



# UPDATE

Official publication of the University Association for Administrative Development

Volume 22, Issue 2

October 2007

## Executive Board

### President

Jeanne Wicks  
jwicks2@unl.edu

### President Elect

Valerie Lefler  
vlefler2@unl.edu

### Secretary

Ashley Washburn  
awashburn2@unl.edu

### Treasurer

Cheryl Hassler  
chassler2@unl.edu

### Membership

Doni Boyd  
dboyd1@unl.edu

### Program

Helen Fankhauser  
hfankhauser1@unl.edu  
Suzan Manthey  
smanthey1@unl.edu

### Communications

Ranelle Maltas  
rmaltas2@unl.edu

### Professional Development

Yoko Smith  
ysmith1@unl.edu

### Historian

Mary LaGrange  
mlagrange1@unl.edu

### Member-at-Large

Anne Mulligan  
amulligan@nebraska.edu

### Social Conciousness

Dodie Eveleth  
develeth2@unl.edu



<http://uaad.unl.edu>

## President's Message

Dear Fellow UAAD members: October 17 promises to be a great day for those of you who attend our chapter meeting and seminar. At the meeting, we will sponsor tables for *Birds of a Feather*. This is an opportunity for you to sit with others in your area of expertise and share knowledge. If you are struggling with some issue, this group is the group for you! We all have knowledge we can share with each other to make our jobs easier! Then, beginning at 1:00 pm, Suzanne Drew will present a 3-hour seminar, *Normal Differences: a way to look at things*. We all communicate with people every day. Whether it

is children, grandchildren, parents, grandparents, coworkers, or others we come into contact with during our day, it is important that we can communicate effectively with each other. (My son, Nate—a teenager—suddenly acquired a new English language. One where 'clean up your room' appears to be a challenge to a dual of words?? I need help!) Agree to let go of the office for one afternoon and participate in these timely events! I guarantee you will hear something that will help you in your communications with others.

For the October chapter meeting, our Social Consciousness Committee has arranged for the Lincoln Harvest

See President on page 2



## 2007 Making Strides Against Breast Cancer of Lincoln

Making Strides Against Breast Cancer is the American Cancer Society's premier event to raise awareness and dollars to fight breast cancer. UAAD is getting a Making Strides team together to walk. There are two ways you can help. If you are interested in joining your colleagues on the 5K walk, go <http://tinyurl.com/yrr3qd> to register. If you cannot join the team, you can still help by making a contribution online or by contacting Dodie Eveleth, Social Concience Committee, at 2-5312 or [develeth2@unl.edu](mailto:develeth2@unl.edu) to make a cash or check donation. ☎

UNIVERSITY OF  
**Nebraska**  
Lincoln | University  
Association for  
Administrative  
Development



## UAAD Cares, October

### 2007 Harvest of Books

During the weeks of October 5 - 21, help share your love of reading with a child by donating to the Eleventh Annual Harvest of Books drive. For more details, check out the LEA Website at [www.lincolneducationassociation.org](http://www.lincolneducationassociation.org).

The "Harvest of Books" is a joint program of the Lincoln Education Association and the Lincoln Journal Star in cooperation with the Nebraska Bookstore, Lee Booksellers, B. Dalton Bookseller, Barnes & Noble, Gloria Deo, Lemstone Christian Stores, Usborne Books at Home and University Bookstore who all offer a discount on children's books purchased for the "Harvest." Most bookstores will have "Harvest of Books" exhibit tables where you can buy and donate a book. If you prefer, you may write a check made payable to "Harvest of Books" and bring it to the October meeting. Stop in at one of the bookstores listed above and look at the books on display, including several that cost only \$2 to \$3 each. The University Bookstore will be at the October 17 UAAD meeting offering a 25% discount on books for donation that day. Thank you for your participation! ☎

*President from page 1*

of Books program to be available. You can purchase books at 25% off the regular price and donate them to the Lincoln Public Schools for distribution to students. Helping a student read is a small thing you can do to improve our next generation. If you need help choosing a book, there will be a person on hand to assist with suggestions. (Or you can donate money and books will be chosen based on need.)

The November activity is helping to fill the backpacks for children who need food in their homes. This awesome program was started here in Lincoln so that struggling families would have food to eat over the weekend. The child's backpack is filled with specific foods on Friday as they leave the school. It helps ensure

## 2007 Making Strides Against Breast Cancer of Lincoln

Dear Fellow UAAD members: Our October Social Consciousness project is *Making Strides for Cancer*. I fully support this project and know that it is truly deserving of our time and resources. Therefore, it is with regret that I must pass along some information to you to consider before making your decision on how to support this cause. One of our members recently made their donation online. The web site requires payment by credit card. Shortly after making this donation, this member was contacted by the credit card company about some fraudulent charges appearing on the account. The member does not know for sure that these charges came from accessing this web site but feels that there is a strong possibility. We have had two other donations and neither of them have had any problems appear on their credit card account. I ask that you consider this information carefully before making a donation online. If you would like to support this cause, but prefer payment to be cash or a check, please contact Dodie Eveleth before October 14th to support our team.

Jeanne Wicks, UAAD President ☎

### *Congratulations!*

**On September, 16, 2007, at 7:14 pm Joseph Michael Lefler III - (LJ for short - stands for Little Joe) was born to Valerie Lefler, UAAD President Elect, and her husband. L.J. was 7 lbs. 15 oz. and 20" long.**

that the child gets fed over the weekend. Please be generous in your support of these causes.

Looking ahead, it is not too soon to be thinking about the annual awards given by UAAD. Please check out our website (<http://uaad.unl.edu>) for a complete description of the awards given and then make the commitment to nominate someone you know who is deserving of the award.

As always, please email me with your suggestions and concerns! I will be unable to attend the October meeting and seminar (Drats! Looks like Nate and I are on our own for now.) but will be available via blackberry!

Jeanne ☎



# **Birds of a Feather Flock to the October UAAD Meeting**

**Wednesday, October 17**

**11:45 – 1:00**

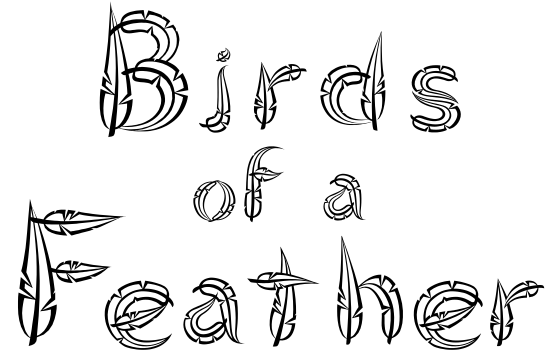
**City Campus Union**

The proverb “Birds of a feather flock together” means that people (birds) of the same kind or interest (of a common feather) enjoy spending time (flocking) together.

Our October program will provide opportunities for UAAD attendees to get together with others who have a shared interest and then talk informally over lunch. You’ll be able to network, exchange ideas and learn from your peers. Each BoF interest area will be moderated by one or more individuals with interests and expertise in the area. When you arrive at the meeting, look for the table that matches your interest.

Our *Birds of a Feather* areas are:

- Geek Squad (computers and technology)
- Mentors and Advisors (working with students)
- The Brains Behind the Brains (supporting faculty and research)
- Personnel Connoisseurs (personnel and human resources)
- Dollars and Sense (business & financial issues)
- Potpourri (General University Questions/Issues)
- Newbies (new to the University and/or UAAD) ☎



## **Fall Professional Development Program**

### **Normal Differences: a way to look at things**

**Suzanne Drew, Director of Staff Development and Management with Facilities Management and Planning**

No matter our specific role in the workplace, we all have to work with, for, and through others. That is where things usually get complicated. Why can it be so hard sometimes? Maybe sometimes, it is because we hear and see the same things differently. The secrets to maintaining good and effective work relationships may seem pretty simple in theory. For example, everyone wants to feel respected by the people around them and to be around people they respect. The challenge however is in application, especially when different people show and perceive respect differently. Join the discussion, when we talk about how normal differences between us affect our interactions and how we can identify and use those differences to increase our personal effectiveness.

#### **About our presenter**

Suzanne just finished her eighth year at UNL. For the last three years she held the position of Director of Staff Development and Management with the Facilities Management and Planning department. Based on the underlying belief that you need great people if you want to do great work, and that you need a great work environment to keep and motivate great people, the purpose of her position is help managers and staff be more effective in their working relationships and develop better ways to serve campus customers. All of this draws heavily on Suzanne’s past experiences which include five years as Director of Employee Relations with UNL’s Department of Human Resources and nine years as a Director of Finance and Administration with The Nature Conservancy (Maine Chapter) and the Omaha Children’s Museum. Her education includes an undergraduate degree in Psychology and a Master’s in Labor and Human Resources from The Ohio State University and a year in an executive development program with Ford Motor Company. ☎

**Wednesday, October 17**

**1:00-4:00**

**City Union, 14th & R**

**RSVP by October 12**

Your name, phone, department

to Yoko Smith at 472-6512

or ysmith2@unl.edu

# Member Spotlight

## Ruby Urban

I began working at the Agricultural Research and Development Center near Mead in 1992. Currently I'm the Administrative Team Manager for the ASSIST Business Center, which provides specialized business support services for 15 departments within IANR. I enjoy the challenges of the position and the opportunity to work with some amazing people.

### **Tell us about your family.**

My husband Ray and I live on a farm near Malmo (northwest of Wahoo) and are actively involved in production agriculture.

### **What are you most proud of?**

As a UNL non-traditional student (on an 8-year plan involving many hours driving to and from Lincoln), I graduated in 2000 with a B.S. in Business Administration. UNL's tuition remission was a valuable benefit in achieving this goal.

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

I enjoy working in my flower gardens or tackling "get organized" projects.

### **What is the most unique or interesting thing about you that most people probably don't know?**

I've started tole painting on bowling balls. I've done two balls so far...one picturing our farm and another picturing our rural church. What I learned in 9<sup>th</sup> grade art class came in handy.

### **How would your friends describe you?**

Someone who cares about people and enjoys a good laugh.

### **What is the talent you would most like to have?**

I wish I had the talent to sing on perfect pitch.

### **Favorite TV Show**

Tie between Desperate Housewives and American Idol. 🎧



Ruby Urban  
ASSIST Business Center  
- Administrative Team  
Manager  
UNL Agricultural Research  
& Development Center

## Meeting Management—PAT

From F. John Reh, *Your About.com Guide to Management*

Use a "PAT" approach to meetings. A meeting has to have: a Purpose, an Agenda, and a Timeframe or I don't do it.

You should be able to define the purpose of the meeting in 1 or 2 sentences at most. "This meeting is to plan the new marketing campaign" or "this meeting is to review shipping's new policy for handling returns." That way everyone knows why they are there, what needs to be done, and how to know if they are successful.

Set an agenda with a timeframe. List the items you are going to review/discuss/inspect. Assign a time limit to each agenda item and identify the person responsible to speak or moderate the discussion.

Meetings need to start on time. Don't wait for stragglers to show up. When someone arrives late, don't go back and review what has already been covered. That just wastes the time of the people who showed up on time for the meeting.

Keep and send minutes. Someone, other than the meeting organizer, should keep minutes of the meeting. How detailed these are depends on the nature of what is being discussed and the skill of the available note taker. If you set an agenda in the first place, as you should have, the note taker can use that as an outline. The minutes should record who attended, what was discussed, any agreements that were reached, and any action items that were assigned.

Within 24 hours after the meeting, the minutes of should be distributed to all who attended, any invitees who did not attend, and anyone else effected by the discussion. Email is a great vehicle for distributing them. Distributing the minutes informs those not at the meeting of the progress that was made and reminds everyone of their action items.

**Stay Focused.** Every meeting should have a "topic keeper". I like to ask for a volunteer at the beginning of the meeting. The topic keeper's job is to interrupt whenever the discussion strays from the topic under discussion. These new topics can either be tabled until later or scheduled for their own meeting. There is a fine line between what are amplifying remarks about the topic under discussion and what is a tangential topic. The meeting organizer can decide. It never hurts to say "let's take that up off-line". 🎧

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

