

Summer 2016

IPSCONNECT

A Publication of The University of Tennessee Institute for Public Service



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The University of Tennessee Institute for Public Service
April 15

Art Wolff with the Roane County Sheriff's Office introduces the department's human remains ID dog Katana to members of the current National Forensic Academy session. NFA students have studied remains recovery and surface scatter recovery this week.



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Municipal Technical Advisory Service
May 20 at 3:05pm

Workplace fitness growing in popularity
<http://bit.ly/25EsdAR>



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Municipal Technical Advisory Service
May 23 at 1:40pm

Inside 5 Tools Cities Can Use to Pay for Infrastructure
<http://bit.ly/1TZzfHw>



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UTNFA @utnfa • May 16
Congrats to NFA Session XLI (41) who graduated on Friday 5/13/2016! #UTNFA

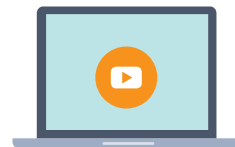
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UT CIS @UTCIS • May 5
Dr. Byrd from @UT_IPS wrapping up the day at #TBEDC!



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Cover Story | Block Party

**IPSCONNECT is a publication of
The University of Tennessee
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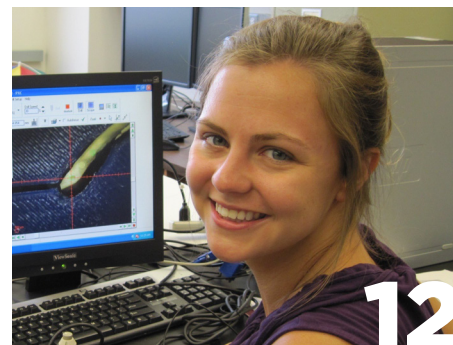
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Vice President's Message.....	4
Spotlight Keith Groves.....	5
Changes to IPS CEU Process.....	14
Gallatin Mayor Receives Training.....	17
IPS Development.....	18



NFA Grad Overcomes Challenges



CTAS Intern Wins Award

On the Cover: Block Party attendee
meets UT's mascot, Smokey.

A WORD FROM DR. BYRD

IN THE MOVIE DEAD POET'S SOCIETY, Mr. Keating (played by actor Robin Williams), uses any means possible to inspire his students to see the life lessons in classic literature. There is one scene where he steps up on top of his desk and asks the class why he might have done so. After several failed attempts at the correct response, he answers, "we must constantly look at things in a different way." Keating then invites the students, each in turn, to see the room from the top-of-desk perspective stating, "dare to strike out and find new ground!"

Our IPS strategic planning process launched April 25-26 at Montgomery Bell State Park. Over the two days we explored our hopes and concerns, made some work group assignments, and affirmed our mission by considering "what does IPS do, how do we do it, and for whom?" We all committed to a process that will be different, meaningful, transparent and inclusive with the objective of guiding long-term organization success.

We also watched a video about award winning photographer DeWitt Jones called Everyday Creativity, and considered the things we could learn relative to strategic planning from his work. He talked about the need to take advantage of windows of opportunity, to use the best information available and to find and explore the multiple right answers that are before us. Jones stressed the

PERSPECTIVE

NOUN PER•SPEC•TIVE \PəR-'SPEK-TIV\

A: The interrelation in which a subject or its parts are mentally viewed

B: The capacity to view things in their true relations or relative importance

Source: Meriam-Webster Dictionary

importance of listening to intuition, of perseverance, of conquering fears, of passion, and seeing potential. He says we must create a culture of learning, break patterns, change our lens or move to another perspective to turn the ordinary into extraordinary.

Another perspective Jones presents is important for us to consider: we must "go where the amazing stories are!" The next step in our strategic planning process is one where we collect your perspectives and amazing stories. We have scheduled listening sessions in Jackson, Nashville and Oak Ridge July 26-28, and are counting on hearing from you! We hope you - our partners, stakeholders, and employees - can join us in one of these locations to share your thoughts, perspectives and insights on our present and future organization and work. We're counting on your insights to help position our organization and our programs "in the place of most potential."

Perspectives are abundant – everybody has one! In the case of our strategic plan, we need your investment of time and thought and willingness to share. I promise the process will be invigorating and valuable to you and to the University of Tennessee Institute for Public Service, and in turn our agencies and their programs.

As we view anything from different perspectives, we get a more realistic picture. I can't wait to hear yours!

"Perception is strong and sight weak. In strategy it is important to see distant things as if they were close and to take a distanced view of close things"

*—Miyamoto Musashi,
legendary Japanese swordsman*



Employee Profile

KEITH GROVES

KEITH GROVES' JOB as a solutions consultant with the UT Center for Industrial Services (CIS) allows him to work with different customers throughout West Tennessee. "I like interacting with folks and seeing the new innovations in manufacturing," said Groves, who works out of the UT Institute for Public Service's (IPS) Jackson office.

The Chattanooga native joined CIS 11 years ago after tenures with MIG and Siegel- Robert Automotive. He received his bachelor's degree from Harding University in Arkansas, where he was a classmate of current IPS Vice President Dr. Herb Byrd III; and received his masters of business administration from Union University in Jackson.

One of the most memorable projects he's been a part of is teaming with fellow employees Michael Codega of CIS and John Chlarson and Ronnie Neill of the UT Municipal Technical Advisory Service (MTAS) to assist the city of Memphis Division of Public Works with developing a system to track and repair potholes and utility cuts in Memphis city streets. The team

advised the city to apply Kaizen principles to develop new operating procedures for the department's street repair crews. Kaizen is a Japanese term that means good change, and in business it refers to the philosophy to continually improve all areas of an organization.

The UT team of Chlarson, Groves, Codega and Neill spent two weeks prior to the Kaizen event conducting field research and interviews in Memphis to collect data and gain an understanding of what was actually taking place with the street repairs process.

"That was one of my favorite projects – the opportunity to work with the city and see how the Lean process can affect how the department works," Groves said.

When he's not helping businesses find solutions, Groves enjoys spending time with his 6-year-old grandson who lives in Jackson. He also has two granddaughters, who live in Nashville.

Keith Groves (Top Right)



NFA Graduate Overcomes Obstacles to Attend Session

LESLEY DANIEL ATTENDED THE FIRST National Forensic Academy (NFA) Collegiate Program and had her sights set on returning someday as a law enforcement professional for the 10-week NFA when she was faced with the possibility that she may never walk again.

The Wayne County native transferred from the University of South Carolina Upstate to UT Martin where she was a member of the Skyhawks' women's basketball team. Shortly after she returned home from her three weeks at the UT Law Enforcement Innovation Center's (LEIC) NFA Collegiate Program, she and a friend were enjoying a Jeep ride near her hometown of Collinwood.

"I let my friend drive my Jeep and he was driving a little crazy, he ended up flipping the Jeep and it landed on top of my leg. My leg is under the Jeep and my foot is over in another area," Daniel said. "The friend left, but there was another basketball player with us. My teammate and I were able to pick the Jeep up so I could move and my friend carried me to the road for help."

Daniel soon was flown to Vanderbilt University Medical Center where she spent close to 20 days in the intensive care unit. Her foot was not completely severed from her leg, but was only connected by a piece of skin.

"Doctors told me I'd never walk again, that they didn't know if they could save my leg," she said. The first surgery where doctors tried to repair her leg and ankle lasted 12 hours.



"Doctors told me I'd never walk again, that they didn't know if they could save my leg."

They inserted a rod in her lower leg to stabilize the area, however her body kept rejecting the rod. It wasn't until the fifth surgery that the rod insertion worked and was fused into place.

"When I played basketball, I used to complain about having to run and I believe God had this happen so I'd realize I have no reasons to complain. I now realize that each day is a gift, because some people don't have the ability to walk," Daniel said.

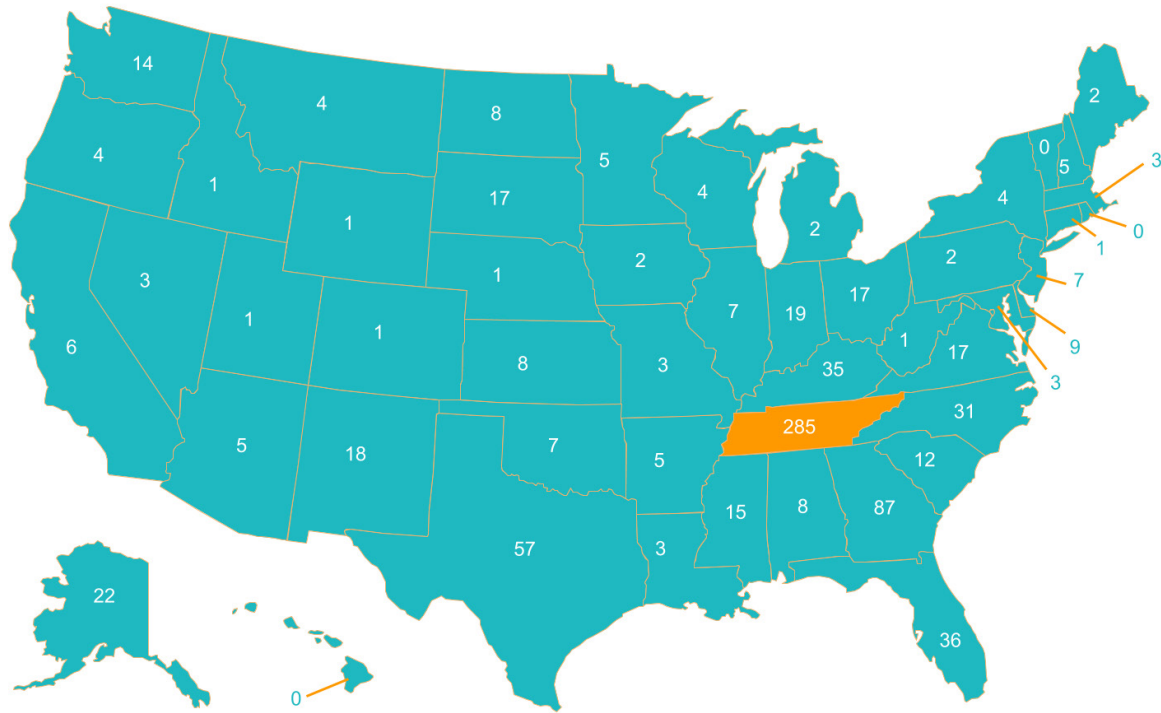
A year after her final surgery, Daniel still had dreams of a career in law enforcement. She started as a dispatcher at the Madison County Sheriff's Office and was in that position for a couple of months while she continued to work at regaining her physical strength. Once she was strong enough, she entered the police academy

and upon completion she started full time on patrol with the sheriff's office.

Four years after the accident that nearly claimed her ability to walk, and three years into her career, Daniel realized her dream of returning to the 10-week NFA as a violent crimes investigator with the Madison County Sheriff's Office. She recently completed the 42nd session of the NFA. In addition to her work with the sheriff's office, she spends much of her time talking to high school students about safe driving and perseverance.

"I always said if God let me walk again, I would share my story with others; and that's what I am doing," Daniels said.

QUICK LOOK | National Forensic Academy



Participants from each US state

811
GRADUATES

41
SESSIONS

400
HOURS
per session



FROM
48 STATES &
3 COUNTRIES

INCLUDING

KUWAIT
ICELAND
GERMANY

Find out more at
leic.tennessee.edu

Connect with LEIC and
NFA on social media





University Avenue Block Party





IN PARTNERSHIP WITH THE UT FOUNDATION, the Institute for Public Service hosted a neighborhood block party in April. IPS moved to Knoxville's Mechanicsville neighborhood in late 2015 and UT Foundation is expected to relocate across the street this summer.

More than 250 residents from throughout the Mechanicsville neighborhood attended the weeknight event that featured food, music and family activities. Kids enjoyed a bounce house, balloon animals, face painting and costumed-mascots, including UT's own Smokey.

"We organized this event as a way to introduce ourselves to the neighborhood. We wanted the residents to get to know us, and to learn more about how we fit in the UT system and the work we do around the state."

- IPS Vice President Dr. Herb Byrd III

Find more photos on our Facebook Page!
<https://www.facebook.com/UTIPS>

Many thanks to Adam Brimer of UT Communications and Marketing for his time and photographs



CIS Guides Dandridge Company During Certification Process

WHEN COMPANIES WANT TO GROW, they continue to look for the tools that will help them keep a competitive edge in the marketplace. Machining Solutions and Mold Works in Dandridge sought help with those tools from the UT Center for Industrial Services (CIS).

This small company, which was founded in 1997, provides highly skilled mold and die repair and metal part fabrication. Most recently, it expanded into plastic injection molding and put the infrastructure and experienced personnel in place to ensure the success of that area. With the growth of the company, the owners identified the need for a formal quality management system and calculated that ISO9001 certification would provide a competitive edge in the new division of plastic injection molding. In addition, many of the company's current customers started to require that their suppliers be ISO9001 certified. The International Organization for Standardization provides world-class specifications for products, services and systems, to ensure quality, safety and efficiency.

Machining Solutions and Mold Works reached out to CIS to conduct an assessment of the organization to identify gaps in the current quality system. With results from the assessment, CIS developed a project plan to guide the company throughout the implementation and certification for ISO9001

standard. The plan included development of the company's quality manual, which included policies and objectives, and documentation of processes and procedures. Employees received training on the procedures and owners were trained as internal auditors for the quality system. Prior to the ISO certification audit, the company conducted a full-system internal audit where several issues were identified and soon corrected. Soon after the processes were in place, the company received its ISO9001 certification.



“The consultant’s (Audrey Mitchell) assistance in our organization’s pursuit of ISO9001:2008 certification has proved invaluable,” said Laurie Keith, quality systems coordinator for Machining Solutions and Mold Works. “Her knowledge of the entire process and the professional skills required to set that process in motion have exceeded our expectations. Her diligence during our audit and subsequent certification truly set our minds at ease.”

CTAS Intern Wins UT Geography GIS Award

TAYLOR TIECHE, a UT County Technical Assistance Service (CTAS) Public Service Intern for 2015-2016, recently won the UT Department of Geography's first ever Bruce Ralston Geospatial Award for undergrads. The award recognizes the department's outstanding undergrad in GIS-related activities. The award is named for Dr. Bruce Ralston, who retired from the department after 40 years of distinguished work in the field of geography and GIS.

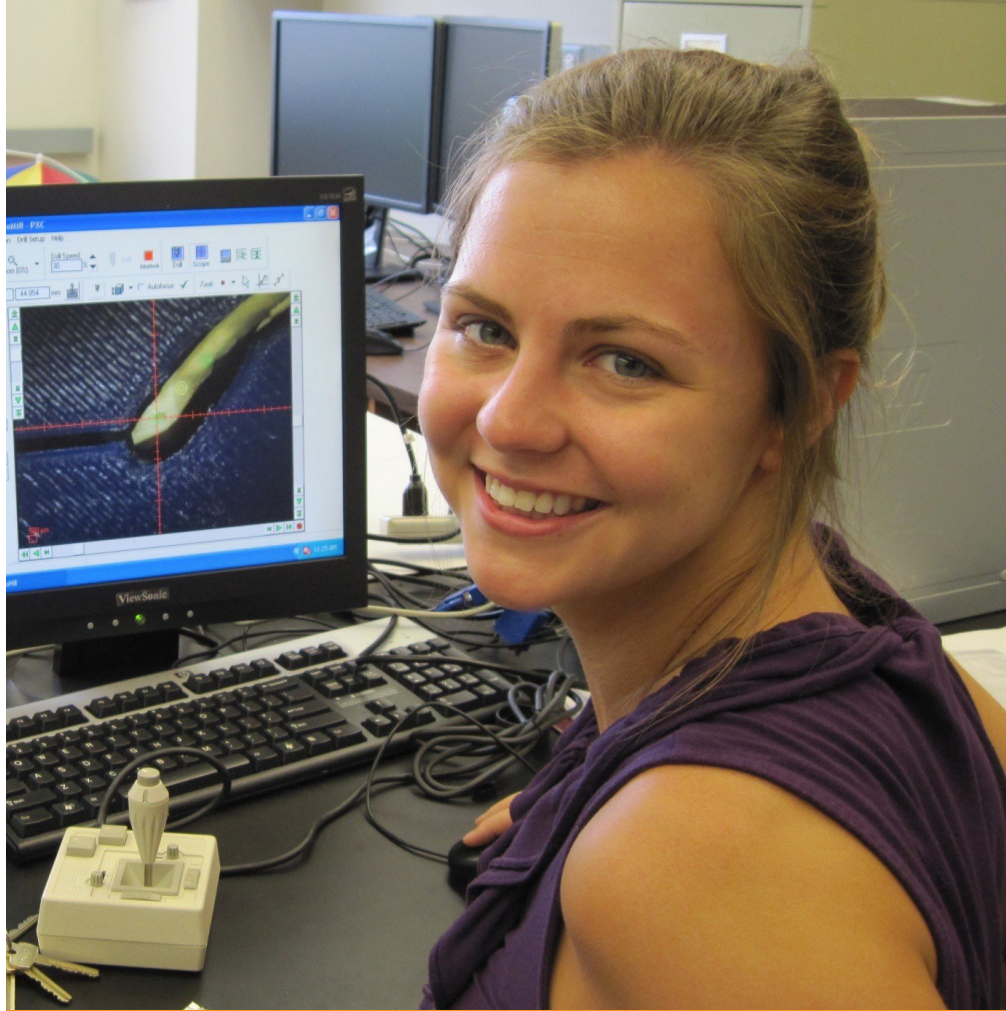
Tieche completed several challenging projects working as a CTAS intern, including a much-praised Gibson County Highway Department map that shows county-maintained roads, road districts and county commission districts. She worked directly with county officials and consulted with cartographic professionals at UT to complete a wall map, and is now working on a map book for field work. In addition, she assisted department faculty with mapping and other projects associated with paleoclimatology.

Tieche said her work with CTAS was very useful in developing her GIS skills and she has recommended

other geography students to apply for the program.

"I've enjoyed my time at CTAS more than I can say. I learned a tremendous amount from Mike Meyers about GIS in the workplace, I got to work on a ton of cool projects, and I was treated like a member of the family. Plus, someone always brings in cookies. What more could an intern ask for?"

Tieche's parents were on hand to see her receive the award. Albert Tieche, Taylor's father, is a consultant for the UT Center for Industrial Services.



“What more could an intern ask for?”

MTAS Covers the Topic of Dealing Tactfully with People and Situations

THE MUNICIPAL TECHNICAL Advisory Service (MTAS) offered a class statewide on the topic of Dealing Tactfully with People and Situations. Facilitated by Dr. Macel Ely, MTAS training program manager, this training offered practical approaches to dealing with those awkward situations that tend to arise in the normal workday.

This class began by defining what tact is and how it might be used in the workplace. Ely covered the many ways tact may be used in handling those difficult situations. He explored different approaches to methods of tact depending on the personalities

involved. Covering different approaches to a variety of co-workers, such as dictators, passives, know-it-alls and gripers, Ely used personal experiences, scenarios and class discussion to explore the art of tact.

“This was my second course with Dr. Ely and I thoroughly enjoy his teaching style,” said Kim Wade from the city of Alcoa Finance Department. “He captures your attention by talking with you instead of at you, while sharing his own insights on the subject. I truly feel better equipped after participating in this training.”



Changes Made to IPS CEU Process



CALENDARS

MAPS

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noncredit.utk.edu/professional

LAST YEAR, the IPS Leadership Team made the decision to transition from being an International Association for Continuing Education and Training (IACET) continuing education unit (CEU) provider to offering CEUs through the Professional and Personal Development Department at UT.

Agencies upload their course materials to the IPS CEU Sharepoint site, which is now available on the IPS intranet page under the Resources tab. However, when the course is submitted for CEU approval, it will be the Professional and Personal Development Department reviewing and approving

the course materials. Another difference with the new process is trainees who want CEUs will have to complete a CEU registration form upon conclusion of the course. The agency then submits the form to the Professional and Personal Development Department through the Sharepoint site. There is a charge of \$15 per student per class.

The Professional and Personal Development Department has made this transition very easy. It has agreed to grandfather all IACET-approved courses. However, the department cannot offer CEUs for any courses that have not been approved

either under the IACET process or the new process. Agency personnel responsible for uploading courses to the CEU Sharepoint site are Adam Foote/CIS, Chris Payne/CTAS, Emily Miller/LEIC, Chris Shults/MTAS and Stefani Mundi/Naifeh Center.

The IPS Training Idea Exchange (TIE) committee has updated the IPS Training Development Policies and Procedures and they are now available under the Resources/Training tab of the IPS intranet. These procedures explain the components that should be developed for each class. The TIE committee is currently working on a process for

developing learning event components such as learning outcomes, lesson plans and assessments.

Members of the TIE committee are Martha Kelly/CIS, Mary Ann Moon/CTAS, Miller, Macel Ely/MTAS and Mundy. When the IPS Learning Event Development Process has been finalized, the process will be posted under the Resources/Training tab. The TIE committee hopes to add additional resources to the Resources/Training tab that will assist IPS training professionals in developing and presenting training events.

Tennessee Government Executive Institute alumni hold events through the year, and the TGEI class of 2015 recently held a luncheon in Nashville with First Lady Crissy Haslam.





Dr. Herb Byrd receiving the TCSA 2016 Outstanding Public Service Professional Award

IPS Vice President Dr. Herb Byrd III was recently recognized as the Outstanding Public Service Professional by the Tennessee County Services Association (TCSA). Last year, TCSA began recognizing public servants who, throughout their careers, have offered significant support to county governments. The inaugural winner was former CTAS Executive Director Mike Garland.

We learned very quickly about Dr. Byrd's passion for public service, approaching his new position as a servant leader to local governments and industry.

-TCSA Executive Director,
David Connor

Gallatin Mayor and Department Heads Receive Training

EACH OF THE DEPARTMENT HEADS and the mayor of Gallatin participated in a special training, which was developed and delivered by the Municipal Technical Advisory Service (MTAS) training team. Dr. Macel Ely and Dr. P.J. Snodgrass delivered courses on DiSC Styles, customer service, leadership skills, managing conflict, collaboration and teamwork, diversity and sensitivity. The DiSC workstyle instrument reveals what personal workstyle is used when interacting with others. The four types are dominate, influencing, conscientious and steadiness. Each style has specific attributes and learners discovered not just their style, but the styles of the other department heads. Knowing the styles of others can be used to improve communications by adapting to another person's style.

Other topics covered information on how to deal with irate customers and the importance of treating coworkers (internal customers) as well as external customers with

respect. Participants also learned the value of teamwork and collaboration, and how it benefits all stakeholders when done well. As part of the teambuilding component, city officials participated in a wide variety of hands-on exercises to improve their leadership and management skills.

Debbie Johnson, director of human resources for Gallatin initiated the training request with MTAS. She worked with Ely on the topics and matched the training needs with topics that were applicable to all leaders.

The training included several activities that allowed the group to work on problem solving and collaboration as a team.

Participants in the training included Donald Bandy, David Brown, Mayor Paige Brown, James Fenton, Susan High-McAuley, Debbie Johnson, Connie Kittrell, Bill McCord, Rachel Nichols, Lori Smiley, Chuck Stuart, Nick Tuttle, Zach Williamson.



Revisiting Development in IPS

By Steve Thompson, IPS Assistant Vice President

DEVELOPMENT IS IMPORTANT to any public agency, and the UT Institute for Public Service faces the same problems of shifting revenues, expenses and accountability of other state and local governments. IPS Vice President Dr. Herb Byrd III, the executive directors and the rest of the leadership team have been wrestling with how best to revisit and renew development, and in 2016 the institute is revising the IPS approach to fundraising with staff, customers and other supporters.



Development should be tied directly to the strategic plan, and allow us to plan for and to reach

the goals developed through the plan. The strategic planning process for IPS is underway and our hope is to have a plan completed by this fall. This strategic plan will serve as the foundation for our development plans for the next few years.

In the meantime there are existing needs to be met and projects to support, and this summer we will be asking members of the IPS staff to again commit to supporting meaningful and substantive projects. IPS staff supports this university and this state through their work every day, and in 2015 were also generous in their financial support of the university. A total of 66 members of the staff, or half of our organization, donated to 43 different university funds and projects, ranging from athletics and 4-H to interns, innovation, and public radio. Over the next few months we will be discussing staff giving



in agency and team meetings, and asking the staff to consider increasing their financial support or, if they are not a donor now, to join those already supporting IPS with a recurring contribution to an account or cause that they value.

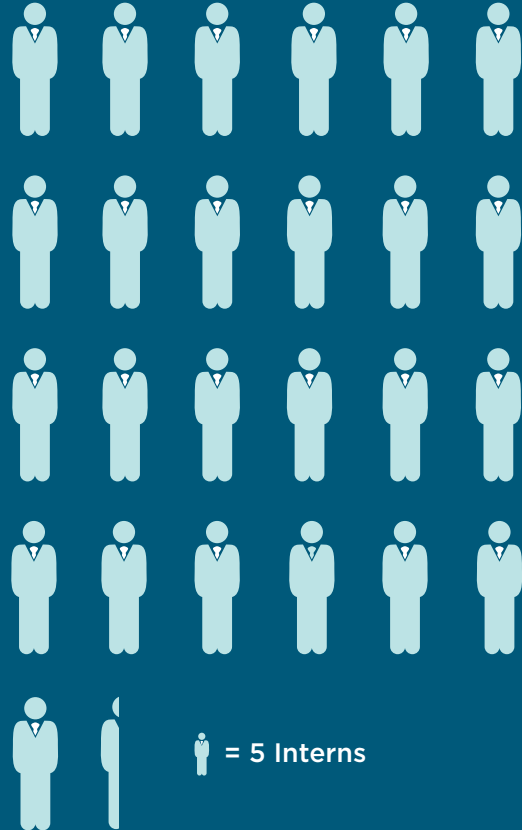
The staff has been generous but our development plans are also built around the involvement of non-staff donors, including companies, customers and others supporting our work for good government and good business. In 2015 we received a total of 38 gifts from generous companies, groups and individuals. We will be working hard to expand this non-staff support as we complete the strategic plan, with a clear outline of why giving to IPS is important for our customers and for the success of this state.

Did You Know?

38

GIFTS RECEIVED
IN 2015

THE NATIONAL FORENSIC
ACADEMY COLLEGIATE
SCHOLARSHIP FUND
AWARDED SCHOLARSHIPS
TO THREE ATTENDEES
OF THE COLLEGE
PROGRAM IN 2015



INTERNS PLACED BY IPS
SINCE 2011



More than

\$23,000

IN SCHOLARSHIPS AWARDED
FOR BOTH UNDERGRADUATE
AND GRADUATE STUDENTS BY IPS



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