



UPDATE

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<http://uaad.unl.edu>

Looking Ahead to 2007

Our slogan for the year – **P³: Proactive Approach to Professional Development and Personal Growth** began with the fall focusing on professional development. This spring, our focus is on personal growth. Check out the program listing in this newsletter and mark your calendars for the upcoming semester.

February 28

Founder's Day
Oldt & Donaldson Awards
Lincoln Literacy Council
"University Tutors"

March 22

Tom Osborne, speaker
TeamMates

April 18

Coni Yori, speaker
Habitat for Humanity
"Nickels for Nails"

May 16

Cookout and behind the scenes
tour of the Lied Center for
Performing Arts
Capital Humane Society
"Puppies & Kittens Wish List"

June-August

Lincoln Paint-a-thon 🎨



Seeking nominations for Carl A. Donaldson Award & Floyd S. Oldt Award

UAAD is pleased to announce that we are accepting nominations for the 2007 Carl A. Donaldson Award for Excellence in Management and the Floyd S. Oldt Award for Exceptional Service to the University. These awards are presented annually to managerial/professional staff at the UAAD Annual Founder's Day meeting on February 28. The award recipients each receive a plaque, a \$1,000 stipend and a one-year membership to UAAD.

All nomination materials are due by February 9, 2007.

You know a deserving staff member, so why not take the time now to nominate them. All nominees are recognized at the Founder's Day luncheon on February 28th.

Nomination forms and criteria are available on the UAAD web site at <http://uaad.unl.edu>. If you have any questions, contact Randy Leach, Awards Committee Chair, at 472-9146 or rleach1@unl.edu. 📧

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Boost Morale with this Time-Management Advice

From “*The Motivational Manager*,” November 2006

It's easy for employees to get discouraged when they're trying to fit 30 hours of activity into a 24-hour day. Since you can't make their days any longer, try sharing these tips to help them get the most out of the time they have:

Set aside time to think. When scheduling the next day's activities, be sure you pencil in time to pause, catch your breath, and reflect. Running from one activity to another without taking time to think about what you're doing will leave you frazzled and frustrated.

Send yourself a message. Voicemail is a great tool for reminding yourself about important activities. Call your extension the night before and leave reminders about appointments or deadlines.

Consider the value of trade-offs. On your morning commute, consider whether it's really worthwhile to take the long way to and from work in order to save the cost of a few tolls. And think about whether you'd rather sleep later and fight the crush of traffic or leave earlier and have a more peaceful drive.

Opt for a delayed response. When someone makes a request of your time, suppress the urge to say yes on the spot. Take a day to respond so you'll have time to consider whether the request fits into your plan—and your schedule. 🗄️



How to help workers develop that ‘can-do’ spirit

—Adapted from “*Create a positive, upbeat, ‘can-do’ workforce and dazzle the customer with your caring!*” by JoAnna Brandi, on WebProNews.com

You may offer good merchandise at low prices. But that may not be enough if your employees are sluggish, whiny, or obviously couldn't care less. Your customers have their own troubles and the last thing they need is a dose of misery from someone else. Here's how to encourage your workers to put on a happy face:

Constantly cracking the whip doesn't motivate workers to go the extra mile—it drives them to burn out.

Nix the drama. Crises happen—but they shouldn't be a way of life no matter what business you're in. Times of intense effort must be balanced by slower periods that allow people to regroup their emotions and recharge their creative batteries. Constantly cracking the whip doesn't motivate workers to go the extra mile—it drives them to burn out. And when they're not updating their résumés, they're probably seething with resentment that they don't bother to hide from

your customers. Moreover, they're probably rushing through customer encounters in order to meet some arbitrary quota that has nothing to do with providing good service.

Set a good example. If “Thank God It's Friday” is the only tune your employees ever hear you hum, it's time to broaden your repertoire. You're human and it's

natural to occasionally long for the end of a tough week. But if you make it clear that you're just putting in your time—as another song says, always “workin' for the weekend”—you're sending a message that will undermine morale. Find a way to take pleasure in your daily tasks and show your staff that work doesn't have to be drudgery.

Create a “No Moan Zone.” Your employees and customers don't want to hear the daily tribulations of Wendy Whiner and Pouty Pete.

Again, people are human and occasionally have those “It's 95 degrees and I got a flat tire while carpooling five 10-year-olds on the day they had to bring in their pets for show-and-tell” mornings that have to be shared. But chronic complaining about work or personal problems should not be tolerated—especially within customers' earshot.

Rewrite your internal dialogue. Do you continually berate yourself for minor mistakes or repeatedly replay negative incidents in your mind? Your thinking has a tremendous impact on your outward appearance. Remember that mistakes are learning experiences. Make a mental note of the lesson, then move on. As you develop the knack for dwelling on the positive, your facial expressions and body language will begin to reflect your new attitude—and the people around you will begin to mirror your behavior. 🗄️

Staff Salary Increase Letter

UAAD and UNOPA are working together to investigate recent differences in salary pools between staff and faculty. This was prompted by a letter expressing concern from Ardis Holland, a UAAD member and past Oldt Award winner. A committee made up of both UAAD and UNOPA members has been formed to look into these differences as well as how staff salaries compare to the local market. The effect of benefit cost increases on salaries may also be considered.

If you're interested in helping with this effort, please call Cheryl Hassler, UAAD's Employee Liaison Chair, at 472-3143. ☎

Mark Your Calendar

Founder's Day Awards

Brown bag lunch

Presentation by Harvey Perlman,
Chancellor for the University of Nebraska-Lincoln

Wednesday, February 28

11:45 a.m. - 1:00 p.m.

City Union

Thank You, UNL

Thank you to everyone who donated to the Mitten Drive in the month of January.

Donations through January 16th:

25 pairs gloves	1 baseball hat
25 pairs mittens	2 pairs long pants
4 scarves	5 sweaters
3 pairs socks	4 bags of personal
20 ear warmers	care items (about
23 winter hats	50 pounds) ☎



Member Spotlight

Ashley Washburn

I've been a communications specialist with the College of Engineering since October 2005. I'm the editor of *Engineering@Nebraska*, the college's alumni magazine. I also help write and edit various recruitment materials and college reports.

What is your favorite thing to do on a day off?

Sleep late. Swim. Go shopping. Read. Finish the chores I've put off.

What is the one goal you would most like to accomplish?

I WILL run a 5K someday. (Will sharing this with the rest of campus increase my chances of following through with this one?)

What is the talent you would most like to have?

I'd love to be a great singer.

If you could change one thing about yourself, what would it be?

I wish I were less of a worrier.

What is the last good book you read?

The Corrections by Jonathan Franzen

Favorite TV Show

It's a tie between *Scrubs* and *The Office*. Thursday is my must-see-TV night. ☎



Ashley Washburn,
Communications Specialist
College of Engineering

Each month, a different member will be randomly chosen to be in the spotlight. You could be next!



Thank You, UNOPA

Thank you to UNOPA for hosting our annual joint meeting. All your hard work is appreciated!

Seeking Volunteers for the UAAD Nominating Committee

We are seeking volunteers for the Nominating Committee. These people help seek nominees for UAAD's elected officers for the 2007-2008 year. If you are interested, please contact Jeanne Wicks, President Elect, at 472-1825 or jwicks2@unl.edu. ☎

Keep colleagues in the loop—your career depends on it

Adapted from "One way to get ahead: Bragging," by Katherine Reynolds Lewis, in the *Seattle Times*

You share information with employees and supervisors. What's left? Colleagues. One manager, assigned to lead a team designing a new product-distribution program, was shocked to receive negative feedback on her management style. Her bosses and staff seemed happy. But after reviewing her colleagues' comments, she realized she'd left them out of the process. The omission cost her the goodwill of peers whose cooperation she needed—and eventually cost her the opportunity to transfer to a better position.

To avoid a similar fate, make sure you regularly touch base with individuals at all levels of your organization. ☎

Four lessons from Bill Gates

Adapted from "Business @ the Speed of Thought," Bill Gates, Warner Books

Apply these leadership tips from Bill Gates:

1. Take two "retreats" every year. Leave your office to develop long range strategies.
2. Read books on topics that don't pertain strictly to your business or industry. It's the best way to maintain a broad perspective.
3. Identify problems early by tracking "exceptions," such as sales figures that suddenly sag for a particular product. Jump on them right away.
4. Stop at the end of each day to analyze how well you used it. If you wasted time on things you didn't need to do, eliminate them tomorrow. ☎

Increase your self-discipline

Successful people typically show more self-discipline than others. They have formed good habits like punctuality, organization and persistence.

The good news is that you can learn better work habits within three to four weeks, says time management authority Merrill Douglass. "A habit is simply behavior done so often that it becomes automatic," he explains.

"Force yourself to keep good records, and you will see the day when you keep them as inevitably and efficiently as you bathe," agrees management expert Ted Pollock in *Supervision*.

"Drive yourself to be punctual, and you will soon keep your appointments on time as naturally as you eat three times a day. Make yourself plan your days and weeks in advance, and planning will become second nature," he adds.

Deliberately training yourself into good habits requires stern self-discipline at first, says Pollock. But once those habits become second nature, the payoff is considerable: "Good habits save effort, ease routine, increase efficiency and release power." ☎

Source: *Supervision*, Vol. 59, and *ABC Time Tips*, Merrill Douglass, McGraw-Hill.

Talk like a leader, be seen as a leader

From "Executive Leadership" at www.NIBM.net

Stop speaking the language of weakness. Overdosing on qualifiers, inserting needless filler phrases and giving wimpy opinions will destroy your authority. Add muscle to your words with these tips:

Cut the constant "I." Starting with "I" undermines your power because you imply that whatever faults you describe are your problem, not theirs. For example, "I have a problem with the tech support manager, who doesn't organize time well" sounds as if you're talking about you. Saying, "The tech support manager doesn't organize time well" keeps the focus where it needs to be.

Talk tough. Always say what you mean, and don't habitually hedge your comments. For example, if the CEO asks you for your opinion about a business deal, don't say, "I feel it was a winner," or, "I really like how we handled it." Instead, make a specific observation: "It worked because we negotiated several key concessions," or, "We won by forcing his hand." ☎