

NIC Bulletin

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Official Newsletter of the National-Interstate Council of State Boards of Cosmetology, Inc.

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Changes Created High-Spirited Conference

Participation in the NIC Conference at Charleston, South Carolina was indeed a rewarding experience. Not only were the hotel accommodations and surroundings pleasant and enjoyable, but the educational program presented was truly outstanding. At this time we should extend our sincere thanks to Roseanne Kinley, Education Chairperson and the Cosmetology Board of South Carolina, for a remarkable program. Even the hot weather didn't stop the delegates and speakers from being at their effective best.

Administrators

The Conference got started with two full days of meetings with a very enthusiastic

group of Board Administrators and Directors. The group discussed many subject matters that were of special interest to the Boards.

The following agenda was acted on:

- Leslie Roste, King Research/Barbicide "Inspector Training Program"
- Legislative Updates
- Standards Best Practices
- NIC Website
- Processing Complaints and Discussion Panel
- "The relationship between Boards and Schools and state authorization" by Anthony Fragomeni, Empire Education Group

- Inspections, Reports and Technology
- The Media, PSA Campaigns and Communicating with Licensees

Breakfast and lunch were provided by King Research, PSI and GL Solutions.

New Member Orientation

New members of NIC gathered to hear the officers present a program on what NIC's daily functions are. The new members introduced themselves as well as the NIC officers. The program was well received and Betty Leake, MO, was the program chairperson.

Welcome Reception

The Welcome Reception gave everyone a chance to get acquainted with each other. Vendors got the opportunity to display their materials and products to reacquaint the members with their companies and what they had to offer. Thanks to Barbicide, Today's Class and Your New School.

continued on page 11

Thompson Re-elected NIC President

Melanie Thompson of South Carolina Board of Cosmetology was re-elected President of the National Interstate Council of State Boards of Cosmetology during the Annual NIC Conference in Charleston, SC for 2014-2015.

Also elected to serve were Bill Helton, OK, Vice President; Leisa McElreath, MS, Secretary/Treasurer; Sharon Young, DC, Region 1 Director; Tracy Smith, AL, Region 2 Director; Dennis Schildhauer, WY, Region 3 Director; Glenda Ledford, AK, Region 4 Director; Robyn Barineau, FL, Board Administrator. Betty Leake, MO, is the Immediate Past President.



Back (left to right): Robyn Barineau, Sharon Young, Tracy Smith, Dennis Schildhauer, Glenda Ledford, Betty Leake. Front row (left to right): Bill Helton, Melanie Thompson, Leisa McElreath.

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Message

From the President



Well, the 2014 NIC annual conference has come and gone and what a wonderful conference it was. The Education committee did a spectacular job putting together a program that was both enlightening and beneficial. Thank you to everyone who helped make this conference such a success. We couldn't have done it without each and every one of our committee members, speakers, sponsors, vendors, and support staff so again, Thank you! I would also like to thank the SC Board of Cosmetology and board administrator, Theresa Richardson for their southern hospitality. It was an honor to host the conference in my home state along with my fellow board members.

I am beyond grateful to the delegates of NIC for once again electing me as their President. 2014 was a busy and productive year and my hopes for 2015 are even higher. I would like to congratulate the newly elected members of the Executive Board; Immediate Past President Betty Leake, Vice President Bill Helton, Secre-

tary/Treasurer Leisa McElreath, Region I director Sharon Young, Region II director Tracy Smith, Region III director Dennis Schildhauer, Region IV director Glenda Ledford, and Board Administrator Robyn Barineau. This is an amazing group of dedicated professionals. I am thankful for the opportunity to work with each of them. The Executive board has already had their first meeting and the Region directors are hard at work planning the upcoming Region meeting. Go ahead and mark your calendars to attend the 2015 combined Region meeting February 27-March 1 in beautiful Savannah Georgia. Details will be forthcoming.

Finally, as we prepare to enter the Holiday season please remember to count your many blessings and to thank the one responsible for them.

All the best,

Melanie Thompson
NIC President



Martin Appointed to NEC

Pam Martin, Broken Arrow, OK, was appointed by President Melanie Thompson to serve a three-year term as a member of the NIC National Examination Committee, replacing Larry Walthers, whose term was up on the committee.

The NEC Committee is responsible for the daily administration, development

and keeping current all of the NIC National Exams for the NIC Testing Program in both areas of the practical and theory examinations.

Also members of the Committee are Roseanne Kinley, Chairperson, SC; Bill Helton, OK; Betty Leake, MO; Darla Northway, MO, and Melanie Thompson, SC.



Editorial

by Lois Wiskur



Programs Implement New Changes

Now that the 2014 NIC Conference is over, it should be incumbent upon all members of the National Interstate Council in attendance to wholeheartedly support and promote the programs of the Council. The continued drive toward real nationwide mobility and the national testing program are but two of the most important projects that NIC has undertaken for the benefit of all the Boards who continue to deserve your support.

The purpose and intent of any of the programs are not to impose one's will or ideas upon others. The primary objectives are to point out certain weaknesses and suggest new avenues for improvements. The programs proved to be outstanding.

Socrates (a Greek philosopher) had defined a teacher as the "midwife of the mind." The program cannot act as teachers in their sense—however, they are intended to ignite minds that were heretofore sluggish. They really are intended to awaken the senses by directing attention to new methods for improvement. They are designed to provide the illumination, the instigation and excitement that our minds require to come to life. The programs should instigate an honesty so we could stand the test of whether we could stand the cross-examination by others who know more than we do. By this it means

we don't have to be satisfied with clichés or slogans being presented.

How many people who reject ideas know what they are rejecting and why they are rejecting them? How many people who accept a concept have tested the basis for their acceptance?

In the past century and in the beginning of the new century the world has undergone many turbulent changes in science, politics and economics. Technology has

played an important part in their changes. Many of the beliefs current 25 years ago have withered under the test of time and experience. Many of the "facts" taken for granted in 1985 had to be altered in the light of subsequent knowledge.

The National-Interstate Council's relationship with all segments of the cosmetology field is in a favorable and enviable position to point out these new changes. Its aim, through continuous study, is to isolate and crystalize weaknesses in the cosmetology structure and to lead the way to improvement or elimination: to make the cosmetology profession richer and deeper and evermore important in the life of our modern society with today's technology. Changes are welcome with a new approach every day. "Nothing changes if nothing changes."

I did my first President's Message for the NIC Bulletin when I was elected in 1985 on changes needed for NIC and its programs. Mobility (reciprocity) and the National Testing Program were the two most important projects at that time. Going on 30 years the two programs still remain as NIC's number one project amid today with all the other programs that NIC oversees.

All Regions Meeting
February 28-March 1, 2015

Savannah, GA • Hilton DeSoto Hotel



Are You An Effective Leader?

GERARD MCAVEY – Director of Marketing and Training–Milady

When was the last time you woke up in the morning, drank your cup of coffee, headed into work, and at any given point during this process asked yourself, “Am I an effective leader?” If you’re in a position of leadership at your place of employment and the answer to the aforementioned question is a resounding, “I’m not sure”, then I would encourage you to stop what you’re doing and truly think about what efforts you are putting into place to ensure optimal success in your place of business. The “reality” of your leadership should match up as closely as possible with the “perception” of your leadership.

Here’s a major caveat that I would like to address up front. It may come across as a bit blunt, but true nevertheless. If you do not want to be a leader and/or have no intention of putting in the necessary work to be an effective leader, then my suggestion would be for you to change the situation you’re in. I believe that people in leadership roles have an obligation to the employees they lead and if they’re just “phoning it in” then that leads to a slew of other problems, whether we’re addressing workplace inefficiencies, employee satisfaction or overarching company morale.

So, what makes a good leader? Well for starters, it’s understanding the difference between Management and Leadership. Management is all about working with

other employees to meet an objective or goal set forth by the organization you work for. Leadership is about influencing those same employees in the attempt to drive a different behavior, particularly those that increase overall effectiveness. There isn’t a magic formula to being a good leader. In life things are ever-changing and you have to adapt to the changes, particularly with people.

A fantastic book titled, *The Situational Leader* by Dr. Paul Hersey, does a great job breaking down and outlining the model for Situational Leadership. Here’s an excerpt directly from the book that sums it up quite well:

Situational Leadership® is based on an interplay among the amount of task behavior a leader provides, the amount of relationship behavior a leader provides and ultimately the readiness level that followers demonstrate in performing a specific task or activity. It provides an understanding of the relationship between the effective leadership styles and the readiness levels of followers.

This effectively states that the approach (or style) a leader takes with a team member will vary, and ultimately depend on the team member’s level of confidence and willingness to take on a project/task. Once that’s been established, then the leader will determine whether or not there should be

a large amount of step-by-step instruction and/or “hand-holding”, in conjunction with a determined amount of encouraging words and pats on the back to maintain a select level of motivation.

There are a handful of variables that have to be considered when leading one’s team, and taking into consideration each and every one, depending on the task or individual, is paramount when effectively instituting this model.

Leaders cannot consistently be on top of all the variables within the environment on a moment-to-moment basis. Research has shown that there is one variable that is crucial. This is the relationship between the leader and the follower. Think about it, if the follower decides not to follow, the other variables essentially become unimportant. Leaders must maximize their ability to manage the relationship with followers. A critical factor in determining the success within the leader/follower relationship is the ability of the leader to correctly assess follower readiness.

Effective leaders know how to tailor their styles to specific situations when attempting to influence the behaviors of others. Why? Because in most situations there isn’t a one-size fits all style that’s proven to be effective. So, a practical way is to match leadership styles to the needs of

continued on page 5

Myra Jowers Elected Honorary Member

Myra Jowers, Florida, was elected by the delegates for NIC Honorary Membership. Honorary members are either a past Board or Associate member who has made a major contribution to NIC. Before being eligible for this status, the candidate must meet certain criteria previously set by the council.

Myra is a past officer of NIC and had worked on many committees.



Norton Recipient of Gosnell Award

As the most prestigious award given by NIC and in honor of Aurie J. Gosnell, who was a great leader in the cosmetology industry, the NIC Aurie J. Gosnell Award was presented to Debra Norton of Little Rock, AR, for her many years of outstanding services to NIC.

Debra was recognized with this wonderful momentous honor for her ongoing contributions and continuous dedication and with the true support that she has given to NIC.

Debra worked for the Arkansas Cosmetology Board for 32 years, with 28 of those years serving as director. Debra was the first Board Administrator elected to serve on the NIC Executive Board for two years. She has worked the past 12 years as NIC Administrative Services. Her duties include overseeing the daily activities of the NIC Office and serving as the Conference Coordinator.

Presenting the award was Melanie Thompson, NIC President, and Resal Gosnell Bourne, daughter of Aurie J. Gosnell.

EFFECTIVE LEADER...

CONTINUED FROM PAGE 4

a follower. Implementing the model provided by Dr. Hersey won't exactly happen overnight; however, you may be surprised how naturally it may come to you once you start taking it into consideration. I strongly encourage you to pick up a copy of his book at some point and give it a read. In the meantime, here are a few other ideas or thoughts that I believe can be helpful when implementing new efforts or strategies with the ultimate objective of you becoming a more effective leader.

There's No "I" In Team

Yes, we've all heard this saying before, multiple times. It's one of those things that has become somewhat cliché...but it's true. Learn to relax and cutback on how often you say, "I." "I did this." "I found the answer to that." "I solved the issue." Start incorporating a bit more "We" and "Us" into your vernacular. Also, consider using references such as "My Teammates" or "My Colleagues." I feel strongly that if more people truly considered their choice of words when they spoke and took the time to understand how certain words or phrases make people feel, particularly to direct reports and colleagues, there would be a lot less conflict and higher rates of employee satisfaction.

I Made A Mistake

Just say it. It's only four short words but can do a world of wonder when said in front of a team of people. What it does is show folks that you're only human, just like they are, and also sets an example of accountability. If you, as a leader, can own up to your mistakes and not spend so much time trying to cover them up, you create a much more honest and open line of communication with your team.

I Trust You

Again, three simple words, but the effect they can have on a team member is monumental. A lot of this has to do with where you set the proverbial bar. If you set the bar low then that's what team members will strive to hit. It's almost rewarding medioc-

ity or average behavior. It's amazing how many people will work twice as hard when they feel supported and trusted to achieve a mutual goal.

What Do You Think?

No, this is not meant to be interpreted as all decisions have to be made based on consensus. It just reflects the need for you to solicit input from time to time so they feel part of the decision making process. Increase in efforts and contributions made by individuals can easily be correlated to how much "skin in the game" they actually have. Also, in the long run, it ensures your team members are learning how to think for themselves and start developing the critical thinking skills needed to be effective leaders themselves one day.

2014 ANNUAL CONFERENCE

Highlights





2014-2015 Committee Appointments

AACS Liaison

Fran Brown, UT—Chair
Chiquita Coggs, KS
Glenda Ledford, AK

Board Administrators

Donna Aune, AZ—Co-Chair
Gina Fast, MN—Co-Chair
Kate Boyd, SD
Gary Landry, NV
Susan Reynolds, IA

Bylaws

Bill Helton, OK—Chair
Cynthia Briggs, DC
Jackie Dahlquist, SD
Eddie Jones, SC
Kay Kendrick, GA
Rosanne Kinley, SC
Alan Ray, SC

Conference Site

Richard DeCarlo, DC—Chair
LaFaye Austin, OK
Robyn Barineau, FL
Glenda Ledford, AK
Angie Printz, MT

Education

Angie Printz, MT—Co-Chair
Darlene Battaiola, MT—Co-Chair
Fran Brown, UT
Rosanne Kinley, SC
Pam Martin, OK
Laurel Ritenbaugh, FL
Dennis Schildhauer, WY

Health and Safety

Ginny Finsel, FL—Chair
Darlene Battaiola, MT
Rosanne Kinley, SC

Honorary Membership

Marie Nordboe, NE—Chair
LaFaye Austin, OK
Robyn Barineau, FL
Richard DeCarlo, DC
Lyra Faltys, NE

Legislative

Ken Young, OK—Co-Chair
Kay Kendrick, GA—Co-Chair
Darlene Battaiola, MT
Karla Clodfelter, AZ
Shawn Conder, UT
Janice Curtis, SC
Stephanie Nye, SC

NACCAS Liaison

Deborah Elliott, ME—Chair
Sharon Young, DC
Ken Young, OK

Nat'l Endorsement

Chiquita Coggs, KS—Chair
Dianna Fisher, OK
Barb Houghlum, ND

Policies

Anwar Saleem, DC—Chair
Becky Brockmann, IA
Jackie Dahlquist, SD
Richard DeCarlo, DC
Kay Kendrick, GA

Procedures

Pam Martin, OK—Chair
LaFaye Austin, OK
Shawn Conder, UT
Rosanne Kinley, SC
Anwar Saleem, DC

PBA Liaison

Ken Young, OK—Chair
Fran Brown, UT
Cynthia Briggs, DC
Becky Brockmann, IA
Deborah Elliott, ME

Textbook Committee

Sharon Young, DC—Chair
Deborah Elliott, ME
Donn Kerr, SC
Lora Morean, LA
Laurel Ritenbaugh, FL

Aurie J. Gosnell Scholarship

Bill Helton, OK—Committee Chair
Sharon Young, R1, DC-Reg 1 Chair
Robyn Barineau, R1, FL
Eddie Jones, R1, SC
Tracy Smith, R2, AL - Reg 2 Chair
Becky Brockmann, R2, IA
Leisa McElreath, R2, MS
Dennis Schildhauer, R3, MT
- Reg 3 Chair
Lyra Faltys, R3, NE
Marie Nordboe, R3, NE
Glenda Ledford, R4, AK - Reg 4 Chair
Karla Clodfelter, R4, AZ
Marti Frasier, R4, UT

Parliamentarian

Robyn Barineau, FL

Chaplain

Eddie Jones, SC

Historian

Lois Wiskur, SD

Newsletter Awards Given



1st Place Multi- Signature Page – Kansas Board Administrator Chiquita Coggs (left) with Melanie Thompson, NIC President.



2nd Place Multi- Signature Page – Wyoming Board Administrator Betty Abernethy (left) with Melanie Thompson, NIC President.



Left: 3rd Place, Multi-Signature Page – West Virginia Board Administrator Adam Higginbotham (left) with Melanie Thompson, NIC President.

The Kansas State Board of Cosmetology received the award for publishing the best multi-page newsletter in the NIC Lois Wiskur Newsletter Competition at the NIC Conference in Charleston, SC.

The Wyoming Board of Cosmetology was second place winner and West Virginia Board of Barbers and Cosmetologists was the third place winner. The South Dakota Cosmetology Commission was the first place winner in the single page category.

Newsletters were submitted to the Newsletter Committee for judging. Criteria that was used included the layout and design of pages, articles relevant to the industry, effectiveness of headlines and graphics and clarity and correctness.

The committee would like to thank all the Boards who participated in each category. All the newsletters received were outstanding.



Above: 1st place Single-Signature Page – South Dakota Board Administrator Kate Boyd (left) with Melanie Thompson, NIC President.

Opening Ceremonies

Roseann Perea, of Super Cuts was the sponsor of a great breakfast that created a wonderful start of the opening ceremonies. Eddie Jones and Kathy Webb of South Carolina singing “America the Beautiful” and the Color Guard created an impressive mood of patriotism. The South Carolina Cosmetology Board gave a warm welcome to the delegates following an energetic welcome by NIC President Melanie Thompson.

General Session

President Thompson called the session to order. The delegates then acted on the “house keeping” affairs of the council. Conference rules were adopted, the agenda approved and Conference working committees were appointed.

Christopher Venesky – Speaker

“Communication Success” by Christopher Venesky. He spoke on the rise and fall of most businesses is due to the lack of communication. He said for growth in a business to happen the staff and their peers have to have very clear communication. He explained the secret on how to simplify the true secret to communication and getting people to do things they normally thought they couldn’t do. Christopher kept the delegates fascinated by his presentation and concluded with them asking many questions.

DL Roope, Administrations, Inc.

Debra Roope of DL Roope Administrations, Inc., sponsored a wonderful lunch. She spoke on her role that she has with the administration of State Board exams and the services that her company provides for the scheduling and administration of the NIC Practical and Theory Exams.

Leslie Roste, RN, Barbicide

“Infectious Control Standards–Proposed Changes” was the subject that Leslie spoke on. She reviewed with the delegates the proposed changes to the NIC Wet Disinfection Standard as well as the Blood Exposure Procedure. Also discussed was the update on what the States were doing in terms of Infection Control Rules and if the states were getting any closer in terms of uniformity.

Gerard McAvey, Milady

“Are You an Effective Leader” is the subject Gerard spoke on and what your leadership skills are. He told how an effective leader needs to assess their own abilities along with

their team’s abilities and “your” team in general. These hints and insights can help one to be a more effective leader.

Lynda Elliott, Executive Director of the North Carolina Board

“Regulatory Reform” – Lynda spoke on deregulation and how to address the legislators. She addressed the concepts on the need to work together and how to establish uniform infection control procedures and minimal education to ensure the health, safety and welfare of the client and the profession.

Milady

Sandra Bruce and Gerard McAvey from Milady sponsored a tasty breakfast for everyone. They spoke on the changes being made with the new technology being used in the schools. They addressed the alternative method of delivery they are offering to meet the needs of today’s students. Everyone received a copy of their latest textbook.

Breakout Session

“Breakout Sessions” is one of the most important and interesting programs planned for the members. The Education Committee had arranged for two sessions with the selected topics on subject of utmost importance to the Boards.

- NABBA – NIC Collaboration
- Legislative Updates
- Development of the NIC Examinations: Planned Change – Following the Profession
- How Policy Decisions Affect Our Industry

Board members had an opportunity to openly discuss among the group their problems or concerns that they have encountered and what they could do to help with their regulatory standards.

Pivot Point

Robert Passage from Pivot Point International, Melanie Kopeikin, President of Pivot Point, and Peggy Moon, NIC, sponsored a wonderful lunch for the delegates. They brought everyone up to date on the company’s latest projects in the educational material, teaching devices and tools that they are providing to the schools.

Joseph Pham

“Nailing the American Dream” was the presentation given by Joseph Pham on the

growth of the Vietnamese nail industry in the United States.

NASBA International Evaluation Services

NASBA entertained the delegates with a delightful breakfast. They spoke to the group on their services they could provide NIC for the industry.

Edward M. Cramp

“Unintended Consequences: Top 10 Ways State Regulations Lead to Frivolous Student Lawsuits” was presented by Edward M. Cramp, Attorney at Law–Duane Morris LLP. As one of the lawyers representing beauty schools, Ed gave an overview on being possible for state regulations to be a part of the frivolous claims. In a fascinating discussion with the group, many questions were directed to Ed on some of the Consequences in their states. The enlightening and yet perspicuous program was well received and enjoyed by everyone.

Gary Landry

Gary Landry, Executive Director NV State Board of Cosmetology, gave a presentation on “Marketing Against Deregulation–It’s Time To Be Aggressive.” Gary continues to help Boards on how to execute a proactive marketing campaign on educating all stakeholders on the vital functions that Boards of Cosmetology perform.

Installation Banquet

The end of the Conference was reached with a very special planned event. It included the Aurie J. Gosnell Award and the installing of the new officers with the theme “Honoring the Memory of Aurie.”

Conclusion

Like all Conferences the 2014 Conference will take its place among the great Annual Conferences of the past. It once again offered some great educational and informative programs and pointed out many areas for future study and review, such as examinations and total mobility. The delegates left Charleston richer in knowledge with new ideas to use in their prospective states. To the sponsors for their continued contributions and support of NIC, a great thank you to these fine companies who believe in NIC and its purpose for the industry.

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2015 Conference

HOLIDAY INN DOWNTOWN MISSOULA
MISSOULA, MONTANA ★ AUGUST 29-31, 2015

The Holiday Inn Missoula Hotel is located downtown along the banks of the scenic Clark Fork River and just minutes from Missoula Downtown shopping, arts, entertainment and bistros which makes this venue a perfect location to step out and experience Missoula at its finest.

The room rate for single or double accommodations is \$119 plus applicable taxes. For reservations call 888-465-4329.

Mark your calendar and make plans to attend the NIC Annual Conference. Missoula, Montana – August 29-31, 2015.

The articles provided are for informational purposes only and are not a position or endorsement of NIC. All articles written by the Editor unless otherwise noted.