



The OSUAP Connection

Issue #46

September 12, 2019

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

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OSUAP Goals

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

Special Notes:

- *CampusParc FAQ Draft [Details](#)*
- *Free Networking Event for Staff and Faculty Women—September 19 [Register](#)*
- *Register now for the Amazing Race to Wellness held on Friday, October 11th [Details](#)*
- *Hope for the Holidays—Apply by November 1st [Details](#)*
- *Buckeye Biography: 150 Years of Ohio State Course - Share with Family and Friends too! [Details to enroll](#)*



Say This, Not That *by Michele Woodward*

You may know that one of my core values is learning.

There's nothing I love more than digging in, coming to understanding and integrating that knowledge into my life.

I know, it makes me so fun to be around at parties.

One of the most important learnings of the last ten years has been around how to speak.

Yes, it's entirely possible that I emerged from the womb reciting Elizabeth Barrett Browning - but that's talking and anyone can do that.

What I'm talking about is speaking in a way that opens up conversation and relationships.

The simple rule I've learned is: Ask so that others can answer fully, and truthfully.

Mind-blowing, huh?

Here's the example:

"Are you having a good day?"

vs.

"How's your day?"

In the first instance, the way you've constructed the question suggests that the listener needs to

experience a "good day" to be in your good graces. You are, in fact, telling them what to feel.

Maybe your intention is to keep things light, superficial. Or you think you're being optimistic and sunny, all Law of Attraction-y. Regardless, the result is the person responds with, "Yeah...sure", which might be untrue, and your relationship is now touched by that small little lie.

But when you simply ask, "How's your day?", you allow a response that's real. The person can say what's on their mind, something like: "It's a tough day - I had to put my dog down." How honest. How revealing. How real.

Then you can be with that person, in that moment, in their reality and sorrow.

You have an opportunity to be a supportive friend, family member, colleague. You can know them more fully by understanding their truth. And they can know you, too, by experiencing your kindness.

Yes, being empathetic might take something from you. And you might feel like you're not up to the task.

I imagine you are, though. Because I know you're a

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Why You Should Upgrade Your Skills *by Joan Burge*

There are about as many opinions on the subject of administrative training as there are on office filing systems. Just as there are vast differences in filing systems, even within a single company, so there are vast differences as well as subtle nuances in executive assistant and administrative professional training programs.

In my work and travels as CEO of a premier training company, I've heard and seen many opinions on it all. There are clouded perceptions

and misinformation about the value of administrative training, so much so that I think it's time for every administrative specialist, in any industry world-wide, to take time in 2019 to seriously evaluate their current skill-set competencies and the need to consistently upgrade them – because the business world is advancing at a fast pace. No one who wants to remain competitive should discount continual improvement!

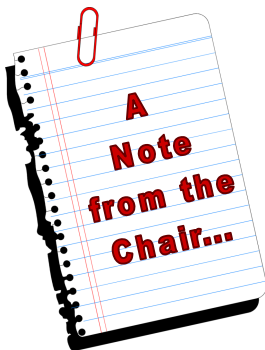
Administrative professional career development and career satisfaction, in my opinion, are greatly enhanced by professional training. Honing your skills and competencies keeps you competitive and ready for advancement. I always tell people, "You are always on stage." You

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“BLOG”

What a strange word.

According to [firstsiteguide.com](https://www.firstsiteguide.com/what-is-a-blog/), a Blog is actually a shortening of the word weblog (aka Web Log). It is an online journal or informational website displaying info in the reverse chronological order, and is a platform where a writer or even a group of writers share their views on an individual subject.



Speaking of blogs...

If you haven't heard of Yammer, it is OSU's internal "blog" site where departments or groups can post, share, and comment about their common interests and, of course, OSUAP has a Yammer group.

Important to Note: Currently only Campus Staff (about 2/3 of our OSUAP Membership) can access Yammer. We are working diligently with the Wexner Medical Center Information Technology

Portfolio Management Office to approve the Yammer platform for the rest of our membership. It is complicated, but we have shared how important it is to our group and how it can improve communications tremendously! A huge thanks to Christine OConnell for managing our Yammer Group.

There are several other things going on behind the scenes with the Communications Work Group, one of which is updating the website for content and ease of use. Stay tuned for details coming soon!

Manage Your Performance—Part 2: DEVELOP



Source: Charles Jennings, former CLO of Reuters

Develop

The Ohio State University supports a culture of learning. Individuals are encouraged to seek opportunities and partner with their managers to assess development needs, set goals and create development plans. On-the-job experiences and exposure to different people and learning opportunities should be considered as a part of each plan. Growth and development efforts are most effective with ongoing dialogue and collaboration between the individual and the manager.

For More Details or to skip ahead—<https://gatewaytolearning.osu.edu/professional-career-development/manage-your-performance/>

OSUAP Member Spotlight— Featuring Joy Snow

What is your current position?

I am the administrative assistant for the Surgical ICU and Neurological Critical Care Unit at the James Cancer Hospital. I also help with coverage for the other unit in the James Critical Care, the Medical ICU.

How long have you been at your current position?

I only recently started at the James this August. Everyone has been extremely welcoming, and it's been great becoming part of the team here.

Where were you before your current job?

Prior to the medical center, I worked for Ohio Sea Grant on the academic side of OSU. They're the organization that runs Stone Lab, Ohio State's island research campus on Lake Erie. I managed their archives and publications database, did some writing and editing for their communications team, and helped with special events. One of those events was a Campus Campaign Fund Fair where I had the opportunity to learn about... you guessed it... OSUAP!

Can you give us a little background about why you like your job?

When I first got hired at the James, I was, admittedly, a bit nervous about joining. I was worried that, as a hospital – and a cancer hospital at that, the job would be very rigid and stressful. What I found instead was a very welcoming and friendly workplace with people who are all together for one reason: to help people. Being part of that feels really great.

What are some of your current roles and responsibilities?

As the administrative assistant for the James SICU & NCCU, I mainly support the nurses on my units. I order supplies, etc. for the unit, keep track of attendance and certifications, take meeting minutes, help maintain the schedule, maintain employee records, and any other general clerical work needed for the nurses on the administrative side. Basically, I'm a resource for both the nurses on my units and for my nurse managers to help out however I can.

Why Ohio State?

After I graduated from Miami University of Ohio, I moved to Columbus in search of a job. I knew I wanted to work for OSU because I wanted to stay connected to academia, even if only tangentially. It also left the door open for grad school if I wanted, not to mention all the other great benefits we get.

Any other details you would like to share?

Just to say that working for OSU has probably been one of the most consistently positive things in my life since I moved to Columbus two



OSUAP Member Joy Snow saying hello to a sweet piggy!

years ago. Even when I had all kinds of difficulties in my personal life, my coworkers have been some of the most understanding and friendly people I've known. As a young professional with a lot of stress trying to set up my career, that's been so indescribably wonderful.

Can you tell us some of your Hobbies, Interests, What makes you happy?

Writing is my main hobby. I actually have a degree in creative writing, and I have a novel that I've been working on for about a year now. It's still in the early stages though. Writing a novel is an even bigger undertaking than you'd expect! Aside from that, I am a big ol' nerd. I build PCs and play a lot of video games, and I read a ton of sci-fi and fantasy. Hit me up for book recs at Joy.Snow@osumc.edu.

As you can see in the picture I submitted for my Member Spotlight, I also have a passion for pigs. I just think pigs are cute! My goal since high school has been to get my own pet potbelly pig and name it Squiggles. It hasn't happened yet, but it will one day!

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



"Even if you're on the right track, you'll get run over if you just sit there."

~ Will Rogers

Upcoming Important Dates

9/13	Bi-Monthly OSUAP Meeting: Admin/Office Pet Peeves hosted by Katrina Matthews—12-1 in 190 Doan Hall Register
9/19	ASFW 2019-20 Kick-Off Event Free but Registration Required!
10/10-11	Autumn Break
11/11	Veterans Day—Offices Closed

(SAY THIS Continued from page 1)

kind, thoughtful, compassionate person who wants close connections with others.

You can do it. You can be open to hearing the truth, and dealing with whatever that truth brings along with it.

So, say this: "How are you feeling?" rather than "Feeling good?"

Say, "Where are we on the Framastam contract?" rather than "Are you done with the Framastam contract yet?"

Say, "What are your plans tonight?" rather than "You're not going to that block party on Garfield St., are you?"

Say, "What do you think of the succotash?" rather than "Don't you love this succotash?"

You can open doors with the questions you ask, or you can close them. It's a powerfully simple learning that leads to a fuller, richer experience for all involved.

(WHY YOU SHOULD UPGRADE Continued from page 2)

never know when you will be called upon (even on Casual Friday!) to interact with colleagues, executives, visitors or department heads who could be instrumental to your future. And it's much more than what you wear (although that is critical and so often overlooked by administrators), it's being future focused and up to the minute in all your competencies. It's being ready to make business small talk in an elevator or at a networking event. It is understanding your company vision and industry objectives. It's exhibiting confidence and flawless execution as you approach people and work.

When an assistant is really good, it is not unusual for them to hear, "You're so great! What are you going to do next?" Nobody asks great surgeons or lawyers what they are going to do next! They work at the top of their game and perform well. So it must be with executive assistants and administrative professionals. Great assistants must be known as those who do their best, work at the top of their game, and who are in a profession of choice.

To get into the game of business and succeed at it, will require skills-based training to increase your visibility in the office. You need to constantly prepare for that shining moment that you know will happen, you just may not know yet "when." Just as many occupations continually rehearse, study, train, and prepare to keep their skills sharp, so administrators and executive assistants must improve daily.

It's often said that if you do what you love, the rewards will follow. I think that is true.

The OSUAP Connection



[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](#).

In practice for over fourteen years, Michele Woodward is a Master Certified Coach who has coached executives across the U.S. and around the world, from Japan and Australia to Latin America and Europe. A former Reagan White House official and corporate executive, Michele works primarily with senior leaders who want to be more effective in their work, grow their strategic vision and expand their leadership skills. Over the years, Ms. Woodward has trained and mentored hundreds of other coaches and is considered a "coach's coach."
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It's time to get real about adding value. Respect won't come to your desk unless you earn it first. Resolve to roll up your sleeves and get to work to build the kind of career and rewards you want to have, and then set out to earn them.



[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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