



The CCPS All-Points Bulletin

Mission: To reduce crime, enhance public safety and assist victims throughout North Carolina.

May 2011

Message from the Secretary



May was a month of fellowship and accolades, sadness and solemnity and the usual hard work of CCPS employees.

The month started off with the annual employee appreciation day picnic where fellowship, food and fun were in abundance. A first-time attendee, State Highway Patrol Maj. Jennifer Harris said she was impressed that the picnic was a bigger event than she imagined, and vowed to encourage others to come next year.

In mid-March, the Highway Patrol recognized numerous employees for their outstanding work and dedication. Ten employees were given a Meritorious Service Award, one a Red Cross Award and 12 the Samaritan Service Award. The employees were commended for saving lives, creating new programs and excellence in community participation. Several civilians were honored for their help as well. It was an inspiring award ceremony.

Emergency Management employees continued to work diligently to help North Carolina tornado victims recover from the deadly April tornadoes, only to hear the heart-wrenching news of the destructive tornado in Joplin, Missouri on May 22. Our prayers go out to all those who suffered the country's worst tornado season in decades.

On the heels of the tornadoes comes the annual hurricane season, June 1 to Nov. 30. I encourage every employee to have a supply of bottled water, ready-to-eat foods and an emergency preparedness kit in the event a storm hits and you find yourself without power for several days.

At the end of the month, the nation observed Memorial Day. We recognize our citizen soldiers working selflessly at home and overseas for the Air and Army National Guard.

These men and women who help our state and nation in times of need provide citizens with an invaluable service.

As always, I thank the work of CCPS employees in every position. The work you do is essential to public safety. That's what good government is about.

Reuben Young



Congratulations!

The following employees were promoted:

State Highway Patrol: **Lea King** and **David McDonald**

The following employees celebrate significant service milestones in their state careers:

25 years

Emergency Management: **Brenda Jones**

State Highway Patrol: **David Simmons**

N.C. National Guard: **Danny Hassell**

20 years

State Highway Patrol: **George Dickerson, Angie Overman** and **Steven Kirby**



Comings and Goings



Welcome to our new employees:

Butner Public Safety: **Kolby Ruby** and **Stuart Slinkard**

Emergency Management: **Kurt Golembesky** and **Edgar Koch**

State Highway Patrol: **Ross Kevlin** and **Bruce Simon**

Best wishes to our recent retirees:

State Highway Patrol: **Samuel Angell, Burke Brooks, Alvin Clement, Robert Foust, William Nichols, Melvin Stephens** and **Murray Whisenhunt**



From the Desk of Staff Development

By Terri Butler

Staff Development Coordinator

CCPS Human Resources



Put a Twist On It!

We all know how important communication is in all aspects of our life. But do you think about how your message comes across and how it might be received on the other end?

When we see a small child running in an area where they should not be running how do we try to get them to stop? We say “stop running!” How long does it usually take for the child to stop running? They will probably slow down before they actually stop and you might have to say “stop running” more than once. What happens when we tell them to do something instead, like “walk!” The child stops running and begins *to do* something else which is walk because they were told what *to do* instead of what *not to do*. (It really does work.)

“Don’t forget to attach the document to the email. It was missing the last time.”

“Remember to attach the document to the email the next time.”

Both statements require the same thing. An attachment was missing and it needs to be attached to email. Instead of saying what I don’t want you to do I say what I do want you to do. *Easy to remember, hard to forget.*

“I regret to inform you that we cannot process your claim at this time since you neglected to provide sufficient information. Please complete all sections of the enclosed form.”

“To process your claim we need some additional information. Please complete the highlighted sections of the enclosed form, return it and we will process your claim.”

Both statements are saying the same thing. In order to process the claim all information must be provided. While the first statement is polite it is also negative. Using words like regret, cannot, and neglect gives it a negative tone. By using more positive language as seen in the second statement, it stresses what needs to be done to remedy the problem. We don’t sugar coat or deny there is a problem; information was missing. The latter statement is about doing something so we can get it done.

Negative language can cause conflicts and can actually slow down the process when you want something done or done better. Before you speak ask yourself: Is what I’m

about to say going to require the listener's brain to work harder to adjust to the negative representation or will it create a forward momentum?

We need to speak positively rather than negatively in order to see success and positive results. When you communicate in a more positive way you project a helpful, cooperative and positive image and your words promote positive change.

2011 Employee Appreciation Day Picnic

It was an upset victory for the Secretary's Office powder-puff tug-of-war team in the final women's competition against the State Highway Patrol team.



Secretary Reuben Young stands at left with team leader, Deputy Secretary Rhonda Raney (in blue), and from left to right, Percina Curtis-Diggs, Casandra White, Patty McQuillan and Teresa Vines.

For the men's competition, the State Highway Patrol ousted the N.C. National Guard in the May event.



Secretary Young stands with (from left to right) Troopers Michael Jones, Paul Mitchell, Anthony Chambers, George Fryar and Joe Bright.

A few more photos.....







WARNING: Graphic Material

– By Kathy Mason, CCPS Graphic Designer

Re-cap from last month:

We discussed **raster**, or bitmapped files that are made up of different shades of pixels. We also discussed **vector** files, which are made up of smooth lines or paths. A vector file can be scaled larger or smaller without losing quality because the lines and curves remain smooth. This is not true for raster files – the pixels become more visible if they are enlarged.

Four Basic File Formats

There are many graphic image file formats – more than necessary to list here. Some of the most frequently used ones are listed below:

For Viewing on a Monitor (such as web pages or presentations):

1. **GIF (for line art)** - *Graphics Interchange Format* - This format is best for images with solid colors such as illustrations and logos. The GIF format compresses images to make them into smaller files for faster downloading while keeping the edges as crisp and sharp as possible.

NOTE: a newer format, **PNG**, is also sometimes used in place of .gif. You can save this file with a transparent background, to avoid the “white block” behind an irregular shape, such as our triangle logo, shown here:

JPEG logo:



PNG logo:



2. **JPEG (or JPG - for photos)** - *Joint Photographic Experts Group* - This format is best used for photographic or raster images. A .jpg file is also compressed for smaller file sizes and faster downloads. However, unlike the compression method used in .gif files, the .jpg compression is "lossy" which means it discards data in the process.

JPG files are very compatible across many software programs, but are also lower in quality due to the compression. *Be aware that once a file is saved in .jpg format the data is permanently lost, so never save a file as a .jpg and later save it again as a .jpg.*

NEXT COLUMN: File Formats for Printed Documents

Employee Spotlight

Susie Love is more than an office assistant to five sections of the Governor's Crime Commission. She is a dance teacher, a bow and rifle hunter and someone who knows no strangers.

When Love takes minutes at the commission's quarterly meetings, she enjoys learning about criminal justice issues.

"I love my job," Love said. "I get to meet new people, travel a bit. It's always something different."

Those she works with give her high marks for being bright, capable and an asset to GCC.

"Susie is a joy to work with," said GCC Director Gwendolyn Burrell. "I have watched her grow as a professional at the Governor's Crime Commission. She is always willing to assist with any pursuits of the Governor's Crime Commission. Susie brightens everyone's day with her contagious smile."



A Johnston County native, she was an honor roll student at Clayton High School where she graduated in 2002. In her senior year, she was named the most valuable player of the year in softball.

Love took college courses while working part time at the Department of Transportation. She graduated from Johnston Community College in 2007 with an Associate of Arts degree and she began working full time as an administrative assistant at DOT's aerial mapping Photogrammetry Unit.

In 2007, she applied for a job as a receptionist with the Governor's Crime Commission Division and was hired. After four months, she was promoted to office assistant for the Analysis Center and the Grants Management, Juvenile Justice, Crime Victims and Criminal Justice sections. Her duties include processing BDAs (Budget Division Authorizations) and travel reimbursements, taking meeting minutes, typing letters and compiling spreadsheets. She makes preparations for workshops and GCC meetings, planning the sites, making food orders and ensuring everything runs smoothly.

Love says she is also a "gopher." She may well be, but a gopher with a light step. Love has been dancing since the age of 4 and for the past 10 years, she has been teaching tap, jazz and ballet to children of all ages at the Clayton School of Dance. One of her students went on to perform with the Carolina Ballet. Love hopes one day to own her own dance studio.

"Ballet is my absolute favorite," Love said. "I am my mom's prima ballerina," she said with a laugh.

Love's parents own a house at Topsail Beach where they go every weekend during the summer. While there, she fishes, tubes and knee-boards. She's a fan of country and beach music, singer Martina McBride being among her favorites. In the fall, Love turns into a hunter, going on trips with her father to hunt deer and ducks. She has a 9-point buck mounted on her wall from a hunt two years ago.

A former coworker described Love as being someone who can do anything she sets her mind to. Those who work with her sing her praises.

##

The *All-Points Bulletin* is your newsletter! If you have information you would like included, please contact the Public Affairs Office at (919) 733-5027 or send e-mail to pqcquillan@nccrimecontrol.org before the 15th of each month.