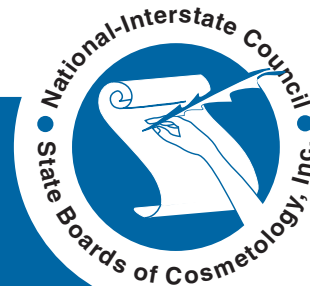


NIC Bulletin

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



Laying the groundwork for national reciprocity:

NIC national tests currently used in 32 states and Guam

One or more NIC national tests are now used in 32 states and one U.S. territory (Guam), reported Brenda Mathre (Mont.), Reciprocity Committee chairperson, at the August meeting of the National-Interstate Council in Las Vegas. The states of Arkansas and Georgia recently joined the NIC practical examination program.

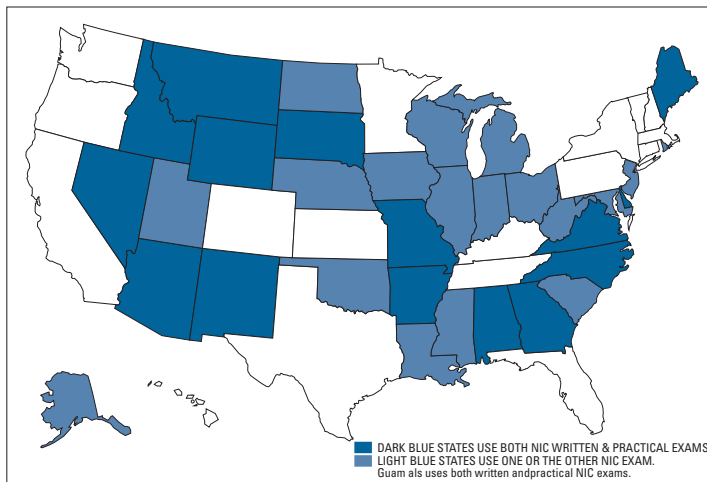
From July 1, 1999 through June 30, 2000, 35 states participated in the NIC testing program, and 53,030 exams were administered.

A number of test development workshops were held during this period, with participating subject matter experts from across the country.

Exams were administered in 13 areas, as shown in the following listing:

Exam	No. states
Cosmetology	29
Nail technician	33
Esthetician	28
Instructor	28
Electrology	9
Manager	1
Barber	9
Barber/stylist	9
Cosmetology practical	14
Manicuring practical	15
Esthetician practical	13
Instructor practical	10
Barber practical	3

NIC testing program administrator O. Wayne Corley reported that work in this area is continuous, which



Use of NIC national test in the United States and U.S. territories.

Use of a "universal" national test is seen as a way to facilitate licensing reciprocity among states.

keeps NIC exams in the forefront of the current cosmetology licensing field.

"We are currently working with the LaserGrade Computer Testing Company on the marketing of our computer testing program," Corley reported. At June 30, three states were actively participating and an additional state was in the process of coming online. "Interest is

growing in this area, and we are looking forward to offering this service to additional states who wish to offer this option to their candidates," he explained.

NIC Testing Program contacts are listed on page 2 of this newsletter.

"Change" is theme of August NIC national conference in Las Vegas

"2000 = Change," the theme of the NIC annual conference held in Las Vegas, was designed to set the stage for looking forward and recognizing that technology advancements are bringing about change in the cosmetology profession. The indus-

try is demanding change, new procedures are being introduced to the industry, and the industry is demanding mobility.

"As board members, regulators, and administrators, we must be ever vigilant in recognizing the change in the

our industry that is being demanded and, at the same time, maintain our duty to protect the health, welfare, and safety of the consuming public," explained Mary Manna, conference cochair.

"We must maintain open lines of communication, rec-

www.nictesting.org

NIC is online with news and information! Regularly updated membership directory, committee listings, NIC history, links to related sites, latest NIC news, archived bulletins—and more. Check it out, and please provide input and suggestions.

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NIC 2000–2001

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ognize the need to go forward, have open minds to the demands of the industry, and continue to protect the public."

This year's conference sessions addressed a wide variety of topics, including—

- Need for a "national data bank" of licensed cosmetologists. Mark Gross (NACCAS) introduced a presentation by representatives from Imaging Automation, who presented a proposed system for managing cosmetology license data.

- Need for "soft skills too," a presentation by Pivot Point's Luanne Kelly.
- Legislation and rule changes
- Health, sanitation, and safety issues
- Licensing terminology differences
- Legal pitfalls in handling complaints
- Ethics and unprofessional conduct
- Conflicts of interest
- Curriculum standards
- NIC task force reports

The conference took place Aug. 18–21 and was held at the Palace Station Hotel.

2000–2001 NIC officers elected

NIC officers for 2000–2001 were elected by acclamation at the annual conference in Las Vegas Aug. 20: Larry Walthers (Nev.), president; Ollie Pendley (Ga.), first vice president; Kimber Hicks (Ida.), second vice president; Brenda Mathre (Wyo.), third vice president; Kirby Morris (Nebr.), corresponding secretary; William (BJ) Joseph (Tex.), recording

secretary; Wendell Petersen (Mont.), treasurer; Jeannie Worsech (Mont.), board administrator; Rose Policastro (N.J.), Region 1 director; Tony Kendall (Ind.), Region 2 director; Darlene Battaiola (Mont.), Region 3 director; Patrick Ulsh (Ida.), Region 4 director; and David Bagwell (S.C.), Region 5 director.



Newly elected 2000–2001 NIC Executive Board members. Seated, left to right: Michael Hill, Kimber Hicks, Ollie Pendley, Larry Walthers, and Brenda Mathre. Standing, left to right: Jeannie Worsech, William (BJ) Joseph, Rose Policastro, Tony Kendall, Darlene Battaiola, Patrick Ulsh, David Bagwell, Kirby Morris, and Wendell Petersen.

Survive and thrive through newness

By Letha Barnes

Letha Barnes, director of Milady's Career Institute, addressed NIC members at its 45th annual conference in Las Vegas Aug. 19. Following are excerpts from her presentation on dealing with technological change in the cosmetology field.

What would you think if I told you that I could give you the key to *accepting* change in just one word? There is a word that should become our mantra for the rest of this conference.

It's a Japanese word called *kaizen*. It means "the small successes, the *daily conversion* of modest *opportunities* into *large-impact improvements* in our ways of *thinking, behaving, and living*. In other words, the small suc-

cesses we achieve daily through *change* lead to big breakthroughs—those deserved rewards associated with our hard work, our open minds, and our flexibility! An American version of this great word might be "break-out thinking."

We at Milady would like to commend you for recognizing that the only way to survive and thrive in the 21st century is through "newness." Your theme, "2000 = Change," is a great one for your first conference in the new millennium! However, the idea of change can be quite threatening to lots of us. The word itself can be frightening even. I wonder why!

When we actually look at the simple definitions of the word, the effects of the threat of change are even more puzzling. Webster's Random House dictionary defines it

this way: "To make different, a variation or deviation." It also means the substitution of one thing for another, a variety.

Now, I ask you, what is so threatening about experiencing something different? What can be so scary about substituting one thing for another, especially if the substitution is a large-impact improvement over the

former way of doing something? What can be so intimidating about having variety in one's life or work? We've often heard that necessity is the mother of invention, but it is ultimately drive, will, and determination that deliver the goods. Consider this: What if Michelangelo had said, "I don't do ceilings"? What if Henry Ford had said, "What's wrong with the horse and buggy?" Or what if Thomas Edison had said, "I think candles are just fine"? You get the point.

As regulators, have you ever tried to get a rule passed *unsuccessfully*? A rule that you knew in your heart would be better for the industry, perhaps make things safer for the consuming public in your state or even make your jobs as regulators easier? And when it didn't pass, did you find yourself saying things like, "What more can we do when those licensees have such tunnel vision?" Or,



Letha Barnes

"How can we grow when the licensees want to keep living in the dark ages?" As a board member in New Mexico for 10 years, I know we have these types of experiences, almost every time we conduct a rule hearing.

Did you ever consider that when those self-justifying thoughts were running through your mind, what those licensees were also thinking? The same thing, of course! They're saying things like, "What's the matter with those board members? Everything is going great the way it is, why change it?" Or, "Has this board lost its mind, just when we have figured out how to operate our businesses and remain in compliance, they want to up and change things?" Or even worse, "What's the matter with those board members. We want to get this progressive idea implemented and they just can't see it." You see, they have their own self-justifying thoughts. They assume you're the cause; you assume they're the cause, and often, the battles continue!

"What if Michelangelo had said, 'I don't do ceilings'? What if Henry Ford had said, 'What's wrong with the horse and buggy'? Or what if Thomas Edison had said, 'I think candles are just fine'?"

Continued on page 6

NIC annual conference, Las Vegas, Nevada

A few snapshots taken at the conference August 16–21, 2000.





Survive and thrive through newness

“Subscribing to these ten profound truths and putting them into action will help you become effective, innovative rule-makers. These truths will also help you become successful in every other aspect of your lives.”

There is more security in the adventurous and exciting, for in movement there is life, and in change there is power.
—Alan Cohen

We’ve all had this experience of self-justifying thoughts in one form or another, perhaps in our relationships or at work. We each believe that things would be better if only the other person would change. We’ve even gone so far as to try to *change* the other person before, haven’t we?

Let’s think about that. How many times have we actually been successful in changing someone else? Goodness knows, I tried enough times to change my husband. Then I finally figured out if our marriage was going to survive, I had to change me. People resist change, and that brings us to the importance of changing ourselves.

The person I can control most readily is me, myself, and I. We have direct access to our own beliefs and thoughts, our own bodies, our own speech, and our own behaviors. By the way, changing me worked. Tom and I celebrated our 18th anniversary in May, and we’re going strong, so these concepts really do work.

So I was thrilled when Larry Walthers asked me to spend about a half hour with you today discussing change. While keeping our mantra in mind (*kaizen*), we are going to do just that, beginning with a quote from Alan Cohen, who said, “It takes a lot of courage to release the familiar and seemingly secure, to embrace the new. But there is no real security in what is *no longer meaningful*. There is more security in the adventurous and exciting, for

in movement there is life, and in change there is power.”

As we enter the new millennium, we face profound opportunities and challenges on global, economic, political, ecological, and community levels. Change is inevitable. Our ability as individuals, as organizations, and as board members to face these challenges and move consciously and quickly through our fears and insecurities will greatly influence the future.

Regulation should be the *engine of change and progress*, not a deterrent to it. And that includes responsibility if it is to have a tremendous impact. Let’s rethink and reorganize to meet the challenges of this requirement.

The process starts as a personal evolution: it’s the potential each of us has to look at our real values and explore how we can fully *live* them in our personal and professional lives. It is often expressed in our relationships with colleagues and family members and in our ability to translate new insights in the structure and systems of organizations such as state boards.

We’re going to consider “ten profound truths about change.” These truths will allow us to be more effective in the 21st century as individuals and as state boards members and administrators.

Profound truth 1: Change happens.

The first profound truth is, very simply, “Change happens.” Joyce Weiss said, “Change is no longer a factor in our lives. It is a force, infiltrating every facet of our existence.” Did you know that 90 percent of all the scientists who have ever lived are living today, and what do you think they are doing? They’re inventing new products, technologies, tools, and implements that are going to profoundly impact our lives in the future. For example, you see how progressive we have become in pursuing new technologies to advance education within our industry into the 21st century. All those new technologies represent “change or newness” for students and for educators.

Profound truth 2: Change is necessary for growth.

While it is natural to resist change, it can be deadly to ignore it. Some people are defeated not by change, but by their own rigidity. Part of growth is learning from our mistakes. How many attempts

The 10 profound truths...

- 1: Change happens.
- 2: Change is necessary for growth.
- 3: Anticipate and monitor change.
- 4: Change.
- 5: Avoid killer attitudes.
- 6: Adapt to change quickly.
- 7: Enjoy the change.
- 8: View change as an opportunity.
- 9: Open the lines of communication.
- 10: Be prepared to change quickly—again and again.

do you think it actually took Thomas Edison before he invented that light bulb? Thankfully, he learned from his mistakes and kept trying.

Profound truth 3: Anticipate and monitor change.

If we know change is going to occur, we need to pay close attention to what is happening and be prepared to change and do things differently.

Profound truth 4: Change.

Now we know change is hard; it's good, but it's hard. Take action. If some of us were to take a close look at ourselves or even our board's policies and rules, we might see that if we keep doing the same things over and over, things will never get better. We may not want to go through the steps of creating change. We may cringe at the thought of the time and expense involved with developing a national database to prevent fraud and abuse in licensure.

Profound truth 5: Avoid killer attitudes.

There are phrases and reactions to avoid if we want to remain motivated to thinking about and utilizing new, innovative ideas. Some examples are—

- Yes, but...
- We tried that before...
- We haven't got the manpower...
- Don't rock the boat...
- It's a great idea, but not for our state...
- That will never fly...
- don't be ridiculous...
- No one wants change...
- That will be more trouble than it's worth...
- You can't teach an old dog new tricks...

- Let's stick with what has worked in the past...
- We've managed to do okay so far...
- What will everyone think...
- If it isn't broken, let's not fix it...
- But we've always done it this way...

Profound truth 6: Adapt to change quickly.

The quicker we are able to let go of those rules and policies that may have been written decades ago, the sooner we will be able to enjoy new rules which support and go a long way toward the common goal we agreed on earlier.

Profound truth 7: Enjoy the change.

We need to get past our fears and savor the adventure of change. What we are afraid of is never really as bad as what we imagine. The fear we let build up in our minds is usually far worse than the situation that actually exists.

Profound truth 8: View change as an opportunity.

Make yourself or your board more valuable than ever to your constituents by changing your view to meet your environment. We dislike being forced to deal with change because of three basic reasons:

- We fear the unknown.
- We fear we will lose something because of it.
- We fear the possibility of failure.

Profound truth 9: Open the lines of communication.

Communication is essential to the success and productivity of any endeavor.

Profound truth 10: Be prepared to change quickly—again and again.

One minor change does not create large-impact improvements in our lives, jobs, or roles as regulators on a continual basis. As the industry keeps changing, so must *all* of us.

So, in summary, we must accept that when we change what we believe, we change what we do. It's called the "belief/behavior connection." We can believe change will harm us and resist it. Or we can believe that finding new and better ways of doing things will help us and we can embrace the changes. It all depends on what we choose to believe.

We must reflect on past mistakes and use them to plan for a new and exciting future. We must be more aware of the need to keep things simple, be flexible, and move quickly. We must take care not to overcomplicate matters or confuse ourselves with fearful beliefs. We need to notice when the little changes begin, so we can be better prepared for the big changes coming. We must adapt as quickly as possible to change because if we don't, we may not adapt at all. We need to admit that the biggest inhibitor to change does not lie within the other person; it lies within ourselves. Nothing is going to get better until we change and grow.

Subscribing to these ten profound truths and putting them into action will help you become effective, innovative rule-makers. These truths will also help you become successful in every other

To dare is to lose one's footing momentarily. To not dare is to lose oneself.

—Søren Kierkegaard

"...we challenge you to think, believe, dream, and dare to become dynamic, risk-taking rule-makers."

Continued on page 8

Bulletin

Published six times a year, the *NIC Bulletin* is the official newsletter of the National-Interstate Council of State Boards of Cosmetology, Inc., P.O. Box 11390, Capitol Station, Columbia, SC 29211.

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Major costs incurred in the preparation, printing, and mailing of the *NIC Bulletin* are underwritten as a service to the cosmetology industry by Milady/Thomson Learning.

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aspect of your lives. When you put them into daily practice, you will exemplify the words of the Danish philosopher, Søren Kierkegaard, who said, "To *dare* is to lose one's footing momentarily. To *not dare* is to lose oneself."

Walt and Roy Disney practiced living by four simple words outlined in this story, in which the wisest man in the world is giving a little boy advice about how to grow up and become a wise man too:

- He said, "The first word is *think*. Think about the values and principles you believe in.
- The second word is *believe*. Believe in yourself, based on the thinking you've done about your values and principles.

- The third word is *dream*. Dream about something you want to do, based on your belief in yourself and based on the thinking you've done about your values and principles.
- And the fourth word is *dare*. Dare to make your dreams come true based on your belief in yourself, based on the thinking you've done about your values and principles.

You are in a very important role as regulators for our industry, and we applaud your efforts and your courage. And now we challenge you to *think, believe, dream,*

and *dare* to become dynamic, risk-taking rule-makers. While doing so you will be helping to create and facilitate wonderful new opportunities for our industry. Remember *kaizen*, the daily conversion of modest opportunities into large-impact improvements in our ways of thinking, behaving, and living.

Together we can all survive and thrive in the new millennium through newness and change.

Letha Barnes is director of The Career Institute, the seminar branch of Milady/Thomson Learning.

2000 = Change!
NIC Annual Conference / Las Vegas, Nevada

Conference site committee to use professional coordinator for 2001 conference

Prior to the NIC annual conference Aug. 16-21, no state had yet volunteered to host the 2001 conference. Jeannie Worsch (Mont.), NIC Executive Board member, announced that, in response to that situation, the board had contracted with Debra

Norton (Ark.) to coordinate next year's conference for the host state.

"We think this is a step in the right direction," said Worsch, explaining that states will be more likely to volunteer to host, knowing that conference administra-

tion will not be their responsibility.

She expected that a host state would soon be identified and that the location could be announced following the November meeting of the Executive Board.

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32 states use NIC national tests

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