of Troy Unit of the Civil Service Employees Assn., were also praised by unit president Joseph Cassidy, who commented, “These two guys thought and acted quickly, helping to save a man’s home. The union is proud of them.”

Cassidy distributed a memo, recognizing Bushey’s and Picarillo’s deed, among city officials and unit members.

Unique pilot project seeks to improve labor/management committee results

ALBANY — Cooperative labor/management committees may enhance the quality of life of employees at the workplace. To demonstrate this, the Committee on the Work Environment and Productivity (CWEP) is launching a new pilot project — “Mini-CWEPs.”

Itself a labor/management committee, CWEP is fostering labor/management committees at four designated agencies and facilities. The sites selected are Wassaic Developmental Center, Rockland Psychiatric Center, SUNY at Buffalo and the New York City office of Tax and Finance.

The pilot project is taking a number of steps to ensure a cooperative working relationship within each committee. Aiding in this effort is the consulting firm of Lieb, Lefkowitz and Associates.

“Through workshops and other instruction currently underway, all participants will be taught the proper way to conduct a democratically run labor/management committee,” explained Marty Langer, CSEA’s representative on CWEP.

A second inducement for cooperation is expected to be the allocation of funds which the local committees can use for jointly undertaken projects. And in addition, the consulting firm will participate as a neutral at each meeting of the committees to help establish harmonious relationships.

“We anticipate that these local committees will give labor and management an opportunity to begin talking to each other about worksite issues and problems in a cooperative, constructive way,” Langer said. “And with the assistance we’re rendering in terms of training, funds and counseling, we hope that these local committees will generate innovative activities and solutions which will truly enhance the quality of working life.”

CWEP was established under the 1979 collective bargaining agreement between CSEA and the State. Its subcommittee on the Quality of Working Life is overseeing the “Mini-CWEP” project.