



Save the Date! OSUAP Annual Conference

June 8, 2016
8:30am — 4:30pm
Fawcett Center



OSUAP Member Spotlight – Joan Lieb

An engaged OSUAP member for several years, Joan Lieb is the Executive Assistant to the Interim Executive Vice President and Provost, Dr. Bruce McPheron, in the Office of Academic Affairs (OAA). Joan and Dr. McPheron joined OAA in December 2015.

Prior to her current appointment, Joan was the Executive Assistant to the Vice-President / Executive Dean of the College of Food, Agricultural and Environmental Sciences (Dr. McPheron). In that role, she worked in the second largest college at Ohio State which includes over 2,200 faculty and staff and 3,200 students. Her extensive portfolio was diverse, with most of her focus on leadership level administrative support and project management.

Before coming to Ohio State, Joan was the Executive Assistant to senior leaders at The Longaberger Company, Worthington Foods and Time Warner Cable.

Those who work with Joan appreciate her attention to detail, problem-solving skills, interpersonal skills and her ability to adeptly manage multiple priorities with grace and professionalism.

When Joan is away from work, she enjoys spending time with friends and family, practicing yoga / Pilates, and reading.

Use Symbols to Prioritize Digital Files

This is a very helpful tip from Julie Perrine, from [All things Admin](#). I use it to keep the folders I access most often at the top of the list for easy access.—Sophia

Just like your physical files, your digital files have the tendency to get disorganized. However, it's easier to overlook the disorder when they're cluttering up your hard drive rather than cluttering up your desk. And oftentimes, the build-up isn't obvious until you need something in a hurry, and by then, it's too late.

Fortunately, there is a solution: digital file “alphabetization.”

This doesn't necessarily mean keeping your files in alphabetical order, though. It means putting them in an order that's most useful for your individual organizational style. But how do you get your computer or laptop to recognize the order you want your digital files in if they're not alphabetical?

The answer is **symbols**.

By placing a symbol in front of each file name, you can organize and find what you need quickly.

[Read More...](#)

Your Customer Service Checkup

Wouldn't it be a great idea if we all could get a customer service checkup every now and then? But getting a checkup isn't always a pleasant experience, is it? Sometimes you hear things you don't want to hear.

I went to the doctor for my annual checkup the other day and the first thing the nurse did was have me hop on the scale. Man, I hate that. The doctor's scale always says I weigh more than my bathroom scale does.

At home, I know exactly where and how to stand on my bathroom scale to coax the best number out of it. I know that if I lean way forward with my toes hanging over the edge I can shave at least two pounds off my total weight. Also, at home, I can prepare for my weigh-in by shedding every bit of extra baggage before I get on that scale. I'm not talking about just taking off my shoes and wrist watch. I'm way beyond that. I blow my nose, trim my nails, take out my contacts, shave, swab out my ears--whatever I can do--to nudge that scale down just a little bit.

I can tell you from first-hand experience, though, that the doctor's staff really frowns on this type of behavior. Start peeling off a couple clothing items, and you can bet they'll freak out and say things like, “You're scaring the other patients” or “We're calling the police.” All because I'm just trying to wrangle the best weight out of one of those dang doctor's scales.

Getting a checkup turned out to be a real good thing for me, though, because I found out a couple of things that I need to take care of, and as a result, I'm healthier for the trip.

so, that experience made me wonder what a customer service checkup might look like. I'm pretty sure it would have a few questions that would help us measure our own performance. Some of those questions might be:

- 1] When was the last time that you went above and beyond the call of duty? When was the last time you did something for somebody that was clearly not in your job description? Maybe you stayed behind at a corporate event and helped clean up and stack chairs. Maybe you volunteered to give people rides. Maybe you called a customer with a helpful bit of information that might make their life easier.
- 2] How would most people describe their experience interacting with you? Would they say they always come away energized and encouraged? Would they say you were pleasant and helpful? Would they say you seemed to genuinely care about them?
- 3] When was the last time somebody went out of their way to thank you for helping them? People normally don't offer praise unless they have experienced service that was truly remarkable. Are people bragging about what you've done for them?

The great thing about any checkup is that the results are confidential. They are meant for your eyes only. So, if you were able to answer all of those questions in the positive, and you came out looking great, well, good for you. Keep up the good work! However, if you found yourself tipping the scales in the other direction, then remember that it's never too late to start getting your customer service skills in shape. And before you know it, people will be weighing in with praise about your great service.

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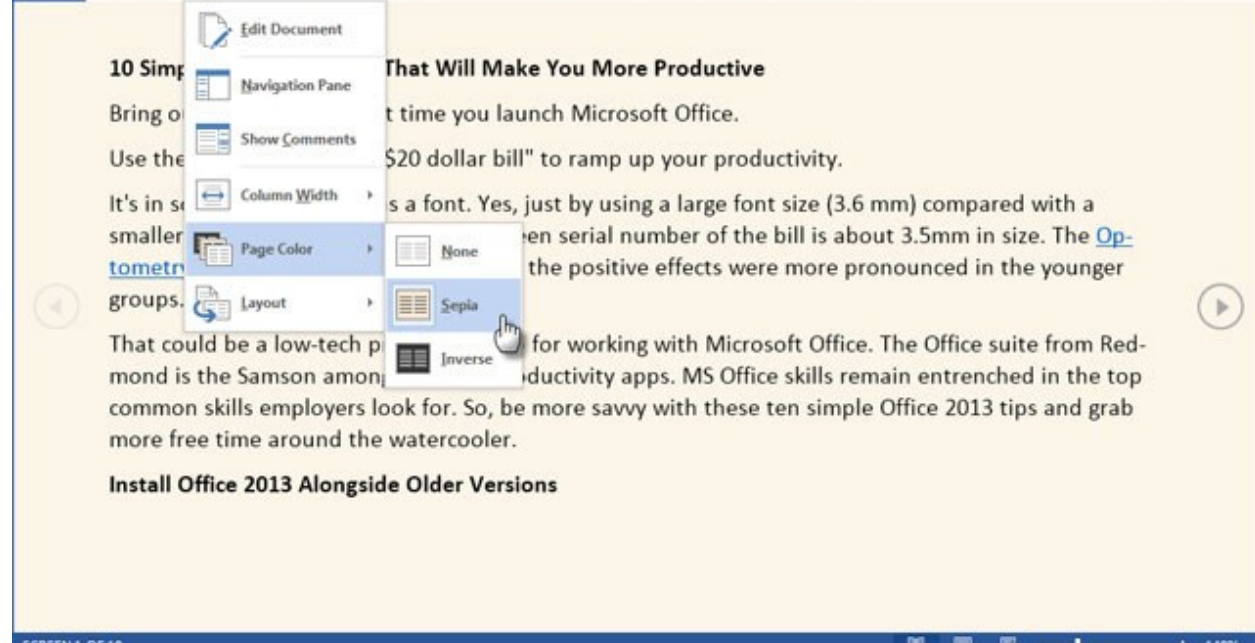
Ohio State University Administrative Professionals Development Fund Number: 314852

Tech Tips

Go Easy On The Eyes With Read Mode

In MS Word, go to *View – Read Mode*.

It auto-resizes the document to the full screen and is completely uncluttered. Click on *View* to see options for tweaking this mode. For instance, the color modes that make it easier on the eyes. You can get rid of the toolbar for a full-screen experience



Share your Best Practices

We all love to save time and energy, so if you have any tips on how to do something better, faster, or more efficiently, please let us know!

Suggestions for Tech Tips, Best Practices or What You are Up To can be sent to: [Sophia Rester](#)

Tell us what you are up to!

Have some news you would like to share with your fellow Admins?

New position at the university, special accolades, retirement?

Let us know and we will include it in the next issue of the newsletter.

Upcoming Important Dates

03/02/2016

Spring Second Session Begins

**Courage is what it takes to
stand up and speak;
courage is also what it takes to
sit down and listen.**

-Winston Churchill

THE OSUAP EXECUTIVE COMMITTEE

President: Elaine Pritchard

Vice-President: Tricia Hohl

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Membership Chair: Roxann Damron

Have suggestions for the Newsletter?

Let us know!

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

Submit suggestions by the 8th of each month.



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