

THE CAPSULE

Volume 18, Issue 1

March 2018

MESSAGE FROM THE NATIONAL PRESIDENT



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Dear NARBW Members,

Spring is finally here and that means that the National Convention is just around the corner. This convention will be a bit bittersweet since at the end I will be turning over the presidency to our new National President. However, I am very much looking forward to seeing old friends and making new ones! Albert and I can't wait to visit the "Wild Wild West" with you all!

The National Board held our Winter Board Meeting in Kansas City in February at The Westin Kansas City at Crown Center, the location of our 2018 convention. The hotel is quite impressive and, as part of Crown Center, has lots of fun things to do that are in walking distance. Please read the resume of that meeting on Page 2 of this quarter's Capsule.

Chapter Presidents should have received the proposed General Budget for discussion with their chapter members before the convention along with the resumes of our candidates to fill the three vacancies of National President, National First Vice President, and National Treasurer. Nominating Chairman, Theresa Harper, worked diligently and has a full slate of officers. We have two candidates who stepped forward for National President, so we are expecting to have an election this year. I urge each of you to review all of this information with your chapter members to enable your delegates to vote in an informed manner on the business that will arise at our 74th Convention in Kansas City, Missouri, May 18 – 19, 2018.

At the suggestion of Welfare Chairman, Melanie McKim, we have added a new section to our website called Welfare Warriors. Our first story in that section is on a welfare project of the Albany chapter. We are counting on you to help us fill that section as well as the spotlight section with stories. If you have any stories you would like to share, please send them on to our publication chairman at

publication@narbw.org. In addition to the website, we would like more stories to share on our social media outlets.

I also want to remind you that your National Board is here to serve you. Whether it is help with a recruiting event or any other issues the chapter is facing, any time of the year, if you need us, we can be there. I can speak on behalf of the entire National Board when I say that we all truly want NARBW to thrive and grow and are willing to pitch in wherever necessary to make that happen. All any chapter needs to do is ask.

This is my last Capsule message and, with the fullest heart, I want to thank you for allowing me the opportunity to serve this great organization as your National President. My term has flown by and while I am sad to see this part of my service end, I look forward to being your Nominating Chair for the next two years and joining the Emeritus Council thereafter. I told Joyce Higgs years ago that my goal was to be on the Emeritus Council and I can't describe to you the immense pride I take in accomplishing that goal. I will plan on seeing all of you at many conventions to come.

Sincerely,

A handwritten signature in black ink that reads "Laura Gutteridge Años". The signature is written in a cursive, flowing style.

Laura Gutteridge Años
National President

NATIONAL BOARD NEWS



National Association of Railway Business Women

RESUME OF WINTER BOARD MEETING – FEBRUARY 24, 2018

Prior to the start of the board meeting, we were given a tour of the hotel meeting rooms we will be using for the upcoming convention in May.

The Winter Board Meeting was called to order by President Laura Gutteridge Años at The Westin Kansas City at Crown Center, Kansas City, MO.

National Treasurer Julie Lane presented the Treasurer Reports.

Plans for the 74th Annual Convention were outlined by Convention Chair Chrystal Tonkin of the Kansas City Chapter.

Finance Chair Joan Waite presented the proposed 2018-2019 National Operating Budget. It will be forwarded to all Chapter Presidents for their review with their chapter members prior to the convention.

Nominating Chair Theresa Harper presented a slate of candidates for National President, National First Vice President, and National Treasurer. The slate will be sent to all Chapter Presidents and the Emeritus Council for their review.

The 2019 National Convention will be held in Atlantic City, hosted by the Philadelphia Chapter.

All other reports were submitted and business was handled in an effective manner.

Laura Gutteridge Años
President

Joan Waite
National Second Vice President

CHAPTER NEWS

ALBANY CHAPTER

No news to report.

ATLANTA CHAPTER

We are continuing to try and increase our membership.

The Sunshine Committee sent out birthday cards for the last three months.

Our chapter is looking forward to the Convention in Kansas City, MO.

CENTRAL FLORIDA CHAPTER

No news to report.

CHICAGO CHAPTER

The Chicago Chapter would like to give a huge SHOUT OUT to our members on the move. In March, Metra's CEO/Executive Director announced to the Metra Board of Directors, that our chapter's Program Chair, Shanta Williams, is one of only 25 individuals selected by the American Public Transportation Association (APTA) to attend the 2019 Emerging Leaders Program. This is a 12-month, national level professional development program for public transportation professionals.

We are excited to announce that the Chicago Chapter Woman of the Year is our Treasurer, Michele Williams.

Over the past few years, Michele has dedicated many hours and has done a great job keeping accurate account of our chapter's finances.

CHICAGO CHAPTER (continued)



She was also instrumental in our chapter getting our 501(c)(3) status reinstated. The chapter will host a special event in her honor in April. Congratulations Michele!

Congratulations to Corinna Gallardo-Jerbis on her recent promotion to Manager Customer Communications, where she manages the GPS department at Metra. Corinna was also featured in an International Women's Day article in the March issue of 'On The Level', Metra's monthly commuter newsletter, which highlighted how she rose through the ranks at Metra due to her drive and hard work.

Congratulations Amtrak retirees! The Chicago ladies got together in February to celebrate the retirement of Sheila Ross, Sharon Slaton, and Joy Smith. A fun time was had by all.

CHAPTER NEWS

CHICAGO CHAPTER (continued)



Around the table clockwise from left: Yolanda Barbosa, Shanta Williams, Tracy Robinson, Delora Davis, Tamara Baguette-McClure, Crystal Allen, Ruby Brownlee, Jasmine Williams and Sheila Ross

HOUSTON CHAPTER

The Houston Chapter started off the year with a fantastic January meeting. Attendance was awesome and the meeting was very productive. There were great discussions on ideas to build the chapter's membership, potential welfare projects, and fundraising campaigns. Chapter President Cuellar thanks all the ladies who took time out of their busy lives to attend this meeting and a very special thanks to our hostess, Tamela Kubicek.

The February Meeting was hosted by Debbye Converse and held on Thursday, February 15th. The theme was "I love NARBW and Lou Ann." Those of you who know Lou Ann know that the month of February was

HOUSTON CHAPTER (continued)

her month to host the meetings in the past years. It was great to honor her and NARBW during this meeting and a great meeting was held!

Two very important things took place during this meeting, the first was the welcoming of a new member; Pat Schaper. We are so excited that Pat decided to join the organization. She will be a great asset to the amazing women who make up the current membership. The second was the nomination and vote for the chapter's 2018 Woman of the Year, Peggy Cuellar.

Our condolences to President Peggy and husband Robert in the loss of his mother (Alexandria Cuellar) who passed away on Thursday, March 1, which marked her 98th birthday. Peggy and family will be in Ontario, California, on Friday for the memorial service. Please keep them in prayer as they travel during this difficult time.



Congratulations to Ida Carmouche celebrating the birth of her third grandbaby! Elijah Hall, born April 10, 7 lbs., 14 oz. Baby and Mother are doing fine!

CHAPTER NEWS

HOUSTON CHAPTER (continued)

Thanks again to Ginger and Carla for collecting and delivering coats for the Star of Hope. Carla shared a heartwarming story about giving one of her father's coats to a gentleman they met at the shelter. Carla's father passed away last year and she found a blessing in giving away a cherished memory. I'm sure her father would be proud.



Ginger Stanberry alongside a very deserving gentleman wearing a coat passed down through donation of coats from the chapter!

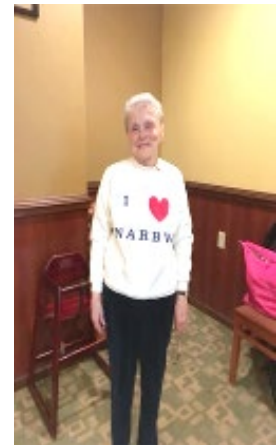
INDIANAPOLIS CHARTER CHAPTER

Our February meeting included a luncheon at Sister's Pancake House, Indianapolis, IN. Our hosts were Connie Hunt and Jan Oviatt. It's a great opportunity to see your NARBW sisters and get out of the house after those long, cold winter days! We observed "I love NARBW" month and "Go Red for Women" for Women's Heart Health month.

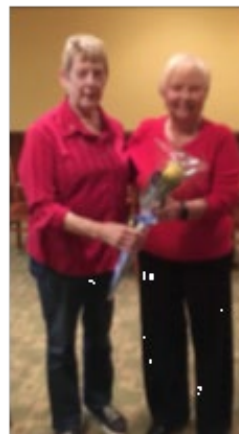
INDIANAPOLIS CHARTER CHAPTER (continued)



From left: President Gloria Jackson, Jan Oviatt, Barb Hartwell, Connie Hunt, Joanne Smith, Pat Hulett, Mary Lou Croker, Margaret Elston, Ann Carrico



Mary Lou Croker wearing her I Love NARBW sweatshirt.



President Gloria Jackson presenting NARBW 2018 Chapter Woman of the Year Pat Hulett with a yellow rose.

CHAPTER NEWS

INDIANAPOLIS CHARTER CHAPTER (continued)

In lieu of our \$10 gift exchange, donations were collected to provide assistance to Megan Throckmorton who lost her home and belongings in the Santa Rosa wildfires. Megan is a former member and the daughter of member Debra Throckmorton. Thanks to your generosity, we were able to help Megan with the process of getting back on her feet with a fresh start. Megan's response to the donation is as follows:

Thank you so much for supporting me as your Christmas charity this year!

The fire was devastating, but we have had a wonderful amount of support from our family, friends, and community to get us through and are recovering well. We are currently staying at our friend's sheep farm in southern Oregon and are in the final stages of our insurance claim. We really like Oregon and hope to find a farm of our own once we receive our settlement. With the donations from the Christmas Party, I have been able to replace everything I need for my massage business with higher quality equipment than I had before!! I am in the process of getting my license transferred from California and I am extremely excited to get back to working.

Thank you from the bottom of my heart ❤️



The massage equipment Megan was able to get.

INDIANAPOLIS CHARTER CHAPTER (continued)

A thank you note was also received from former President Margaret Elston:

How can I begin to thank you all for supporting and loving me through the last year. The calls, cards, flowers, texts, and the beautiful card collection. I read the cards over and over. I cannot tell you all how much comfort you've brought me. Such dear friends. I once thought I had lost everything but not true, I had all of you.

*Love,
Margaret*

We want to extend a warm chapter welcome to Linda Morris! Linda is the daughter of Betty Green, who was a member of our chapter for many years before she passed away last July. She is retired from CSXT. Linda and her husband John have attended chapter events in the past with Betty.

Red Bell Ringers during the holiday season!



Connie Hunt



Gloria Jackson/Mary Lou Croker

On the get well/stay well list are Pat Amrhien and Mary Hill's husband, Dave. Doris Stemmer recently fell and is recovering from a bad foot sprain. Also keep Pat Hulett's granddaughter in your thoughts and prayers following surgery on her leg and Linda Morris's husband John, who had hip replacement surgery.

Congratulations to Pat Hulett, our 2018 Chapter Woman of the Year!

CHAPTER NEWS

INDIANAPOLIS CIRCLE CITY CHAPTER

No news to report.

JACKSONVILLE CHAPTER

Welcome to our new members: Susan Pokorny, Anne Stepp, Cassandra Stepp, Caroline Trivelas, and Renee Fox.

February's meeting included discussion on ideas for social activities for our chapter. In addition to our annual meet and greet recruiting event, we will plan some other fun activities which may include an Escape Room, a Murder Mystery dinner, Painting with a Twist, etc.



Volunteering at Trinity Rescue Mission to update rooms in the women & children's center

The PACE Family Night Boutique was a great success, thanks to all who volunteered. Our welfare project for this quarter is helping fill the Hubbard House Shelter Wish List.

JACKSONVILLE CHAPTER (continued)



It is with deep sadness that we announce the passing of our beloved Anna Mae Wright, a member since 1979. As many of you know, she recently relocated to Amelia Island to her retirement home to be closer to her son and her granddaughter, Leah Beth, was one of our chapter NARBW Scholarship winners last month.

We were blessed that Anna Mae was able to participate in our annual Holiday Brunch last December.



CHAPTER NEWS

JACKSONVILLE CHAPTER (continued)

On behalf of Barbara Miller, please see below address if you wish to send cards/condolences to the family of Anna Mae Wright.

**The Wright Family
195 River Oaks Drive
Fernandina Beach, FL 32034**



Participants attending the annual Holiday Brunch last December.

KANSAS CITY CHAPTER

The ladies are continuing to put the last minute touches and details to the upcoming May convention. We are hoping to see a huge turnout since we are located in the center of the country where it is easily accessible for all locations.

Kansas City was the location of the national board meeting in February. The ladies discussed the details for the upcoming convention. Along with the board meeting, Kansas City Chapter held a few Meet and Greets. There were several ladies who attended from Kansas City Southern as well as a few from BNSF.

KANSAS CITY CHAPTER (continued)



Board Members L to R: Top Row, Chrystal Tonkin, Rhonda Gomez, Joyce Peak, Monica Rodan, Rae Huebner, Diane Huntington, Theresa Harper; Middle Row, Ida Carmouche, Laura Gutteridge Años, Joan Waite, and Julie Lane; Front Row, Melanie McKim



Kansas City Southern ladies listening to Melanie McKim, along with board members.

CHAPTER NEWS

OMAHA CHAPTER

A March event to be held at Ronald McDonald House was planned. Jay asked for volunteers to help with sorting toys and various items at the house.

We have an active chapter Facebook page again. Please take a moment and like the page, post a comment, or share pictures from NARBW activities. You can find the page by searching @OmahaChapterNARBW in your Facebook account.

The ladies will send four delegates to the upcoming convention and have selected their Woman of the Year, who will also be attending.

PHILADELPHIA CHAPTER

No news to report.

PITTSBURGH CHAPTER

No news to report.

ROANOKE CHAPTER

We're all really looking forward to spring! This has been a long cold winter in this area.

Congratulations to two of our members who recently retired from Amtrak, Renee Strolis and Sharon (Shea) McGriff.

Our Christmas candy sales went well. Now, we're getting ready for delivery of Easter candy. We love our chocolates and we're in good shape. Mother's Day will be here before we know it. Gifts are being gathered for a Mother's Day Shower for the abused women and children at the shelter we try to support.

ROANOKE CHAPTER (continued)

We found out there was a need for rockers at the shelter and would like to say 'Thanks' to a couple of our members. As a result, a few rockers will be delivered to this shelter. We believe this will be a welcomed surprise for all.

On December 4, 2017, Ruth Mills, mother of Harold Mills, retired NS Machinist, Roanoke Shops, and mother-in-law of Joyce Mills, NARBW member, celebrated her 105th birthday.

She now resides at South Roanoke Nursing Home in Roanoke, VA, where her family gave her a birthday party to celebrate this milestone in her life. At 105, she has become somewhat of a celebrity with a wonderful newspaper article and recognition by two local television stations. She has six (6) living children, who were on hand to share in her birthday celebration, along with their spouses, several of her grandchildren, and two of her very special nephews. She had a surprise visit from one of our own NARBIE sisters, Frances Lowe. It was truly a day to remember! She now holds the title as the oldest senior citizen at South Roanoke Nursing Home. If you can find a few moments, she always welcomes cards or visits. Thanks to JoAnne Perry and Doris Underwood for your visits.



CHAPTER NEWS

ROANOKE CHAPTER (continued)

Cards and letters have been sent out to all the following:

Pat Prillaman's husband, Mike, has been ill.

Joyce Mills suffered a fall and is recovering.

Shirley Fletcher lost her brother. She also needs our prayers as she is not feeling well physically.

Elaine Parks has had stomach and colon issues for a while and a medical procedure was scheduled in January. Chemotherapy and radiation have been given.

Linda Taylor had foot surgery in February. She will now have a six-week recovery period.

Carol Gentilini had surgery on her leg in February.

Please keep all in your thoughts and prayers.



Our senior and beloved Narbie sister, Frances Lowe along with Virginia Austin.

ROANOKE CHAPTER (continued)

Frances joined NARBW, Chapter 19, in 1953 and served as Chairperson to the first NARBW National Convention held in Roanoke, VA, in 1982, at the beautiful Hotel Roanoke.

When asked if she had any "words of wisdom" she would like to share with all of us, her answer was, "Always do what your heart tells you. God is in control."

SAGINAW CHAPTER

Saginaw ladies wish a Happy New Year to everyone!

Some of our members are away in warmer spots and we are glad for them!

Plans for the spring will be worked out later.

ST. LOUIS CHAPTER

The St. Louis Chapter holds a meeting once a month at a restaurant. Our activities for January, February and March were mostly fundraisers. We had one raffle to collect money for the National Scholarship Fund.

The two other activities were fundraisers for the chapter. We had a raffle for a basket of toiletry items and at the March meeting, we had a purse auction.

We are making plans to attend the Convention and have elected four delegates to attend the convention in Kansas City and are making plans to take the Amtrak train from St. Louis to Kansas City and return and are looking forward to the Convention!

CHAPTER NEWS

TOPEKA CHAPTER

No news to report.

FUN TIDBITS



NUTHIN' TO IT

A Southern Pacific express train sped along the edge of one of the biggest cattle ranches in Texas. A passenger gazed intently at the huge herds grazing near the right of way. When the train passed the end of the ranch, he turned to the man who occupied the seat with him and said, "Quite a herd of cattle on that ranch. I counted 11,442 head."

The man next to him looked at him in astonishment, "I am the owner of that ranch and I know for certain that there are exactly 11,442 head of cattle out on that pasture. How in the world did you manage to count them from a train that is going sixty miles an hour?"

"Oh, it's easy enough, if you know the system," said the man. "You just count their legs and divide by four."

DEAR SIRs:



This letter was written to a railroad company by a sufferer who lived too close to a railway yard:

Gentlemen:

Why is it that your switch engine has to ding and gong and fizz and spit and bang and hiss and pant and grate and grind and puff and chug and bump and hoot and toot and whistle and wheeze and jar and jerk and howl and snarl and puff and growl and thump and boom and clash and jolt and screech and snort and snarl and slam and throb and roar and rattle and yell and smoke and smell and shriek like hell the whole night long?

LEARNING CENTER

HOW TO WIN FRIENDS AND INFLUENCE PEOPLE PART I

Dale Carnegie's principles from his book *How to Win Friends and Influence People* cover three themes:

Become a Friendlier Person, 2) Win People to Your Way of Thinking, and 3) Be a Leader. This quarter's learning center is going to focus on the first theme, Become a Friendlier Person.

The first nine principles in the book are part of the Become a Friendlier Person theme and they are listed below along with some quotes from the book illustrating why each principle is important.

1. Don't criticize, condemn, or complain.

Criticism is futile because it puts a person on the defensive and usually makes him strive to justify himself. Criticism is dangerous, because it wounds a person's precious pride, hurts his sense of importance, and arouses resentment. Any fool can criticize, condemn, and complain – and most fools do. But it takes character and self-control to be understanding and forgiving. Instead of condemning people, let's try to understand them. Let's try to figure out why they do what they do. That's a lot more profitable and intriguing than criticism; and it breeds sympathy, tolerance, and kindness.

2. Give honest, sincere appreciation.

Flattery is counterfeit, and like counterfeit money, it will eventually get you into trouble if you pass it to someone else. The difference between appreciation and flattery? That is simple. One is sincere and the other insincere. One comes from the heart out; the other from the teeth out. In our interpersonal relations, we should never forget that all our associates are human beings and hunger for appreciation. It is the legal tender that all souls enjoy.

3. Arouse in the other person an eager want.

Tomorrow, you may want to persuade somebody to do something. Before you speak, pause, and ask yourself, "How can I make this person want to do it?" When we have a brilliant idea, instead of making others think it is ours, why not let them cook and stir the idea themselves? They will then regard it as their own; they will like it and maybe eat a couple of helpings of it.

LEARNING CENTER

HOW TO WIN FRIENDS AND INFLUENCE PEOPLE PART I (CONT'D)

4. Become genuinely interested in other people.

You can make more friends in two months by becoming interested in other people than you can in two years by trying to get other people interested in you. If we want to make friends, let's put ourselves out to do things for other people – things that require time, energy, unselfishness, and thoughtfulness. Roman poet Publilius Syrus said "We are interested in others when they are interested in us."

5. Smile.

Actions speak louder than words and a smile says "I like you. You make me happy. I am glad to see you." You must have a good time meeting people if you expect them to have a good time meeting you.

6. Remember that a person's name is to that person the sweetest and most important sound in any language.

We should be aware of the magic contained in a name and realize that this single item is wholly and completely owned by the person with whom we are dealing... and nobody else. The name sets the individual apart; it makes him or her unique among all others. The information we are imparting or the request we are making takes on a special importance when we approach the situation with the name of the individual. From the waitress to the senior executive, the name will work magic as we deal with others.

7. Be a good listener. Encourage others to talk about themselves.

Exclusive attention to the person who is speaking is very important. Nothing else is so flattering as that. To be interesting, be interested. Ask questions that others will enjoy answering. Encourage them to talk about themselves and their accomplishments. Remember that the people you are talking to are a hundred times more interested in themselves and their wants and problems than they are in you and your problems.

8. Talk in terms of the other person's interests.

Everyone who was ever a guest of Theodore Roosevelt was astonished at the range and diversity of his knowledge. Whether his visitor was a cowboy or a

Continued on page 14



The National Association of
Railway Business Women

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Kansas City, MO 64154

LEARNING CENTER

HOW TO WIN FRIENDS AND INFLUENCE PEOPLE PART I (CONT'D)

Continued from page 13

Rough Rider, a New York politician or a diplomat, Roosevelt knew what to say. And how was it done? The answer was simple. Whenever Roosevelt expected a visitor, he sat up late the night before, reading up on the subject in which he knew his guest was particularly interested in. Talking in terms of the other person's interest pays off for both parties.

9. Make the other person feel important – and do it sincerely.

The life of many a person could probably be changed if only someone would make him feel important. The unvarnished truth is that almost all the people you meet feel themselves superior to you in some way, and a sure way to their hearts is to let them realize in some subtle way that you recognize their importance and recognize it sincerely. Talk to people about themselves and they will listen for hours.

If you follow these principles, you will be well on your way to winning friends and influencing people. Next quarter, we will move on to the next theme, Win People to Your Way of Thinking. Until next quarter!



The National Association of
Railway Business Women

The National Association of Railway Business Women stimulates interest and fosters cooperation within the railroad industry and its affiliates. We celebrate fellowship and participate in charitable and benevolent social welfare projects.

Join or start a chapter!

- Albany, NY • Atlanta, GA
- Central Florida • Chicago, IL
- Houston, TX • Indianapolis Charter
- Indianapolis Circle City • Jacksonville, FL
- Kansas City, KS • Omaha, NE • Philadelphia, PA
- Pittsburgh, PA • Roanoke, VA • Saginaw, MI
- St. Louis, MO • Topeka, KS

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