



Message from the President

by Jill Quinn

It is an honor to be starting my year as your new President. Many thanks to Jeanne Burris for her leadership this past year and making sure our chapter had a solid foundation to move forward to the next level. She has been a mentor and friend, and I look forward to her continued service to the chapter in the coming year.



We begin the year on a very positive note. Your leadership team is extremely capable and motivated, and is already well underway in working toward our goals of improved communications, strengthening the quality of our education programs, and growing our membership. The Board has made a commitment to providing the necessary resources to our committees to accomplish their goals.

We are pleased to welcome our new chapter administrator, Cheryle Grinter, and to extend a big thank you to our former administrator, Sue Heley, CMP. Sue was instrumental in helping the chapter through some difficult administrative times when she stepped into the job, and we are extremely grateful for her dedicated service.

I would like to encourage all of you to get involved as a volunteer in KCMPI this year. We have many great committees that need a little of your time and talent. Together, we all make KCMPI a strong and vibrant chapter.

Best wishes for a peaceful and prosperous summer.

New KCMPI Headquarters Information

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KCMPI Welcomes New Chapter Administrator

by Jill Quinn

At their meeting on June 8, the KCMPI Board of Directors interviewed three finalists for the position of KCMPI Chapter Administrator following an RFP process that produced eight proposals. Cheryle Grinter, independent consultant, was hired to fill the position formerly held by Sue Heley, CMP. Cheryle officially began her new duties on July 1.

Cheryle has 20 years of administrative and meeting planning experience, and says her strongest skill is "excellent customer service". Since 1985, Cheryle has been involved with nationwide training seminars, development of training materials, providing training and technical assistance to federal programs and community-based organizations via on-site visits, cluster training, state associations, and regional and national meetings.

Cheryle has been involved with Head Start, and served on the Board of Directors for several years of Grinter Place Friends, Kansas state historic site. Cheryle regularly volunteers for the MS Society and also maintains a real estate license. She is a cat lover, and she and her husband Bob live on wooded acreage where she enjoys the wildlife and outdoors. Her hobbies include climbing, repelling, experiential learning, gardening, scrap booking, arts and crafts, and playing with her grandson.

Cheryle is excited to join KCMPI and she looks forward to successfully serving the Chapter. Cheryle can be contacted at kcmpi@kcmpi.org.



Cheryle Grinter, Chapter Administrator

July/August 2005

2005-2006 Officers

- Jill Quinn, President
- Jeanne Burris, Immediate Past President
- Tanya Zuckerman, CMP President Elect
- Patti Gaughan, CMP, VP of Communications
- Diane Wolfe, CMP, VP of Finance
- Kari Ziblut, CMP, VP of Membership
- Sherie Howell, CMP, VP of Education and Programs

2005-2006 Directors

- Bob Easton
- Bert Guy, CMP
- Miya Macken, CMP
- Carolyn McClure
- Cynthia Patterson, CMP
- Vanessa Kane, CMP

Chapter Administrator

Cheryle Grinter



Looking for a Director and Committee Chairs!

- Director of Programs
- Educational Conference Co-Chairs
- Newsletter Chair/Publisher
- Scholarships Chair
- If interested, please contact Jill Quinn at JQUINN@edckc.com



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Board/Committee Chairs Retreat to Unity Village

by Jill Quinn

The 2005-06 Board of Directors and Committee Chairs met June 23-24 for the annual summer retreat at Unity Village. The focus of the retreat was to review the strategic plan, update the chapter business plan, and build an effective leadership team for the coming year. Rick Weaver, Chief Inspiration Officer, Lifeteacher.com, traveled from New York City to serve as facilitator of the retreat. Rick is an MPI-approved facilitator and an old friend of KCMPI, having led numerous past retreats for our chapter. The Board and Committee Chairs are looking forward to launching a strong education program, enhanced communications and a continuing commitment to our members this year. Many thanks to Unity Inn at Unity Village for hosting the retreat and providing such fabulous food!!



2005-06 Board of Directors and Committee Chairs

Five Reasons Why You are a Member:

- Make yourself a valuable strategic asset for your organization and your clients through personal and professional development.
- Give back to the industry through participation in volunteer leadership positions at the local and international levels.
- Develop business relationships and contacts to grow your business.
- Keep abreast of the latest global industry trends and changes.
- Network and conduct business with other professionals who adhere to a common code of conduct and who share your commitment to increased professionalism within the industry.

Fire Drills

by Mindy Weisberg



When you hear the term “fire drill,” do you think of a blaring alarm signally an evacuation practice run? Not likely. Instead, as a planner or supplier, what you probably envision is that ever-so-untimely urgent need to stop everything and focus on some issue that is holding up the world’s rotation until it is resolved. If that is the case, you must be actively involved in the meetings and events industry. We see fire drills all the time in our world, some large and some moderate in nature: an executive decision to change the schedule the night before a program, an unpredicted thunderstorm during your outdoor function, a late surge in attendee registrations when your venue is already full, to cite a few examples. We’ve all seen at least a few in our day. While fire drills are often a frustration, have you ever thought about the positive long term results?

There is a personality trait that carries across all those who exceed in our industry. It’s the innate nature to take control and find solutions. Some of us excel in the rush of an urgent and unexpected deliverable. Others of us fret at the thought of being sidetracked from our plan. But all of us understand that fire drills, quite simply, must be addressed and addressed immediately. In the process, it’s amazing how creativity and logic kick in to provide us solutions. You may never know your true capabilities until you put them to the test.

None of us really want unexpected challenges, but through our network of peers, experience and resources like MPI, challenges get handled. Often, those challenges produce extraordinary results. Yes, there is a scramble to get through a fire drill while not dropping the ball on other focuses. Yes, it does cause un-welcomed anxiety and stress. But, it is the job of a planner or supplier to make the craziness of the client and situation fit neatly into the boundaries of the perfect meeting or event. And we do. Chances are the takeaway from such challenges is worth its weight in gold. Remember this the next time you face what appears to be an earth-shattering detour in routine. Stay calm, stay focused, get it done and grow in the process.

Truly, do you remember what caused professional havoc in your life five years ago? One year ago? Last month? Can you recall the feelings you endured why tending to a fire drill? Chances are, only the biggest and most notable challenges will still cause the heat rise up your neck. Most fire drills simply fade from our memory, but the knowledge gained from them will not disappear. If you are ever fortunate enough to find yourself with time on your hands, flip through your notes of an old meeting or event. Look for those urgent notations that you know caused you sleepless nights. Try to relate to them now. You might get a good chuckle out of it. But the manner in which those challenges were addressed is something you now have as a learning experience. Using the philosophy that everything happens for a reason, know that you’re being tested for the greater good. Fire drills are not fun, but will make you a stronger person in the long run.

You can handle it!

KCMPI Program Attendance Rewards

by Shari Hockenbery, CMP

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Beginning in August 2005, KCMPI will rollout an exciting *Attendance Incentive Program* designed to reward those who participate in the Chapter's informative monthly educational programs. In conjunction with our new theme – *Building Blocks to Excellence* – the Program Committee is dedicated to laying down the

foundation of educational excellence in the form of timely program content, inspirational and knowledgeable national-level speakers and unique, interest-sparking venues. Not to mention partnering with local organizations in order to open up new markets for KCMPI members! And program attendees are the building blocks of this vital foundation.

So, you might ask, what's in it for me? In addition to the outstanding opportunity to learn, network and get to know quality area suppliers, there is a vast array of wonderful prizes you might win just for showing up! Each time you attend a KCMPI monthly education program, starting with the *Go Wild for KCMPI* New Member Reception at the Kansas City Zoo on August 11, you will receive a "building block." Collect all 12 building blocks and your name will go into a drawing and one lucky winner will receive a free

registration to either the 2007 Professional Education Conference (PEC) or the 2007 World Education Congress (WEC). And that's just the grand prize! Collect nine blocks and your name goes into a drawing where one lucky person will win a free registration to the 2007 KCMPI Education Conference. Collect six blocks and be entered into a drawing to win a free Monthly Education Program Coupon book – all of these prizes represent a dynamite savings for any organization that pays and supports a KCMPI membership! The drawings for these outstanding prizes will be announced at a later date.

Do you think that's all? Not by a long shot. Every attendee at each and every monthly education program will have the opportunity to win a prize that very day. Just for showing up, your name goes into the hat. Lucky winners may win a restaurant certificate, a coupon from the MPI Bookstore or a free pass to the next KCMPI program... among many other wonderful sur-prizes!

If you want to get a sweet taste of what the *Attendance Incentive Program* and *Building Blocks to Excellence* are all about, plan to attend the first Program Committee meeting on Wednesday, July 13th at Panera Bread on the Country Club Plaza at 8 a.m. It just may be your lucky day!

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KCMPI Members Nominated for National Awards

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by Patti Gaughan, CMP, Awards & Recognition Chair

Annually, MPI calls for entries for its most prestigious awards to recognize the excellence of individuals, organizations and its chapters, which are leading the way to prove the value of meetings and the meetings industry. The Meeting Professional Awards recognize planner and supplier members who are models of professional excellence, significant contributors to the meetings industry, and active with MPI and civic organizations.

We all know that the KCMPI chapter is a model of excellence, made up of some of the country's most respected planners & suppliers. In an effort to help MPI and others recognize our local excellence, we decided to submit some of our own members as nominees in all award categories. The KCMPI Awards & Recognition Committee, in conjunction with the KCMPI Board of Directors, reviewed the local membership roster and came up with the nominees. We were unable to use the nominees submitted for our local awards because of the submission deadlines. Winners will be announced at the WEC, July 10-12, in Miami.

International Planner/Supplier of the Year – awarded annually to an individual planner and supplier member in recognition of his/her outstanding cumulative career contribution, involvement, achievement, leadership and professionalism.

Planner Nominees:

Jill Quinn, Economic Development Corporation

Jill has been active in MPI since 1995. During this time she has served on many committees and on the board as VP of Communications and a director. She will be the President of KCMPI next year. Jill also serves on the Membership Committee at the national level and is a member of MSAE. She is a past recipient of KCMPI's Board Brilliance and Program of the Year awards.

Kari Ziblut, CMP, KU School of Nursing

Kari joined MPI in 1996 and is a consistent contributor to KCMPI. Over the years, she has served on several committees, as Auction & Website Committee Chairs and on the board as VP of Finance and VP of Communications. She is a frequent contributor to our chapter's newsletter and other publications. She attends various industry events on a regular basis and is currently enrolled in the CSEP (certified special event professional) credentialing process. She is also a past recipient of KCMPI's Board Brilliance & President's awards.

Vanessa Kane, CMP, Veterans of Foreign Wars

Vanessa is celebrating her 25th year as a KCMPI member. Over the years she has served as KCMPI's Treasurer, Secretary, Newsletter Editor, President, Ed. Con. Chair and more. She was also involved with an MPI International Task Force and is a recipient of KCMPI's Planner of the Year award. At VFW, Vanessa is charged with producing large scale conventions, complete with Heads of State and those who have served our country's military.

Supplier Nominees:

Caroline West, O. P. Convention & Visitors Bureau

Caroline has enjoyed many years with MPI. She joined in

1993. She has served on many committees, as Chair of the Membership, Program & Ed. Con. Committees. She is a past President of KCMPI and officer of KSAE and PCMA. She has been recognized as KCMPI's Rising Star, Supplier of the Year and by KSAE as Associate of the Year.

Julie Green, Hyatt Hotels & Resorts

Julie joined MPI about 1988. Over the years, she contributed many hours to committee and board work including Newsletter, Membership, Program and Community Service Committees. She is a past VP of Membership and a past President of KCMPI. She is active at the national level as a member of the Member Relations Committee. She is also involved in KCSAE and PCMA, of which she was a founding member of the Heartland Chapter. Her years as an early leader of this chapter guide us to where we are today.

Gil Hall, CMP, CPCE, Hyatt Regency Crown Center

Gil joined MPI in 1996 and quickly became active in many committees. He has served as Chair of several committees and on the KCMPI Board. Gil's involvement in other industry associations includes ASAE, RCMA, KCCVB & NACE, where he recently completed his tenure as President. Gil has worked on both the planning and supplier side of the business and brings a special blend of professionalism and devotion to the industry. He is recipient of many industry awards and KCMPI's Supplier Professional Excellence of the Year and Program of the Year awards.

Belinda Waldo, Associated Luxury Hotels

"B" has been an active member of MPI since 1990. She has served KCMPI as VP of Membership, VP of Programs, President and on many other committees. She currently serves on MPI's Past Presidents Council. "B" is also active in PCMP, KCSAE, RCMA and IAEM. She is a recipient of KCMPI's Supplier of the Year award.

Marion N. Kershner Memorial Chapter Leader –

awarded to a member, who motivates others, stimulates volunteer functions and acts as a catalyst to cause exceptional results that influence his/her local MPI chapter, based on cumulative career service.

Nominees:

Brad Plumb, CMP, Five Star Speakers & Trainers

Brad has served KCMPI for over 20 years. He has served as President, Treasurer, Program Committee Chair and more. He also serves on several MPI committees. He was instrumental in the creation of the International Association of Speakers Bureaus and a pioneer in creating standards of ethics for the speaking industry. Brad is a recipient of KCMPI's Supplier of the Year award. He is active in many community groups and serves as a model of ethics and excellence.

Alton Hagen, CMP, AGENDA: Kansas City, Inc.

Alton has been serving KCMPI since the 1980's. During this time, he has served as a Director, VP, Program Committee Chair and more. He is one of our favorite industry activists, as he is a member and officer of several industry associations: PCMA, KCSAE, NLA, KCCVB, Hotel & Lodging Assn., Assn. of Destination Management Executives and more. Alton is an outstanding example of professionalism and ethics as he continues to positively impact the meetings industry in our community.

KCMPI Members Nominated for National Awards, continued

Marion N. Kershner Memorial Chapter Leader - Nominees, continued:

Gwen Knight, CMP, Independent Planner

Gwen joined KCMPI in 1992 and quickly became active. She has served as President, VP of Membership and on various committees. She is active in other industry organizations and serves as a model for continuing education and networking. She is a recipient of KCMPI's Planner of the Year and Program of the Year awards. Gwen is locally recognized as the unofficial KCMPI /Meetings Industry Mentor.

Tomorrow's Leader Award – awarded annually to a member who is a relatively new member to MPI (must have joined after 1/1/2001). This award recognizes those who have made contributions to the association at the international and/or local level, based on cumulative 4-year period of involvement, commitment, and achievement. The award honors our future leaders.

Nominees:

Inge Hafkemeyer, International Association of Administrative Professionals

Inge has been a KCMPI member since 2001. She serves as the Program Committee with Lynne Fleenor. Together they have revised the chapter's program process, leading to greater chapter efficiencies and communications. Her contributions have greatly contributed to our member's educational experiences. Her committee as a source of inspiration and planning excellence recognizes Inge.

Diane Wolfe, CMP, KDW, Inc.

Diane joined KCMPI in 2000 and has served as Membership Committee Chair, Ed Con Chair, Director and VP of Finance. Her restructuring of the budget and financial reporting processes has improved chapter operations. She has worked as a supplier and planner and is a recipient of KCMPI's Planner of the Year award. She is known in the chapter as a model of strategic thinking.

Frank Schveninger, CMP, Overland Park Marriott

Although Frank has been in the industry for 25 years, and with Marriott for 22 of those years, he is relatively new to MPI. He quickly became active on the Program Committee and currently serves as the Ed Con Co-Chair. Frank has been continuously recognized as an outstanding employee of Marriott and is a recipient of KCMPI's Committee Member of the Month. Frank is well known for his "can and will do" attitude and generosity with his time and hotel services.

Lynne Fleenor, Sheraton Suites Country Club Plaza

Lynne joined KCMPI in 2001 and immediately became active in the Program Committee, which she now co-chairs. She, with Inge, has been instrumental in reviving our monthly education programs. Her innovative ideas have led to increased program attendance and higher evaluation scores. Her efforts have helped many members receive a true return on their educational investments.

On behalf of KCMPI, congratulations and thank you to all of our nominees for their many years of outstanding service and achievements.

ROI Methodology™ is the Bottom Line

by Shari Hockenbery, CMP

On a lovely summer day in June in Kansas City, Missouri, the Folly Theater rolled out the red carpet, not for a renowned jazz artist but for the meeting professionals of KCMPI. A large group with a healthy mix of both planners and suppliers met at the spectacularly refurbished Folly Theater to hear MPI Platinum speaker Terri Breining, CMP, CMM, discuss the importance of demonstrating to management a measurable Return on Investment following each meeting. According to Breining, who is the immediate past chairperson of the MPI International Board of Directors, ROI Methodology is a comprehensive and balanced measurement and application process that includes techniques to isolate the effects of the program, solution or project.

And why is ROI so important? Because, as meeting planners, our bosses, clients, organizations want to know the value of a meeting based on predetermined objectives, such as profit and participation, as well as less tangible benefits, such as improved teamwork, image and job satisfaction. With a proven ROI Methodology, we can now "...think like business people and focus on the 'business of meetings' – not the meeting business." To successfully achieve this end, Breining tasked participants to identify the four components of the ROI Methodology – Evaluation Planning, Data Collection, Data Analysis and Reporting. She described and gave examples of the seven levels of measurement – Reaction, Satisfaction, Planned Action, Learning, Application/Implementation, Business Impact and Return on Investment. Finally, each attendee was challenged to develop a personal action plan. Armed with the ROI Methodology, planners will be able to chart the bottom line of every meeting investment.

After an intense three-hour immersion into ROI Methodology, program participants enjoyed a tour of the Folly Theater and the delicious cuisine from Lon Lane and The Catering Company. As always, KCMPI is grateful for the sponsorship of partners, such as the Folly Theater and The Catering Company. We are also thankful for the contributions from Image Technologies, Hotel Phillips and Agenda: USA, without which our program would not have been such a resounding success.

KCMPI Members working together to learn more about ROI.



Terri Breining,
CMP, CMM

Awards Banquet a Blast from the Past

by Shari Hockenbery, CMP

Neither divorce nor death could keep Sonny (a.k.a Patti Gaughan) and Cher (a.k.a. Gil Hall) from reuniting at the recent KCMPI awards bash – Power of Recognition Sixties Style! With expected grace and panache, the dynamic duo swept onstage to welcome KCMPI attendees with a heartfelt rendition of “I Got You Babe.” And if that wasn’t enough to get the audience tripping down memory lane, the magnificent Marriott Kansas City Downtown pulled out all the stops. The lovely Basie Ballroom was transformed into a warm wash of psychedelic colors. Attendees entered the dining area through a ballooned entry gate and were treated to a groovy Sixties menu replete with “Woodstock Steak,” “Shrooms,” “Puff the Magic Spuds,” and “Alice B. Toklas Psychedelic Brownies.”



As the audience enjoyed the ambience, thumbing their love beads and fingering their peace symbols, Jerry Cook, president of the Overland Park Convention and Visitors Bureau, introduced outgoing KCMPI President Jeanne Burris and presented her with a bouquet of roses. Cook said the OPCVB supported Burris’ involvement with KCMPI and their value system has always been to serve. When Burris took the stage and spoke eloquently of her year of service with KCMPI, she thanked Cook and the OPCVB for their support and her husband, Lonnie, for his patience and support. She spoke of her excitement to be part of a team of dedicated members and pledged to be a strong and active voice on the Past President’s Council.



Despite difficulties with Sonny’s mustache, our hosts for the evening kept the festivities lively. With nearly 100 members in attendance, it was a groovy evening to celebrate and honor the past success of the 2004-2005 Officers and Board of Directors; to shower them with heartfelt thanks and bid them a fond farewell. And finally, it was a time to look toward the future with anticipation for a new year of learning, networking and growing; it was time to meet the 2005-2006 Officers and Board of Directors. Brad Plumb, resplendent in fringe and ponytail, introduced the new wave of KCPMI Board members and with his customary eloquence, officially inducted them into service.

It was an evening to remember. The Awards & Recognition Committee did a fabulous job staging a free-flowing evening of electric ambience, good food, excellent service and compelling content. The Committee was able to engage numerous member-partners to help the event run smoothly; notable companies, such as Bushnell Sports Optics Worldwide, Missouri Meetings & Events Magazine, Overland Limousine Service, Ta-da! Events. L. L.C., The Kansas City Downtown Marriott, Up, Up & Away and Vista Productions, Inc.

The evening concluded with the much anticipated awards ceremony.



Teddy Wright received the Employer Appreciation Award



Carolyn McClure received the Board Brilliance Award



Shari Hockenbery, CMP received the Rising Star Award (Gemma Zook not pictured)



Frank Schvener, CMP received the Supplier of the Year Award



Sue Heley, CMP received the Planner of the Year Award