

## Administrative News from Glen:

I just returned from a Western Extension Director's Association Annual Meeting. It included a celebration of the Extension Centennial. Billed as the "Centennial on the Summit: Looking Forward", it was one of the most thought provoking conferences I have attended. Focused on successful extension practice for the next 100 years, the program included an assortment of presentations that look to the future; some from within Extension and others from without. You will likely hear more about this from me going forward. The presentations were available by webinar and will be posted on-line. I will let you know when they are available and may suggest particular presentations for your viewing. Here are a few take-home nuggets from the conference:

- Successful Extension has always been about engagement; what is engagement? Outreach starts with an answer; engagement starts with a question. A second definition: Learn more than we teach and listen more than we talk.
- Extension needs to consider the lifetime value of a customer.
- Extension of the future needs to provide a spectrum of access. Successful programming will be granular, interactive and learner driven.
- Extension has always been about open source information; Successful Extension will expand on this legacy of open source information and learning.

I was unable to attend ESCAPE this year but I understand it was a very successful conference. My congratulations and gratitude to the planning committee and Northwest Area colleagues for a very successful ESCAPE. I'm looking forward to our In-depth conference in Laramie next month.

Safe travels, Glen

---

## Personnel News:

**Campbell County, CDE – Position #0464, based in Gillette. This is an extended term track, Assistant UEE position. Screening will begin November 21, 2014.**

**Carbon County, NFS – Position #1281, based in Rawlins. This is an extended term track, Assistant UEE position. Interviews will be held soon.**

**Carbon County, SMRR – Position #0177, based in Rawlins. This is an extended term track, Assistant UEE position. The search has closed and screening is under way.**

**Teton County, 4-H/Youth Development Educator – Position #4440, based in Jackson. This is a non-extended term position. Interviews will be held soon.**

**Teton County, NFS – Position #1282, will be based in Jackson or Pinedale (Discretion of the new employee). This is an extended term track, Assistant UEE position. The search has closed and screening is under way.**

**Park County, Ag & Horticulture Systems (formerly PSAS) – Position #2562, based in Powell**

*and will be housed at the R&E Center. This is an extended term track, Assistant UEE position. The search has closed and screening is under way.*

**Extension Specialist & Regional Extension Program Coordinator for the USDA Northern Plains Regional Climate Hub – Position #5044, based on campus in Laramie or USDA ARS Rangeland Resources Research Unit in Cheyenne. This is a non-extended term track, Assistant, Associate, or Senior UEE position. Screening will begin November 21, 2014.**

---

## Staff Development/Federal Relations News from Susan:

### **Professional Development News**

In-Depth Training –100 Years Making a Difference – UW Extension, will be held November 3–6, 2014. UW Extension will meet at the Hilton Garden Inn and UW Conference Center for the training in Laramie. All registered participants will be receiving an e-mail with final details later in October. Remember Election Day, November 4, falls during our conference. Just a reminder to vote early or request an absentee ballot ahead of the conference.

### **Civil Rights Tip**

All materials shared with clientele, including publications, handouts, fliers publicizing events, should have a non-discrimination disclaimer. Copies of disclaimers can be found on the UW Extension Web site; employee resources; Marketing Materials; Disclaimers.

### **Reporting Tip**

Each extension employee is required to write at least one impact statement. Impact statements are shared with state and federal legislators, county commissioners, advisory committee members and other stakeholders. Impact statements should be brief, 600 – 700 words, written in non-technical language. Briefly describe the situation (how the need was identified), what you did, others who were involved and the impact or results. Copies of past printed impact statements are available on the UW Extension Web site under publications.

### **Customer Service Tip**

How to Say NO!

Extension staff know there are often requests from clientele groups to attend meetings, do tasks for them that we don't have time for or that may be inappropriate as part of our job. When you refuse a request, use the three-step ACT process to say "No." Here's how it works:

- Acknowledge the request. Offer a short comment to let the person know you heard what he said and you're considering it. Examples: "I know this is important to you." "I wish I could help you out." "I understand your situation, because I've been there myself."
- Clarify your circumstances. You don't need to go into great detail. Briefly explain why you aren't able to honor the request. Examples: "The State 4-H Policy is..." "Circumstances make it impossible." "I'm not available." "That won't work for me."
- Transform your refusal into a positive. Suggest alternatives or make a comment that will reaffirm the relationship. Examples: "While I can't do what you're asking, here's what I can do..." "Have you considered....?" "I can help you by...."

-Adapted from Power Phrases! Meryl Runion, AMA-COM.

---

## Cent\$ible Nutrition Program News from Mindy Meuli:

Happy New Year! The Cent\$ible Nutrition Program started the 2015 grant year on October 1st.

Trish Pena is retiring after 15 years of service to the Cent\$ible Nutrition Program. In her tenure with the program she has been the outstanding nutrition educator of the year and also received the Linda Melcher award. Trish has always been dedicated to her clients. She carries out her duties consciously and demonstrates accountability and professionalism along with a friendly and calm demeanor. She has been a real asset to the Cent\$ible Nutrition Program and will be greatly missed. We wish her well in her retirement and thank her for all of her contributions to the success of the CNP in Weston and Crook Counties as well as statewide.

---

## eXtension News from Stan Skrabut & Milton Geiger:

The eXtension Moment

Broaden your presentation reach

As you develop your programming and given presentations to the community, you may also want to consider also broadcasting them as a Webinar. If you do give a Webinar, open the Webinar to the rest of the nation by adding it to Learn.extension.org. Your colleagues across the nation are sharing their expertise (<http://tubarks.wordpress.com/2014/10/03/learning-opportunities-in-october-2014-and-beyond/> you should as well.

Interested in learning more about a topic, then check out what is and has been offered at <http://learn.extension.org>.

If you have questions regarding how to use eXtension.org please contact Milt ([mgeiger1@uwyo.edu](mailto:mgeiger1@uwyo.edu)) or Stan ([Skrabut@uwyo.edu](mailto:Skrabut@uwyo.edu)).