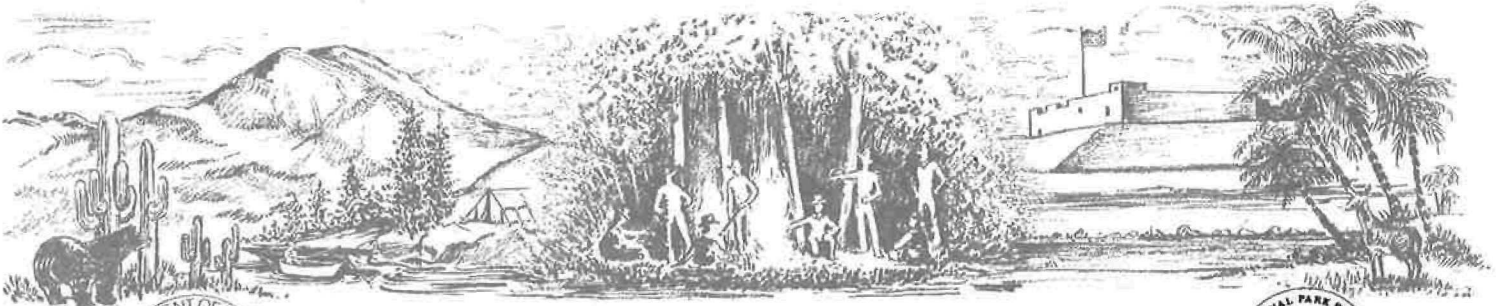




NEWSLETTER

United States Department of the Interior National Park Service



VOL. 3

NO. 11

A SERVICE PUBLICATION FOR SERVICE PERSONNEL

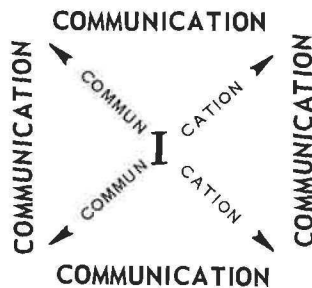
MAY 30, 1968

"How long has this been going on?"

"Did I read WHAT memorandum?"

"Since when?"

"I hear we're reorganizing."



"Why is it there's always some poor (- - -) who never gets the word?"

"I didn't know that."

"What change?"

"How come nobody ever asked ME?"

Servicewide understanding of mutual park problems is still not crystal clear. Yet, we believe the fog count has gone down considerably throughout the System as a result of the Director's 14 zone meetings with Superintendents and Regional Directors during the past four months.

Without benefit of Roberts Rules of Order, or yet the Marquis of Queensbury Rules, some of these sessions have been real (verbal) slug fests, with no holds barred. Held mostly on weekends, these zone meetings were initiated at the suggestion of the Regional Directors in cooperation with the Superintendents of the Pacific Northwest.

NO AGENDA

Throwing protocol to the winds, there is, deliberately, no agenda for these meetings—the purpose being to discuss, person-to-person, any subject the Superintendents wish to bring up. "It has been my privilege," said Director Hartzog, "to attend all of the meetings except two which were attended in my absence by Deputy Director Bill. Without exception, these zone meetings have been the most stimulating and rewarding experiences I have had in the National Park Service."

KEEPING THE PARK FAMILY TOGETHER

Director Hartzog was especially impressed with one topic that was raised consistently in all of the meetings he attended — the need to improve our communications.

Here is some of what he had to say on the subject:

Over the years, we have grown from the small "park family" that Steve Mather knew so intimately, into an organization with an average annual employment of approximately 9,000 making it the second largest Bureau in the Department of the Interior. With this rapid growth in numbers of employees as well as the number of areas to be administered, has come a new

generation of park problems and responsibilities. Likewise, the rapidly accelerating change and tempo of American society in general is directly reflected in our program. For example, the staff of the National Capital Region are this day directly concerned with the Poor People's campaign in the Nation's capital—a project certainly far removed from the normal Service activities.

Back in the early days when our small organization represented far less complex problems, communications were often personal and informal. We all knew each other individually—and each other's families as well. From these personal relationships grew one of our finest and most treasured traditions—the personal interest and concern shared by Service families for each other.

GRAPEVINE VS. GOOD COMMUNICATIONS

While embracing our new Service responsibilities with enthusiasm, all Superintendents, the Regional Directors, and I recognized that COMMUNICATION is the mortar that binds an organization together. There is no better substitute for the grapevine and the credibility gap than a good system of official communication. Nothing is more essential to maintaining the strength and vitality of our traditions.

Thus, it was natural—and appropriate, I believe—that so much time at each of our meetings was spent on this subject.

NPS NEWSLETTER

Many of the Superintendents, individually (and the Regional Directors at recent meetings here in Washington) have suggested that I take the lead in utilizing our NEWSLETTER as one way of trying to improve Service communications. This I am happy to do. It is important to realize, however, that successful communication has three dimensions—UP, DOWN, and HORIZONTAL.

Continued on page 2.

Without question, it is important that I should spell out policies, objectives, goals and programs of the National Park Service. It is of equal significance, I believe, that all Service employees share with me your thoughts on these vital Service issues.

YOUR CONTRIBUTION IS VITAL

THIS IS HARD WORK! It requires that each of us read and study these subjects—especially our administrative policies. For example, I recently found that a person in a position of considerable responsibility in the field had not read the new brochure of administrative policies covering the management category for the area in which he was stationed. Unless we do our homework, we're not really in a position to comment intelligently on the issues.

Training Highlights

With the summer fast approaching you may find that some of the following training aids will add a spark to your training program. These simple, low-cost, and unusual aids can be used for short courses on communications and interpretation, special training features at staff meetings, home study, or pre-season stimulators for seasonal employees. The publishers have catalogues available and are willing to provide sample copies of the inexpensive booklets.

WRITING

"Writing Words that Work — A Guide for Extension Workers" by Amy Cowling, Extension Analyst. PA. No. 446, Federal Extension Service United States Department of Agriculture

Available from: Superintendent of Documents, Government Printing Office, Washington, D.C. 20402
Cost: \$0.15 each with 25 percent discount for quantities of 100 or more, or any quantity ordered by "authorized book dealers."

A highly informative course on basic modern writing techniques, designed to help anyone with an interest in writing anything. The booklet illustrates a plan for clear and simple writing methods of using words, sentences, and punctuation marks that make sense to readers; techniques for trimming down your writing; and checks on determining the reading and interest levels of your writing.

"Keep it Simple — The Power of Little Words" by Glenn Kerfoot

Available from: The Economics Press, P.O. Box 425, West Orange, New Jersey 07052
Cost: \$0.19 each for 10 to 99 copies (minimum order 10 copies) or \$0.17 each for 100 to 399 copies, with other discounts on quantity orders, plus postage.

An entertaining and illustrated account of the virtues of simple, direct use of English with sound tips on how to write it. The booklet describes some of the common pitfalls of writing and how to avoid them.

Only working together can we develop and implement a viable program to preserve our heritage—both natural and cultural—and provide healthful outdoor recreational opportunities for our citizens. Accordingly, your contribution and your participation in our communications program is vital to its success.

Through our Newsletter, in letters to the editor of the Courier, in letters directed to higher authority through appropriate official channels, and through many other avenues, let us—you and I—revitalize our communications program so that we may preserve our "family" tradition as we grow in service to a changing America. Only as we join hands to help each other will we realize the personal fulfillment of a job well done.

SPEAKING

"How to Communicate Ideas"

Available from: The Economics Press, P.O. Box 425, West Orange, New Jersey 07052
Cost: \$0.29 each for 10 to 99 copies (minimum order 10 copies), or \$0.27 each for 100 to 299 copies with other discounts on quantity orders, plus postage.

Must reading for anyone who has to get ideas from his head into someone else's. A well illustrated and lively description of Richard C. Borden's famous four-point formula for successful talks (and writing) plus an analysis of a talk from the listeners' point of view.

"Public Platform Strategy — For Speakers, Musicians and Entertainers" by George W. Crane

Available from: Educational Department, Hopkins Syndicate, Inc., Mellott, Indiana 47958
Cost: \$0.20 each with 20 percent discount for quantities of 25 or more.

A practical down-to-earth analysis of common mistakes in public speaking and what to do about them. It includes sections of stage fright, use of the microphone, lighting and seating for the audience, speech organization, stage material, gestures, humor, etc.

LISTENING

"Listening is Good Business" — Talk by Dr. Ralph G. Nichols (33-1/3 L.P. record).

Available from: Edward M. Miller & Associates, Ind., 518-24 McKay Tower, Grand Rapids, Michigan 49502
Cost: \$6.00 each

This well-known recording is frequently used in management training. Dr. Nichols' lively talk concentrates on the basic techniques for good listening, illustrated by discussion of poor listening habits. Nichols points out what we can do to increase our own listening efficiency by correcting these habits. Once we understand the listener, it becomes easier to become a better speaker.



See here, Ladies . . .

The National Park Service women would like to use this medium to thank former Associate Director Howard Baker for his participation and helpful assistance in the cause of the NPS Women's Organization; and to thank Bob Smith for his understanding and willingness to listen to the suggestions made by park wives on housing. Mr. Baker has retired from the NPS and Bob Smith has transferred to another field.

Director Hartzog offered the appointment of coordinator of the NPS Women's Organization to Mr. Ed Hummel, asst. director, and Mr. Hummel flatters the park women with his eager acceptance of this assignment.

Mr. Bill Rosenberg, deputy asst. director, design and construction, has replaced Bob Smith as the women's "touch" for more livable houses.

NO ROOM TO GATHER

Betty Peterson, currently at Big Bend National Park, is concerned over the lack of "community gathering rooms" in National Park Service areas. She writes, "This is our fourth park and two have had excellent community meeting places and two have had very poor substitutes. Yosemite has the rangers club, plus hotel accomodation; Grand Teton has only a seasonal dorm that needs renovating each winter. Carlsbad Caverns uses seasonal housing in the winter, and so has no indoor space during the summer. Coffees for small groups are given in the naturalist workshop. Big Bend has a beautiful community room that gets full usage for Sunday school, for park get-togethers, and by the naturalist division for their talks during the winter."

Betty has volunteered her services as collector and organizer of information about your community room situation. She is hopeful that in this way we can help each other solve our unique recreation and public relations "meeting place" problems. If you feel that this would be a worthwhile project please write to Mrs. Luther T. Peterson, Jr., Box 26, Big Bend National Park, Texas 79834.

Wanted: An assistant to the Director

The Serengeti and other national parks in Tanzania cover an area larger than Belgium. They are the finest wildlife sanctuaries in the world. The fight to save them unimpaired for posterity presents a challenge worth any man's life.

In Africa leaders in the Tanzania Government wholeheartedly support this effort and have urged me to secure now all areas worthy of park status before it is too late. This concern is matched by international support on an unprecedented scale. No comparable opportunity for conservation exists anywhere else in the world.

I wish to recruit a resolute man prepared to help me grasp this opportunity. He will serve for some years as my assistant and although previous experience in conservation is not essential he must have every one of the following qualifications:

- * Age about 35 - 40.
- * A longing to do something worthwhile with his life.
- * Proved administrative ability in a business, academic, financial, legal or government career.

Profiles Robert S. Chandler



Robert S. Chandler, assistant superintendent at Mount Rainier, was born April 2, 1936 in Washington, D.C. Following his graduation from the University of Maryland in 1958, Bob joined the Park Service as a horticulturist with the National Capital Region. In 1961 he participated in the Departmental Training Program, and returned to work as a supervisory horticulturist, NCR, for the next four years.

Bob was one of the first to volunteer for a position in the Job Corps when it was created in December 1964. In January 1965 he was selected to be the center director of the Harpers Ferry Job Corps Center. During this assignment, he was responsible for the construction, program development, and community relations of this mammoth 200-man center. With an operating budget of well over \$1 million a year, the Center kept Bob busy, and he obtained considerable management experience in this short 3-year period. He was responsible for the supervision of 50 staff members and the development and education of over 200 enrollees.

The experience, however, paid off, and in December 1967 Bob took over the assistant superintendency of Mount Rainier.

Bob and his wife, Madeline, have three children, Alan, Richard, and Donna.

-
- * A sophisticated, friendly and mature personality.
 - * A genuinely liberal outlook and, in particular, the capacity to like, and work with, African colleagues.
 - * A sensitivity to the aesthetic qualities of the natural environment.
 - * Some independent means which will enable him to give his services for as long as he is needed in Africa on a relatively modest salary.
 - * Be able to fly (or learn to fly) a light plane.
 - * If married, a like minded, strength-giving and stoical wife.

(Note: The education of children presents difficult but not insoluble problems.)

Write John Owen, director, Tanzania National Parks, Room 552, 230 Park Avenue, New York, N. Y. 10017, enclosing resume of background experience and references.

NEW FACES

Gaddy, Albert M. to Supv. Pers. Mgmt. Spec., NERO
Workman, James D. to Supv. Pers. Staff. Spec., WASO

NEW PLACES

Dayton, Lester R. from Pk. Ranger, Cape Hatteras
NS to same Cumberland Gap NHP
Edgar, Max E. from Supv. Civil Engineer, Glacier NP
to Safety Engineer, SFSC
Hagood, Allen R. from Supv. Pk. Naturalist, Flaming
Gorge RA Proj. to same Dinosaur NM
Hougham, Richard W. from Supv. Pk. Ranger, Ever-
glades NP to same Great Smoky Mts. NP
Jones, Harold R. from Supt., Catoclin Mountain Park
to same Saguaro NM
Kausch, Paul R., Jr. from Realty Spec., WSC (Duty
Station: Patchogue, Suffolk, N.Y.) to same WSC
(Duty Station: Chesterton, Ind.)
McClain, Claude W. from Supv. Pk. Ranger, Grand
Teton NP to same Yosemite NP
McLean, David J. from Supv. Pk. Ranger, Lake Mead
NRA to Staff Pk. Ranger (Law Enforcement Spec.)
Yosemite NP
Milligan, William T. from Supv. Pk. Ranger, Yellow-
stone NP to same Grand Teton NP
Pumphrey, Don L. from Pk. Ranger, Everglades NP
to same Natchez Trace Parkway
Raney, Frank R. from Appraiser, SFSC (Duty Station:
Whiskeytown NRA) to same SFSC (Duty Station:
San Francisco, Calif.)
Robinson, Elbert L. from Supv. Pk. Ranger (Dist.),
Blue Ridge Parkway to Supt., Lehman Caves NM
Schnettler, William A. from Mgmt. Asst., Yosemite
NP to same Lake Mead NRA
Terry, Ted W. from Foreman II, Maint., Canyonlands
NP to Equipment Spec. (Gen.), Grand Canyon NP

JOINING THE ALUMNI

Abbie, Lester C. from Foreman I - Mechanic (Heavy
Duty), Yellowstone NP
Crumpp, Ralph T. from Detective, U.S. Park Police,
NCR
Dickerson, Albert F. from Foreman I (Laborer),
Blue Ridge Parkway
Dickson, Benjamin F. from Conc. Analyst, WASO
Doty, Cecil J. from Architect, WSC
Gunter, William W. from Deputy Chief, U.S. Park
Police, NCR
Hamilton, Warren F. from Supt., Zion NP
Hower, Samuel H. from Inspector, U.S. Park Police,
NCR
Lane, Norman B. from Caretaker, Roosevelt-Vander-
bilt NHS
Lohr, Elbert G. from Foreman II (Garage), Shenandoah
NP
Mernin, Gerald E. from Vis. Prot. Spec., SERO
Morrell, John O. from Mgmt. Asst., Great Smoky
Mts. NP
Ruesch, Calvin (NMN) from Operator Gen., Zion NP
Romans, Orville O. from Enrollee Work Supv. (Techn.),
Great Onyx CCC

Shannon, Viola V. from Pk. Guide, Carlsbad Caverns
NP
Shaver, Ralph K. from Supt., Pipestone NP
Thompson, George H. from Realty Off. (Land Acq.
Off.), WSC
Whitten, John A., Sr. from Bldg. Repairman,
Roosevelt-Vanderbilt NHS
Wright, Ernest L., Jr. from Supt., Abraham Lincoln
Birthplace NHS

NIPS

GIRL SCOUTS PITCH IN AT WHITMAN MISSION

Last summer Superintendent Raymond C. Stickler of Whitman Mission National Historic Site initiated a program aimed at cleaning up the backlog of uncatalogued archeological specimens at the park. When several Senior Girl Scouts in the area offered to work on any special park project as a means of earning their museum aid bars, Superintendent Stickler put the girls to work cataloguing the pieces of Mrs. Whitman's dishes, broken at the time of the massacre.



During the summer, fall, and winter, three Girl Scouts contributed far more than the minimum of fifty hours required for the museum aid bar. On March 15 the girls returned to the Whitman Mission Visitor Center to receive letters of commendation from the superintendent.

The NPS photo by Marvin Sharpe shows, from left to right, Superintendent Stickler, Jane Ternes, Rebecca Korfhage, Jolyn Mork, and Historian Robert Olsen. Mr. Olsen supervised the girls in their work.

NPS NEWSLETTER

Issued biweekly by the Office of the Director for personnel of the National Park Service.

All items of general interest to NPS personnel concerning management, operations, economies or service to the public should be sent to:

The Editor, NPS NEWSLETTER,
National Park Service
U. S. Department of the Interior
Washington, D.C. 20240

Edited and published by the Division of Park Practice, Cooperative Activities.