

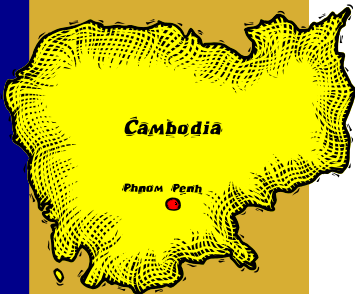
PROGRESSIVE
INSURANCE

SPECIAL
POINTS OF
INTEREST:

Jocelyn is back
from Hawaii.

• Jennifer is
back from
Cambodia.

• We are get-
ting some
new mem-
bers.



Progressive Messengers

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The Presidents Corner

My late stepfather was an Olympic gold and silver medalist in the 1964 Tokyo games. He always told me that if I wanted any type of success that I would have to go after it with passion and ensure that it was a true Wholehearted effort. Toastmasters, we must begin to realize that success comes with significant time and preparation. Many people say that they only received their breakthrough when they took a leap outside of their comfort zone. Toastmasters, have you identified your true aspirations in life? Have you put together a solid primary plan to accomplish these aspirations? Begin today by planning your life for your success to arrive, remember success will not chase you, you must chase it. By the way, when you catch success, never let go!

Best Regards,

Walter-



Jennifer Describes Her Recent Trip

Vacation time can mean many things to different people. Some head to a beach, some an ocean cruise, others a bike & hike trip. I chose to go to Cambodia this summer to strengthen relationships with adults and children I met on two former trips. Mission trips of sorts, these opportunities have given me the chance to learn about a whole new culture, connect with fellow Christians half way around the world, and soak up the love and affection of many children. I've seen people planting rice in the rice fields, waited for cows to exit the road, and toured Toul Sleng Genocide Museum, which houses the make-shift cells, torture devices, clothing, and photographs of people tortured and killed during the Khmer Rouge war in the late 1970's. I've walked the ruins of Angkor Wat, a larger than life Buddhist stone temple. I've eaten delicious fruits foreign to our nation, and eaten rice as the common staple for 3 meals a day in Cambodia. I've been blessed to have the opportunity to travel many miles to temporarily live in a culture far different than our own, and to see just how small the world really is. I'm looking forward to next year's trip to Cambodia. New sights, sounds, & smells await my return, as well as the squeals of delight from the children I've come to know as members of my extended family. I've lots of living to do in the USA between now and then, but it will be here before I know it! – Jennifer Lewis

"Avoiding danger is no safer in the long run than outright exposure. The fearful are caught as often as the bold.

-- Helen Keller

Did You Know?

Did you know that you can have your picture in the Toastmasters magazine? All you have to do is have a picture of yourself holding the Toastmasters magazine on a trip and then submit it to the magazine, they will print it. We have had several club members who have traveled recently and if they had brought their magazine with them maybe they would be in the next issue.



Spotlight on Marge Sabier

What do you like about working at Progressive? The people. Everyone here is always very helpful and friendly. Not just my supervisor or my teammates, but also those I have met at Progressive events, security staff, ERT members, those I have met at workshops and trainings, people in the elevator, just all Progressive people. Oh yeah, and did I forget to mention Toastmaster's members? The people here are great and the people make it a great

place to work!

What has surprised you about Toastmasters? That it is NOT as "scary" as I thought it would be. By scary I mean a very imposing and threatening environment. In contrast, it is a very friendly and supportive environment. Everyone is there to help you and no one ever makes you feel that you were "lousy" or "boring" etc., etc. You can learn by participating as well as observing. I am glad that I didn't let my "fears" keep me from joining!

Who would win in a fight, Godzilla or King Kong? Oh, of course, King Kong! He's King of the jungle and anyone who can climb tall buildings and still hold on to his "love" while swinging at fighter jets - well what more can I say? He's definitely a winner in my opinion!



Bala Makes a Difference

Bala took accountability on an issue raised when John Pierce returned from a visit to COS. John shared comments from a town-hall meeting concerning performance he had heard from the Application Specialists working on RP Forms. Bala followed up with the COS and CLE Developers and Analysts working with RP and saw an opportunity to improve performance. He designed a process to periodically eliminate obsolete resources, reducing them by 75%. This process impacted productivity significantly.

Bala showed the STAR characteristic "Be Accountable" by taking personal responsibility for designing, testing, communicating, and implementing his change. Bala did this by reaching out to resources in COS and CLE to understand what their issues were. He then determined what the root problem was and identified a solution that would relieve the problem. He presented his design to users of the tool and members of the FCDM Team and gained buy in from all involved. Bala then tested his changes to validate results and

communicated the change to the Forms Developer community. He then followed up by gathering metrics and feedback from Forms Developers to show the impact his change had on their productivity. The developers (both on and off-shore, CLE and COS) have been reporting very positive feedback on the amount of time it now takes them to get their work done