

THE CAPSULE

Volume 18, Issue 4

December 2018

MESSAGE FROM THE NATIONAL PRESIDENT

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REMINDER OF UPCOMING EVENTS

FEBRUARY

- 1 National Nominations Deadline—National Chairman Laura Gutteridge Afios
- 9 National Winter Board Meeting

March

- 1 National Scholarship Application Deadline—National Chairman Rae Huebner
- 10 National Per Capita Deadline—National Treasurer Michele Williams
- 31 National Donations Deadline—National Treasurer Michele Williams
- 31 National Scholarship Donations Deadline—National Treasurer Michele Williams
- 31 Capsule Deadline—National Publication Chairman Jasmine Manley

APRIL

- 1 Woman Of The Year Deadline—National First Vice President Sylvia Long
- 1 Report Of Chapter Presidents Deadline—National Second Vice President Joan Waite
- 1 Early Convention Registration Deadline—National Chairman Renee Noble
- 15 Convention Registration Deadline—National Chairman Renee Noble
- 15 Memorial Service Report Deadline—National Third Vice President Ida Car-Mouche
- 15 Report Of Chapter Officers Deadline—National Secretary Joyce Peak
- 15 Welfare Report Deadline—National Chairman Julie Nelson

MAY

- 20-21 National Convention—Atlantic City, NJ
- 22 Post-Convention Tour

VISIT THE NARBW WEBSITE:
WWW.NARBW.ORG

FACEBOOK: WWW.FACEBOOK.COM/NARBW

FIND NARBW CHAPTERS AND LIKE US

LINKEDIN: WWW.LINKEDIN.COM/COMPANY/NARBW

TWITTER: WWW.TWITTER.COM/NARBW



Dear NARBW Members:

Happy New Year! I hope your holidays and celebrations were a grand time. I enjoyed seeing pictures of our NARBW Sisters celebrating on our social media accounts. I am excited to tell you that I will be speaking at the next Amtrak Notch 8 Women's meeting

in Philadelphia, on January 24. I hope informing them of our wonderful organization will gain new members for the Philadelphia chapter.

The National Board is preparing for our Winter Board Meeting next month. I am still in the process of narrowing down a location as we are hoping to combine a Meet and Greet with several local railroads the day before our business meeting. Look for additional information on our Website and Social Media accounts.

In reviewing our per capita reports, our membership numbers overall are down. We have a few chapters that have had an increase in membership (great job), but more chapters have a decrease in numbers. Our Membership Chairman, Ida Carmouche, held a conference call with Chapter Membership Chairs/Presidents last fall. During this call, she asked chapters to reach out to our previous members and ask them to rejoin. Please discuss with your chapters and find a way to reach out to those ladies that we have lost; ask them to come to a meeting, or to one of our social events. Ida created a template letter that can help jump start your initiative. If you do not have this template letter, please reach out to membership@narb.org.

During the fall the National Board reached out to our Chapter Presidents and Chair positions and hosted several conference calls. This is one way that I feel we can stay connected with our chapters and members. During the month of January, the board will be hosting several more conference calls. If you're not a chapter president or a chair position, but would like to do more for NARBW, please let your chapter president know, and join a sub-committee of a chair. If you're a Member-At-Large and want to become more involved, please reach out to 2vp@narb.org. The more women that are involved, the more ideas we can come with (to increase membership, welfare projects, fundraising ideas, and mentoring) and use. As hopefully many of you know, I love to hear all kinds of ideas and especially love the out of the box thinkers. We want to keep this organization alive but we need ALL of you to help your chapters and the National Board.

May will be here before we know it and I for one am excited for this year's convention. The convention is to be held in Atlantic City on Monday, May 20, and Tuesday, May 21, 2019, with a POST-convention tour being held on Wednesday, May 22, 2019. The post-convention tour will tour Historic Cape May, NJ which includes round trip transportation, lunch at The Carriage House Tearoom at the Emlen Physick Estate, a guided tour of the estate, and a trolley tour through Historic Cape May. I am looking forward to Fun Night and seeing our members dressed in their favorite boardwalk attire. I am excited to say that this year our convention will include break-out sessions which will add value to our members that are able to attend. Looking forward to the fun and fellowship with my NARBW sisters. Please make plans to join us in May at the Boardwalk.

I know attending the convention can be cost prohibitive to our members and the National Board is working with our convention chairs to keep the cost as low as possible. To help cover the cost of convention, one chapter holds a garage sale where the members (and friends) donate items and all proceeds go to members attending the convention to help cover the cost of the registration. Remember, thinking outside the box is how we sustain this organization.

On a fun note, it's that time for our next Social Event. Jasmine Manley has done a great job of putting this quarter's social event together. Please make sure to read about it in the next section.

As a reminder, if you have any Chapter Welfare events, please send to Julie Nelson, at welfare@narb.org and she will make sure these are posted to our National Website under the Welfare Warrior Section. Any other events, stories, or photos from NARBW events, please send them to our National Publications Chair, Jasmine Manley at publications@narb.org. We love seeing what our NARBW sisters are doing in their communities. Don't forget to like our National Facebook page, National Association of Railway Business Women. Make sure to check out our new NARBW.org website and the Member's Login Section.

Thank you again for your support and I am truly honored and excited to serve you as your National President.

Sincerely,

Melanie McKim, National President

75th Annual National Convention



“Jubilee by the Sea” Bally’s – Atlantic City Atlantic City, New Jersey May 19-23, 2019

The NARBW Philadelphia Chapter is confident the ladies and their guests will enjoy Atlantic City, New Jersey. This historic ocean resort city inspired the U.S. version of the board game Monopoly and has been the home of the Miss America pageant since 1921. Come enjoy the view of the Atlantic Ocean, shopping, boardwalk, casinos and beaches of this resort city. Another area you may want to visit, Historic Gardner’s Basin, nestled on a protected channel along the back bays. This area is directly across from the state marina and Coast Guard station, located on North New Hampshire Avenue. There are sightseeing and fishing cruises that come and go from the docks, restaurants serving up seafood and ale house brews, as well as the Atlantic City Aquarium, which offers an interactive aquarium.

Bally’s Atlantic City

1900 Pacific Avenue | Atlantic City, New Jersey 08401

Reservations – 888-516-2215

\$97.00 (double occupancy per night)

(\$20.00 for each additional guest, maximum four people per guest room)

Attendees must identify themselves as part of the NARBW to receive the special room rate

Questions

Please contact: Renee Noble, 2019 NARBW Convention Chairman

Email: choochoo51@aol.com | Phone: 717-634-2922

NARBW Convention Registration Form

75th Annual Convention in Atlantic City, NJ May 20 - 21, 2019

Bally's Atlantic City-1900 Pacific Avenue

Atlantic City, NJ 08401, (609) 340-2000

All registrations must be postmarked by April 1st. No refunds after May 5th.



Use a separate form for each attendee. There are three sections to this form, please be sure to complete them all. This Registration Form may be photocopied or it can be printed from the NARBW website (www.narbw.org).

SECTION ONE: Personal Information

Please type or print clearly.

Please check one:

Name: _____	<input type="checkbox"/>	Delegate
Mailing Address: _____	<input type="checkbox"/>	Alternate
City: _____ State: _____ Zip Code: _____	<input type="checkbox"/>	National Board
Telephone: _____	<input type="checkbox"/>	Emeritus Council
E-mail: _____	<input type="checkbox"/>	Member
Chapter: _____ Railroad Affiliation: _____	<input type="checkbox"/>	Guest
Emergency Contact		
Name: _____		
Phone: _____		

SECTION TWO: Registration Fees and Meals

Please enter the dollar amount(s).

Members:

_____ \$300 by April 1st
 _____ \$310 after April 1st

Covers registration and four convention meals.

Emeritus Council:

_____ \$204

Emeritus Council pays for Membership Luncheon, Fun Night and Banquet

Non-Members (Guests):

Guest Name: _____

Convention Meals only (enter all that apply)

_____ \$46 Presidents Luncheon
 _____ \$70 Fun Night
 _____ \$44 Membership Luncheon
 _____ \$90 Reception and Banquet

Host Chapter Members:

_____ \$270

\$0.00 Registration Total (check should be made payable to NARBW)

SECTION THREE: Survey

Please check all that apply to you.

_____ This is my first NARBW Convention.
 _____ I require vegetarian meals.
 _____ Request Marketplace Table for _____ Chapter.
 _____ Interested in a roommate.
 _____ Special Needs/Requests _____

If you have any questions, please call Renee Noble (717) 634-2922 or email convention@narbw.org

Mail your check and this completed form to:

2019 NARBW Convention Registration

Michelle Williams

3025 Matthew Ln.

Homewood, IL 60430

Mail or email copy of form to Convention Chairman:

NARBW National Convention Chairman

Renee Noble

1028 Savoy Dr.

Hanover, PA 17331

Complete Sections 1-3 . Keep a copy of this form for your record. Your check amount should match the registration total in Section 2.

NARBW 2019

POST-CONVENTION TOUR



NARBW Post-Convention Tour – Wednesday, May 22, 2019

Historic Cape, May New Jersey

Cost - \$125.00 per person (includes Bus driver tip)

Travel	Round trip transportation via deluxe lavatory-equipped motor-coach from Bally's Atlantic City
Attractions	<p>Travel to Cape May, NJ – Lunch at The Carriage House Tearoom at the Emlen Physick Estate and a guided Tour of the Emlen Physick Estate, also includes a Trolley Tour through Historic Cape May</p> <p>2 Meal Options – Turkey Club, roasted turkey w/bacon and lettuce or Vegetarian, w/humus and fire roasted vegetables Both served a fresh garden salad, w/citrus vinaigrette and tri-colored pasta salad chef's choice dessert and beverage</p> <p>Enjoy Shopping and Free Time at the Washington Street Mall, Cape May - The shops of Cape May's Washington Street Mall are privately or family owned, several have been in the same families for generations.</p> <p><u>Return trip to Bally's Atlantic City</u></p>

Guest Names _____

ADDRESS _____

CITY _____ STATE _____ ZIP CODE _____

CHAPTER _____

LUNCH Selection - _____ Turkey _____ Vegetarian

Number of guests - _____ Total Payment - _____

Please make check payable to NARBW – Philadelphia Chapter and send payment to the address below by April 1, 2019. After April 1, 2019 the tour cost, per person will be - \$130.00.

Mail check to:

Renee Strolis - NARBW Post-Convention Tour, 712 Pearl Avenue, Morton, PA 19070

Questions about the Tour – Call or email Renee Noble 717-634-2922 / choochoo51@aol.com

THE NATIONAL ASSOCIATION OF RAILWAY BUSINESS WOMEN

NATIONAL SOCIAL EVENT

Each Quarter, National will come up with a Social Event, members can participate and then post pictures to our Facebook and Twitter accounts. Let's have fun celebrating our sisterhood together and virtually. This quarter's social event will be held during February 4-19. Celebrate Chinese New Year – the year of the Pig and of course eating Chinese Food!

Four Main Ways to Celebrate CNY:

1. Wear & Decorate Red – red is the main color for the festival and represents LUCK
2. Family Time – celebrate the festival with family and dinner as it is the most important meal of the year
3. Firecrackers & Fireworks – check your local Chinese community for festivities
4. New Year Gifts & Red Envelopes – people exchange gifts like at Christmas and traditionally the most common is red envelopes. Red envelopes have money in them and are believed to bring good luck because they are red. In China your Chinese New Year is expected to be selected based on your income. Your gift does not have to be fancy, and food and drink is okay. Remember to put your gifts in a box or a bag. Red and gold are considered fortunate colors and white and black are taboo colors.

Attached is a flyer with the details, feel free to post around your work areas (raise interest in NARBW) and to your Chapter Facebook and Twitter pages.

Looking forward to seeing your pictures. Let see which chapter or member can post the most pictures. Let's have some FUN!!!!



CHAPTER NEWS

ALBANY CHAPTER

Albany Chapter Secretary Regina Merola lost her long battle to cancer. Regina was a dedicated member and friend to all and will be missed. Joan Mauro has stepped up to handle the secretarial duties for the interim.

Albany welcomes new member Carole Vozzy. Carole is the daughter-in-law of active member Barbara Smith.

The Chapter continues to collect canned goods for the food bank on a monthly basis and donations were made to Capital City Rescue Mission and Ronald McDonald House for Christmas.

A Christmas party was held December 11th at the home of Bonnie Crowley and 13 members gathered to celebrate and enjoyed a gift exchange. Each member donated \$10 as a fundraising event for the treasury. Bonnie served delicious lasagna, tossed salad, wine and soft drinks and a cake for dessert!

Albany wishes everyone all the best for 2019!

ATLANTA CHAPTER

The fall fundraiser for the Atlanta Chapter was successful. This year we were able to take orders for a variety of nuts and deliver them just in time for families to get started baking for Thanksgiving. We had our annual Toys for Tots drive in the month of December. We also enjoyed having a representative from Paparazzi jewelry at our December meeting. Many fine items of jewelry were purchased for Christmas gifts. Not much else to report. Looking forward to 2019 and the Annual Convention.



CENTRAL FLORIDA CHAPTER

Chapter 83 held its annual Halloween Bake Sale at The Auto Train Facility on October 29, 30 and 31. Pictured is Melanie McKim on the left and club president Nancy Booz Allen on the right.



Chapter 83 sponsored a food drive to benefit The Outreach Mission in Sanford FL. Shown in the picture left to right are Madonna Neal, a member of the Mission Staff, Melanie McKim, Gail Hendrix and Debbie Dubois.



Chapter 83 held its annual Christmas Party on December 7th at Logan's Road House in Sanford, FL. A good time was had by all, which included family and friends.



CHAPTER NEWS

CHICAGO CHAPTER

New Members! In October our Chicago Chapter inducted several new members. We were excited to officially welcome Julia Hall, Sheila Ready, Shamonda Jones and Cle Leatha Shaw to our chapter.



From left, Julia Hall, Sheila Ready, President, Sharon Slaton, Shamonda Jones and Cle Leatha Shaw.

The Chicago Chapter, along with family and friends, joined the American Cancer Society in support of their lifesaving work. NARBW Chicago helped raise awareness and funds to save lives from breast cancer. The Making Strides for Chicago walk was held on October 20th at Soldier Field.



Happy Holidays: In November, the Chicago Chapter kicked off the holiday season with a dinner party. The food was delicious, and everyone had big fun stealing each other's gifts as we played the Elephant Grab Bag gift exchange. We also took time to recognize our board members who continue to contribute so much to our chapter.



NARBW Chicago helped children stay warm this winter with our Winter Wear Drive for School Kids. The chapter collected bags and boxes of coats, hats, gloves and scarves and delivered them to a local Chicago Public School in October. The school staff was so friendly and really appreciated all the donations.



In October, several ladies gathered to celebrate NARBW's Taco Tuesday social event for Hispanic Heritage Month.

CHAPTER NEWS

HOUSTON CHAPTER

NARBW participated in the October 6th "Days for Girls" service project at First Presbyterian Church in Conroe. It was an amazing event with ladies sewing, ironing, patching and preparing sanitary packages for girls in under-developed countries.



Vintage Frame Courtesy of EK Duncan - <http://img4.deviantart.com>



Vintage Frame Courtesy of EK Duncan 2012



Vintage Frame Courtesy of EK Duncan 2012



Congratulations to Houston's New Officers: Vice President – Carla Wallace and Treasurer – Kristi Riddle

Astros 1st Playoff Game – October 5, 2018



October Meeting's Special Guest Presenter was Ronnie Dees of Houston Fire Department who gave information on fire safety with emphasis on: Smoke Alarms, Dryer Vents and Escape Route.



Alzheimer's Walk – November 3, 2018



CHAPTER NEWS

HOUSTON CHAPTER CONTINUED



Thanks to all who participated in our Honey Baked Ham gift certificate fundraiser. It was a huge success! It is truly amazing how our sisters come together in the name of love and work so hard toward the chapter's fundraisers.

INDIANAPOLIS CHARTER CHAPTER

At our October dinner meeting, members were "pretty in pink" as we observed Women's Breast Cancer Awareness Month. Nonperishable food items and other goods were collected for Servant's Heart Food Pantry. Past Chapter Presidents were honored and presented with a yellow rose.

On October 21, Susan Wood of Circle City Chapter represented both our chapters in the Indianapolis Crop Walk to stop world hunger. A big thank you to our members who donated to this worthy cause and to Susan!

We do not meet in November and held our annual Christmas party on December 3. We held a very successful raffle for the National Scholarship Fund. The winners received gift cards. First prize was for \$100, Second prize \$50 and Third prize was in the amount of \$25. Our Christmas Giving Project was the Sleep in Heavenly Peace Indianapolis Chapter. They are part of a national organization dedicated to building top-notch bunk beds for children and families in need. Their motto is "No kid sleeps on the floor in our town." Our ladies donated twin size bedding (sheets, pillow cases, comforters, blankets, etc.).

We were truly blessed and when we found out that we had a Secret Santa that picked up the tab for all our dinners! What a wonderful and generous surprise!

On our get well/stay well list: Jan Oviatt, Gloria Jackson and Linda Morris.

Our last activity for the year was ringing the

Salvation Army Bell. We look forward to doing this every year. We're looking forward to meeting again in February and wish all our NARBW sisters a healthy and prosperous New Year!

INDIANAPOLIS CIRCLE CITY CHAPTER

At our chapter dinner meeting on September 18, 2018, we welcomed two new members: Amy Poe (Emily Rose's sister and Phyllis Harrison's daughter) and Susan Taylor, who recently joined Amtrak's Beech Grove Shops as a Material Manager. We were delighted to have them join us.

This year NARBW Circle City and Charter Chapters joined to sponsor Susan Wood in the Crop Walk to end world hunger (including here in the USA), October 21. Together we donated \$350 to Crop Walk. As we have done for many years, Circle City Chapter collected nonperishable food items for a Greenwood food bank, and donated pet food and supplies to a local no-kill animal shelter in November.

Circle City also continued our tradition of sponsoring a deserving family at Christmas time. Charter Chapter graciously invited us to their annual Christmas party, which Donna Carter was happy to attend this year.

A number of Circle City Chapter #74 members "fly South" in January and February, so our next /dinner meeting will be March 12, 2019.

JACKSONVILLE CHAPTER

As we prepared for the Holiday season and the end of 2019, we dispensed with our normal monthly speakers to conduct our Mini-Marketplace in October. We had representatives from Pampered Chef (Debbie Charpiat), Mia's Mexican Jewelry (Mia Rogers), Initials Inc. (Cheryl Holder) and Tupperware (Loretta Sinal) and a portion of the sales from each vendor will be donated to our local Scholarship Fund. To close out our year we were back at the San Jose Country Club on December 8, for our Annual Holiday Brunch. Members were able to bring donations for many of the organizations we support during the year. Members brought books, puzzles or games suitable for ages 8 – 13 for the Trinity Rescue Mission children's room. Additionally, members donated gift cards to Walmart, Winn-Dixie or Publix to help the girls at PACE Center

CHAPTER NEWS

JACKSONVILLE CHAPTER CONTINUED

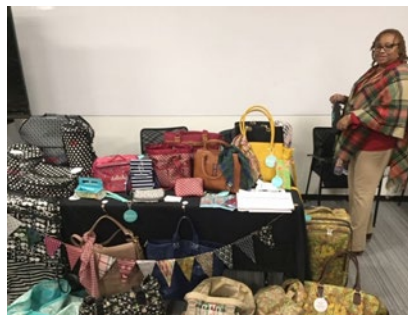
for Girls who are on the free breakfast/lunch program and do not have food during the holiday break.

During this past quarter we obtained two new members!

As of our December update to National, we had 46 members. We continue to spotlight new and veteran members in our monthly newsletter, such as

Leah Ballard (CSX Technology Positive Train Control Onboard Systems Application team), and Mary Warner, (Retired CSX Accounting Department).

At a recent National Philanthropy Day Awards Luncheon put on by the Association of Fundraising Professionals, our very own Mary Warner was also nominated by PACE and was recognized as a 2018 Table Honoree. Mary and several fellow members of the National Association of Railway Business Women decided to start a 'Clothes Closet' project for the girls. Since then, Mary has been the lead coordinator for the program, growing it from piles of donated clothes to an organized 'shopping' system. PACE renamed it 'Ms. Mary's Boutique' in her honor. Mary leads the efforts in collecting clothing, recruiting and scheduling volunteers, set-up, and shopping.



During this quarter our new Sunshine Chair, Lori Ledoux, recognized all members' birthdays by sending cards. Additionally, when members were sick or had a death in the family, she would send cards to

CHAPTER NEWS

JACKSONVILLE CHAPTER CONTINUED

acknowledge these events and show encouragement.

Our co-Chairs, Richalyn Williams and Mary Baldwin continue to attend many safety events in the community to educate the public on SAFETY!

Members continue to donate high quality items to our Virtual Yard Sale year round with 100 percent of proceeds going into our local Jax Scholarship Fund. Items in demand on OfferUp, Letgo, Facebook Marketplace and Craigslist include Appliances, Electronic gadgets/tools, Home Décor, Luggage, Pet Toys, Sports Equipment and Collectibles.

In October, eight of our members volunteered to help get the children's play room established for the Trinity Rescue Mission (sponsored by Three Grains of Rice (a Jacksonville non-profit started by NARBW member Stacey Perez and her husband Ed Perez). We cleaned and painted one day and came back another day to decorate the room and get it ready for the Grand Opening.



KANSAS CITY CHAPTER

This past quarter was full of activities! In September, we raised \$195 and walked for Autism Speaks. It started off as a brisk morning and ended up being beautiful. We ended the morning with our Taco Saturday out by the Liberty Memorial.

We also volunteered in October at the Harvesters Mobile Food Give-a-way event located at Colonial Presbyterian Church, KCMO.

It was a great time for all as we gave away 182 boxes of food to families who really needed it ... "showing God's love in a practical way." Later that day, we all met for a short meeting and dinner at The Red Door Grill located in Brookside. We made our way over to the John Wornall House for a guided ghost tour! The house is one of the few surviving antebellum houses in the KC area and is on the National Register of Historic Places. It was built in 1858 on a 500-acre farm during the Civil War era and was used as a field hospital. The house is often named one of the most haunted places in Kansas City!

Kansas City NARBW gained a new member, Sharon Neff. Welcome Sharon! We are thankful to have you join our sisterhood and look forward to building a lasting friendship.



CHAPTER NEWS

KANSAS CITY CHAPTER CONTINUED

This coming quarter was also filled with lots of volunteering and fun holiday events! We kicked it off with adopting a family through The Bethel House. Not only did we help a family through The Bethel House, we wrapped gifts for Christmas Carol. Christmas Carol is a project that was created by one person wanting to help families, single moms, and sick children and give them an amazing Christmas. Money is raised and the funds are used to buy gifts for the family and then, with the help of friends and family, wrap the gifts and deliver them just before the holiday.

OMAHA CHAPTER

No news to report.

PHILADELPHIA CHAPTER

Happy, Healthy New Year to all!

The last few months have been very rewarding and busy for our Chapter. Many enjoyed our 'Royal Tea' with an actor portraying President Ulysses S. Grant. His presentation was excellent. Then some of our ladies contributed quality items that were sold at a local Barn Sale. Hopefully, we will be able to do this Barn Sale in the spring again. Then sales of Christmas candy, along with chances on a Basket of Cheer – an Amtrak employee won this really nice basket. Each year at our Holiday party we auction off surprise gifts. This can be fun. This party event is when many, many toys, books, etc. are donated by members and guests for the Eliza Shirley Home for abused women and children. We plan on having a Mothers' Day Shower for the many Mothers at this home. It's always nice to receive nice new personal items.

The May Convention in Atlantic City, NJ should be a lot of fun. More information to follow – try to join us. I don't think you will be disappointed. There's a lot to see and do in Atlantic City.

It's the end of December, and so far we have only had one light snowfall, but there has been so much rain. Come spring the flowers should be beautiful.

PITTSBURGH CHAPTER

The chapter met December 5th for a Christmas Party Meeting with six members and seven guests. We

reviewed charity projects for 2019 and will be donating to:

- Women's Abused Shelter
- Homeless through a local Catholic Church
- Salvation Army

Pittsburgh members also contribute to food drives at local churches.

Each month we invite spouses or family members to the luncheon meetings due to membership being elderly and unable to drive. We do enjoy the camaraderie and chip in with good suggestions for the Chapter.

We check on members in nursing homes and that are homebound. We hope to continue monthly meetings in 2019 with our limited charity work.

Happy New Year!!

ROANOKE CHAPTER

Many thanks to our members for their time and monetary donations. Our November project was supporting The Ronald McDonald House by purchasing paper products and other needs. Although our paper product donations were small, our members made up for it by donating over \$100 which will be presented to The Ronald McDonald House.

Our December project is participating in the Salvation Army's Angel Tree project by purchasing clothes and gifts for two children. Doris Underwood contacted the Salvation Army and names have been selected. Our chapter budgets \$300 for this project. Additionally, our members at the November meeting donated an additional \$67 to this project. Thank you to our Chapter.

After our December meeting, we will take a break. We have no projects in January and when we resume our meetings in February, we have a busy month. In February, we are supporting:

- Local Office on Aging's "Soup for Seniors" drive. Members are asked to donate canned soups, chili, crackers, peanut butter, etc. to be distributed among the seniors in need in the Roanoke area.
- Veteran's Hospital "Valentine for Vets" project. Members are asked to bring valentine cards with envelopes which will be distributed at our local VA in Salem.

CHAPTER NEWS

ROANOKE CHAPTER CONTINUED

VA Halloween Party – October 31, 2018

As always, the party was arranged by Alverta.
Thanks, Alverta!



Pictured from left: Alverta Steptoe, Brenda Hale, Roberta Roberts, Linda Taylor, Sylvia Long, Virginia Austin Chapter 19 members gathered at the VA Hospital in Salem to celebrate Halloween with the Vets. Attending the party were Virginia Austin, Brenda Hale, Sylvia Long, Roberta Roberts, Alverta Steptoe, and Linda Taylor. Music was provided by Guitars for Vet and food was served by Chapter Members.



Sylvia was also a member of the Roanoke Board of Directors and worked with the Radford University Psychology Department to create the first Helpline for caregivers in the Roanoke area. The Alzheimer's Association is one of two charities supported by NARBW on a National level.

Chapter 19 Volunteers

Members of Roanoke Chapter 19 continued its annual task of helping at the Rescue Mission by stuffing envelopes for its Christmas appeal. We were asked to work only two days this year. On the first day, members Gwen Kropff and Sylvia Long represented NARBW. Elaine Prillaman, who always joins our group at the Mission, also joined us that day.



Pictured from left are Elaine, Gwen and Sylvia. Virginia Austin, Sylvia Long, and Doris Underwood helped out on the second day.

SAGINAW CHAPTER

Merry Christmas & Happy New Year Everyone!
The Saginaw - Great Lakes Chapter has not met as many are not available to meet as some are away. Best to all to each and everyone of you! Barb Spaulding-Westcott, Chapter 68, President

ST. LOUIS CHAPTER

No news to report.

TOPEKA CHAPTER

Topeka Heartland donated Toilet Paper to the Alpha Christian Home for children. Our December meeting we went to Lecompton, KS for lunch at Aunt Netters and then to the ACH to deliver our donation and take a tour of the school and meet some of the children.

September, October and November we met for lunch at various restaurants in Topeka. Healing Prayers for Bonnie Hartzel and Sue VonFeldt.

IN THE SPOTLIGHT

If there is someone in your chapter who you would like to highlight in this section of the Capsule and Website for their career or personal accomplishments, email the details to Publications@NARBW.org.

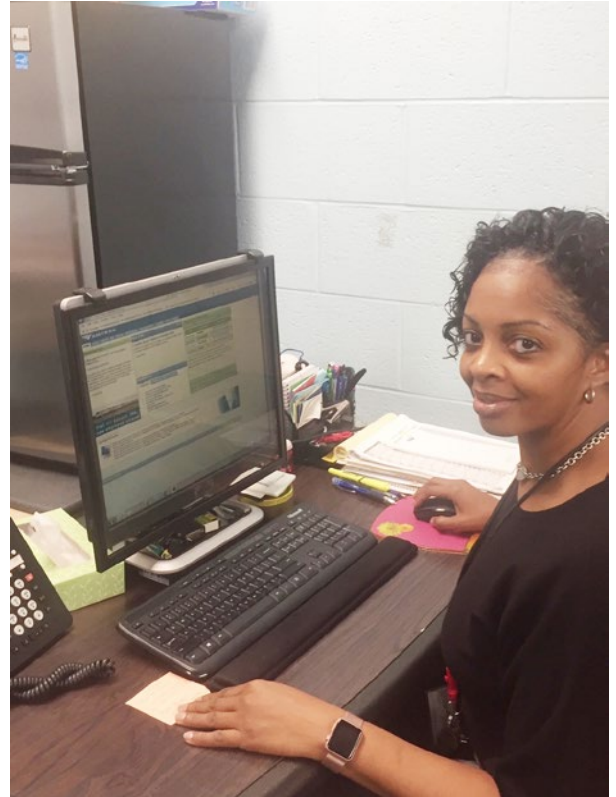
Sharon Davenport

Shout Out to Sharon Davenport on her Promotion

Congratulations to our NARBW sister Sharon Davenport on her recent promotion to senior system specialist in Amtrak's Mechanical department in Chicago. In her new role, Sharon covers the Chicago and Midwest Division with responsibilities that include training new hires and current mechanics and managers on the Work Management System (WMS) – a computer program used by the Mechanical department.

Sharon began her railroad career at Amtrak 19 years ago and has continuously advanced to positions with more responsibilities. For seven years she worked as a coach cleaner and served as TWU Local 2014 Union Chair. In 2007 she was promoted to foreman, where she supervised coach cleaners. Then in 2011, she was promoted to Foreman II, supervising mechanics. Sharon was promoted again to Foreman III in 2014, assisting the Work Management Team in training new hires, mechanics and managers.

Sharon was introduced to NARBW through Melanie McKim in 2016, and was a part of the team that worked to renew the Chicago Chapter. Sharon has served as Membership Chair and also volunteers every year at the Homewood Rail Fest where she promotes NARBW, recruits new members and interacts with people who come to display their railroad collectibles. Sharon looks forward to going to a convention in the future and meeting other NARBW sisters from around the country.



Shamonda Jones

Shamonda Jones was featured in Women of Metra Video

Hats off to Shamonda Jones, who was featured in the National Railroad Hall of Fame video, "Women of Metra: Behind the Scenes." The video speaks to the experiences and opportunities for women in the railroad industry. Shamonda started working for Metra 16 years ago as a crew caller. Over the years, she has held positions as a chief mechanical clerk, assistant chief and chief dispatcher. She is now a Senior Manager Train Operations at Metra. Prior to coming to Metra, she worked at Norfolk Southern for five years. Shamonda has been very active in the Chicago Chapter, participating in many activities including, meetings, fundraisers, the Breast Cancer Walk and volunteering at the Ronald McDonald House.

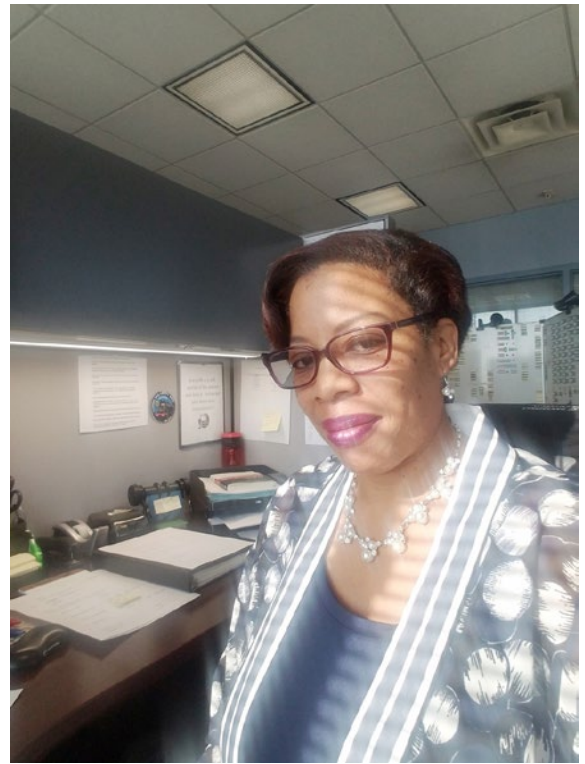
IN THE SPOTLIGHT

Cle Leatha Shaw

Cle Leatha Shaw - Breaking the Glass Ceiling!

Cle Leatha Shaw began working in the transportation industry in 1986 with Midway Airline in Chicago. After the shutdown of Midway Airlines she ventured over to the trucking faction of transportation, where she learned everything from invoicing, collections, dispatching, billing, haz-mat processing, customs processing, shipping and receiving, and dock management.

While working for Hercules Forwarding, Cle Leatha was approached by a truck driver who told her of a mass hiring opportunity with Norfolk Southern Railroad (NS). She applied and was hired in February 1998 as a Track Standing Order Clerk. Again, Cle's drive to learn all she could about the industry led her to working several positions at Norfolk Southern. The most challenging position being a tower operator at Landers Intermodal Yard in Chicago.



In 2002, Cle Leatha realized she had reached a glass ceiling at NS. Cle Leatha applied for several positions that she was qualified for that had a higher grade than tower operator. But, she was always told, "we don't hire clerks for that position." This caused her to look for employment elsewhere. She applied to Metra and was hired as a crew caller in 2002. Cle Leatha worked as a crew caller and gained all the knowledge she could by being proactive in doing her job.

After 15 years she began to feel that the glass ceiling at Metra was lower than the one at NS. She applied for several positions at Metra, interviewed well, but somehow was stuck in the Crew Management department. She was told by friends and family that "if it's for you, no one can keep it from you." Cle Leatha kept that in mind each time she applied for a position. She strived to be the best Crew Caller and continued to be proactive. On December 1, 2017, it all paid off, Cle Leatha was promoted to manager of Crew Management. Cle Leatha is enjoying her new position immensely. She has taken several courses provided by Metra, which she uses to improve her department and provide her team the proper tools to perform their duties. "I face a new challenge every day but I'm prepared, I have my armor always ready!" Looks like diligence, patience, and a hunger for knowledge helped Cle Leatha break that glass ceiling!

LEARNING CENTER

How to Win Friends and Influence People Part III

Dale Carnegie's principles from his book *How to Win Friends and Influence People* cover three themes: 1) 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 third theme, Be a Leader.

There are 9 principles in the book that are part of being a leader and they are listed below along with some quotes from the book illustrating why each principle is important.

1) **Begin with praise and honest appreciation.**

It is always easier to listen to unpleasant things after we have heard some praise of our good points. Beginning with praise is like the dentist who begins his work with Novocain. The patient still gets a drilling, but the Novocain is pain-killing.

2) **Call attention to people's mistakes indirectly.**

Many people begin their criticism with sincere praise followed by the word "but" and ending with a critical statement. Hearing the word "but" might cause the person to question the sincerity of the praise. Credibility would be strained and your objective would not be achieved. This can be easily overcome by using the word "and." Look at the difference in these sentences below.

We're really proud of you for raising your grades this term, but, if you had worked harder on your algebra, the results would have been better.

We're really proud of you for raising your grades this term and, by continuing the same conscientious efforts next term, your algebra grade can be up with all the others.

Which do you think would get the better response?

3) **Talk about your own mistakes before criticizing the other person.**

It isn't nearly so difficult to listen to a recital of your faults if the person criticizing begins by humbly admitting that they too are far from impeccable. Admitting one's own mistakes, even when one hasn't corrected them, can help convince somebody to change their behavior.

4) **Ask questions instead of giving direct orders.**

Asking questions not only makes an order more palatable, it often stimulates the creativity of the persons who you ask. People are more likely to accept an order if they have had a part in the decision that caused the order to be issued. For example, a manager of a manufacturer plant thought he could not accept a large order based on the work already scheduled and the tight deadline. Instead of pushing the employees to work faster, the manager called them together and explained the situation. Then, the manager started asking questions like "Is there anything we can do to handle this order?" and "Can anyone think of different ways to process it through the shop that will make it possible to take the order?" The employees came up with so many ideas and insisted the manager accept the order. They approached it with a "We can do it" attitude and the order was accepted, produced, and delivered on time.

LEARNING CENTER

5) Let the other person save face.

Letting one save face! It is so important but so often overlooked. A considerate word or two, a genuine understanding of the person's attitude, can go a long way. Even if we are right and the other person is definitely wrong, we only destroy ego by causing someone to lose face.

6) Praise the slightest improvement and praise every improvement. Be "hearty in your approbation and lavish in your praise."

Praise is like sunlight to the warm human spirit; we cannot flower and grow without it. And yet, while most of us are only too ready to apply to others the cold wind of criticism, we are somehow reluctant to give someone the warm sunshine of praise. Remember, we all crave appreciation and recognition and will do almost anything to get it, but nobody wants insincerity. Nobody wants flattery. You possess the power to praise people and inspire them with a realization of their latent possibilities. Abilities wither under criticism; they blossom under encouragement.

7) Give the other person a fine reputation to live up to.

If you want to improve a person in a certain respect, act as though that particular trait were already one of their outstanding characteristics. It might be well to assume and state openly that other people have the virtue that you want them to develop. Give them a fine reputation to live up to and they will make efforts to ensure they do not let you down.

8) Use encouragement. Make the fault seem easy to correct.

Tell your employee that they are stupid or dumb at a certain thing, have no gift for it, and they are doing it all wrong, and you have destroyed almost every incentive to try to improve. However, if you try the opposite technique, if you are liberal with your encouragement, make the thing seem easy to do, let the other person know that you have faith in their ability to do it, that they have an undeveloped flair for it, and they will practice until the dawn comes in the window in order to excel.

9) Make the other person happy about doing the thing you suggest.

Concentrate on the benefits to the other person and match those benefits to the person's wants. For example, there was a very sought after speaker who had to turn down many speaking engagements, but did it so smartly that the other person was at least contented with his refusal. How? The speaker didn't talk about himself, like that he was too busy. Rather, after expressing his thanks for the invitation and regret in being unable to accept, he suggested a substitute speaker. In other words, the other person had no time to be unhappy as the speaker changed that person's thoughts to some other speaker who could accept the invitation.

A leader's job often includes changing your people's attitudes and behaviors. The above principles should help you accomplish this. Next quarter, we will start a new series based on another Dale Carnegie book, *How to Stop Worrying and Start Living*. Until next quarter!



The National Association of
Railway Business Women

Jasmine Manley
National Publications Chairman
224 S. Michigan Ave., Suite 330
Chicago, IL 60604

WWW.NARBW.ORG

Did you know that our website has received a new look and a few new features. We have a new membership page that is a new tool that you can use to keep up with your fellow sisters. Here's a few tips...

Web Page

Chapter Listings: Click on Who we Are and from the drop down click on Chapter Listings. Select a chapter and the chapter information is now updated. So now you have current information in order to contact or direct someone to the correct person in the chapter.

Hall of National Presidents: It has a new look, scroll over someone's picture and there information pops up.

What We Do: Click on any of the three pages from the droplists and check out the information that's available for Spotlight, Welfare Warriors and Scholarships.

Documents: You can still access the Capsules and Member Documents by using the same members only password once you see the screen pop up that says Guest Area.

Scroll to the bottom of the website page and notice in the blue section there are some quick links that you can click on to get to the pages faster.

Scroll to the top of the page and under the member login box notice the quick links that will take you directly to NARBW's Social Media accounts.

Member Login

See the Member Login Box in the upper right hand corner of the web page? Go ahead and click on it

Everyone should be new to the site, so when the login

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Member Profile: this is your personal page where you can add pictures, videos, tell a little bit about yourself, members can follow you and you can see who's following you. You can search for other members and follow what they are doing on this page also. Just a way for members to connect with each other is the purpose here.

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We encourage all members to Login and create a member profile as this is used by National. We also welcome your feedback for the updated website. Let us know the good and the bad thoughts. Direct any potential NARBW members to our website—this is great exposure to our organization.

Jasmine Manley—National Publications Chairman
publications@narbw.org



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JASMINE MANLEY
National Publications Chairman
224 S. Michigan Ave., Suite 330
Chicago, IL 60604