MOCAP NEWS YOU CAN USE!!!!

April 2019 SGMP MOCAP NEWSLETTER

Our Mission

The Missouri State Capital (MOCAP) Chapter of the Society of Government Meeting Professionals (SGMP) strives to enhance and promote the expertise of government meeting professionals, to improve the quality of, and promote the cost effectiveness of government meetings.

Our Sponsors

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Chapter committees liaisons and chairs

Programs Committee

Board Liaison -Tina Dillon

Chairperson -

Hospitality Committee

Board Liaison – Lance Utley

Chairperson -

Communications Committee

Board Liaison—Lorie Jaegers

Chairperson -Jim Jirik and Maurine Hill

Holiday Extravaganza Committee

Board Liaison—Terra Crane

HE Chairperson -Lisa Perez

SA Chairperson—Catherine Jones

Charity/ Fundraising

Board Liaison—Jim Jirik

Chairperson—

Awards & Honors Committee

Board Liaison—Terra Crane

Chairperson—

Membership

Board Liaison - Tina Dillon

Chairperson – Ramona Huckstep

MO Event Summit

Co-Board Liaison – Melissa Adams

Co-Board Liaison – Lorie Jaegers

Co-Board Liaison – Tina Dillon

Nominations & Elections Committee

Board Liaison—Melissa Adams

Scholarship Committee

Board Liaison—Melissa Adams

President's Report

By Melissa Adams

In case you were not there for MOCAP's fun and rewarding experience at April's educational meeting, I'll tell you, you all outdid yourselves once again! Thanks to your support and participation in the MOCAP Charity and Fundraising Basket Raffle, we were able to donate $1,100 to Camp Quality! Melissa Adams sold the most tickets, $580 of them, and will receive a $50 certificate to use at the Holiday Extravaganza and Silent Auction (HE/SA) in November. Our second and third place winners were Brenda Buschjost, who sold $550, and Lagina Fitzpatrick who sold $187, respectively! They will each receive a $25 certificate towards the HE/SA. Great Job Everyone! What an incredible organization we have! Camp Quality does an amazing job by assisting so many families with children who are diagnosed with any type of cancer. Erin Carl and her team work to fill just about any need they see for the families they serve. Erin presented a very informative and moving presentation about the services they provide.

Your MOCAP Board will hold our annual planning meeting for the upcoming year on May 9th, 10th, and 11th. .We will update our policies and procedures which will be posted on the website soon after, and will set the budget which includes some great new ideas for programming for the coming year! There are many more fun times ahead you will not want to miss out on! I am excited to go to the new Drury in Columbia on May 9th for the next SGMP monthly meeting. The presentation will be by Anna Guthrie and Sarah George from Great Plains ADA Center and they will be speaking about ADA Lodging: Best Practices and Standards. It is also Supplier Appreciation Day! I hope you can all make it to this special event!

The June meeting will again be in Jefferson City at the American Legion. Come join us in June for our highly anticipated Annual Awards Program and some great food! They definitely have the best fried chicken around!

The National Educational Conference is also going to be held the last week of June this year. You should plan on joining us next year as its going to be held in St. Louis! It is time to be planning how you will earn points before December 31st so you can! Contact any board member with questions and for assistance!

Here's to lots of participation by all of our members on our committees and a fun-filled and exciting fiscal year ahead (July 1-June 30)! An e-mail with the committee sign-up sheet for next fiscal year will be coming out soon. Thank you in advance for your consideration of getting more involved in your MOCAP chapter activities this coming year. It is a wonderful opportunity for all!

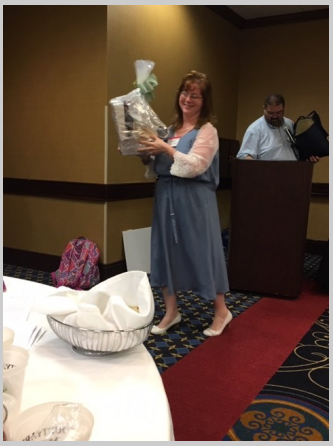
April 12, 2018 Meeting Recap

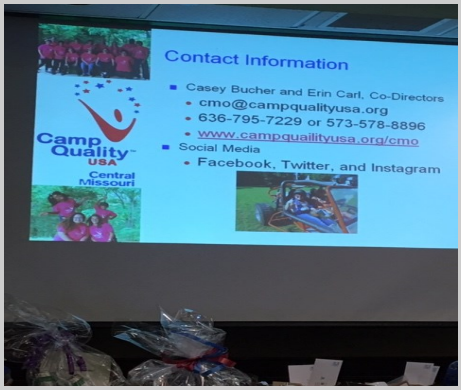
The April educational program was a "winner"! "Trivia, Are You Smarter Than a Meeting Planner?" presented by our own chapter board member Lorie Jaegers, CGMP, CTA, Senior Sales Manager, with Courtyard by Marriott - Columbia. The program fell under SGMP's National Core Competency, Education and Programming. Lorie facilitated a trivia game by splitting the group up into teams and went through a list of questions from the Certified Government Meeting Planner (CGMP) book. The first team to get six questions correct, was the winner. Three take-aways from Lorie's presentation were 1) Learn new information about CGMP 2) develop an interest in taking the CGMP course; and 3) smile, as it was a fun and educational meeting. I think everyone enjoyed the presentation and found the information enlightening. Lorie provided a short overview on this topic to allow enough time for our Charity & Fundraising Raffle Basket drawing and an additional presentation was given by our chosen charity "Camp Quality", and Director, Erin Carl.

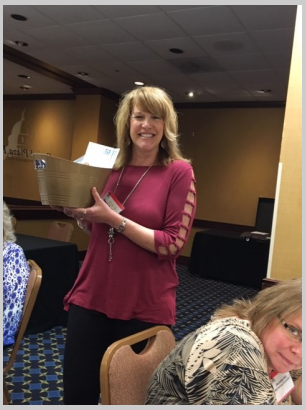
Thank you to all of our generous suppliers for donating some wonderful fun filled baskets!

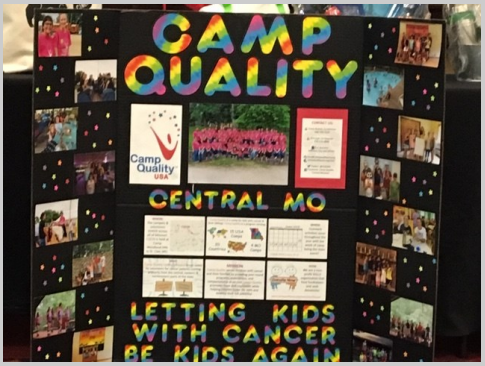
Branson Basket, organized by Mariya Baker, Branson CVB – winner, Leslie Cox sold by Tina Dillon
Columbia - Courtyard by Marriott Basket, organized by Terra Crane, Columbia CVB & Lorie Jaegers, Courtyard by Marriott – winner, Walt Bruns sold by Lagina Fitzpatrick
Columbia – Holiday Inn Executive Center Basket, organized by Linette Beaman, Holiday Inn Executive Center & Terra Crane, Columbia CVB – winner, Staci Knight sold by Melissa Adams
Columbia – Hampton Inn & Suites Basket, organized by Collin Fisher, Hampton Inn & Suites and Terra Crane, Columbia CVB – winner, Trish Barnes sold by Melissa Adams
Prison Tour Basket, organized by Jordan Rowles, Jefferson City CVB – winner, Gene/Judy Schneider sold by Steve Loethen
Going to Kansas City Basket, organized by Jim Jirik, Holiday Inn Country Club Plaza – winner, Dorothy Gieck sold by Brenda Buschjost
Kansas City Northland Basket, organized by Lori Haskell, Hilton KCI – winner, Joyce Hart sold by Maurine Hill
VisitKC Basket #1, organized by Francis Darko, VisitKC – winner, Ramona Huckstep
VisitKC Basket #2, organized by Francis Darko, VisitKC – winner, Christie Schepers sold by Brenda Buschjost
Lake of the Ozarks CVB Package, organized by Lagina Fitzpatrick, Lake Ozark CVB – winner, Terri Ransome sold by Melissa Adams
Camden on the Lake Basket, organized by Nicole Kever-Torres, Camden on the Lake Resort, Spa & Yacht Club – winner, Julie Mills sold by Brenda Buschjost
Tan-Tar-A Resort Basket, organized by Stephanie Bommel, Margaritaville Lake Resort – winner, Melissa Adams
The Lodge of Four Seasons Basket, organized by Kay Samuelson, The Lodge of Four Seasons – winner, Lisa Davis
Springfield Gift Basket University Plaza, organized by Lisa Perez, Springfield CVB – winner, Ramona Huckstep
Springfield Gift Basket at the Oasis, organized by Lisa Perez, Springfield CVB – winner, Ramona Huckstep
St. Charles Basket, organized by Nicholas Landry, Discover St. Charles – winner, Tim Jacobsen sold by Lagina Fitzpatrick
St. Joseph Red Lion Basket, organized by Mary Supple, St. Joseph CVB – winner, Kim Baumhoer sold by Brenda Buschjost
St. Joseph Drury Basket, organized by Mary Supple, St. Joseph CVB – winner, Kim Wolken sold by Tina Dillon
StL - Hampton Inn & Suites Getaway, organized by Lee Ann Howlett, Hampton Inn & Suites Chesterfield – winner, Dirk Elrod sold by Joyce Mason
StL - The Chase Park Plaza Basket, organized by Angela McGaughey, The Chase Park Plaza Royal Sonesta Hotel – winner, Terri Ransome sold by Melissa Adams
Lottery Basket, donated by the SGMP MOCAP Chapter – winner, Walt Bruns, sold by Lagina Fitzpatrick

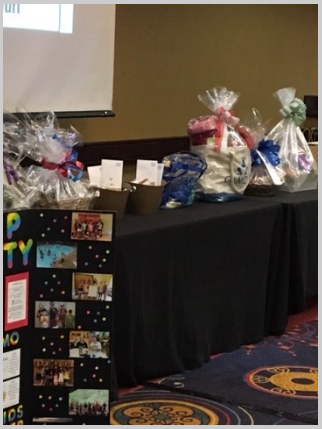
April 2019 Meeting











7 Ways to Improve Your Likeability Factor

By Z. Hereford

Likeability, or being likeable, is an important element for achieving success in life and with good reason.

Studies show that likeable people get promoted, elected and compensated more than those who are less likeable. They also tend to get better service from doctors, sales people and servers in eating establishments.

So what makes a person likeable?

Fear not, here are 7 ways to improve your likeability:

1. Be relaxed. Being relaxed yourself helps make others relax. It also sets the stage for easy, open conversation. It is certainly off-putting trying to converse with someone who is tense and uncomfortable.

A relaxed atmosphere allows an easy, comfortable give and take for all.

2. Be friendly. Being friendly is not unlike being open and relaxed. When you're friendly it puts others at ease and helps them know they can be themselves.

It also allows the other party to express their opinions knowing they will be fairly received.

3. Be open, flexible and non-judgmental. Nothing makes someone more comfortable than knowing you are open, flexible and non-judgmental.

No one likes to feel that you are making judgements about them without having all the facts, seeing the big picture or taking things out of context.

We all like to think that we have a fair shot and a clean slate when meeting someone. Similarly, nothing shuts down an exchange faster, or puts up a brick wall, than a sense that a person is inflexible or judgmental.

4. Be real and authentic. When a person is real and authentic they behave in ways that are true to who they are and how they feel.

They do not put on a different front around different people or situations.

Likewise, authentic people are not only true to themselves and consistent with their values, they are not afraid to put themselves and their beliefs out there. Authenticity is an endearing and appealing quality.

5. Learn to connect and empathize with others. Fortunately for all of us, knowing how to connect with others is not an innate gift, it can be learned.

Smiling, listening attentively and asking relevant questions in a conversation are all helpful in building a connection. (See also article: The Art of Conversation)

By the same token, there is nothing more attractive than feeling someone is listening to you and cares about what you have to say. Doing so

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We all like to be around people who make us feel anything is possible and that things are not as bad as they sometimes may seem.

This, of course, doesn't mean being unrealistic or in denial. It means that things can always be better and improved. People who have a "let's get it done" or "we can do this" attitude are not only optimistic and inspiring, they exude likeability.

7. Remember and use a person's name often. We all like to feel significant and that someone will remember us.

When you remember and use a person's name in conversation and otherwise, they are drawn to you and feel that they are not just a blank, or unimportant.

Using someone's name makes them feel like a person rather than an object.

In conclusion, it may seem that likeable people are born that way. They are not. Likeability can both be learned and improved upon.

When you choose to improve your likeability factor by implementing the above attributes you enjoy better health, increase your influence and become more successful in life.

More tips on how to improve your likeability factor:

Smile often.
Be helpful to others.
Avoid being arrogant, self-centered or a know-it-all.
Engage in humor and good will.
Compliment others genuinely and when deserved.
Be generous.
Listen attentively and offer sincere input.
Be humble.
Be confident.
Have integrity and good character.

6 Tips for Working With a Convention Services Team

by Tyler Davidson

Meeting and event planners working with a facility's convention services team can help ensure their program is a success by providing some very basic, but essential, information.

Maxine Compean, associate event manager for the dual-branded **Marriott Convention & Resort Network** properties **the DOUGLAS, Autograph Collection** and **the JW Marriott Parq Vancouver**, offered the following six tips to keep meeting and event planners and the convention services team on the same page before, during and after the program.

1. Know the Purpose of Your Meeting

It's important to know the purpose of your meeting and share that with the convention services team at the host facility. And if time is of the essence for you, that's something the convention services team needs to know.

2. Detail Considerations About How Your F&B Will Be Served

For the **48-Hour Film Challenge**, it was important for the food to be very portable, as different crews were working in different areas, all on different schedules.

Cater to your attendees according to their schedule.

3. Be Transparent With Your Convention Services Team

As soon as you book an event, realize that the host facility's convention services team is your partner. As with any team member, the meeting planner needs to disclose any critical information so the event will be a success. What is most important to you? Is there a strict budget that needs to be abided by? Give the convention services team all of the information they need to bring your vision to life, and then trust them to execute.

4. Leverage All of the Tools Available to You

Major hotel chains such as Marriott have a variety of resources meeting and event planners can use, such as its **Meetings Imagined** tool that can provide guidance on setups for food.

If you want to turn an event space into a market, for instance, programs such as Meetings Imagined are available to provide inspiration and the tools.

Ask what tools are available to make your program elements rise above the ordinary.

5. Define How You Want to Communicate

A convention services team wants to start off on the right foot by making sure the meeting planner is receiving the information she or he needs in the way they want to receive it.

There are multiple communication tools available now.

State what the best one is to keep everyone in the loop.

6. Repeat Customers Should Provide a Critique

If you are bringing repeat business to a facility or a hotel chain, make sure to let them know what worked, or didn't work, during the previous event. If something didn't work, a good convention services team will want to know how they can elevate the experience in the future.

Top 10 Personal Development Skills for Leaders & Professionals

Work-Life Balance	1	Maintain a healthy balance between work and life
Time Management	2	Prioritize, delegate and use resources to manage time better
Active Listening	3	Listen to understand and respond appropriately
Self-Confidence	4	Manage your emotions and fears, and deal with others' negative behaviors positively
Communication Skills	5	Use the right tone and voice for communicating clearly and confidently
Emotional Intelligence	6	Stay aware of your and others' emotions to build healthy work relationships
Leadership	7	Have the vision, communication ability, and management skills to influence and direct others
Problem-Solving Ability	8	Recognize problems, consider options, and make the best possible decision
Organising	9	Use ways to organize tasks, time and materials
Body Language	10	Use correct body language to communicate suitably

Save the Date!

November 30 Holiday Extravaganza/25th Anniversary
Host: Kathryn Szwargulski,
St. Charles Embassy Suites

December 13 Personal Safety / Self Defense
Host: Capitol Plaza Hotel, Michele Braun
Speaker: Terrie Martin & Daniel Hopkins
Sponsor: The Elms Hotel and Spa, Paige Jones

January 10 Human Trafficking
Host: American Legion, Sharon Bertels
Speaker: Nanette Ward
Sponsor: Courtyard by Marriott, Lorie Jaegers

February 14 National Spokeswoman for Go Red for Women
Host/Sponsor: Canterbury Hill Winery
Speaker: Shermane Winters- Wofford
Sponsor: Lake of the Ozarks CVB, Lagina Fitzpatrick

March14 Invisible and Visible Disabilities and Customer Service
Host/Sponsor: American Legion
Speaker: Anna Guthrie & Sarah George with Great Plains ADA Center
Sponsor: Embassy Suites, St. Charles, Kathryn Swargulski

April 11 Are You Smarter Than A Meeting Planner?
Host: Capitol Plaza Hotel, Michele Braun
Speaker: Lorie Jaegers, Courtyard by Marriott
Sponsor: St. Charles / St. Louis Hampton Inn, Lee Ann Howlett

May 9 ADA Lodging Best Practices & Standards
Host: Drury Hotels, Columbia, Leah Stotts
Speaker: Anna Guthrie & Sarah George with Great Plains ADA Center
Sponsor: Drury Hotels, Columbia, Leah Stotts

June 13 Annual Chapter Awards Program
Host: American Legion, Sharon Bertels
Speaker: Terra Crane, Columbia CVB and Lorie Jaegers, Courtyard by Marriott
Sponsor: Embassy Suites, St. Charles, Kathryn Sqargulski

July 11 Recap of SGMP National Education Conference
Host: Canterbury Hill Winery
Speaker: NEC Attendees
Sponsor: St. Louis City Center, Julie Wense

Member Profile

Debbie Davis—government planner

Title:
Fiscal and Administrative Manager

Current Employment:
Division of Credit Unions

How long have you been in the industry?
26 Years

How long have you been in SGMP?
1 and 1/2 years

How has your membership helped you?
I've gained knowledge networking with other planners and hotel vendors.

Worst meeting/event mishap:
None yet but I am still new so I am sure it will happen.

Most notable meeting/event moment:
My first holiday event at Embassy Suites was a great experience this past December. I appreciate all the hard work it took to put an event like that on.

Hometown:
Lake Ozark

Where do you see yourself in 10 years?
Retired, hopefully traveling and enjoying lake & family time.

Interesting fact you would like people to know about you:
My current position is the only division I have every worked for in state government. Apparently I don't move around much.

Membership Report

The March MMR report from SGMP shows the MOCAP chapter is holding strong with 38 planner members, 35 supplier members and 8 retired members totaling membership of 81.

Need to update your membership information?

It's as easy as logging on to www.sgmp.org. You can update your contact information, renew your membership and even ask for an invoice to be sent for payment. You can also download the membership change form and submit directly to SMGP.
There is $25.00 fee to transfer a membership.

April 1, 2019
Treasurer's Report

We are currently at a balance of $13,794.54 plus we have a $1001.99 CD .

CGMP

The Certified Government Meeting Professional designation ("CGMP") is designed for planners and suppliers whose work is governed by the rules and regulations of the federal government. Individuals who have earned their CGMP have obtained the highest designation available that is specifically for government meeting professionals.

Everyone who takes the course must be an SGMP member. You must be a member in good standing for six months to participate in a CGMP class and exam, but this requirement can be waived for new members with more than one year of experience in the hospitality industry. The $595 registration fee includes the three-day training sessions, the CGMP manual and the exam that is administered on the morning of the fourth day. In order to sit for the exam, you must attend all three days of the course.

To register for any upcoming CGMP course, you must first log in to your SGMP account (in the left margin of this screen). Once logged in, please continue to "Your Account", and then click on "Events and Registrations". Links to upcoming courses will be listed on that page.

In order to register, you must be a current member. Sign in using the Member Login section at left, then open the course in the Upcoming Events area. Look for the link to register.
Please check back for more information as it becomes available. All courses have limited registration space available. Payment is required in advance of the course. **In the event of a cancellation, collected fees will be applied to a future course registration.**

All registrants will be notified within 30 days of the course of the location of the course and exam. Questions about the CGMP course? Contact us at **education@sgmp.org.**

Upcoming Classes:

June 22-25, 2019
Preconference to the 2019 NEC
Detroit Marriott at the Renaissance Center
400 Renaissance Drive West
Detroit, MI 49243
313-568-8000

August 13 - 16, 2019
Hotel Palomar
2121 P Street, NW
Washington, DC 20037

Course Material & Fee

CGMP Class & Exam $500

Required CGMP Manual $95

SGMP
SOCIETY OF GOVERNMENT MEETING PROFESSIONALS

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SGMP

SOCIETY OF GOVERNMENT MEETING PROFESSIONALS

Advertise with SGMP—MOCAP

Our chapter newsletter is published twelve times a year and is sent to all MOCAP chapter members.

MOCAP offers advertising on our website or newsletter for $200 each or for only $350 suppliers can advertise in both, that's a great deal!

- **Specifications for newsletter ads—high resolution PDF or Jpeg and can be business card size.**
- **Specifications for website—Company logo and link to Company website (needs to be a minimum of 200 pixels in width and either jpg, gif or photo available for scanning.**

If you are interested in advertising in the MOCAP News You Can Use and/or on the MOCAP website, sgmpmocap.com, please contact Lorie Jaegers at ljaegers@kinseth.com or 573.443.8112.