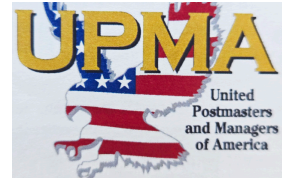


# The Hawkeye Heartlander



The Iowa United Postmasters and Managers of America Publication  
Volume 10 Issue 12

Nov/Dec 2025



Thanks to all our Veteran and their  
service to our country.

Iowa Chapter Member Reps:  
 Aimee Quick: 641-526-3411  
 Greg Snow: 515-371-1094  
 Ellen Opperman: 563-940-3979  
 Sara Lindauer: 319-480-0815  
 Wanda Lenhart: 712-260-5025  
 Sherri Lingle: 712-579-8636

Printed below is the UPMA Adverse Action Legal Defense Plan. This plan is available to all active EAS members after one year of membership. We are here to help you should the need arise. If you are called in for an Investigative Interview, contact us immediately. It doesn't mean you're about to lose your job. Investigative interviews can be positive; often to air out differences or misunderstandings.

Cut out the box below and keep it in your office. If a Postal Inspector or OIG comes to your office and the questions are related directly to you, ask the question 'AM I UNDER INVESTIGATION?' If they say yes, tell them you will not talk to them until your Chapter Member Rep is present.

IF YOU RECEIVE A VISIT FROM THE INSPECTION SERVICE OR THE OIG

Statement to be read to Postal Inspectors or OIG:

I request to talk to my UPMA representative before answering any additional questions. If I am a suspect in a criminal matter, please so advise me. If so, I wish to contact my attorney.

Chapter Member Rep: Greg Snow(who will assign & send someone) Phone: 515-371-1094

If I am under arrest, I request you to so advise me and inform me of the reason or reasons. I will not resist arrest.

I do not consent to a search of my person or property. However, I will not physically resist or obstruct such a person. If you have a search warrant I request to see it at this time.

I will cooperate with you fully, but I will not sign a waiver-of-rights form. I will not admit or deny any allegations, I will not make any written or oral statement unless my attorney and/or UPMA Representative are personally present and so advise me.

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## Greg Snow

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Postmaster General Steiner talks heavily on treating our employees with respect, and yes, we deserve the same respect from our managers. Do we have responsibilities and commitments we need to do, yes, should that come before mail delivery, no. Should we try and accomplish the compliance items in time, yes, but that comes with another word we need to follow, integrity. Are you only fulfilling your compliance items to get off the list, or are you actually completing the items with the integrity that it was designed for? I may be late, but at least it will be done correctly.

The main thing I want from my employees do your best every day. If you make a mistake, learn from it, and then try not to make the same mistake again. We are human, and we do have lives outside the Post Office, even if some think we are a 24 hour a day, seven day a week employee. I do ask however, when you are at work, you are doing the absolute best you can do.

Now that I am off my soapbox! Fall tour was an amazing time, I want to personally thank our National President Tony Leonardi for joining us all week, he is a force to be reckoned with and I learned a lot driving through Iowa with him! I think he did miss the hectic busy streets and he has had his fill of cornfields and windmills! He was able to discuss with us the issues with our pay package and how he is not happy with the Postal Services

# Iowa UPMA President

Hello all again!

It is November and the weather has been beautiful. I hope you have been enjoying it. Peak season is upon us and I want you to know that you got this season in the bag. You will prevail as always! I am sure we will have our hiccups, our mistakes, and we will correct them where we can!

The words come to mind, "worry about what is in your control."

We should all strive for improvement and that has to come with treating our employees far better then we are sometimes treated by our bosses. Do not let any of the negatives flow through you down to our employees. Be better than that, follow the directives but make it in a way that shows our employees we care about them along with the results we are working toward.

In Postmaster Essentials, I have had the pleasure of showing a video that explains the differences between a "Boss" and a "Leader". I know I want to be a leader and not a boss. I pride myself for working with my employees and not bossing them around. Below is a example of the differences!

BASIS FOR COMPARISON	BOSS	LEADER
Meaning	A person who gives orders to employees and behaves in an authoritative way, seeks control and tells his men what to do, is a Boss.	A person who influences, inspires, supports and encourages a group of individuals, and works continuously on the achievement of goals is a leader.
Subordinates	Employees	Followers
Gains respect	Due to seniority.	Due to the ability and quality of his character.
Orientation	Profit oriented	People oriented
What he does?	Administers and dominates	Innovates and collaborates
Seeks	Control	Commitment
Driving force	Standards	Values
Focuses	On structure	On vision
Work	Knows how work is done.	Shows how work is done.
Delegates	Tasks and Responsibilities	Authority
What to do?	Likes to tell employees.	Prefers to teach employees.
Mistake	Places blame, shows who is	Fixes it, shows what is

proposals, but it takes time to make corrections and he is working to better our chances of a better NPA. Good luck Tony, you have your work cut out for you!

We also have an New Acting District Manager, Sam Reed, and yes, he was in old Hawkeye before so he knows how great Iowa can be. I look forward to working with him while he is with us and I hope he makes IA-NE-SD an amazing place to be a manager! He is a UPMA member so we welcome him back to the area!

I have spoken to Mr. Reed about some issues happening in Iowa concerning the treatment of our Postmasters, Station Managers, and Supervisors and we will have more in depth discussions in the next few weeks I am sure. I wanted to give a little time to acclimate back to the area before I bombard him with the issues.

The other thing I spoke to him about is the staffing restrictions we are faced with, especially the CCA pause and the delay or deletion of postings for a second PTF clerk in some offices. What I need from you, a SHORT business case if your office is experiencing this issue.

The main things I will need for CCA's are: how many routes, how many CCA's you have or do not have. If your office has 2 routes and no CCA's is a perfect example. Is your office on a "pause" or are you just not having any luck hiring a new CCA? If you are having issues hiring, that is something I can help with.

Clerk side staffing— I will need the hours of your operation, how many 4- or 6-hour RMPO's you have and what your current staffing is. I know the hardest pill we have to swallow in a level 18 office is that we MUST complete our 15 hours of clerking. If you are not productively completing your 15 hours, it will be very hard to argue you need another PTF clerk. When I was in Clarion, I would sort the mail in the morning and cover lunches, that was my 15 hours. Sorting mail in the morning normally took me less than 2 hours and if I would bring in a PTF clerk, I would have to guarantee them 4 hours. I could not afford that extra 2 hours!

If you are having an issue with staffing constraints (NOT hiring), email me with your business case. PLEASE, in the subject line, include UPMA CCA (or PTF) staffing for ...your office.... I still have over 1700 emails I have not read on my work computer, and every time I start to catch up, we end up with something new coming out along with the 500 emails dedicated to the new items!

I am sure my other board members mentioned the upcoming items but I would be remiss if I didn't mention them also!

Legislative Summit will be in March and I will be calling the winners of the \$500 stipend shortly, however, even if you did not have the chance to win, please join us in Washington DC March 15<sup>th</sup>-18<sup>th</sup> as we march on Capital Hill pushing our word. The exciting proposal currently is for those employees that had non-career service and would have the opportunity to buy back their time so it would be included in their retirement. This would be a huge victory for lots of us! Let us know if you would like to join us, it is a great time and so much history to see in DC!

The next item on the agenda is the third Annual Tri-State Convention. This year will be in Lincoln, Nebraska and will be held at the Embassy Suites. The rate will be \$110 for Thursday and Friday nights and \$159 for Saturday night. The Presidents will be discussing with Sam Reed, District Manager and we are hopeful that we will have another training day on Friday and e-travel costs will be available for those coming to the training.

The next item on the agenda is the amazing destination of the National Convention. This year will be in San Juan, Puerto Rico and it will be an AMAZING time, join us! The dates are August 2<sup>nd</sup> through the 7<sup>th</sup>. This year Tony is hoping to change the schedule to accommodate the island more. The idea was not to have a free day on Tuesday and instead have the agenda go through 12 or 1pm on most days so we would have all afternoons free to explore the majestic island of Puerto Rico! I for one think this is a great idea!

Remember, if you come to the Tri-State Convention and participate in the trainings and the General Sessions, and you also come to the National Convention and also participate in the trainings and the General Sessions the Iowa members will receive up to \$500 incentive after the convention! So grab a buddy or 3 and come join us for an amazing time in August!

Lastly, I want you all to know again how proud I am of the amazing things you do. You may not get the praise you deserve, but you have my upmost respect and I wish you nothing but the best.

May this peak season be the best ever and I hope you have a Merry Christmas and a Happy New year.



## Iowa UMPA VP Legislative / PAC



Jeff Stoltz

Our VP Legislative/PAC Jeff Stoltz is vacating his position since he has taken a job in Missouri. Jeff was elected to this spot April 2025 and his term would be up in 2027. Therefore, the Executive Board will appoint someone to fill this position until April 2026. At that time, we will hold a special election to fill the remainder of his term. We would like to thank Jeff for all his hard work and dedication to our Board these last two and a half years. Good luck in Missouri!

Besides electing VP Legislative, we will also be electing a Sec/Treasurer, Education Chair, and Editor for a new two year term. Now is the time to start thinking about how you can make a difference and get more involved in UPMA



Retired Postmasters gathered together at the Pizza Ranch in Mason City on October 14, 2025

## Iowa UPMA Retiree President



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### UPMA National President's Message on Final 2025 USPS Pay Package

Well, here it is the first Monday in November and Darcie says it is time for another article! So here goes! I really find it hard to believe it is November already. Seems like time goes faster since I retired. Hard to believe it has been 4 years already. With November comes an important time for retirees. It is open season through December 8<sup>th</sup>. Hopefully you took advantage to review your health insurance coverage to determine if there was a plan that provided better coverage and maybe one that could save you a few dollars. Also, dental and vision insurance are something you should review each year. Speaking of money, I am sure you have all heard by now that the COLA for 2026 for retirees is 2.8% for CSRS retirees and 2.0% for FERS retirees. Of course with the increase for Medicare and health insurance, it remains to be seen how many more dollars we actually end up with in our pockets. The inequality of the COLAs is something that UPMA is fighting for, and I think there is legislation being worked on to fix this. Of course that has to wait until the government reopens. Hopefully by the time you read this, reopening has occurred!

For retirees with 2026 quickly approaching, here are some dates to remember. The 2026 Legislative summit is March 15 to 18. This would be a good time for Retirees concerned about the COLA issue to make the trip to discuss it with our Iowa Representative and Senators. As I am sure many of you know, currently half of our Senators and Representatives have announced plans to run for a different office or not run for anything. Then April 23 to 26 will be our Tri-State convention in Lincoln NE. Virginia Steenson is planning things for retirees to do like a Capital Tour, visit the Museum of American Speed, and visiting the Haymarket District. Final plans will be made soon so watch for more details to come. At our State Convention, we will be electing a new Secretary as Lisa is term limited and in the final months of her term. If interested in running, please feel free to contact either myself or Lisa to learn about the position. Then August 1 to 7 is our National convention in Fajardo, Puerto Rico. The last time we had a convention in Puerto Rico, I attended and it was a fun time! If you have never been there, it is something you should have on your bucket list, Last time we went, there was a pre-convention Caribbean cruise planned for Iowa Postmasters. That would be fun to do again! Is there anyone willing to step up and plan one before this convention? Let me know.

Well with this being the last issue of 2025, I would like to wish everyone a Happy Thanksgiving. Then comes the Holiday season. I hope you all take the time to remember the reason for these seasons and spend time with family and friends. You never know when it might be the last time you have the opportunity! I know this year will be different for me. Then of course 2026 arrives so Happy New Year to everyone! Until next year.....

### In Memory

Ray Banowetz, Postmaster Retired Marion, died September 26



# Iowa UPMA V/P - Membership



**Sherri Lingle**

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Hello all fellow UPMA members

What a Summer and Fall we are having. So many things to talk about. Now where to begin....

First, I want to express the need to update your current information for your UPMA account. If you have moved, changed your number or changed your position or office, please let me know so that I can update your information in the system. We want to make sure that you all get the new and updated information from your State and National Office. There are so many changes coming, and we want you to have this knowledge to go forward with. Knowledge is power for us. We need all the information we can get to make a better decision for our future, whether it is for our career, transitioning, or to seek retirement options. Congratulations to all of you that have moved up or taken the next step to where you want to be.

Our Membership in Iowa has been amazing. Our state is at over 100% of our National Membership goal for this year on both EAS and Craft membership. We need to continue to fill those vacant position by bringing our member-

ship up and including craft employees that want to become EAS. I know that I could not run my office without a good support system. My craft employees and my neighboring offices help me all the time. I cannot say Thank You enough. Without them I could not be successful every day. The communication network is a must. We all have needs and if we remember to share our needs and communicate, then that is what we will get in return. Recent promotions are everywhere. Please reach out to your neighboring offices that have new EAS in them, reaching out to them will make their transition into the role so much easier. They will have a start to their network.

We have been busy with training and getting to know how things work within UPMA.

Let's start with CAOS, Central Area Officer Summit. It was held in Chicago, and boy there was a lot of information to take in. We had Raj Sanghera – VP Central Area Office. She had all kinds of information to share and encouraging words for us as managers and employees. She listened to our concerns and answered questions. She spoke about the fact that it takes a while to show results but that is because you are building trust with your people and once that is established, they will go to the ends of the earth for you. There were breakouts for training types for all the positions of the board... Fun and engaging as well as encouraging. So glad I made the trip.

SOC – Southern Area Officer training, I attended this on my own, in Little Rock, Arkansas. They also had training for the offices as well as the 101 Chapter Member Representative training. This was an exciting opportunity, and I got to visit with the VP of Labor Mike Elston. Did you know he graduated from Drake here in Iowa? We had a short chat, and he has some positive ideas that hopefully will motivate us and encourage changes that we need. Great way to network and collaborate with others within UPMA. Carla Biggerstaff, - Rogers, AR and Jarrett, Jeff R - Carmel, IN both spoke to us about how they would serve the UPMA members if they were elected to the National Secretary position, we will vote on this position at the Tri State Convention in Lincoln, Ne., which will be held April 24-26, 2026. The National Secretary Position is currently held by Greg Nors of Texas and will become vacant in 2027.

Denver CMR (Chapter member Rep) training. It was enlightening and involving. Again, another great opportunity to catch up on what the main concerns are around the country and how we are collectively engaging to resolve issues or problems around the USPS nationwide. There are many concerns about Postmaster hours and how we are being compensated for those hours. Please make sure that you are ensuring accuracy with the number of hours you are working compared to the number of hours that you are carrying mail. An example would be, if you carried mail for 4 hours and still had work to do that could not wait until tomorrow, you would do the RADAR EAS Carrying Survey for the 4 hours and minimize your hours for the day to accommodate for work still required. You may work 12 hours, or

you may still be able to be out of there in 8 hours. It varies according to the needs of that day. There are days we work 12 hours without carrying mail, our workload doesn't go away. Please keep in mind we have the privilege of the ELM that allows us to use paid time off when we need to leave early without taking our own leave. If we take advantage of the EAS carrying LMOU for hours that are not caused by the EAS carrying, we could be jeopardizing that privilege. We also have issues with FMLA leave and questions on how documentation may be requested for updates or additional information. Yes, they can ask for additional information. This is to protect you and the manager. Feelings of harassment or feeling of retaliation. We have that across the board. We collectively need to put our proverbial foot down and state something like "I do not believe that this is a fair statement", or "I do not appreciate the way the conversation is going", or "I do not like the way you are speaking to me do not do that again please". We need to make sure that the person knows that we do not appreciate the conduct that is happening. The person talking may not realize how they are communicating with you. You may be the first person to tell them that this is how it makes "me" feel or how what you are saying is perceived by others. I have seen how some people take those comments and analyze themselves to better themselves and others that will rephrase statements to accommodate the difference in approaches or the outlook on items or the conduct. It could be a cultural difference. Some people are direct speakers and there are those of us that tend to lean on politically correct verbiage. While at the CMR training we had a group breakout for role play scenario on discipline and how to respond and defend someone going into a mediation. It was interesting to hear all of the different views each manager could take a stand on and how we could work together to resolve the issues that no one was happy with but would be better than a non-agreement. Sometimes there are no perfect resolutions, but a resolution is necessary to move forward. We learn from our experiences and sometimes from what others have experienced.

Fall Tour began on Oct 21<sup>st</sup> in Le Mars, our 2<sup>nd</sup> stop was Oct 22<sup>nd</sup> in Urbandale, and we continued through Oct 23<sup>rd</sup> ending in Cedar Rapids. We had the honor of having our National President Tony Leonardi tagging along with us. Tony spoke to all attending and answered any question and spoke of any concern that he was asked. Open discussions were the focus of our Fall Tour. For those that were available to attend— thank you, for those that were unable to attend or perhaps forgot, please don't hesitate to reach out with your questions or concerns. We also had FESA Dan Heins (former President) come down to hang out with us and sponsored the meals. President Tony spoke about the pay package and the time it was taking to come to some type of resolution. President Tony also talked to everyone about going forward on the pay for EAS 17-21s. President Tony was not impressed with the USPS stand on the value of these positions in comparison to the pay of higher-level managers. In case you were wondering, this is where we currently stand in our pay levels.

Executive Administrative Schedule (EAS) Annual Salary Effective January 11, 2025 (Day 1, Week 1, PP 03-2025)					2026 increase
RSC E					
Grade	2025 Minimum	2026 Minimum	2025 Maximum	2026 Maximum	3%
17	\$67,130	\$69,144	\$96,930	\$99,838	
18	\$69,070	\$71,142	\$101,170	\$104,205	
43 (18B)	\$74,580	\$76,617	\$102,980	\$106,069	
19	\$75,660	\$77,930	\$106,960	\$109,139	
20	\$87,120	\$89,734	\$111,750	\$115,103	
21	\$88,380	\$91,031	\$117,130	\$120,644	1%
22	\$92,110	\$93,031	\$126,960	\$128,230	
23	\$97,180	\$98,152	\$133,880	\$135,219	
24	\$102,820	\$103,848	\$140,520	\$141,925	
25	\$114,910	\$116,059	\$147,510	\$148,985	
26	\$122,830	\$124,058	\$154,830	\$156,378	

Since our Fall tour the NPA levels have been announced, and they did fall short of the wants of our organization and President Tony will continue to push forward on our pay and benefits.



President Tony also addressed concerns of the RIFs that are happening around the plants. He was there to help ease some concerns and encouraged us to stay focused on the job and we will work out the rest. We also focused on the KSAs, engagement, and career development. It is super important that we know that this tool is there for us. Just go into the [unitedpma.org](http://unitedpma.org) web page and check out all the new and exciting tools available. I also want everyone to know all the links and tools that are available for us on the [unitedpma.org](http://unitedpma.org) page. There are articles that will help you find those answers that we are all asking but don't know who to ask or need some more understanding. The news and events help keep you up to date on events that we want everyone to be involved with. UPMA is not just an organization, we are a group of motivated, compassionate, dedicated, engaged networking community. This is why we belong to UPMA. We must develop and believe that "Together We Can"!

Thank you to of you for all that you do and keep smiling.

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# Iowa UMPA V\P Education Chair



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## CHANGE

Change. That is the one thing in the Post Office that is constant.

As we welcome a new Postmaster General, District Manager, and many of you welcome new POOM's, it is the perfect time to talk about Managing Your Manager. It is important to remember that every manager has a different managing style, and may have different goals, and communication style. Don't get stuck thinking what you have always done is going to always work.

The first task to dig into is find out their goals. IA-NE-SD are lucky enough to have District Managers that welcome us to attend a Friday afternoon telecom. Each and every week their goals are clearly laid out. We are even given the tools to measure our performance on their goals and usually a SME that can answer our questions on the topic. Take the challenge'

that they throw out and measure your performance. This is a great topic to add to your eCareer when you are updating it. Make a note of the Situation or Challenge, the Task you were given, the Action you took, and the quantitative Result that occurred.

Pay attention to how your manager prefers to communicate. If you are given the expectation to give projections, updates, and an all-clear, don't make them chase you for it. Neither you, nor your manager want to communicate when you are home and have just sat down to dinner with your family.

When you communicate, be honest and transparent. Be upfront about your work and your mistakes. Keep them informed about what is happening and if you have an issue that is going to show up, don't let them be surprised by it. No one wants to be called out by their boss and not be prepared. By providing the information they can mitigate the results.

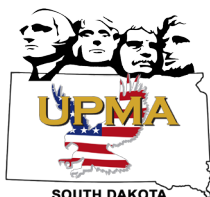
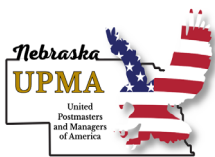
Understand goals and clarify expectations if needed. Are you reviewing the District Cadence? With so many reports, you can't be an expert at everything. Ask your neighbor if you have questions. Ask your POOM where the reports are generated from. Dig in and move the rock. Even a little progress will reflect positively for your boss.

Present solutions, not just problems. You all know a Postmaster that your boss goes to over and over again. Many times, they have started working on the project as soon as they see the report comes out that shows the Area is failing something or needs to be followed up with. They know how to take tasks off of their managers plate, be that manager that presents solutions, not problems.

Perform well. This is not as simple as it sounds. You don't have to be the top performer on every report but take things that you can control off the plate. Doing your observations will not only take you off the IMSOT list, but demonstrate safety concerns, inefficiencies, best practices, and employee engagement. This is a big return on your time.

Remain professional and positive. We all have that one day where we are at the end of our rope. We are allowed that!!! Get through the day, keep it to yourself, and then get over it. Your employees don't want to come into an office with a negative environment every day. They want to be greeted with a 'Hello', 'Good Morning', and 'How are you today?' The same smile that you give customers at the counter should be shared with your staff. Maybe your greeting will help get them through a day at the end of their rope. We have to have each other's backs. If you can't get through it, CALL ME! I am always here to just listen to someone vent. If we can't get through it together, we will call EAP. I can't solve all your problems, but I can listen.

Take the time to get to know your manager and their expectations from you. The better you know how to manage those expectations the more successful you will be.

**ONE FORM PER REGISTRANT**

Form can be used only for  
check payment. Credit  
card payments must be  
processed online.

**3<sup>RD</sup> ANNUAL TRI-STATE CONVENTION APRIL 23-26, 2026, LINCOLN NE**

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Badge Name (if different from first name) \_\_\_\_\_ Chapter \_\_\_\_\_

Post Office you represent - City \_\_\_\_\_ State \_\_\_\_\_

Your Mailing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Cell Phone \_\_\_\_\_ Email \_\_\_\_\_

**REGISTRATION F E E S**

Active Members \$50.00 -reimbursed-must stay entire convention

Retiree Members \$50.00 -reimbursed-must stay entire convention

Guests \$75.00 -includes Saturday Night Banquet Ticket  
(After April 1<sup>st</sup>, registration is non-refundable)

**Select your title:**

- ☐ Postmaster    ☐ Manager    ☐ Supervisor    ☐ EAS Professional  
☐ UPMA Retired    ☐ Associate    ☐ Guest

If you are attending as a guest, who are you joining? \_\_\_\_\_

Do you have any food allergies or dietary restrictions? \_\_\_\_\_

- ☐ I am a First Timer    ☐ I am a UPMA Retired First Timer

**CHECK PAYMENT****Payment Information**

Convention Fee: \_\_\_\_\_

Check payable to UPMA Check # \_\_\_\_\_

Mail all registration/check to:

NE UPMA, Carrie Meyers

506 E Mayo St

O'Neill NE 68763



Or  
online  
using  
the QR  
code

Signature \_\_\_\_\_

By signing this form:

I understand that I am responsible for booking my hotel  
room and managing my reservation.

Cancellations received on or after April 1, 2026, will not receive  
a refund.

**RESERVATIONS****Embassy Suites**

**1040 P Street, Lincoln NE**  
**(402) 474-1111**

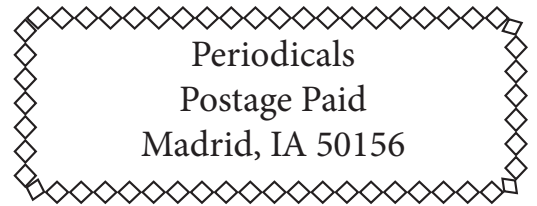


Or online  
using the QR  
code

**Block Code: NE Chapter UPMA Tri-**  
**Rates.** Government rate will be honored  
Thursday and Friday and discounted rate on  
Saturday. You must book online or call  
the hotel directly to make a reservation.



Wanda Lenjart  
Secretary/ Treasurer  
6766 460th St.  
Sutherland, IA 51058



### Article Due Dates

Jan/Feb: Jan 7th  
March/April: March 11th  
May/June: May 13th  
July/August: July 8th

Please remember that all members are welcome to submit articles. All content is subject to the approval of the Editor & State President.  
Submit to: [upmaiaeditor@gmail.com](mailto:upmaiaeditor@gmail.com)

## THE HAWKEYE POSTMASTER

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### Upcoming Events

UPMA 2026 Kickoff Meeting  
January 17, 2026  
San Diego, CA

UPMA Legislative Summit  
March 22 - 25, 2026  
Hyatt Regency Arlington, VA

2026 Tri State Convention  
April 23rd-26th, 2026  
Lincoln, NE  
see page 11 for registration

UPMA 10th National Convention  
August 1 -7, 2026  
Las Croabas, PR

### **UPMA IS NOT A UNION. IT IS A PROFESSIONAL ASSOCIATION.**

**It is an organization of people who hold proud titles. It does not discriminate by race, gender, or salary level. It is a vehicle, an avenue, a method and a tool that can and does help, assist, benefit, and encourage members to be better Postal Managers.**