



## SOCIETY OF PSYCHOLOGISTS IN MANAGEMENT

### SPIMail

Welcome to the October, 2004 edition of SPIMail almost sent to you (believe it or not) from the east side of the Adriatic, Montenegro. The computers proved too iffy, and I was way more busy than I thought I would be enjoying the most beautiful (tiny) country I have ever seen.

Great news! SPIM's own **Dale Thompson** was awarded the 2004 APA Division 13/RHR International Award for Excellence in Consultation at the recent APA Convention in Hawaii.

Our Member Spotlight this time shines on our president, **Linda Richardson**. Her story is very entertaining, especially the part about how she met her husband.

Many of our members have personal and professional news to share in the Members' Highlights section. Thank you very much for your contributions. Also, special thanks to **Rosemary Hayes-Thomas** for her experience of Hurricane Ivan.

For a preview of our 2005 conference, you have to read all the way to the end.

As always: [vchearn@earthlink.net](mailto:vchearn@earthlink.net).

**Valerie Hearn, Newsletter Editor**

### PRESIDENT'S COLUMN

After a long hiatus, APA returned to Hawaii this year for its annual meeting. Conference organizers had been worried that attendance in this distant location would be low as it was when the convention was held in Hawaii in 1972. However, Pat DeLeon, leaders in the Hawaii Psychological Association, and others prevailed upon APA to give Hawaii another try. Their gamble paid off. Preliminary attendance data suggest that the fears of many APA staffers were unfounded. Nearly 13,000 psychologists attended. (Typical attendance at the most popular sites is 13,000-15,000.)

As a long time APA attendee (I think I have attended every convention since 1979), I was delighted with the prospect of attending a meeting in one of the most beautiful locations in the United States. And, the location did not disappoint. I was also pleased to discover that the

conference planners adopted a different format for the convention. Instead of scheduling events from 8 to 5 without breaks, they scheduled most events from 8 to 2. Presumably, they made this change in an effort to minimize low attendance at afternoon meetings due to the call of Waikiki and points beyond. Perhaps, there was also an interest in encouraging some rest and relaxation for participants in keeping with the relaxed Hawaiian lifestyle. For the first time in my memory, APA was a mix of work and play, a blend that I found to be both relaxing and invigorating. Those who were unable to attend missed a terrific convention experience.

Why discuss APA in a column about SPIM? Two reasons. First, our Board of Directors met as always at APA. However, we had an unusual meeting. Nearly half of our attendees were present by phone, rather than in person, thanks to AON's conference call line. While I was skeptical about how smoothly the meeting would run with so many people participating by phone, I was pleasantly surprised to discover that the conversation flowed smoothly.

The second reason for mentioning APA was the relaxed scheduling format. Dale Thompson, our President-elect, is designing an innovative conference program for SPIM's 2005 conference. There will be more time devoted to rest, relaxation and schmoozing compared to conferences in prior years. While Dale did not attend APA this year, his laid back Texas hospitality fits with the relaxed Hawaiian life style. Like the planners of the APA meeting in Hawaii, Dale is appealing to two of our two basic drives, work and play. We hope to model a balance of work and play at SPIM 2005. I look forward to seeing ya'll deep in the heart of Texas.

**Linda Richardson, President**

## **MEMBER SPOTLIGHT—OUR PRESIDENT, LINDA RICHARDSON**

Born and raised in a small city in a small state—one whose chief national claim to fame is being first in election primaries and presidential elections—Linda Richardson early on learned the importance of community. Linda grew up surrounded by a stable group of family and friends. Her loves of the ocean and of travel emerged early as she spent every summer at the family beach home on the coast of Southern Maine (by far her family's best \$10,000 investment ever). Linda's father ran an insurance agency and also a small travel agency. Back then travel agents went all over the world for free regardless of their annual billings so Linda participated in or vicariously experienced her parents' many trips to far off lands. A top student well known in her elementary school for her beautiful penmanship (a signature strength of her youth that alas did not generalize to adulthood), Linda attended prep school at Northfield School, in Massachusetts. This experience helped open up a world of learning for her.

One summer, too young to work or to be a Candy Striper (this was, after all, the 1960s) and searching for a way to spend her time other than sunbathing (Dad's idea), her father arranged a full time volunteer schedule at the local hospital rotating through several departments. She loved the physical therapy department and spent the next summer working in that department full-time. She also was intrigued by nursing and spent the following summer working as a nurse's aide on a medical surgical inpatient unit. For college, she chose Simmons College in Boston because she knew that she wanted to pursue a health care career and Simmons was well renowned for its programs in health. (FYI: Jerry Koocher is now the Dean of Health Sciences at Simmons).

However, she soon found that she was less interested in health care and more interested in people. Specializing in psychiatric nursing, she earned a master's at Yale. While in New Haven, she had many wonderful educational experiences including classes with Dick Hackman, Lyman Porter and other well known organizational psychologists. A move to Houston, Linda's first experience living outside New England, followed.

Houston, however, did not offer the job opportunities for independent psychiatric nurse practitioners that Linda was looking for so while teaching at Texas Woman's University, she took a few basic undergraduate psychology classes and then applied to doctoral programs in clinical psychology, a career path that ironically had been suggested to her by her college career counselor. A year later she was enrolled as a first year graduate student in clinical psychology at the University of Houston. The first students she met, one an 11<sup>th</sup> year student and the other a 14<sup>th</sup> year student, scared her into thinking she might have to spend the rest of her life in graduate school so she vowed then and there to get out of the program on time. Fortunately, Linda loved both the study and especially the clinical practice. She worked with clients throughout the life span--from infants to the aged.

In her fourth year of graduate school, Linda had an extra symphony ticket for a weeknight performance early in the school year. Unable to find someone to use the ticket, she called her clinical supervisor who was also the internship director at Texas Research Institute for Mental Sciences (TRIMS, as it was then called, now part of the University of Texas Medical School). He offered to find a new intern to use the ticket. As fate would have it, Rodney Lowman walked by his office shortly after Linda had called. The supervisor called him in and offered him the ticket. Not one to turn down anything free, Rodney accepted the ticket. Twenty-seven years later (25 years as married folk), Rodney -and Linda joke that their tombstones will read, respectively, "Gotta Go!" and "Just A Minute!".

Linda interned at the University of Rochester Medical School while Rodney taught at a small Catholic school in western New York and finished his dissertation. Then they headed to faculty positions at the University of Michigan. Linda finished her dissertation while teaching and doing clinical work part time. The next move was back to Houston. Linda became mental health director, a fancy title for a manager of a tiny program, in a large men's prison.

Linda's interest in the criminal population had emerged early in graduate school beginning with an assessment practicum at a juvenile detention facility, continued with her dissertation on juvenile murderers, and flowered after she earned her doctorate. Over the years, she has held a variety of clinical and management positions in the mental health departments of jails and prisons in Texas, North Carolina, New York, Louisiana and California. In 1999 Linda joined Rodney in San Diego where he had taken an academic and administrative job the year before. Linda believes she found paradise in southern California and her only regret is the 20 years it took to discover how wonderful it is to live there.

Having two psychologists in the family has often meant that career opportunities have not paralleled with the result that geographic separations have become all too common. While Linda is delighted to be living in the Golden State (they are now in LA due to her job), she would be happier if she and Rodney could be in the same city most of the time. When not working far too many hours for Los Angeles County where Linda manages mental health services at a large detention facility in the largest juvenile justice system in the nation (and perhaps the largest in the world), Linda enjoys reading mystery novels, swimming, walking in the beautiful canyon where they live, balancing their daughter's perennially low check book or planning the next exotic trip. Linda and Rodney's daughter, Marissa, will soon turn 21. This bittersweet event, positive because

it means Marissa will graduate from Johns Hopkins University next May and hopefully (but by no means assuredly) go off the family payroll and negative because Linda's birthday is the same day as Marissa's, making her one year older as well. The upcoming graduation to adulthood of her daughter has prompted Linda to contemplate her life at mid-life. She has realized how fortunate she is to have wonderful family and friends, a fulfilling career, good health and many opportunities to experience other parts of the world. SPIM has been and continues to be a wonderful opportunity to share common interests with a great group of colleagues.

## 2005 Election

The 2004 Nominations Committee (**Dee Ramsel, John Langhorne and Marilyn Gowing**) is pleased to present a strong slate of officer nominations for the 2005 election. Two Board positions will become vacant in March of 2005 (positions now held by **Catheleen Civiello** and **Edgar Johnson**.) Candidates to fill these vacant positions include: **Gordon Haaland, Valerie Hearn, Tom Kramer, and Connie Rath**. Candidates for SPIM President-Elect include **Judith Albino** and **George Watts**. As required by our Bylaws, the slate of candidates is broadly representative of the membership of the Society. Bios for each individual will accompany the ballot. The newly elected officers will participate in the Incoming Board meeting at the conclusion of the SPIM annual conference in Texas. We are pleased to have these committed and talented individuals willing to run for leadership positions in our Society!

### Marilyn K. Gowing, Chair

## THE PSYCHOLOGIST-MANAGER JOURNAL

William D. (Bill) Siegfried of UNC at Charlotte has agreed to serve as Associate Editor of the *Journal* and John Cornwell of Loyola University in New Orleans has agreed to join the Editorial Board. I thank them for their hard work in the past, and to come. We also thank Blake Frank for his past contributions as Associate Editor.

Production of *The Psychologist-Manager Journal* moves into transition from the Gallup Organization to Lawrence Erlbaum beginning with Volume 8 (2005). Volume 7 (2004) will be a transition issue produced locally. Papers for issue number 1 are in the early stages of production and members will receive it later this year. Plans for issue number 2 are dependent upon results of the current manuscript review process.

The first issue of Volume 8 (2005) will be a special issue on Forensic Issues; special issue editor is Jay Finkelman of Alliant International University. If you are interested in developing a special issue on "The Role of the Psychologist as HR Director" (or another topic of interest), please contact me at [rlowe@uwf.edu](mailto:rlowe@uwf.edu)

We welcome submissions from SPIM members and others. If you hear a talk or learn of a project that you believe would make a good paper, please suggest that the speaker contact us. You can

also alert us to the information and contact person and we will look into the possibility of developing a manuscript for publication in *TPMJ*.

Finally, I would like to thank our Editorial Board and *ad hoc* reviewers for their work in helping us move submissions to published articles. Theirs is an important role in the work of the *Journal* and I greatly appreciate their contributions.

**Rosemary Hays-Thomas, Editor**

## MEMBER HIGHLIGHTS

**Judith Albino** reports that she is involved as a founder in a start-up venture focused on design of philanthropic projects for high net worth individuals. In addition, she is collaborating with colleagues at the University of Washington and at the University of California at San Francisco on projects focused on psychological aspects of head and facial injury and disfigurement.

**Ken Bradt**, mostly retired in Des Moines, Iowa, is attempting to keep out of trouble (and his wife's hair, which is pretty much the same thing) thru volunteer consulting for Dream Catcher, an organization which provides housing and care for the severely disabled, and the Institute for Character Development at Drake University, devoted to promoting (restoring?) civility to public discourse. He is also enjoying life in Iowa which presidential candidates seem to consider the political center of the country in 2004. And he urges all of you to come to the fabulous Iowa State Fair, where you can see a cow carved out of butter and participate in such exciting events as the hog calling contest, Senior Spelling Bee (where Ken embarrasses his grandchildren by flunking out in the first round), and, best of all, the cow plop hurling contest. No wonder that USA Weekend listed it as one of the ten most fun places to visit!

**Tony Browkowski**—"I was the only SPIM member I knew who was rendering assistance during Frances's blow over West Palm Beach. Finally survived that only to hear that Ivan is on the way. Pity those SPIM members in Tampa and western Florida."

**Roger Cooper**—"Living in central Florida has its exciting times! Hurricanes Charley and Frances bypassed us, causing us to lose one palm frond and 6 immature lemons. In preparation, we gathered furniture together, covered it with plastic and waited in vain for the roof to come off or at least to begin leaking. Training in personal security operations, I suppose.

I joined the Florida Consumer Action Network training program (a non-profit educational enterprise) in order to be certified to lead discussions on the implications of the December 2003 Medicare Prescription Law. Since we live in a retirement community, the implications of this law are vitally important to our neighbors. (The recently announced increase of 17% in Medicare premiums, 15% of which will be paid directly to HMOs, will be hitting some of us very hard.) My supervised training in psychotherapy is invaluable for maintaining some sense of objectivity while discussing issues that are politically very potent."

**Rosemary Hayes-Thomas**—"Regarding the Journal, I am preparing the first issue of Volume 7 and am also working on the next special issue of the Journal, which will deal with "Legal and Forensic Issues in Management." The Issue Editor for this one is Jay Finkelman at Alliant

International University. Also, Bill Siegfried (UNC at Charlotte) has agreed to serve as Associate Editor for the Journal and John Cornwell (Loyola University, New Orleans) has been added to the Editorial Board.

At the University we are in the third year of our project to reaffirm our accreditation by the Southern Association of Colleges and Schools (SACS) and have just submitted the Compliance Certification, which is our documentation of how we measure up to the SACS standards. The rest of the review takes place this year and we are formulating the Quality Enhancement Plan that is the second part of the process. In December at the regional SACS meeting our team will be presenting a workshop and a concurrent session about our approach to this project. That might be of interest to others in academe.

Within the year I have been awarded Fellowship in Division 2 of APA, the Society for the Teaching of Psychology.

On a personal level, my first grandchild (a little boy named Heath) was born July 8. That's pretty exciting to me, but I don't know if people want to talk to me about it!"

**Leslie G. Mayer** has been appointed Senior Fellow in the Management Department at The Wharton School of the University of Pennsylvania. Her specific area of focus is the Wharton Global Family Alliance, an institution designed for family-owned or controlled businesses at the pinnacle of wealth. In addition, Dr. Mayer has been appointed to the Board of Directors of City Year Philadelphia. City Year unites a diverse group of young people, ages 17 to 24, for a year of full-time, rigorous community service, leadership development and civic engagement. Dr. Mayer is President & CEO of Mayer Leadership Group. Mayer Leadership Group specializes in coaching and advising CEOs and top executives in the human factors that make or break successful leadership.

**Carol Trufant**—"My utility patent is pending; is due to be sent back to Wash, DC this month.

I have 2 years to begin some solid organizational consulting so I can finally join the Tavistock Institute's AOC program in 2006. (I was accepted this year, but did not have references re consulting, or a management position reference that would qualify. I have something to look forward to. I know what I need, if I pursue this path.)

Someone may be already trying to infringe on my design patent. I must explore this possibility.

I just finished a week long workshop with Warren Bennis, Kate Bennis, and Ms. Halpern called, "Leadership as a Performing Art" in Cape Cod. I found that I had talent in discerning group process ala Tavistock, Bion and Klein, with Organizational consultants, CEO's, and managers. Risky, and it worked.

**George Watts**--Achilles Solutions, our new executive coaching firm, is off to a great start with high hopes and expectations.

Paul Green and George Watts will be on a coaching panel at an Organizational Psychology symposium at Southern Illinois University Carbondale on Oct. 9th. The name of the conference is the 5<sup>th</sup> Applied Psychology Conference (quite creative), sponsored by Southern Illinois University and The University of Memphis

George has just received his first royalty check from his newest book, *Buy Straw Hats in January*.

**Joan Wagner Zinober**—"My son, Brett Wagner Zinober and his wife, Maria de Fatima Zinober, had a baby boy. He is named Zachary Marcos Zinober and is now 9 months old. My son, Scott

Wagner Zinober, graduated with an M.B.A. from the Sloan School of Management at M.I.T. and is working with a hedge fund in New York. My son, Bryan Wagner Zinober married Jamie Leigh Jones on April 17, 2004.

Work wise, I am editing a monthly column called "Meet the Rainmaker" for the American Bar Association Law Practice Management Webzine. I have partnered with another SPIM member, Larry Richard, to develop, field test and use a 360 assessment for lawyers. It has turned out to be very useful and user friendly. We have also developed a companion feedback report that highlights, strengths, development needs and discrepancies between the perception of self and others."

## **Thoughts (for Psychologist-Managers) after Ivan the Terrible**

*Valerie asked me to write something for SPIMail about the hurricane experience since September 15 in my home community of Pensacola, Florida. Hurricane Ivan was a very wide Category 4 storm (on a 5-point scale) before coming ashore to the west of here. Because of the counterclockwise air circulation in a hurricane, areas on the northeast quadrant get the brunt of the water pushed landward from the Gulf of Mexico. Ivan's storm surge took a chunk out of the I-10 bridge and mini-tornadoes twisted tall pines like matchsticks. People in low-lying or waterfront areas probably lost most or all of their homes and belongings, unless their homes were built to the new code and/or on pilings. Our University was closed for over two weeks; many homes, businesses, and government buildings won't be usable for months, if then. My husband and I were among the fortunate ones: minimal roof damage, a tree on our house that miraculously did not damage the structure, and damage to our pool that we try not to talk about when others have lost so much. Other SPIM members have family or friends with major losses, as some of you know. What follows are some random musings (a month after "The Hurricane") that may be relevant to psychologist-friends who may—or may not—have been through something like this.*

- I have decided Maslow's Hierarchy is underrated. Maybe if we studied subsistence-level societies more support would be found for the concepts.
- When the whole infrastructure collapses (water, electricity, road transportation, TV and phone), people can become pretty creative in dealing with challenges.
- Electricity determines our sense of time. Without it, days start at 6 a.m. and end at 6 p.m. The work day starts when the chain saws begin.
- Sometimes smaller is better. A wasp nest, complete with wasps, can survive a Category 4 storm even though a pine tree cannot.
- After going through lots of storms before, we now know why you should fill your bathtub with water **before** the hurricane. (Water from a swimming pool will work the plumbing-- until the mosquitoes take over.)
- Generosity and helpfulness abound, but so do thievery, price-gouging, and scams.

- Water can do a whole lot of damage when a lot of it hits you all at once. (Also it has yukky things in it.)
- Air-conditioning really prevents community in neighborhoods, and the lack of a/c really gives it a boost.
- You know you are in trouble when the predictability of commercial airliners is replaced by the random sight of helicopters and C-130 cargo planes overhead.
- Licensing, certification, workers' comp, and liability insurance are really useful procedures, important for protecting us.
- We have developed new KSAs: chopping, sawing, raking, and stacking yard debris for maximum compactness and stability; climbing nine flights of stairs in the dark because the elevator and lights are out; tearing out carpet and padding and pitching it over balconies (ordinarily forbidden); finding shortest route to free water and ice in order to conserve gas because gas stations can't pump; passing information around the community without email; living without national news; deciding what is the next item to spoil so you can eat it first.
- We've developed a new respect for "collarless" work: tree-felling, debris removal, power company work, roofing.
- It's a shock to realize that you have become one of those victims who is entitled to the free supplies and "blue roofs" provided by FEMA and the Red Cross.
- Interesting how quickly jobs and employment can shift. Suddenly hospitality workers (hotels, restaurants, tourism) are out of work for several months (maybe without unemployment compensation), while tree and debris removers, roofers, and construction workers are in high demand.
- Sadly, lots of people don't know the difference between flood and windstorm insurance.... And why they should have renter's insurance.
- We grieve not only for people and pets, but also for trees, beaches, buildings, precious things, gardens, and experiences that are gone forever.
- Hurricanes are "equal opportunity" destroyers.
- Here's a new "stage theory" of the hurricane experience: (1) Day One: extreme fear and stress; (2) Day Two: shock and awe ; (3) Day Three: coping (with day-to-day subsistence needs); (4) Day N: labile emotions and a sense of being overwhelmed as communication improves and new examples of community loss are discovered; (5) Day N + X: return to aspects of pre-hurricane life, interspersed with sharp or dull periods of depression; also community division into those with lesser losses and those still dealing with



adjusters, construction, and relocation issues; (6) Eventually: things return to a new "normal," and the community is divided into Those Who Remember and Those Who Came Later.

Rosemary Hays-Thomas  
Pensacola, Florida

## **2005 SPIM Institutes and Conference**

**Dallas, Texas --- March 10-13, 2004**

In a jumbled world shaken by terrorism, off-shoring of jobs, and the pending retirement of a whole generation of baby boomers - **performance has never been more difficult or important!**

The 2005 SPIM Mid-Winter Conference is fast approaching and will focus this year on dealing with important aspects of achieving and maintaining individual and organizational performance.

For maximum impact in the least amount of participant's valuable time, there will be a **new conference format**. We will have a series of **four focused 'mini-conferences'** on Friday and Saturday - each targeting an important aspect of building personal and/or organization Performance Advantage in our world today. (Topics will include late career transitions, organization culture, ethics and character, and capacity and capability building, among many others. See the Conference Flyer on the SPIM web-site!)

The **three-hour "mini-conference" blocks** will each feature:

- A seasoned top organizational leader sharing valuable lessons of experience,
- A psychologist-manager talking about what they do and how they do it,
- An academic thought leader grounding us in science and rigor,
- An opportunity to really interact with the speakers and other attendees.

We have also **responded to Member feedback** by:

- Doubling the number of institutes to four, including a new Sunday Institute,
- Presenting an innovative and practical new institute on Late Career Transitions,
- Offering flexible CE's for partial conference attendance
- Adding two different Ethics CE opportunities (Friday afternoon at the Conference for 3CE's and/or the Sunday Morning Institute for 4 CE's!)

We have also made other **conference enhancements!**

- The conference experience will be improved by going to an Executive Conference Center specifically designed for people like us.
- Transportation to the conference site will be extremely fast, economical (free shuttle is available!), and easy since it will be held near a major airport.
- All meals will be included in the Conference Registration – and the variety and quality of food offerings at EACH meal will be excellent – we will eat VERY well!
- We have decompressed the conference experience by adding flexible eating times, and unique opportunities for catching up with old friends, making new friends, and relaxing or working out.
- For the musically inclined we have launched the “SPIM Jazz Orchestra” which will play at our Awards Banquet (and if you play, you can even sit in!).
- And for the dancers (or dancer wannabes) among us, you will be able to Western Dance Friday night, or Ballroom Dance Saturday night at private SPIM-sponsored events!
- We have also made it easier and cheaper for spouses, significant others, or friends to attend together by having a single (and cheaper, \$129/night) room rate whether one or more persons use the sleeping rooms!

--- So hold March 10-13, 2005 for SPIM ---

**Early Registration opens October 1, 2004**

See you in Dallas!

**Dale Thompson, President-elect**

**The conference flyer appears here and on the next page. Invite your colleagues!**

**2005 SPIM INSTITUTES AND ANNUAL  
*MID-WINTER CONFERENCE***

**DRIVING PERFORMANCE ADVANTAGE:  
Lessons from Top Organizational Leaders, their Psychologist-  
Managers, and the Field**

March 10 – 13, 2005

*Dallas-Fort Worth, Texas*

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**MARCH 10, 2005 – THREE PRE-CONFERENCE INSTITUTES**

*Career Planning for 50+: Your Best is Yet to Come!*

*Emotional Intelligence: How to Unlock the Power of the Assessment for Leadership Development, Organizational Change, and the Consultant's Book of Business*

*(Golf as) Fun Organizational Development*

**MARCH 11 & 12, 2005 – ANNUAL CONFERENCE**

*Organizational Culture and Performance Advantage*

*Character, Ethics and Performance Advantage*

*Capacity (Skills and Competence) and Performance Advantage*

*Bringing it all Together – Psychologist-Managers Leading and Contributing for Performance Advantage*

**MARCH 13, 2005 – POST-CONFERENCE INSTITUTE**

*The Ethical Practice of Psychology in Organizations*

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**Hotel Information**

**Hilton DFW Lakes Executive Conference Center**

1800 Hwy 26E, Grapevine, TX 76051  
(817) 481-8444

The Society of Psychologists in Management is approved by the American Psychological Association to offer continuing education for Psychologists. The Society of Psychologists in Management maintains responsibility for the program.

The annual conference provides a unique opportunity for psychologist-managers to network with their peers and to hear from some of the leading psychologist-managers in the world.

**For additional information regarding the program content, please contact Dale Thompson, Program Chair, at [dale.thompson@charter.net](mailto:dale.thompson@charter.net) or (817) 416-8468. For logistics and other information, please contact Lorraine Rieff, Conference Coordinator, at [spim@lrieff.com](mailto:spim@lrieff.com) or 312-655-1150.**