



# North Texas

## ACP

THE ASSOCIATION OF CONTINUITY PROFESSIONALS  
 Everything we do professionally and as an organization is dedicated to protecting lives, safeguarding businesses and fostering community resiliency.



### President's Comments

Happy September everyone!  
 Officially, autumn should be upon us, but it still

feels like summer in North Texas. Hopefully our first cold front is not too far away.

If you joined our September Chapter meeting you heard a great presentation from Philip Bigge at Ripcord. If not, the presentation is already available on our web site. We did get several volunteers and you should be hearing more shortly about upcoming elections, our new Mentorship Committee, and the Holiday Luncheon in December. Mark your calendars because the year is not over and we have much more in store.

Yours truly gave a five minute Spotlight presentation at our last meeting. I challenge ALL our members to volunteer to do the same. The Spotlight was originally conceived as a way to provide all of you the opportunity to introduce yourselves to your fellow chapter

members. Presentation materials are not necessary. All we ask is three to five minutes to get to know you. Information that Spotlight presenters are encouraged to

share with their peers includes:

- Current responsibilities
- Current organization and title
- The structure of business continuity at your organization
- Years in the profession and past roles
- Areas of expertise / experience

This is by no means comprehensive and you do not even have to provide all of the above. ACP is a networking organization, after all, and we want to know who you are and what you do. I would love to hear from at least one chapter member every meeting (preferably two!). If you are interested, please contact me or Susan Dobbs to get on the agenda for an upcoming meeting.

Be sure to join us at Quest Diagnostics in October!

*Mark*

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## NORTH TEXAS ACP CHAPTER MEETINGS

Meetings are held the first Tuesday of every month from 12:00 noon to 2:30 pm. The location varies, so check the Chapter Newsletter or Web Site for location information.

### Next Meeting

**Date**----- Tuesday, October 4, 2016  
**Time**----- 12:00 noon  
**Location**----- Quest Diagnostics  
2655 Villa Creek Drive  
Farmers Branch, TX 75234  
[Link to Map](#)  
**Food** ----- Not available – Bring your own lunch

### Meeting Agenda

<u>Topic</u>	<u>Speaker</u>
Welcome .....	Mark Armour
Upcoming Events .....	Susan Dobbs
<b>Program: Metrics and Measurements</b>	
Round Table .....	Mark Armour, Facilitator
Spotlight.....	TBD
Educational Opportunities .....	Jim Kinsman

### Meeting Schedule and Locations

*Schedule and location are subject to change!*

October 4 ..... Quest Diagnostics  
November 1 ..... Boy Scouts of America  
December 6 ..... Holiday Luncheon

Check [here](#) for current topic, speaker and meeting location

## 2016 CHAPTER OFFICERS

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# Chapter Recognitions

Join us in offering a big Texas  
welcome to our new chapter  
members:

*Chet Bojarski*

*Scott Hester*



## North Texas ACP Meeting Highlights

**September, 2016**

By Mark Armour

Long time chapter member Steven O'Neal, with Rentsys Recovery, was presented with a \$50 gift card to Texas de Brazil for his continued support of our chapter and his assistance with organizing our May field trip to College Station.

There are two new positions available at Santander Consumer. Check the LinkedIn Group for details and links to apply online.

Mark Armour, with Brinks' Inc., offered a Spotlight presentation. Chapter members are reminded that ACP is a networking organization. The Spotlight is meant to be a brief introduction to other chapter members. Presenters are not expected to provide materials, but may do so if they choose. We are looking for high level information about our peers: who they work for, what they do, expertise, prior experience, etc.

The featured presenter was Phillip Bigge, with Ripcord Solutions, who spoke about Business Continuity software tools. It was a very informative session. Even for individuals and organizations that are not currently looking for a new tool, but may be upgrading or even considering a change in the future, it is good to assess all the factors that contribute to a successful change or implementation.

Chapter President, Mark Armour, asked for volunteers for the following committees:

- **Mentorship Committee:** under the direction of the new North Texas Mentorship Director, Luis Tapia, this team will collect information, provide recommendations and help implement the North Texas Chapter's Mentorship Program.
- **Election Committee:** this team will collect nominations and provide details for the upcoming election for our 2017 Chapter Board.
- **Holiday Luncheon Committee:** will work to make this year's annual holiday lunch a success. Be on the lookout as this promises to be a great time for everyone!

*Continued on page 5*

## Career Corner

Committed to helping our members increase professional knowledge, improve marketable skills, and add value to our industry and community.

Please send Career Corner topic ideas or suggestions to Jim Kinsman.



### Speak Successfully

By Jayne Latz, Ladders Guest Contributor

**How many times have you received a voicemail message that you needed to replay several times just to decipher the person's name?**

What about your own speech? Are you clear and articulate? Do you speak slowly and clearly enough for the person on the other end of the phone interview to understand your name and background?

Communication skills can mean the difference between not getting a call back for a second interview and landing the job. I am frequently told by managers at banks and other financial institutions and large corporations that poor speech in and of itself may knock a candidate out of the running.

Why do people often speak like they have marbles in their mouth? Why is it that some people often need to be asked to repeat what they are saying? In a fast-paced business environment with so much on everybody's plate people tend to speak quickly. They do not even pay attention to how and what they are saying because they are often doing more than one thing at a time. With so much competition for jobs, why not give yourself a competitive edge and learn to improve your communication skills in order to stand out among your competition? Better communication skills will make the difference.

Statistics reveal that companies lose millions of dollars due to their employees' miscommunications. If you are looking to advance your career within your current firm or outside of your present company, think about your own communication skills. Do colleagues frequently ask you to repeat what you have just said? Do they ask you to speak louder? Could your speaking style prevent you from getting that dream job?

Consider this: You are sitting at your desk, reading an email, thinking of a meeting in five minutes and the telephone rings. You are not completely paying attention to what and how you are speaking since you are busy reading the email. So, the person on the other end of the telephone asks you to repeat yourself, and only then do you realize that you need to stop typing on the computer and pay attention to the conversation. Sound familiar?

Remember these tips to help you improve your communication skills immediately:

#### 1. Learn to listen.

Listening skills are critical. Be sure to pay attention when you are receiving information about a potential job. Give your full attention to the person who is speaking. You may need to recall the information a few minutes later in order to ask intelligent questions based on what was said. Be sure not to let your mind wander. You cannot listen well if you are thinking of what to say next.

Stay focused. Sit up straight and look directly at the speaker if in person or in a mirror if on the phone. Now and then nod to let the speaker know you are actively listening. Be sure to let the speaker finish what they are saying. When you interrupt, it appears as if you are not listening.

#### 2. Slow down your rate of speech.

Simply slowing down your rate will significantly improve your speech quality. The average rate per minute varies from about 130-150 words. For suggestions on how to check your rate of speech, send an e-mail to [info@corporatespeechsolutions.com](mailto:info@corporatespeechsolutions.com).

#### 3. Finish your words.

Remember hearing the saying, "Don't swallow your words"? People are in such a hurry to complete a task at hand that they forget to finish their words. Old becomes ol'; fishing becomes fishin'; business becomes busin'.... You get the idea. In the course of a conversation, this doesn't just cause "sloppy speech," it forces the listener to work harder to understand you. In business, people don't want to work harder. They want to get the information and move to the next item. Learn to finish your words.

#### 4. Many words in English sound similar.

"Still" versus "steal"? "Hill" versus "heal"? "Cab" versus "cap"? If you do not speak clearly, how will the listener be sure what you are saying? "Will you grab the cab?" Is your friend asking you to grab the cap that he left in the other room or the cab so you can head downtown together?

*[Continued on page 5](#)*

## 5. Learn to speak clearly and effectively on the telephone.

Today, most of our daily business is conducted over the telephone. Often we have meetings with multiple people on the telephone. There are many high-frequency sounds that can be lost if you do not learn to speak clearly your message can be misinterpreted.

Speaking clearly takes practice, but it is an integral part of effective business communication.

### Reference

Jayne Latz, Ladders Guest Contributor (date not posted). Speak Successfully. Theladders.com. Full article located at:  
<https://www.theladders.com/career-advice/speech-communication-interview/>

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## Meeting Highlights *continued from Page 3*

Additional information was discussed around our chapter's survey results completed earlier this year. Starting next year, we will look for opportunities to change our location and provide virtual meetings in order to accommodate members who cannot always make our North Dallas locations. We also spoke about providing more social events next year as well. Be on the lookout for great stuff next year!



Association of Continuity Professionals  
North Texas Chapter

<http://northtx.acp-international.com/>

## Training Opportunities

### DRI International (DRII)

BCLC 2000 – Business Continuity (\$2,650)

- San Antonio: December 5-9, 2016

Other courses can be found at:

<https://drii.org/education/education.php>

### The Disaster Conferences

Date: September 29, 2016

Location: Crowne Plaza Dallas Downtown, Dallas, Texas

Cost: \$595

<https://www.disasterconference.org/events/dallas-tx-2016/>

### ACP Business Continuity Summit & Leadership Conference (held in conjunction with DRI2017)

Dates: February 26-27, 2017

Location: Golden Nugget Hotel, Las Vegas, Nevada

Cost: TBD

<https://www.acp-international.com/professional-development/conference>

### DRI2017

Dates: February 26-27, 2017

Location: Golden Nugget Hotel, Las Vegas, Nevada

Cost: \$1,195 until December 31, 2016

\$1,295 after December 31, 2016

<http://driconference.org/>

### DRJ Spring World

Dates: March 26-29, 2017

Location: Disney's Coronado Springs Resort, Orlando, Florida

Cost: \$1,195 until January 26, 2017

\$1,295 until February 27, 2017

\$1,395 until March 26, 2017

<http://www.drj.com/springworld/>