



The OSUAP Connection

Issue #47

October 31, 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:

- *The Weight of Stress—November 14 for an Association of Staff and Faculty Women Lunch and Learn Event (Members Only)* [Register](#)
- *Announcement: OSUAP Workday Updates starting in January 2020! Learn More about Workday and more on OSU's [Enterprise Project Webpages](#)*
- *Download Michele Woodward's Personal Planning Tool for 2020! (Free Download) [Click Here!](#)*



6 Ways for Assistants to Gain Respect *by Joan Burge*

A powerful, but underutilized, way for administrative and executive assistants to gain respect and be taken seriously is to exude executive presence. Forbes.com define executive presence as the ability to project gravitas—confidence, poise under pressure and decisiveness. Furthermore, communication—including speaking skills, assertiveness and the ability to read an audience or situation—and appearance contribute to a person's perceived executive presence.

When you create executive presence, you are taken more seriously in the workplace and your voice is more clearly heard. Executive presence is a combination of business expertise, competence in a chosen profession and ability to build or connect with others. You do that by:

1. Delivering information in "headlines." In my [World Class Assistant™](#) course, attendees will ask me what this means. Just think of a newspaper. We see headlines, right? So, when you are communicating with executives or managers, keep it short, simple, and to the point. They don't have time for the back story.
2. Communicating with passion and energy. You get people's attention when you do this. A goal in communicating is to get people to listen to us. Maybe our goal is to get them to buy into an

idea or try something new. Even daily, you can speak with more liveliness. I notice when I speak with more energy, I actually feel energized!

3. Speaking up. Use strong and clear language. You can do this in a way that does not make you appear to be aggressive.
4. Using a confident tone. It's very hard to convince or persuade someone when you come across as hesitant just by the tone of your voice. I recently worked with a CEO of a top Fortune 500 company and coached his assistant. The CEO told me he does not like it when his assistant does not sound confident about something when he asks her a question. The example had to do with a meeting whereby the assistant did not sound sure of the information when questioned by her executive.
5. Engaging people in conversation. Don't wait for people to ask you question or start a conversation. We project confidence when we reach out to others and initiate conversation. You will be amazed at how positively people will respond to you when you pay attention to and show an interest in them.

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An Extended Stay: One Woman's 15-year Journey to Her Bachelor's Degree *by Jared Hegyi*



With a long list of names ahead of her, Winnie Sampson sat patiently in her cap and gown. She had waited 15 years for this moment; she could wait a little longer. As her name was announced and she walked to the front of the stage, her supervisor Dr. David Tomasko joined her, presenting her with her degree – a Bachelor of Arts in sociology with a minor in criminology.

That moment in 2018 marked Sampson's second degree, and likely not her last. Sampson, who has been a staff member at The Ohio State University for 20 years, considers herself a lifelong learner. Thanks to the university's tuition benefit for employees, Sampson started taking classes at Ohio State through extended education in 2004 and began pursuing her bachelor's degree in 2009.

[Extended education](#) (link is external), a service of the [Office of Distance](#)

[Education and eLearning \(ODEE\)](#), enrolls adult students who want to take undergraduate courses at Ohio State but are not currently interested in earning a degree. The university's Faculty and Staff Tuition Assistance Plan pays for eligible Ohio State employees to take up to 10 credit hours per term as part of either a degree-granting program or extended education.

The path to Sampson's bachelor's degree wasn't easy. An executive assistant in the College of Engineering, Sampson faced tremendous difficulty and loss along the way, sometimes forcing her to take only one or two courses per semester or as much as a year off between classes. She credits her success to nearly 15 years of support from accommodating coworkers, caring advisors and dedicated instructors.

"If I didn't do well in a class, it wasn't going to stress me because I knew somewhere in the corners of Ohio State, somebody was going to help me get through anything that I might encounter," Sampson said.

Lengthy Conversations

Sampson earned an associate degree from Columbus State. Initially looking to work in a law firm, Sampson reluctantly met with a friend at Ohio State to talk about open positions. As the two talked, the office phone rang. Sampson's friend, who worked in human resources, answered the phone only to sit in silence as she stared back at Sampson. After a few moments, the silence was broken.

"I might have the candidate you're looking for," the friend said. "She's sitting across from me." On the other end was someone from the College of Law looking for a candidate with a legal assisting background to work in a startup law clinic. Sampson got the job.

After working at the law clinic for nearly three years, Sampson moved to an office administrator position in the College of Engineering. Though she was interested in continuing her education and knew she was eligible for the tuition benefit, Sampson kept the thought on the back burner, unable to find the right time to start. It wasn't until Tomasko,

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Reflection

I'm not talking about the kind that you see in the mirror. I am talking about the kind that makes you go hmmm. You know the one: The "serious and careful thought" one. That process when you review why you do what you do, think what you think, go where you go, say what you say...

Things like— Have I really accomplished anything that I wanted to this year? Good news! The year's not over yet! **What** is stopping me from taking the plunge to start taking classes? Me. See story above! **What** can I change to reach my goals? Make them all real...Write them down. **How** do I feel about my path? I truly believe I'm taking the right steps to secure my future—at work and at home. Is my determination really making a difference in my effort to spend more time with family and friends? I am consciously fostering and growing my relationships with colleagues, mentors, friends, and family. Trust me, it matters. **Am** I in a better place today than I was a year ago and if not, what am I going to do to change that? I know that, at the very least, I am definitely smiling more!

But the one question that keeps on popping up more than any other... How am I ever going to figure out what I really want to be when I grow up? Hmmm.

~ Michelle P.

Manage Your Performance—Part 3: Review



Review

The performance review conversation is an opportunity for an employee to ask, "How did I do?" Performance reviews are summative two-way conversations which focus on an individual's performance. Performance reviews focus on areas of excellence, goals and development needs. During the performance review conversation there should be no surprises because managers and staff members have had regular conversations regarding performance throughout the year.

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

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



THE OHIO STATE UNIVERSITY

"The expert in anything was once a beginner."

~ Helen Hayes

Upcoming Important Dates

11/8	Bi-Monthly OSUAP Meeting: Toastmasters—12-1 at 1590 N. High Street, Suite 425A Register
11/11	Veterans Day—Offices Closed
11/28	Thanksgiving Day—Offices Closed
11/29	Indigenous Peoples' Day/Columbus Day Observed – Offices Closed

(6 WAYS Continued from page 1)

- Learning to read your audience or the situation and adapt as necessary. It's just like what I must do as a speaker and trainer. If I am good at my craft, I pay attention to my audience. I don't just keep going ahead with what I want to say without noticing how my audience is responding. Your audience may be one or two people. But if you are to be successful, you need to be aware of what is going on with the other person and adapt, if necessary.

In my [World Class Assistant™](#) course, attendees get to practice projecting executive presence. We do this on the third (last) day of class. They present as a team and discuss the benefits they derived from attending the WCA course. To make it real, the assistants pretend they are presenting to their executives. Each person in the group demonstrates their newly learned skills.

I hope you will practice the above-mentioned techniques. I am positive you will see results.

(AN EXTENDED STAY Continued from page 2)

the college's associate dean for undergraduate education, urged her to continue her education at Ohio State that she finally enrolled in a degree program.

"One of the things I've always told people is that if there's one thing that Ohio State values above everything else, it's an education," said Tomasko. "Even if the program is not directly applicable to their current position, further education puts one in position to move up across the university."

In autumn 2004, Sampson enrolled in a single computer science course. From there she turned to other interests, such as Spanish and American Sign Language, continuing to take



[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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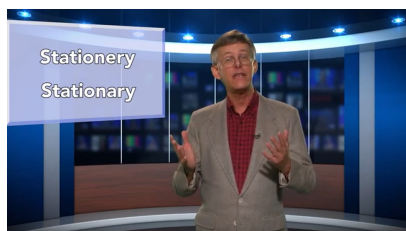
courses off and on whenever she could for the next five years.

But the turning point came when Sampson enrolled in a career development course alongside a few coworkers. Self-evaluations she took throughout the course convinced Sampson that she wanted to continue building her career at Ohio State.

"There was a lengthy conversation with someone (from extended education) regarding where I was going and what I was trying to accomplish," said Sampson. "The funny thing about that meeting that I remember is ... she took the time and the energy, and it kind of gave me the ... 'go-on-and-put-your-feet-in-and-just-do-it' motivation."

[Continue Reading](#)

Todd Hunt with This Month's Word: Stationery/Stationary



Click image to watch a "Word Weenie" episode. (<https://youtu.be/swvgsOa7ECw>)

Todd Hunt speaks to organizations that want to add fun to their events and send members back to work smiling, with tips to improve communication and success.

Sign up for his free "Hunt's Headlines" eLetter at ToddHuntSpeaker.com/free-eletter

Professional Development Links and OSUAP Opportunities

- BuckeyeLearn - <https://buckeyelink.osu.edu/task/all/buckeyelearn>
- Employee Assistance Program (EAP) - <https://hr.osu.edu/benefits/eap/>
- Leadership Center - <https://leadershipcenter.osu.edu/>
- Learning and Development - <https://hr.osu.edu/services/learning-and-development/> and gatewaytolearning.osu.edu.
- Diversity, Intercultural and Community Engagement (DICE) - go.osu.edu/dice