



# The OSUAP Connection

Issue #39

February 28, 2019

*Know an Admin  
who is new to  
The Ohio State University?  
Please forward this  
Newsletter to her or him!*

## Inside this issue:

Face-to-Face Time 1

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## OSUAP Goals

- ◆ *Encourage professional development*
- ◆ *Develop leadership skills*
- ◆ *Network with peers*

## Special Notes:

- *Ecological Restoration Work Days—3/2, 4/6, and 4/13* [Details](#)
- *Deaf gain: raising the stakes for human diversity—3/7* [Details](#)
- *Recovery Ally Training—3/13 or 4/4* [Details](#)
- *Ohio State Day of Giving 2019—3/22* [Details](#)
- *Campus Campaign 2019 Kick-off—3/22* [Details](#)
- *Mother's Day bRUNch 5k for Heart Disease—5/12* [Details](#)



## Face-to-Face Time with Administrative Assistants *by Joan Burge*

### SURPRISE!

It's me, Joan Burge.

Those of you who have followed me for a while know I am a big fan of face-to-face time for executives and assistants. Face-to-face time is also beneficial for any manager who meets on a regular basis with their direct reports. Whether you are an executive or an assistant, here are ideas on what you can discuss when you have face-to-face time or catch up by telephone, Facetime, or Skype on a regular basis.

### E-mail Communications

Executives and assistants can update each other on e-mail communications, whether it's a status update or clarifying new actions to be taken.

### Visitors

Discuss any events that will involve external visitors and anticipate actions to be taken before and during their visit. Executives: Share any important information that might help your assistant prepare for the event and ensure its success.

### Department Issues

This is a good time to discuss any departmental problems that need the executive's attention. Assistants are often privy to information within the department or are aware of potential personnel issues. These should be brought to the attention of the leader before a situation escalates.

### Status Updates

Discuss updates on projects, meetings, items you are working on, and any other pertinent information. Assistants: Initiate discussion. Executives don't like to have to ask the status of a specific project or task (nor do they have the time).

### Special Projects

Discuss any special projects that are happening or coming up in the next few weeks. Assistants should ask what portions of the project they could work on: Is there any research to be done? Will information necessary for the project be coming from others inside or outside the company? If so, can they start assembling that information? Are presentations, graphs or charts required? If so, how many?

### Upcoming Travel

Discuss upcoming trips so you can anticipate schedules and prepare necessary travel materials. At least bi-weekly, review the calendar for upcoming events as far as three months out.

### Training and Development

Development happens when we take conscious action to improve. It is not a "check the box" aspect of your career; you must be intentional about it. Discuss your training and development requirements with your executive. Tell him about upcoming seminars and workshops you would like to attend

*(Continued on page 2)*

## THE OSUAP EXECUTIVE COMMITTEE

Effective Sept. 1, 2018

President: Quanetta Batts  
Vice-President: Gina Scarver  
Secretary: Katrina Matthews  
Treasurer: Heidi Hamblin  
Membership Chair: Roxann Damron  
Member-at-Large: Will Bryan  
Immediate Past President: Tricia Hohl

Have suggestions for the Newsletter?  
Want to share some good news?  
Let us know!

Email: [Michelle Pennington](mailto:Michelle.Pennington@osu.edu)  
Chair, Communications Work Group

Please be sure to submit suggestions by the 1st of each month to be included in the Newsletter!

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<http://u.osu.edu/osuap>  
Columbus, Ohio 43210



*"A healthy attitude is contagious but don't wait to catch it from others. Be a carrier."*

~ Tom Stoppard

### Upcoming Important Dates

3/8	Bi-Monthly OSUAP Meeting: "Can't We Just Resolve This? Using Meditation to Settle Disputes" 12-1 PM, 136 Atwell Hall <a href="#">RSVP</a>
3/11-15	Spring Break
3/26	OSUAP Learning Lunch: Qualtrics Show and Tell: Survey Email Best Practices 12-1 PM, 3rd Floor of 18th Avenue Library <a href="#">Register</a>
5/5	Spring Commencement

(FACE-TO-FACE from page 1)

and why. Be prepared to show your leader the information about the workshop, the objectives of the program, how the topics tie in with your job responsibilities, and the benefits of attending.

#### Voicemails and IMs

Discuss requests that need immediate attention or response. An assistant can return calls and take action if provided the appropriate context or required information from the executive.

I hope you found these ideas useful. Wishing you an awesome month.

P.S. By the way, if you are not aware, I host a live Facebook Friday on a fairly consistent basis. So if you want to end your week on a high note and learn a few good quick tips, then follow our Office Dynamics Facebook page to get notifications or watch replays.

[Joan Burge](#) is the Founder and CEO of [Office Dynamics International](#) and is an accomplished author, writer, speaker, consultant and corporate trainer.



Joan has authored four groundbreaking books for administrative professionals including the Amazon Best Seller *Who Took My Pen ... Again?* *Secrets from Dynamic Executive Assistants*. Her administrative-career "bibles" entitled *Become an Inner Circle Assistant* and *Underneath It All* continue to be favorites among executive and administrative assistants worldwide.

She is a member of the American Society for Training & Development, National Speakers Association Las Vegas Chapter, Society for Human Resource Management, Vistage International, and Las Vegas Chamber of Commerce.

You can find Joan's [blog](#) here.

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### It's Hard (At the Beginning)

by Michele Woodward

Sometimes we don't even want to start. Because we know it will be hard.

Maybe too hard.

Maybe we'll fail.

So we don't start.

At all.

We live in perpetual waiting – waiting for the time that doing the thing won't be hard at all.

Sometimes that's a long time to wait. **Feels like forever.**

Forever is a long time. But now is right here.

So, take a deep breath. Let's acknowledge that it *can* be hard at the beginning.

But then it gets easier.

Like when you took your first wobbly walk. What if your parents said, "Now, walking is hard. You can fall and hurt yourself. Why don't you wait until you can do it flawlessly?"

But they didn't say that, did they? They applauded your every step, and probably snapped your picture a time or two. And called Grandma to crow about you and your success.

You smiled your drooly smile and kept going.

And at some point, you could run.

And it wasn't hard.



It was fun.

That's still the promise.

Keep going. Even when it's hard. You're learning, you're figuring it out.

And, soon, you'll be running, effortlessly.

Free.



[Michele Woodward](#) is the author of several books and has appeared as an expert in *The Wall Street Journal*, *The Washington Post*, *Harvard Business Review*, *PsychologyToday.com* and other key outlets. She's a sought-after speaker, leads workshops and classes around the country, and writes a [popular blog](#).

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