



UPDATE

Volume 21, Issue 4

December 2006

Executive Board

President

Marilyn Fenton
mfenton1@unl.edu

Vice President

Jeanne Wicks
jwicks2@unl.edu

Secretary

Charlotte Frank
cfrank2@unl.edu

Treasurer

Gerry Van Ackeren
gvanackeren2@unl.edu

Employee Liaison

Cheryl Hassler
chassler2@unl.edu

Membership

Doni Boyd
dboyd1@unl.edu

Program

Yoko Smith
ysmith2@unl.edu

Publicity/Marketing

Ranelle Maltas
rmaltas2@unl.edu

Professional Development

Paul Marsolek
pmarsolek2@unl.edu

Historian

Mary LaGrange
mlagrange1@unl.edu

Member-at-Large

Helen Fankhauser
hfankhauser1@unl.edu

Social Conciousness

Linda Ratcliffe
lratcliffe1@unl.edu



<http://uaad.unl.edu>

UAAD Supports Friendship Home in December

Please purchase a gift or gifts from the list provided. Wrap in colorful holiday paper and address it to the person you chose. Gift cards/certificates of any kind are very welcome, for instance, Wal-Mart, Gateway, grocery stores, drug stores, movie passes, or gas cards. Go together with colleagues to purchase one of the larger requests. [Let me know if you plan to do this, so I can try to prevent duplicate purchases.] Bring your gifts to the December 13th meeting at Hewitt Place. Please help us make the holidays brighter for these three families!

Thank you.

Linda Ratcliffe

(on behalf of the 2006-07 UAAD Board)

P: 472-3965

E: lratcliffe1@unl.edu

Family 1:

Janet, age 36

Shirt: Womens 3X Shoe: 9W

- shirts (pink, purple, or teal)
- candles
- bath & body lotions
- gift certificates to Wal-Mart, grocery stores, or the mall

Cassie, age 11

Shirt: Womens XL Pant: 20 Shoe: 11

- jeans with elastic waist
- doll (with hair that pulls out and pops back in, saw at Wal-Mart?)
- socks (pink, purple, white)
- kids perfumes and lotions
- paint by number posters
- sticker books
- dolls
- make up

Family 2:

Larissa, age 37

Shirt: Misses L Pant: 8-9 Shoe: 8 ½ -9

- pots and pans
- spoons
- pictures to hang on the wall
- knick-knacks & home décor

Family 3:

Sheri, age 37

Shirt: Womens 2X Pant: 18-20 Shoe: 7

- Comforter set (red & gold, queen)
- sweat suits (from a plus size store)
- rug for living room
- bathroom set in red and gold
- DVD player for family
- white Nikes

Terrence, age 16

Shirt: Mens XL Pant: 34x32 Shoe: 9 ½ .

- comforter set (green)
- jeans (Levis loose fit)
- Model car set
- shelf for bedroom
- white Nikes or KSwiss

Pamela, age 17

Shirt: Juniors S Pant: 3 Shoe: 6 ½

- comforter set (pink & white, queen)
- pink lamp
- pink rug for bedroom
- wide leg jeans
- white Nikes
- white canopy for bed
- CD player

Gina, age 12

Shirt: Girls XL Pant: 14 Shoe: 9 ½

- long sleeve shirts
- jeans
- socks & underwear
- body wash
- walkman CD player 

UNIVERSITY OF
Nebraska
Lincoln

University
Association for
Administrative
Development

Bosses: The good, the bad, and the ugly

By John McKee

In the workplace, managers get a bad rap. The butt of endless water cooler jokes, bosses are more often than not characterized as the office “villain” and are maligned for simply existing, in perpetuity. How then does a boss transcend this collective disdain and find that delicate balance between managing as a tyrant like Miranda in *The Devil Wears Prada* or as a “pushover” that is taken complete advantage of?

Give credit where it's due. Among the biggest complaints about managers is that they are “glory hogs.” One of the fastest ways for a manager to become disliked and disrespected is by taking the recognition for others' work—or exclusive credit for a team effort. Staff members will be

appreciative and pleasantly surprised when they notice you sharing the accolades that will ultimately further their career growth as well.

Have an open door policy. Let's face it; most managers have to work hard to keep up with daily demands and expectations. Meetings, telecons, e-mails, number crunching, planning—all of these tasks can keep managers separate and apart both physically and emotionally from their team. It's important to remember, however, that one of a manager's primary jobs is to know what your staff is doing at all times, and help them to do it better. The best way to accomplish this is by staying visible and accessible with staffers by not only welcoming them into your office, but also by walking around the department where you can “mix it up” with subordinates in a less formal way and in their

territorial comfort zone.

Appreciate face value. Today's professional is decidedly “wired,” with e-mail, voice mail, teleconferencing and web-conferencing taking the place of good old human-to-human interaction. The most effective managers communicate with their staff in person whenever possible. Although remote communication is admittedly efficient, technology is not entirely effective when it comes to getting people energized or feeling like they are part of a team led by someone who cares about what's on the collective plate. There is simply no direct substitute for having a

“The most effective managers communicate with their staff in person whenever possible.”

face-to-face dialog—not a monologue—with staff members if you want to get things

done while also cultivating a positive spirit within the organization.

Be firm but fair. Every office has its “suck-ups” and “brown-nosers,” and everyone knows who they are—except the boss. If your team thinks you are allowing others to have special privileges or that you are too naïve to recognize when you're being manipulated, you will lose their respect very quickly. Once lost, respect is a virtue that is very

Thank You, UNL

Thank you to all those who participated in the Food Drive for the Food Bank of Lincoln. We raised \$85 in cash donations and two car loads of food. ☺



hard to regain. To avoid this, debrief your team as often as possible so they understand why you do things a certain way or have made a certain decision, and so they consider your decisions fair in a business context.

Find, and maintain, a “whole life” balance. Busy times and demanding jobs can cause managers to lose their humanity—those other things in life that make it all worth it. It's okay to burn some midnight oil once in a while, but everyday demands at the expense of your personal or family life is a recipe for disaster and make for a stressed and less than lovable boss. This, of course, leads to low morale and decreased team productivity coupled with increased staff turnover—all of which plays into a vicious cycle of both professional and personal unhappiness. When you are frustrated and wound tight, your staff truly feels your pain. ☹

Mark Your Calendar

Annual Graze & Mingle

Catered Lunch by Manhattan Deli
with prepaid reservation

Presentation by Ed Zimmer,
Historian for City of Lincoln

Wednesday, December 13

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

1155 Q Street, Hewitt Place, 6th floor

Not sure what kind of boss you are? Take this quick quiz to help you find out. Check the square if you disagree with the question.

- All employees generally dislike work
- The best motivator for your team is money; it's what brings them back every day
- Keeping emotions out of the management process has served the operation well
- Your staff prefers to work as a team so that individual accountability is lessened
- As much as I would like to, I just don't have the time to spend talking in-person to my subordinates
- I encourage feedback from a suggestion box or other anonymous method
- I live for the weekends - this job is a paycheck to support my "real" life
- I don't believe outsourcing can happen to my company
- Regular team meetings are not justifiable as they take too much time, which lessens productivity
- My current management position isn't very influential, but when I move up the ladder a bit I can make a real contribution to the company

Score Card: Give yourself one point for every time you disagree with the statement.

- 10- Excellent!! You'll be running the show in no time!
- 9- Brilliant. You obviously see your employees as an asset
- 8- Solid. You have the right attitude, and the team will see that
- 7- Well done. You know people and their needs
- 6- Good. You recognize the power of your role
- 5- Fair. May be time to re-think your management strategy
- 4- It's definitely time for an attitude adjustment
- 3- Change or die (metaphorically). Things aren't good, but it's not too late to make changes that have an impact
- 2- Do something significant that will be viewed in a positive light or your employees will leave
- 1- It's time to consider a new job where you do not manage people
- 0- Ever consider a job as a bounty hunter?

Reprinted from TechRepublic.com

Member Spotlight

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

Ken Jensen

I graduated from UNL with a B.S. in Secondary Education. After seven years of teaching in the public schools, I returned to UNL and obtained a M.A. in Adult & Continuing Education with the intention of a return to teaching. While pursuing my masters degree, I worked full time at UNL. As fate would have it, a position opened up for a Manager of the Instructional Design Center. I applied for this position and was selected—that was 28 years ago. Needless to say, there has been a great deal of change along the way; when I began, the first PC's and dot matrix printers were just making their way into the realm of "new technology". I am at the infamous "ABD" stage with a doctoral degree in Instructional Technology.



Ken Jensen, Manager
Instructional Design Center

Tell us about your family.

I live in the country, near Bennet, on land my brothers and I helped Dad and Mom farm when we were growing up. My brother and his wife now live on the "home place".

What do you see as one of the biggest turning points in your life?

When I decided to give up teaching in the public schools to work at UNL. I truly enjoyed teaching, interacting with the students, and being involved in the school and community activities, so this was a difficult decision. Looking back, I now know I made the correct decision.

What are you most proud of?

I was there for my parents when they needed me.

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

I like being outside - doing whatever needs to get done. In the summer, I enjoy tennis. In the winter, I like to read a good novel. I also enjoy relaxing at the keyboard (as in piano and organ).

How would your friends describe you?

Low key. Loyal. Giving.

Who has been the most important person in your self-development?

I can't really pick just one. My mom, dad, and Grandmother Jensen were all extremely instrumental in shaping me into the person that I am today.

What is a talent you have that you don't use in your career?

I play the organ for church (& weddings, funerals); play the piano for all sorts of events or home sing-a-longs; have sung in many groups.

What is the last good book you read?

"The Runaway Jury" by Grisham (it has been out a while, but I just read it).

Favorite movie

Field of Dreams

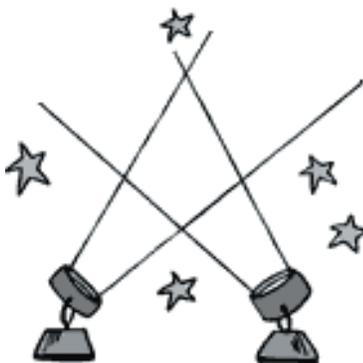
Favorite TV Show

Boston Legal and

(Ok, I'll admit it.....) Desperate Housewives.

Favorite Lincoln Restaurant

Lazlo's 🍷



How Is Your Laugh Life?

On Wednesday, November 15, the UAAD membership was asked, “How’s your laugh life?” Patt Harper of HaHa Productions, asked if we laughed enough everyday. Patt told us that a child will laugh between 300-400 times per day. The average person needs 100-200 laughs per day. The average adult gets only about 15 laughs per day. Laughter is a new trend in health care. It can lower your blood pressure, reduce pain, increase brain power, cut the risk of repeat heart attacks, boost the immune system and help us cope with stress and change since it can reduce tension and conflict.

Patt mentioned that for years we have been taught that laughter is immature. You’ll never be taken seriously if you laugh too much. The key is to be childlike and not childish. Someone who is childlike is very open, generous, spontaneous, and fun-loving. Someone who is childish is selfish, closed-minded, simple, immature and lack poise.

Having toys at your desk or in your office can be of great benefit. As a manager or supervisor, you’ll have people come to you with their problems. People who are angry or upset tend to fidget. Having toys for them to play with will help put them at ease and give them comfort. Once they are calm, you can talk with them easier and get to the root of their anger quicker.

Using humor is a great way to lighten someone’s load. Just remember to stay away from “zingers.”

Zingers are the potentially hurtful remarks you don’t intend, such as “Oh, I see you are here. I guess they’ll let anyone in here.” Although you may not intend to hurt, it’s hard to take it back once it has happened. Remember to always put people up and not down. An alternative to the previous comment would be, “Oh, I see you are here. I guess they only let the best people in here.”

If you are working a lot with numbers and figures and find it hard switch from your left to your right brain, try coloring a picture upside-down or with your non-dominant hand. It will make the switch from left to right easier. If you are working in your right brain and need to switch to focus on a more linear task, run through some simple flash cards to help make the switch.

One of the best ways Patt suggested we use to cheer ourselves up is to cheer up others. Put on funny glasses, blow some bubbles or use a magic wand to make others feel happy. Whatever you learn from this, remember that you must find what makes YOU happy and put it into your day, everyday. ☺



Celebrate ASTD Employee Learning Week 2006: December 4-8

To increase awareness about the strategic value of workplace learning, the American Society for Training & Development has declared Employee Learning Week, December 4-8, 2006, as an opportunity for business and government leaders to recognize the importance of employee learning and development, and to close the gap between workers’ skills and today’s job requirements.

“To be successful in the global economy, business leaders must understand the important connection between building a highly skilled workforce and achieving organizational results,” says Tony Bingham, ASTD President and CEO. “Through ASTD’s annual State of the Industry Report, our research shows that organizations continue to invest in employee learning and development, and technology is playing a larger role in delivering learning to the workforce,” he notes. “Increasingly, organizational leaders realize that the most important asset in our knowledge economy is talent, and a skilled workforce is the key to realizing results. We encourage all organizations to recognize Employee Learning Week 2006, and the strategic value of lifelong learning,” Bingham adds.

For more information about ASTD Employee Learning Week 2006, visit www.employeelearningweek.org, or email elw@astd.org. ☺

