



# UPDATE

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Volume 25, Issue 8

April 2011

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Deb Dahlke

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<http://uaad.unl.edu>

## Student Affairs

*The "Other Classroom!"*

Wednesday, April 20  
City Campus Union  
11:45 - 1:00, Brown Bag

Student Affairs is an integral part of the "other classroom" at the University of Nebraska-Lincoln. The innovation, partnerships, development and networking opportunities available through the various components of Student Affairs provide experiences that will enhance the students' skills, knowledge, and abilities as they venture out to lead us in the future. Our students have diverse avenues to reach higher levels in their development by becoming engaged outside the traditional classroom. The Auxiliaries, Student Life, Academic

Affairs and Civic Engagement will all be introduced and you will have an opportunity to ask questions and maybe even have a paradigm or two changed in the process! This is an excellent way to learn how you can be a part of the growing excitement in the "other classroom."

Speakers: **Dr. Juan Franco**, Vice Chancellor for Student Affairs, **Stan Campbell**, Associate Vice Chancellor for Student Affairs, **Dr. Tim Alvarez**, Assistant Vice Chancellor for Student Affairs, **Linda Major**, Assistant to the Vice Chancellor for Student Affairs.

## UAAD Is Turning 50!

How old is 50 years? Some might think it's very old but some might say it's only the beginning! We hope to be the bridge between both through the celebration in 2012 of UAAD's 50th year as an organization.



The committee to put together this fabulous celebration is forming now, and you can be a part of history in the making.

Please contact Deb Dahlke at 472-6285 or [ddahlke2@unl.edu](mailto:ddahlke2@unl.edu)

UNIVERSITY OF  
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# President's Message

## Can you Turn Stress Into Strength?

**I**t seems that in the present world, we are continually being asked to do more with less. How much more can we really do? When do we know when we have reached the max? Do we really want to reach the maximum workload? All over campus, these questions and more are emerging.

Perhaps we can look at two areas: How can we best manage stress so we aren't burned out? And how can we develop resiliency for a full workload that is unlikely to change?

Managing one's stress is essential for health and well being. What typically seems to happen is that many people don't think about 'managing' stress. Many individuals keep going until they are over-stressed and then try to do something to relieve the stress. People have good and bad ways to reduce stress. Exercise, meditation, and laughter are positive stress relievers while excessive drinking, over-eating and isolation (withdrawal) are examples of negative ways to relieve stress. However, if we can learn to manage stress, we are more likely to prevent burn-out and over-stress.

The best way to manage stress is to turn chronic stress into episodic stress. That is, take mini-breaks to relieve stress during the day so that an individual is not 'train-wrecked' at the end of the day. It means that we take a lunch hour almost every day, or take a minute to chat with someone in the office next door. It may be as simple as walking around campus for a few minutes just to refresh and renew yourself. There is some evidence to suggest that we

actually can be more productive if we take mini-breaks than if we continue to work straight through the day.

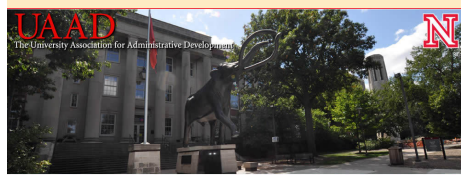
Resiliency has more to do with how we think about our lives and surroundings. The American Psychological Association (2002) defined resiliency as the process of adapting well in the face of adversity, tragedy or other significant sources of stress. It is a way of thinking and being. Resiliency does not mean that a person doesn't experience difficulties or distress. What the APA suggests is that resilient behaviors, thought and actions can be learned and developed.

How can we apply resiliency to the workplace? It may be that we accept change as a part of living and working. Taking decisive action to problem solve rather than detaching from work problems could make a difference. Perhaps thinking about new ways to react to stressors, such as "I can get through this" rather than "I'm going to lose it" would help. Nurturing a positive view of you builds resiliency. So does maintaining a hopeful outlook. Another way to build resiliency is to make positive connections with others. Since we spend so much time in the workplace, hopefully we have supportive relationships with at least a couple of people at work.

Part of UAAD's mission is to build networking connections with each other. I hope UAAD can be a part of learning resiliency and managing work stress for you.

~Nancy Myers

## 2010-11 Program At-A-Glance



### Monthly Meetings Every 3rd Wednesday

#### Wednesday, April 20

Dr. Juan Franco, Stan Campbell, Dr. Tim Alvarez, and Linda Major from Student Affairs.

#### On The Ballot:

#### 2011-12 Officers

A new slate of officers have been nominated and will be on the ballot at the April meeting.

#### Mission Statement Vision Statement By-Laws

Proposed changes to the Mission Statement, Vision Statement, and By-Laws were emailed to members in March and implementation requires approval by a three fourth majority vote of the members in attendance at the April meeting.

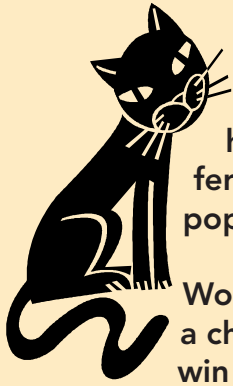
<http://uaad.unl.edu/bylaws.shtml>

#### Wednesday, May 18

Spring picnic!!

Newly elected officers installed.

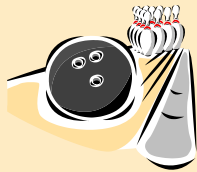
## Each 1 Feed 1 For 1 Buck



Do you  
have 1  
Buck to  
help UNL's  
feral cat  
population?

Would you like  
a chance to  
win 2 games of  
bowling at the  
East Campus Union?

If so, UAAD's  
March fund-  
raising drive  
is perfect for  
you!



We will be selling \$1 raffle  
tickets to win two games  
of bowling (for 2 people).  
Shoe rental is included.

Must be used by  
April 30, 2011.



Proceeds will be given to  
Husker Cats to feed and  
provide veterinary care for  
UNL's feral cat population.

<http://www.huskercats.org>

**Remember:  
Bring your Buck(\$)  
to the April meeting!!!!**

*Social Consciousness Committee  
Angi McAndrew 472-6810  
Beth Hartman 472-5757*

## UNL Marketplace

**D**id you know that you can purchase Dairy Store cheese boxes and Lied Center tickets, and shop the Computer Shop, Phone Shop and 4H Youth Development Store from one website? The UNL Marketplace site provides a secure web site for UNL merchants and a convenient "e-mall" for customers. You can set up an account for easy check-out, store wish

lists, and check out purchases from multiple store fronts in one convenient shopping cart.

UNL Communications handles development and maintenance of storefronts as well as back of the house accounting while Information Services provides the server and network infrastructure.

<http://marketplace.unl.edu/default/>

## Wellness Events

### *First Monday Massage Therapy Sale*

Save 20% off any appointment! Limited time slots available, please call to make your appointment today at 402-472-3467 or visit the Campus Recreation Center office.

<http://crec.unl.edu/sponsorship/events.shtml#MondayMassage>

### *Bike UNL Event - Wednesday April 6, 11:00 am to 2:00 pm*

This event will provide bike education for UNL students, faculty and staff and will provide ideas for biking on campus and in the community.

Learn more about the movement to:

- Increase bike ridership on campus
- Decrease our carbon footprint
- Provide access to Campus and community resources
- Enhance bike safety and knowledge

Located on the Nebraska Union Plaza

<http://events.unl.edu/wellness/upcoming/>

### *Family Swim Night - Friday April 15, 7:00 pm to 9:00 pm*

Free family swimming at Campus Rec Center Pool.

<http://crec.unl.edu/aquatics/familyswim.shtml>

## Many Thanks to NET!

**T**he March general meeting was held at NET, Nebraska Educational Telecommunications, on East Campus. Director Rod Bates spoke to the group about its 50 plus years of history and its successful efforts to achieve its mission to enrich lives and engage minds by connecting communities and celebrating Nebraska with

services that educate, entertain and enlighten.

Over the years NET has been the recipient of numerous awards for its quality programming and community outreach.

Attendees were treated to a tour of the facility that included studios, control rooms, and the NET truck.



## Member Spotlight

Audrey George has worked for the Center for Applied rural Innovation (CARI) on East Campus for four and a half years. She is the database administrator for the Center's registration services as well as the web site administrator. When Audrey first came to UNL the service handled roughly 26 courses/conferences a year and now handles an average of over 125 a year with a record number of over 5,900 participants in 2010.

New to UAAD this year she has found it to be a great experience. "The networking and variety of training has been completely worth the time. The general interaction among departments is also a great added benefit. I am learning more about others

on campus which I find helpful in day to day work."

Audrey's husband, Adam also works for UNL at the College of Journalism as a computer technician. The couple has two wonderful dogs named Halo and Lady that they consider their "kids".

Audrey is an active volunteer in the community as an a local Skywarn Amateur Radio Storm Spotter for Lancaster County. The Amateur radio club also provides community service assistance to a variety of local events such as the Cornhusker State Games, Lancaster County Fair, and bicycling events to provide safety for the public and assistance to the police department.

Words of Wisdom from Audrey: "The more that you read, the more things you will know. The more that you learn, the more places you'll go." ~ Dr. Seuss

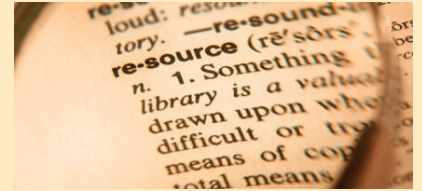
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## March 29 Process Improvement Workshop

UAAD sponsored a workshop on Continuous Process Improvement on March 29. The presenter, Dr. Paula Wells, provided an overview of the steps involved in process improvement:

- Identify your key processes
- Determine the required outputs and how you measure performance
- Evaluate the status of each process in terms of performance measures
- Select the process most in need of repair as your starting point
- Describe the steps in the process and then illustrate with a flowchart
- Compare the current output to the desired output
- Study the flowchart to find the problem areas
- Determine what kind of additional information is needed
- Select the best tools for obtaining it
- Determine how you will use the information you gather
- Implement your changes based on your findings
- Continue to measure, monitor, and improve

Included was a sample matrix for comparing the "performance gaps" of your processes. Flowchart exercises and a presentation of flowchart basics provided useful guidance as well. There was some discussion of flowcharting software to facilitate this step. (See our sidebar for links to software solutions) Several types of data sources and collection methods were discussed and the workshop packets also included sample collection forms and tips for creating surveys. Participants received a good introduction to process improvement and left with simple tools that could be put to use right away.



## Workflow Management

### Flowchart Software

<http://www.edrawsoft.com>

<http://office.microsoft.com/en-us/visio>

<http://www.smartdraw.com>

<http://www.bestflowchart.com>

<http://www.breezetreec.com>

<http://flowchart.com>

<http://www.capterra.com/>

## Books

<http://www.amazon.com>

*The Six Sigma Way Team Field-book: An Implementation Guide for Process Improvement Teams*, Peter S. Pande, Robert P. Neuman, and Roland R. Cavanagh

*The Basics of Process Mapping*  
Robert Damelio

*The 80/20 Principle: The Secret to Achieving More With Less*  
Richard Koch

*How to Conduct Surveys: A Step-by-Step Guide*  
Dr. Arlene G. Fink

*The Power of Business Process Improvement: 10 Simple Steps to Increase Effectiveness, Efficiency, and Adaptability*  
Susan Page