



## To make a motion or not to make a motion

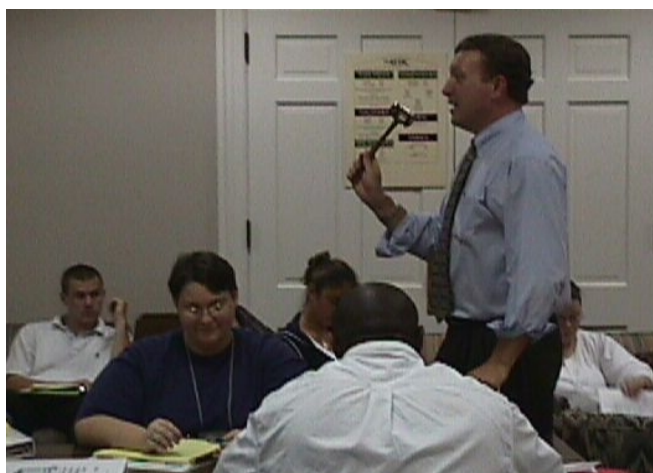
By Ben Wyche

It is the goal of every organization to be successful and prosperous. For any organization to enjoy success, there must be a certain amount of structure in place. Without structure, even the

smallest meeting can become a destructive force to be reckoned with. Parliamentary Procedure, adopted from the British Parliament, is a resource through which clubs and organizations can obtain the needed structure to

conduct and control their meetings. Today, as part of our continuing development, we were exposed to a professional in the area of Parliamentary Procedure.

Mr. Dan Hazlett, an instructor at Stanly CC, brought his 25+ years of experience to share with us and this proved to be one of the highlights of the day. At the beginning of the workshop, Mr. Hazlett introduced us to *Robert Rules of Order*, a must-have book for anyone who desires to improve the environment of their meetings. Mr. Hazlett covered a variety of issues ranging from calling the meeting to order, to when and where  
*Continued on p. 4*  
to adjourn. Other parti-



Dan Hazlett, a.k.a. Thor of Parliamentary Procedures

## Forecast calls for violent brainstorming

By William Peacock and Bruce Walls

Thomas Martin, an instructor at Johnston Community College, came to visit the SLI group this past Monday bringing with him the steps for a brainstorming session. The beginning of the session involved getting together into our respective groups and brainstorming for project ideas on Post-it notes for three to four

minutes. Then we proceeded to explain our ideas from each Post-it note to everyone in the group, one idea at a time. Continuing with the session, we began grouping our ideas into categories; then we proceeded to vote on each individual idea. Eventually, we achieved our project goal by process of elimination.

Most of the different groups followed the format of discuss-

ing each idea's good and bad qualities. Everyone had an opinion about the event.

Daniel Orr said, "I enjoyed the event, but I thought it was too short."

Tony Walk commented, "I got a headache from the experience."

Opinions varied, but the majority of SLI attendants agreed that it was a very good work session.

# Speaker is sick; SLI grad offers consolation lesson for “Dealing with Difficult People”

Compiled by **Tammy Markland, 2000 SLI graduate**

Unfortunately, this year’s SLI students will not have the benefit of hearing the presentation “Dealing with Difficult People.” Presenter Ben Bissell is ill and will be unable to attend the session. Bissell is a dynamic man, who, without a doubt, can teach anyone how to deal with difficult people. In lieu of the presentation, this article summarizes Bissell’s presentation notes and materials from last year.

Surprisingly, only 10% of people are actually difficult people. We all have “off days” when we can be difficult; however, that does not make us difficult people. Difficult people are surprised when the day is going well. Something is wrong with everyone but themselves. They believe they are never wrong.

Keep in mind, we all are a little crazy and neurotic. Do we not usually blame ourselves when something happens and apologize easily for the matter? A neurotic believes that every problem can be solved, and he can solve it.

Difficult people are easy to recognize; they have five basic characteristics:

1. They have a predictable, abrasive style of behavior.
2. They are experienced as “difficult” by most people.
3. They keep the blame outside themselves. (It is not their fault.)
4. They are robbers of your time and energy.
5. Their behavior is out of proportion to the problem.

Remember, just because you have one or more of the characteristics does not mean you are a difficult person. However, be honest with yourself; if you meet four to five of the characteristics on a daily basis, you may need to analyze yourself.

Now that we know the characteristics of a difficult person, let us look at the four pitfalls to avoid:

1. Do not excuse their behavior.
2. Do not ignore their behavior.

3. Do not try to change them.
4. Do not collude – Do not fight or run away; do not play “games.”

There are five positive steps to take:

1. Stand up
2. Talk straight
3. Listen!
4. Avoid triangles
5. Move toward problem-solving

The question is how to move toward solving the problem. There are ten steps to problem solving:

1. Identify the emotional climate.
2. Identify the problem.
3. Stay on the problem.
4. No blaming once problem solving has begun.
5. Use no put-downs.
6. List alternatives.
7. Evaluate alternatives in light of cost.
8. Select an alternative.
9. Be clear about procedure.
10. Evaluate the success.

There are five rules to follow when problem solving:

1. Where there are no consequences, do not expect any positive behavior (do not use threats or intimidation).
2. Do not promise if you can’t follow through.
3. You cannot make people change their behavior if they are willing to pay the consequences.
4. When your temper goes up your thinking goes down.
5. Every time you rescue someone, they will see you as a persecutor.

This was a very brief overview of Dr. Ben Bissell’s workshop. I wish you could have heard the real thing.

*The SLI directors and staff would like to thank the following people and organizations for their help and support:*

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Johnston Community College  
Stanly Community College*

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Bruce Walls for his work with JCC to procure the computers and internet connections*

*Students who brought their own computers*

*All SLI students and staff for their participation, positive attitudes and enthusiasm*



### **Organizing the chaos:**

←  
*SLI students try to organize the components of a meeting.*

**Coming Wed:** *Does this group have character? Would they wear tank tops to an interview? Can they use the right fork?*

# So far, so good: a student's commentary on the 2000 Student Leadership Institute

By Willie Mae Walton

As a participant of the Student Leadership Institute, I wish to explain how I really feel. When I entered Peace College on Sunday morning, I felt very lost and confused. I didn't know what I was getting into, but I'm glad I'm here. The staff made me feel welcome.

As the day progressed, things continued to improve. When I went to my first session, I enjoyed meeting teammates from all over the community college system.

When we entered into our activities, my partner, Sarah Ball, led me blind-

folded in our trust exercise. She became my first SLI friend.

Our first speaker was Ms. Gaye McConnell, who gave a good speech about our personality types and what the types meant. Other speakers we've had have also been wonderful.

In the World Game, we were placed with teammates trying to solve our own problems and help others, too. The teams bought, stole, sold and even gave away things to help themselves or other countries survive.

We all are here to be good leaders. As I go on through the week, I hope that I will learn much more about being

a good leader. I want to be able to present leadership to others in my community. I want to be able to carry my new knowledge back to RCCC in Ahsoskie. The group projects will be something to carry back to our campuses and share with the students there. I want everyone to know that at the SLI, you have to work to achieve. I have learned that to be a good leader, you must be a good follower. I would like to give a special thanks to Karen Yerby for being the first to welcome me.

## Caught between floors: a stuck elevator elevates blood pressure

By Anna Simmonds

Ten students had an unexpected adventure on Monday evening, and I am sure they will never forget it. After dinner, the students got on the elevator to return to their rooms to get ready for group meetings. After a minute or two, they realized that the elevator was not moving. The first attempts to call for help failed. They could not reach any-

one, so a student finally called 911 on his cell phone. Eventually, the students got out on their own when someone opened the doors. Other SLI students were outside the elevator and helped everyone climb out. The fire department arrived and helped one claustrophobic and panicked student (*Ed. Note: Who it could be?*) to calm down. Another student was extremely frightened and overwhelmed, but there were no

injuries and everyone was okay. Tuesday, maintenance workers discovered a broken part that led to this occurrence. All the students learned a couple of valuable lessons: 1) Don't dial the 1-800 number listed in the elevator if there is a problem; that number will be busy. Also, do not get stuck in an elevator with a full stomach.

## To make or not ... continued from p. 1

ment information included the correct order of business, order of motion, and how to amend a motion. He even showed us how to correctly end a discussion for those few long-winded members. By the end of the workshop, we had a better understanding of how Parliamentary Procedure (specifically Robert's Rules) can assist us in maintaining an orderly, consolidated meeting. This will in turn give us, as future leaders, a greater sense of accomplishment that comes from conducting a successful meeting. In short, we will know when to make or not make a motion.



Guess what Anna thought "Out of Order" meant in the Parliamentary Procedures session? She is eager to get back on the elevator with 10 of her closest friends.