

MOCAP NEWS YOU CAN USE!!!!

February 2019 SGMP MOCAP NEWSLETTER



Our Sponsors



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.



Table of Contents

Cover—Our Mission and Logo along with a list of our sponsors

Page 2—Table of Contents and Chapter Committees liaisons and chairs

Page 3—President's Report

Page 4—Monthly Meeting Recap

Page 5—Monthly Meeting Pictures

Page 6—Professional Development

Page 7— Meeting Industry News

Page 8 - Personal Development

Page 9—Bunco Fundraiser Pictures

Page 10—Save the date

Page 11—Member Profile

Page 12 - CGMP Where and When

Page 13—Membership report, Treasurer's report and how to update your membership

Page 14— MOCAP Board of Directors

Page 15- Our website url, all web addresses for our social media, national logo and how to advertise with our chapter



Chapter committees liaisons and chairs

Programs Committee

Board Liaison -Melissa Adams

Chairperson -

Hospitality Committee

Board Liaison -

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—Julie Wense

Awards & Honors Committee

Board Liaison—Terra Crane

Chairperson—

MO Event Summit

Co-Board Liaison - Melissa Adams

Co-Board Liaison - Lorie Jaegers

Co-Board Liaison -

Nominations & Elections Committee

Board Liaison—Melissa Adams

Scholarship Committee

Board Liaison—Melissa Adams

Greetings SGMP MOCAP!



I am happy to welcome our newest member of the MOCAP Board! Lance Utley, Supplier with Old Kinderhook at the Lake, was sworn in as our newest Supplier Director, by Annette Wallace, currently serving as a Planner Director on the National Board.

The Charity and Fundraising Committee passed out tickets for the annual charity/fundraising basket drawing. There are many great baskets donated by our very own member suppliers so get out there and sell those tickets! The chosen charity this year is Camp Quality Central Missouri. For more information on Camp Quality their website is: www.campqualityusa.or/cmo. The drawing will be held at our monthly meeting on April 11, 2019, at Capitol Plaza Hotel.

We had a wonderful time at the February monthly meeting. We had a great turn-out and look forward to seeing you all in March for our program on Visible and Invisible Disabilities and how they relate to Customer Service.

Our monthly meetings provide extraordinary opportunities for growth, learning, and networking for developing new and powerful partnerships. Our organization consists of a wonderful group of people who work together, share information, mentor each other, and create lasting connections while having fun and sharing in the many benefits of membership in SGMP.

I would like to encourage you all to be active members of our growing membership. This year is not an election year for SGMP board members, but we currently have one Board position open. I know from experience that by getting involved you will get so much more out of your SGMP membership. Our organization is built on the strength and participation of all of our members. This is an excellent opportunity for you to stay abreast of changes and trends in our profession, to learn new best practices and techniques, and to keep your meeting planning skills current. Feel free to contact any of your board members for more information regarding their current open position on the board. We also encourage you to attend a board meeting to find out more about it. We meet at 9am prior to each monthly education meeting. We would love to see you there!

Sincerely,

Melissa Adams
MOCAP Chapter President

February 14, Meeting Recap

Heart Health

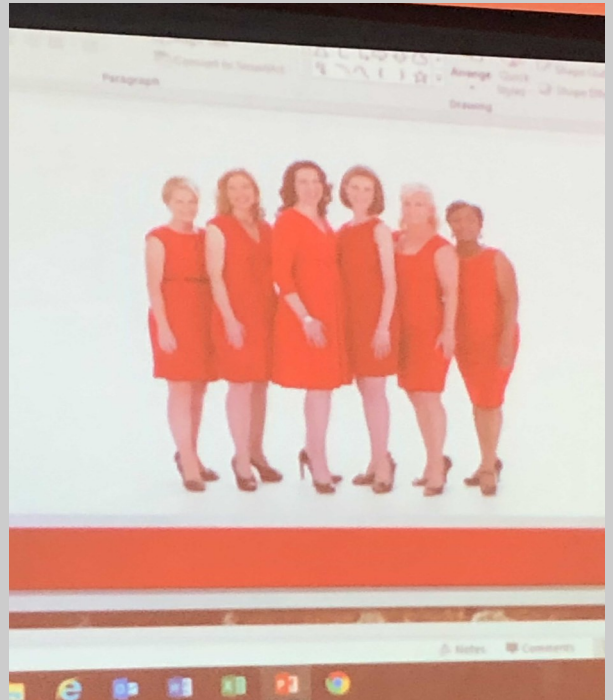
By Melissa Adams



This was our second chapter meeting of 2019, and it was held at the Canterbury Hills Winery, in Holts Summit, Missouri, on February 14, 2019. Our topic was Heart Health, presented by Shermane Winters Wofford, a national spokeswoman for Go Red for Women. This couldn't have come at a better time, as February is National Heart Health Month. Shermane spoke about her own personal story and how she came to be a national spokesperson for Go Red for Women and how you have to be your own advocate for your health and the importance of taking care of yourself first and foremost.

Thank you to the Canterbury Hills Winery for hosting the February event. Thank you to the Lake Area Convention and Visitors Bureau for sponsoring, and providing Valentine's Day themed centerpiece giveaways and to the other Lake Area Supplier members for speaking briefly about their properties and for the generous donations for planner drawing giveaways. February was definitely an unforgettable event. Please join us at our next monthly meeting on March 14 at the American Legion to hear all about Visible and Invisible Disabilities and how they relate to Customer Service, presented by Anna Guthrie & Sarah George. Kathryn Swargulski with Embassy Suites in St. Charles, is sponsoring.

February 2019 Meeting



How and Where to Find Supplier

Author—Unknown

It's hard to find a supplier that will move mountains for you, but you need to look at it in two different lights. If you are nice to your suppliers and you are able to build a trusting relationship, both of you can benefit. There is a reason for a supplier to go the extra mile for your event and it comes in the form of good reputations and recommendations. However, you need to build a trusting relationship by using the one supplier each time. After use, they will know you better and care for you. Regulars always get the special treatment, but you have to build the trust the get that type of supplier.

You should know that your supplier wants to build relationships with its clients. This is important because you are already half way to building a trusting and strong tie. The other part depends on you. You have to explain what you want, but go about it in a good way. Don't call them upset because something didn't work out. That is when you talk in a low and calm voice and ask what can be done.

To get a supplier that will move mountains for you, you have to realize the difference between being nice and kissing up. You don't need to kiss up, but you need to be respectful and show some curtesy. You can say things that are negative without saying it in a negative way. Meaning, you can state that your upset, but not to the point where it offends someone. The trick to not offending anyone is to personalize compliments and then de-personalize negative compliments. This way no one will offend by anything that you say.

Now, there are a lot of suppliers who think the world of themselves and tend to be easily offended and disrespectful. These suppliers are harder to build a relationship with. They aren't willing to build a relationship or go the extra mile for anyone. This is when you look for another supplier who is willing to work with you. How do you do this? Well, begin to ask around. Ask your friends, co-workers, and family whom you should hire to do the work. This way you can make a business relationship with a supplier who is friendly and willing to help you with your event or party. They may not want to move mountains for you, but they will want to work with you.

Once you find a supplier who wants to work with you, you will want to state the type of business relationship that you are looking for. You should talk to the supplier and tell them that you are looking for someone who will be loyal and help them deliver a great party. You will want to tell them that they will get all your business if they do a good job with you. You may even want to sign a contract stating that you will only work with them until the other party has shown clear signs of disrespect and low quality. This is what will help form a lasting business relationship. Once you have a long lasting business relationship, you will find that they are willing to do whatever it takes to make you happy.

There is a lot of work to do with building business relationships with other businesses. You need to be willing to make a lasting impression and be respectful to the supply. They too need to be willing, loyal, and respectful for the relationship to work to your advantage. You need to make sure that you put a lot of time and effort into the relationship or it will not work.



Government Meetings Survey Key Findings

Nine out of 10 federal workers believe that in-person meetings, conferences and other face-to-face events are important for doing their jobs effectively and for advancing the mission of their agencies.

In-person meetings are mission critical.

- Ninety-eight percent of federal employees believe that in-person meetings, conferences and events are important to advancing their agency's mission. Two in three believe they are "very important."
- Ninety-two percent say that engaging with colleagues, peers, partners and vendors face-to-face improves their ability to do their jobs effectively.
- Eighty-four percent agree that America's future innovation and competitiveness is tied to engaging, collaborating and learning with those inside and outside of government.

Face-to-face interaction is a valuable tool for improving employee training and development, providing efficient taxpayer services, facilitating cross-agency collaboration and developing private-sector partnerships.

- Two in three federal employees believe that collaborating and innovating are best accomplished in-person. Seven in 10 say that it offers the best way to build public-private partnerships.
- Eighty-nine percent say that in-person trainings, conferences and continuing education events provide a better learning environment.

- Three in four say they receive better feedback (75%) and are better able to focus (78%).
- Eight in 10 say in-person trainings better foster teamwork (81%) as well as networking and engagement (86%).

The overwhelming majority of federal workers experience increased value from in-person meetings as opposed to remote ones.

- Eighty percent of federal employees say they are more likely to actively participate in a face-to-face training. The same percentage say they have attended an in-person event that would not have resulted in the same level of success if conducted remotely.

Survey Methodology

This survey was conducted among 100 federal agency employees from March 2-10, 2015. All respondents have travel-related responsibilities as part of their roles at 35 randomly selected agencies. This includes attending meetings and events; coordinating or evaluating meetings and travel for someone else; and setting, influencing or enforcing travel policies.

The survey was conducted using a mixed-mode methodology offering respondents the opportunity to complete the survey either online via APCO's web-based platform, insightwebpoll.com, or over the telephone administered by trained interviewers from APCO Insight Data Collection Services in Colorado Spring, CO. A randomized sample list of federal agency employees was purchased from Leadership Directory. Data have not been weighted. The survey was sponsored by Meetings Mean Business and conducted by APCO Insight, an international opinion research firm.

8 THINGS THAT CHANGE YOUR LIFE IN ONE YEAR

1. Stop complaining and appreciate how lucky you are every day.
2. Embrace loneliness and reinvent yourself in the process.
3. Say goodbye to the people that don't bring positive energy into your life.
4. Throw off the TV and set Internet controls.
5. Pick one skill you want to cultivate and put all your effort into developing it.
6. Commit to the goals you set and never look back.
7. Sweat every day to boost your mood.
8. Fail forward. Learn from every mistake you make.

2019 Charity Basket Raffle

Charity – Camp Quality

It's time for our annual charity basket fundraiser. So get your tickets, if you haven't and sell, sell, sell! Let Jim Jirik know if you need tickets or if you need more tickets and someone will get them to you. The drawing will take place at our regular monthly meeting at The Capitol Plaza hotel in Jefferson City, on April 11, 2019.

Tickets are \$1 each or \$5 for 6 tickets. The buyer must select one city per raffle ticket or the lottery basket. Should any city have more than one basket, buyers cannot choose a particular basket, but their name will remain in the drawing for the number of baskets for that city. Please give the buyer the right-hand portion of the ticket by tearing along the perforation. Basket contents may vary slightly from the description.

SGMP Announces National Board and Gilmer Institute of Learning Candidates.

SGMP and its National Nominations & Elections Committee are very excited to present the list of approved candidates for the 2019-2021 SGMP National Board of Directors and three Trustee positions on the Gilmer Institute of Learning, in alphabetical order per position, to all SGMP members. Each candidate's profile includes a picture, bio and their responses to three questions. Find the list at www.SGMP.org.

The campaigning period for these elections starts at **5:00 pm Tuesday, February 26, 2019, and ends at 12:00 midnight Eastern Time on Monday, March 4, 2019.** All voting members (planners and suppliers) on the official election roster will be sent an electronic ballot on **Tuesday, March 5th. Remember YOUR VOTE COUNTS!**

Save the Date!

November 30 Holiday Extravaganza/25th Anniversary
Host: Kathryn Swargulski,
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: Sherman Winters- Wofford
Sponsor: Lake of the Ozarks CVB, Lagina Fitzpatrick

March 14 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 Swargulski

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



Member Profile – Meeting Planner Jennifer Jorgensen

Title:

Senior Executive Assistant

Current Employment:

Missouri Department of Transportation

How long have you been in the industry?

15+ years

How long have you been in SGMP?

1 year

How has your membership helped you?

It has given me the opportunity to network, meet new people, get new and different ideas for future meetings, and understand both sides of event planning (planners and suppliers).

Worst meeting/event mishap:

I had only been in my current job about two months. Some of the meeting details, such as the caterer, had been planned prior to me starting the job. I didn't double check the date the caterer had and the meeting date had change from the original planned date. The caterer showed up a day early! Luckily the caterer was available the next day and was willing to cater again!

Most notable meeting/event moment:

I planned a heck of a meeting and it all went as planned! I had planned events in three different cities (in like a giant circle) over the course of two days. We had meetings in one city, ribbon cutting and social events in another city, and the final meeting in another city. Everyone was happy we covered all of the locations and got to see the scenic Northeast Missouri, and never lost one participant!

Hometown:

Born in Lafayette, Louisiana, lived in Kansas City region and northwest Missouri for some years, and landed in Jefferson City

Where do you see yourself in 10 years?

Counting down my few remaining years until retirement J And teaching someone event planning so they will be ready to take over when I retire.

Interesting fact you would like people to know about you:

I love big dogs! Our first dog was a Dogue de Bordeaux, a French mastiff, which is the same type of dog in the movie Turner and Hooch. He didn't eat license plates but he sure did drool! Our current dog (and last one too) is a Boerboel, which is a South African mastiff. Our pup is only about 5 months old and already weighs in at 80 pounds!!



Membership Report

The January MMR report from SGMP shows the MOCAP chapter is holding strong with 35 planner members, 32 supplier members and 8 retired members totaling membership of 75.

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.

February 1, 2019 Treasurer's Report

We are currently at a balance of \$16,910.13 plus we have a \$1001.48 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:

April 9-12, 2019

Richmond Marriott
500 East Broad Street
Richmond, VA 23219
804-643-3400

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



2018-2019 SGMP MOCAP BOARD OF DIRECTORS



PRESIDENT

Melissa Adams
Executive II, Financial Systems
Department of Economic Development
301 West High Street, Room 680
P.O. Box 1157, Jefferson City, MO 65102
P: 573-751-4996; F 573-522-5005
Email: melissa.admas@ded.mo.gov

TREASURER

OPEN

FIRST VICE PRESIDENT OPEN



SECRETARY

Terra Crane
Convention Sales Manager
City of Columbia Convention and Visitors Bureau
300 S. Providence
Columbia, MO 65203
P: 573-751-4996; F 573-522-5005
Email: melissa.admas@ded.mo.gov



Second VICE PRESIDENT

Lorie Jaegers
Sales Manager
Courtyard by Marriott
3301 Lemone Industrial Blvd.
Columbia, MO 65201
P: 573-443-8112
Email: ljaegers@kinseth.com



PLANNER DIRECTOR

Tina Dillon
Education Management Analyst II Office of
State Courts Administrator
P.O. Box 104480
Jefferson City, MO 65110
P: 573-522-8228; F 573-522-5013
Email: tina.dillon@courts.mo.gov



SUPPLIER DIRECTOR

Jim Jirik
Assistant Director of Sales
Holiday Inn Country Club Plaza
1 E. 45th Street
Kansas City, MO 64111
P: 816-216-8005; F 816-561-2547
Email: jim.jirik@kcplazahotel.com



SUPPLIER DIRECTOR

Lance Utley
Director of Sales
Old Kinderhook
678 Old Kinderhook Drive
Camdenton, MO 65020
P: 816-216-8005; F 816-561-2547
Email: jim.jirik@kcplazahotel.com

CHECK US OUT

Website—www.sgmpmocap.com

Facebook—SGMPMOCAP

LinkedIn—SGMP MOCAP Chapter

Twitter—SGMP_MoCAP

Instagram—[sgmp_mocap](https://www.instagram.com/sgmp_mocap)

Pinterest—SGMP MOCAP

National Website—www.sgmp.org



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.