

## Administrative News from Glen:

My congratulations to the In-Depth Training planning committee for a successful Extension annual conference. By all counts the trainings were excellent. I participated in the 4-H training put on by Franklin Covey Institute: Seven Habits for Managers. It was well taught and relevant to my work. Dean Galey spent the week with us, attending the CDE training.

If you missed our administrative lunch, you may not know about the John P. Ellbogen Foundation Wyoming Communities Agriculture and Rural Living Project Fund. A highlight of the lunch session was Mary Garland's (President of the Ellbogen Foundation) discussion of the endowment gift and the Foundation's aspirations for the fund. When fully endowed, the fund will provide about \$35,000 per year to support new and innovative community level Extension projects. We will have some endowment funds to award next summer so you will hear more about this Ellbogen Project Fund in the spring.

In my mind, our awards banquet was one of our best ever with President McGinity's comments elevating the evening. Congratulations to all of the award winners but most particularly the UW Extension award winners: Cole Ehmke, the Jim DeBree recipient; Tana Stith, the Creative Excellence recipient; Hannah Swanbom, the Newer Employee award recipient; and Tina Russell, the Diversity award recipient.

I had one slide in my administrative lunch presentation that I did not discuss due to lack of time. That slide held a bullet list of my descriptors of the successful 21st century Extension service. The list included:

- Demand Driven Engagement
- Impactful Learning Experiences
- Expand Open Source Learning
- Innovative – Willing to Take Risk
- Local
- Learner Driven Spectrum of Access
- Recognize the Lifetime Value of the Student

I am out of words for this edition but plan to talk about these points over the next few months in successive issues of News Briefs so you will be able to read, and maybe hear, more of my thoughts about them.

It was -21 degrees F in Laramie this morning and snow is on the ground. Winter must be here, so put your winter bag in your car and be careful.

Safe Travels, Glen

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## 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. Re-advertising this position. Screening will begin January 12, 2015.*

*Carbon County, SMRR – Position #0177, based in Rawlins. This is an extended term track, Assistant UEE position. Interviews were held and an announcement will be made soon.*

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

*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. Interviews were held and an announcement will be made soon.*

*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.*

*Johnson County, 4-H/Youth Development Educator – Position #4032, based in Buffalo. This is a non-extended term track, Assistant UEE position. Screening will begin January 9, 2015.*

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## Staff Development/Federal Relations News from Susan:

### Professional Development News

Many thanks to the In-Depth Planning Committee, our training theme–100 Years Making a Difference – UW Extension was timely. Stacy Buchholz, Kellie Chichester, Chris Hilgert, Windy Kelley, Mindy Meuli, Kentz Willis, Jossy Ibarra, Tom Foulke, and Mary Kay Wardlaw represented initiative teams and CNP to plan and facilitate the conference.

In 2015 Extension will hold EPIC (Extension Professional Improvement Conference). This bi-annual training is not subject matter specific, but will include topics applicable to all, regardless of the discipline you provide education in. **This conference rotates out in the state. In 2015 we will be looking for a host county in the Northwest area.** I will be sending logistic specifications to the NW counties soon.

### Civil Rights Tip

All county offices and UW have “*And Justice For All*” posters which are prominently displayed for the public. Do you know why this poster is required? If you take time to read the print on the poster, they provide instructions for the public, if they have a civil rights concern and want to file a complaint. The complaint procedure is also listed in Spanish. Every office should have a poster that can be viewed by the public when they are in the office. Meeting rooms or the front office is an appropriate space. If you need a new poster, you can download, and I would suggest laminate from the following Web site: <http://www.fns.usda.gov/cr/and-justice-all-posters>. Poster 475A is the correct version for Extension.

We will soon be appointing several new civil rights advisors. If you have an interest in serving in this state assignment, please contact Susan. The appointments are for three years and involve no more than two civil rights reviews; travel is paid by the state office.

### Reporting Tip

Every year I hear educators and specialists grumble about completing reports. Reports are required at several levels for accountability. I would urge everyone with an extension appointment, to **Plan and Schedule** time to complete reports. Extension administration has been very consistent with the November 1<sup>st</sup> annual reporting and ET&P packet deadline. On-line contact reports are **ALWAYS** due

in early October, a few days after the September 30<sup>th</sup> end of the Federal Reporting year.

**Customer Service Tip**

Ask one question to serve customers better.

Every Extension employee is ultimately responsible for serving customers. That means asking them the right questions. The best advice you should remember is to keep asking, “What else?”

Try asking variations on “What else can I do for you?” every time you’re helping a customer. This shows your commitment to helping customers as best as you can, instead of trying to get rid of them as quickly as possible. They’ll feel more welcome and willing to keep doing business with you.

—Adapted from the Eric Jacobson on Management blog

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

Today we say farewell to Tressa Penrod-Kaiser. Tressa has been with CNP for 8 years and will be greatly missed. Tressa has been a stable force within CNP, working behind the scenes to promote the program. She has been instrumental in designing the newsletter, highlight reports, curriculum layout, and cookbook production in both English and Spanish. Tressa is moving to Idaho with her husband Andy and their 2 dogs Belle and Winston. We wish Tressa all the best in her new adventures.

Thanks to all the CNP educators for your participation and contributions to In-Depth Training last week in Laramie. I thought it was a great four days and I really enjoyed getting together with everyone. We had excellent speakers and networking that only helps our program grow stronger. I am looking forward to another great year of programming.

**Congratulations again to our award winners:**

Rookie Educator of the year: Sandra Biller, Albany County

Rookie Coordinator of the year: Debra Russell, Laramie County

Educator of the Year: Jill Person, Laramie County

Coordinator of the Year: Wendy Nielson, Sweetwater County

Linda Melcher Award: Mary Kay Wardlaw, Administration Office

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