



# UPDATE

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UNIVERSITY OF  
**Nebraska**  
Lincoln

## February Program: UAAD Founders' Day

On Thursday, February 23, 2006, UAAD will be celebrating our Founders' Day at the Nebraska City Union, beginning at 11:45 a.m. Vice Chancellor Barbara Couture will be our guest speaker. She will also be presenting two awards at the luncheon—the Carl A. Donaldson and Floyd S. Oldt awards—which

recognize two employees for outstanding management skills and exceptional service at the University.

A catered lunch of vegetarian lasagna or sliced brisket is available or you may bring your own. Reservations must be made by Tuesday, February 14, by contacting Dan Carpenter at 472-8445 or [dcarpenter2@unl.edu](mailto:dcarpenter2@unl.edu). ☎

## Nominees sought for Oldt, Donaldson awards

The University Association for Administrative Development is accepting nominations for the Carl A. Donaldson Award for Excellence in Management and the Floyd S. Oldt Award. The Donaldson Award is given to employees who exemplify superior organizational skills, promote teamwork, communicate effectively, pursue professional growth, and support subordinates' growth in professional development. The award is given annually in honor of Carl A. Donaldson, a graduate of UNL who founded UAAD in 1961.

The Oldt Award honors employees in managerial/professional positions who display exceptional service and dedication to UNL and are creative, innovative and active in the University community. Oldt, a former superintendent of Abel Construction Company in Lincoln, contributed toward many humanitarian and civic organizations.

Any non-faculty permanent employee who has been at UNL for five years or more with a 50 percent or greater FTE and holds management responsibilities is eligible for either award. Recipients receive a \$1,000 stipend, a plaque and a one-year membership to UAAD. Members of the UAAD awards committee, the chancellor's cabinet and past recipients are ineligible.

Nomination forms can be found at <http://uaad.unl.edu/awards.htm>. For more information about the awards and nomination forms, contact Steve Taeye at 472-5409 or [staeye2@unl.edu](mailto:staeye2@unl.edu). Completed nomination forms are due February 10, 2006. ☎

### **DEADLINES**

Deadline for nominations for the Oldt or Donaldson Awards is February 10.

Reservation deadline for the luncheon is extended to Tuesday, February 14.

# SERVING STUDENTS the 'Big Red' Way: Best Practices for Retaining Satisfied Students

**Presented by Thomas Workman, Ph.D., Student Involvement and the Human Resources Department**

**Target Audience:** Whether you are in a department of one or 50, if you interact with students, this seminar is for you! As a part of the Student Retention Initiative, this two part seminar is designed to help employees provide outstanding service to students as a way to attract new students and retain current students. Participants are requested to come to the training with their supervisor (s) and those co-workers who also provide service to students. Departments will be trained in groups. There are two parts to the training. It is requested that participants commit to both parts of the training. The first part will focus on skill development; the second part will assist departments in developing customized service plans.

## **Part One:**

- Welcome & Overview
- The Responsibility & Challenge of Serving Students
- Service and Service Relationships: Some definitions
- Five Elements of Student Service
- Building Positive Service Relationships: What Can I Do?
- Assessing my service style
- How Do I Approach CONFLICT?
- How are our DIFFERENCES getting in the way of good service?
- Effective Communication for Better Service
- Listening: Getting to the Need
- Translating Needs to Actions
- Disarming Student Anger
- Service Under Stress

Training Transition Exercise: My Department's Service Plan

## **Part Two:**

- Best Practices in Student Service
- Review Service Plans
- Problem-Solving Service Barriers
- Establishing a Strategic Service Goal

Choose **one** series of times:

### **Session #A at the City Union**

Thursday, February 16, 1:30–3:30  
(Part One) *and*  
Thursday, March 16, 1:30–3:00  
(Part Two)

### **OR Session #B at the East Union**

Thursday, February 23, 1:30–3:30  
(Part One) *and*  
Tuesday, March 21, 2:00–3:30  
(Part Two)

This training is designed for departments. Employees and their supervisors should attend together, as a group. There is no fee but registration is limited. Please register the participants in your department by February 10 online at: <http://slugo.nebraska.edu/> or at [hroffice2@unl.edu](mailto:hroffice2@unl.edu). For more information, please contact Nancy Myers, [nmyers1@unl.edu](mailto:nmyers1@unl.edu). ☎



President Milliken picks the winning ticket for the Gary Fischer bike. The proceeds from the raffle went to the People's City Mission. January 10, 2006

*In the Middle Ages, young men and women drew names from a bowl to see who their valentines would be. They would wear these names on their sleeves for one week. To wear your heart on your sleeve now means that it is easy for other people to know how you are feeling.*

## **Wait 90 minutes when you're angry**

**—From Communication Briefings, February 2005**

**W**hen a co-worker provokes you to anger, wait at least 90 minutes before you respond. Most quick responses are impulsive, emotional and subjective. Waiting 90 minutes is a good idea for two reasons.

First, it gives you time to gather facts and formulate your response. Taking a step back from the situation allows you to put it into perspective, possibly changing your original perceptions.

Second, it takes most people at least 90 minutes to recover from full-blown anger. Even if you're just a little angry, give yourself enough time to get over your emotional state.

There are times when you must take immediate control of a hostile situation. In those cases, speak only as much as the situation requires. Refrain from being sarcastic, judgmental or rude. ☎

**Mark Your Calendar**

Professional Development Series  
**"Take Charge of Your Health"**  
Paul Marsolek, facilitator

**Wednesday, March 8**  
11:45 a.m. - 2:30 p.m.  
Nebraska City Union