

# The OSUAP Connection

January 10, 2017 | Issue #14

Know an Admin who is new to OSU? Please forward this Newsletter to them!



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## ***Is your information up to date?***

Since we are at the beginning of a new year, please check your membership information on the membership roster located on the [OSUAP website](#). Forward any updates/edits or deletions to Roxann Damron at [Roxann.Damron@osumc.edu](mailto:Roxann.Damron@osumc.edu).

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## **Upcoming Important Dates**

01/13/2017	OSUAP Bi-Monthly Meeting – Cartoon Room @ the Ohio Union, 12-1PM
01/16/2017	Martin Luther King, Jr. Day – Offices Closed

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# Workplace of the Future

## Four Things that are Changing Faster than you Think

It's hard to predict the innovative game changers in business—breakthroughs that are not advancing current trends and technology—because the past doesn't always offer a pattern of the future. It is much easier to predict how trends and new technologies will evolve.

**The Workers    The Skills    The Office    The Technology Tools**

[Click Here to learn how these four areas may change in the near future.](#)

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### 5 Characteristics of an Exceptional Executive Assistant

Every exceptional executive assistant will tell you it takes skill, commitment, hard work and confidence to succeed—along with a number of other essential qualities. Here are just five attributes of outstanding executive assistants.

High-performing assistants are masters of Outlook, Excel, Word and PowerPoint. They're whizzes at time management, accounting, payroll and social media. They coordinate meetings, arrange travel, choose vendors, negotiate contracts, manage the boss's calendar, prepare reports, supervise staff—and much more. In short, they're indispensable. Here are just five of the many characteristics that allow outstanding executive assistants to rise to the top and remain there.

- 1. Professionalism** - Top-flight assistants treat everyone—from the mailroom staff to the CEO—with respect. They don't play office politics, gossip about coworkers (or the boss), or betray confidences. As a result, when a crisis occurs, they can turn to absolutely anyone within their organization and be assured of obtaining immediate help.
- 2. Collaboration with the boss** - Exemplary assistants view themselves as their boss' partner. They routinely anticipate—and fulfill—his or her needs. They work with the boss to accomplish his or her objectives, complete tasks that would otherwise clog up the boss' schedule, and always strive to make him or her look good. Their loyalty is rewarded with the boss' implicit trust.
- 3. Outstanding organizational skills** - It's not by chance that exceptional assistants are calm in a crisis. This ability comes from knowing everything that's happening with everyone—the boss, the department and the organization as a whole—as well as with being aware of the status of every ongoing project. Being detail-oriented and proactive allows these assistants to remain self-possessed no matter what kind of pressure they're under.
- 4. Excellent communication skills** - Executive assistants are often the first person to greet clients, customers and vendors. As the organization's go-to person, the ability to communicate clearly, concisely and persuasively face-to-face, as well as in reports, memos, client communications, even routine emails, is vital.
- 5. Willingness to go the extra mile** - All top assistants are willing to learn. They stay abreast of new procedures, technologies and software. They're independent thinkers who never need hand-holding. Should they become overwhelmed, they prioritize, delegate, then proactively follow up. These assistants are tireless when it comes to resolving problems, averting crises, and fulfilling commitments, even in the face of significant push-back.

In short, every high-performing assistant is smart, confident, flexible, reliable, well-organized—and a tremendous asset to their organization

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## Staff Career Development Grant Applications Accepted Until January 31

The Office of Human Resources, in partnership with USAC, offers the [Staff Career Development Grant to award](#) up to \$1,000 for individuals and \$1,500 for groups towards professional development, education or training costs related to job and/or career goals. Professional development grants are a great way for individuals and groups to identify areas of interest for professional development and have the opportunity to apply for funding.

*Applications can be submitted through January 31, 2017.*



### How to Get More Done... When *Everything* is Urgent

Have so much on your plate that you're almost literally tearing your hair out? In this crazy, fast-paced world, that's the norm. The very best admin pros know how to prioritize so that they accomplish more, in less time. You can, too.

Click [Here](#) to learn more.

#### THE OSUAP EXECUTIVE COMMITTEE Effective Sept. 1, 2016

President: Tricia Hohl  
Vice-President: Quanetta Batts  
Secretary: Peggy Rader  
Treasurer: Brian Keller  
Membership Chair: Roxann Damron  
Member-at-Large: Matt Sikora  
Immediate Past President: Elaine Pritchard

Have suggestions for the Newsletter? Want to share some good news?

*Let us know!*

Email: [Sophia Rester](#)  
Chair, Communications Work Group

Submit suggestions by the 1st of each month.



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